

**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 21 June 2017

**Subject:** Selective Licensing Update, including outcome of the public consultation for Moss Side and Rusholme

**Report of:** Director of Housing and Residential Growth

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**Summary**

At its meeting in December 2016 officers provided an update to Scrutiny members on the implementation of the pilot Landlord Selective Licensing (SL) scheme in Crumpsall the first of four chosen neighbourhoods in Manchester. This report provides an update on progress against the remaining 3 areas with detailed feedback on the extensive consultation exercise completed in an area within Rusholme and Moss Side. A further area in East Manchester is currently under review and this is referenced for information prior to a report being submitted to Executive later this year.

**Recommendations**

1. Note progress to date on the 4 areas that were subject to Executive approval in June 2016.
2. Comment on the consultation findings and the public support for the introduction of selective licensing for privately rented properties in the identified area of Rusholme and Moss Side.

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**Wards Affected:** Crumpsall, Moss Side, Rusholme, Moston, Old Moat, Ancoats and Clayton

<b>Manchester Strategy outcomes</b>	<b>Summary of the contribution to the strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Good quality and professionally managed private rented homes will contribute to the sustainability of neighbourhoods, ensuring residents have a settled and stable platform to contribute and thrive.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The existing homes and improved neighbourhoods will be well connected to employment opportunities and schools

A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Increasing the supply of good quality affordable homes for private rent will provide the opportunity for Manchester residents to raise their individual and collective aspirations
A liveable and low carbon city: a destination of choice to live, visit, work	The right mix of quality energy efficient housing is needed to support growth and ensure that our growing population can live and work in the city and enjoy a good quality of life.
A connected city: world class infrastructure and connectivity to drive growth	This approach recognises the importance a balanced housing offer plays within a well-connected city and the neighbourhoods within it. It seeks to create neighbourhoods where residents will choose to live and their housing needs and aspirations are met

**Full details are in the body of the report, along with any implications for**

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

**Financial Consequences – Revenue**

An initial budget for the consultation process of £58,500 has been required to date, an additional £18,700 will be required to deliver an additional phase of consultation (subject to Executive approval to consult). However, if after public consultation the Council decides to proceed with Selective Licensing these costs can be recouped via the license fee.

**Financial Consequences – Capital**

There are no direct capital consequences to the Council arising from this report

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**Background documents (available for public inspection):**

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Draft Residential Growth Strategy, Executive, 4<sup>th</sup> November 2015
- Manchester Market Rental Strategy, Executive, 15<sup>th</sup> January 2015
- Manchester Residential Growth Strategy and 2016/17 Action Plan, Executive, 2<sup>nd</sup> March 2016
- Selective Licensing Pilot report to Neighbourhood and Environment Scrutiny 21 June and Executive 29 June 2016
- Selective Licensing report to Neighbourhood and Environment Scrutiny 6 Dec 2016

## **1.0 Introduction and Context**

- 1.1 The report to executive on 29 June 2016 outlined the context of the private rented sector in Manchester as a rapidly growing sector, where about a third of homes in the City are rented through private landlords. This is likely to rise to about 40% in the next ten years on current forecasts.
- 1.2 Most private rented sector homes are good quality and available at a reasonable rent. However, this is not always the case. The private rented sector remains fragmented in ownership terms with 70% of landlords owning 3 or less properties. This leads to inconsistent management standards and some neighbourhoods suffer from having a lack of 'ownership' and feel neglected.
- 1.3 There are a small number of neighbourhoods with very poor quality landlords, crime and high levels of deprivation. In some instances these operators receive significant sums of public finance in terms of housing benefit, representing very poor value for money for the public purse, The Manchester Market Rental Strategy sets out how we will work to improve standards and manage growth and one of the measures seen to be able to assist with this priority is the introduction of locally focussed Selective Licensing (SL) schemes.
- 1.4 The Housing Act 2004 gives the council the power to introduce the licensing of private rented homes within a designated area, with the aim of improving the management and condition of these properties to ensure they have a positive impact on the neighbourhood. One of the main themes of the Council's Market Rental Strategy is to support the professionalisation of the Private Rented Sector by improving property and management conditions. In an area subject to Selective Licensing, all private landlords must obtain a licence and if they fail to do so, or fail to achieve acceptable management standards, the local authority (LA) can take enforcement action issuing a fine of up to £20,000 or, in extreme cases, assume management control of the property.
- 1.5 Officers have used neighbourhood and local intelligence (as outlined in the report to executive) and to identify areas that meet the criteria to designate a selective licensing area; this can include low housing demand, poor property condition, high levels of antisocial behaviour, crime and deprivation. The Executive approved a programme of consultation within 4 identified areas of the City and an area within Crumpsall was the first to be designated (maps of the 4 areas are attached as Appendix 1).

## **2.0 Crumpsall Designation & Lessons Learnt To Date**

- 2.1 After a successful and robust consultation process, the Crumpsall designation came into force on 13 March 2017. The introductory licence fee of £400 per property for the five year designation period, has attracted approximately two thirds of landlords in the area to apply for a licence during the three month lead-in period. The high levels of early applications indicate the introductory licence fee is accepted by landlords and the approach recognises good



landlords in the area. The total number of landlords that have applied for a licence is currently 252.

- 2.2 All outstanding licensable properties and landlords have now been included in the early stages of an enforcement strategy, which included a letter sent on the 27th April 2017 allowing 14 days to apply for a licence. 19 have responded to these letters and we are now gathering evidence on the remaining 87 who have failed to apply or make contact with a view to landlords being invited to attend a formal interview under caution which may result in enforcement action (prosecution or civil penalty notice) being taken against them
- 2.3 Since the designation some landlords are providing gas safety certificates that have been recently obtained. Whilst the need for a gas certificate is already a requisite, the requirement for providing the certificate as part of the application process demonstrates an early improvement in the safety of properties. It is proposed 50% of the licensed properties will receive a compliance inspection during the five year designation period to ensure the licence conditions are being adhered, and that properties are free from disrepair and are being managed appropriately.
- 2.4 An interim review of the Crumpsall pilot has identified further improvements which will be implemented prior to any further licensing areas are considered for designation. The key lesson learnt to date is in relation to ICT arrangements.
- 2.5 The application process for the Crumpsall pilot enabled landlords to apply for a licence using a downloadable form, which could then be emailed or hard copy submitted, and making payment for the licence following an invoice being issued. This was a temporary arrangement whilst an online portal and payment system was being developed. This approach resulted in some very poor quality applications being submitted, which required a resource intensive process to chase up and clarify incomplete applications, and also required officers to manually input a large amount of data into a neighbourhood management database.
- 2.6 An online portal and payment system is now in place and will enable all remaining and future applications to be made and paid for online. Stage two of the ICT project will see the application portal being integrated with the neighbourhood management database, so manual inputting and administration is significantly reduced and officers are able to process applications more efficiently. This is scheduled for completion prior to any further designations being made.

### **3.0 Moss Side & Rusholme Consultation update**

- 3.1 Current legislation requires a consultation period of 10 weeks to gauge public opinion and gather feedback before a designation can be considered. The Council has successfully delivered a consultation exercise from 6 February to 21 April 2017 using the methods as detailed in the Executive report on 29 June 2016.

3.2 The consultation process completed in Moss Side and Rusholme has included:

- Contacting residents, landlords letting agents and business directly via letter, explaining what SL is, how it could improve the neighbourhood, how it would operate and how they may be affected
- Consultation with local ward members
- Creation of a selective licensing email inbox so written representations or any queries can be directly forwarded to the relevant team
- An online consultation page and questionnaire to obtain views
- Three local drop-in events at community centres, which were advertised in the local press and social media. This provided an opportunity for landlords, managing agents and residents to have face to face contact with officers to discuss the proposals
- Meetings with national and regional landlord agencies who support and advocate for a number of private rented sector landlords across the country.
- Email to community guardians and partner organisations

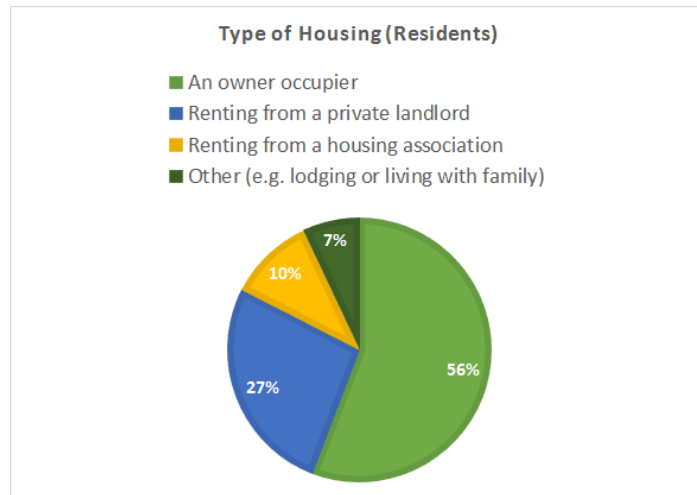
Consultation launch coverage in the local paper and social media (Twitter)

### **On-line Consultation Evaluation – Key Findings**

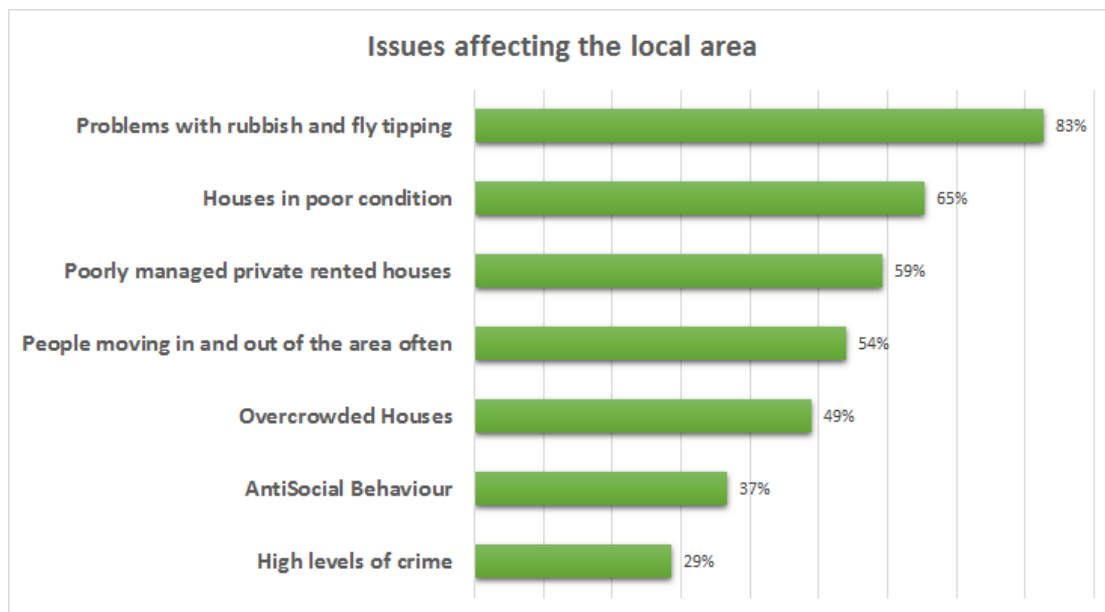
3.3 Public consultation with regards to the proposed Rusholme and Moss Side Selective Licensing area also took place via an online survey between 6 February and 21 April 2017. Details of the scheme and the proposed area and streets to be covered were provided and views were invited from local residents and landlords or letting agents with property in the proposed area (with different survey questions for each group).

3.4 A total of 79 responses were received from Landlords and Managing agents and 98 responses were received from residents. The survey was voluntary, and self-selecting so is not a truly random sample of the whole population. It should be treated as indicative of the views of local residents and landlords who took part in the survey, but not necessarily representative of all residents or landlords in the area.

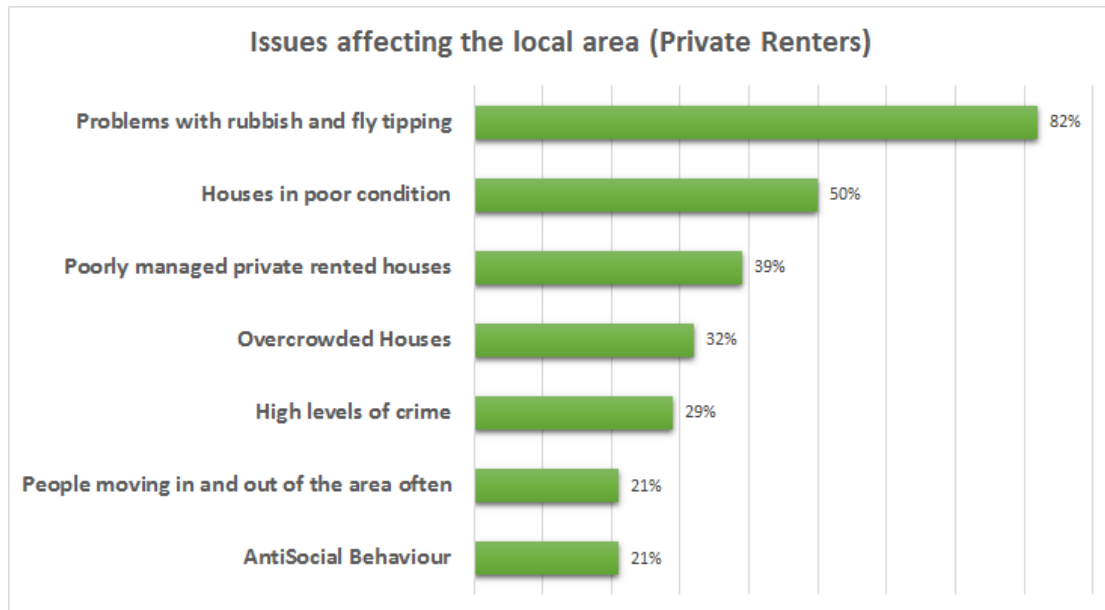
3.5 98 residents responded, of which 86 were from the local area (and therefore 4% of households in the proposed licensing area). The majority of responses from residents were owner occupiers, with 27% responses from residents renting property in the area.



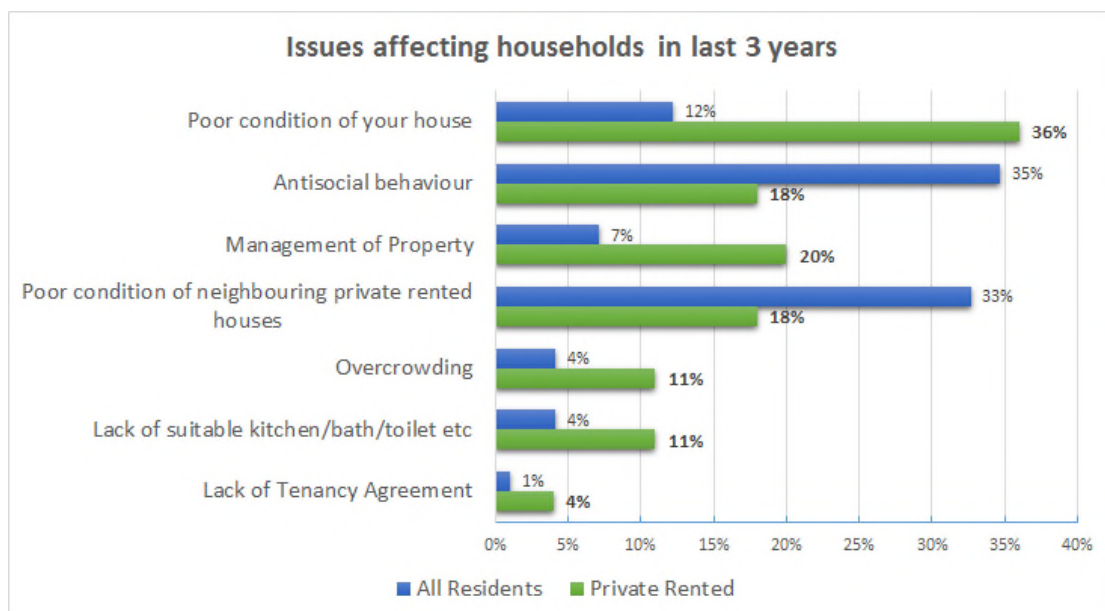
- 3.6 Residents were asked to state which of the following issues affected the local area. Crime, anti-social behaviour, rubbish or fly tipping, poor house condition, poor property management, and high turnover/transience.
- 3.7 The most frequently ticked issues were problems with rubbish and fly tipping (83%), houses in poor condition (65%), poorly managed rented houses (59%) and people frequently moving in or out of the area (54%). Other issues raised included parking and highways issues, rent levels and litter.



- 3.8 Note that of the 28 private rented residents who responded – the issues are ranked in similar order, but a much lower percentage felt anti-social behaviour and people frequently moving was an issue.

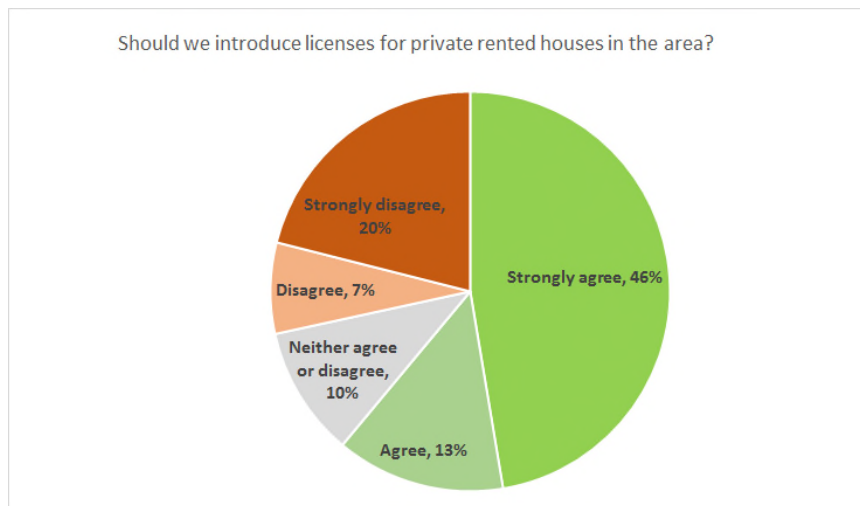
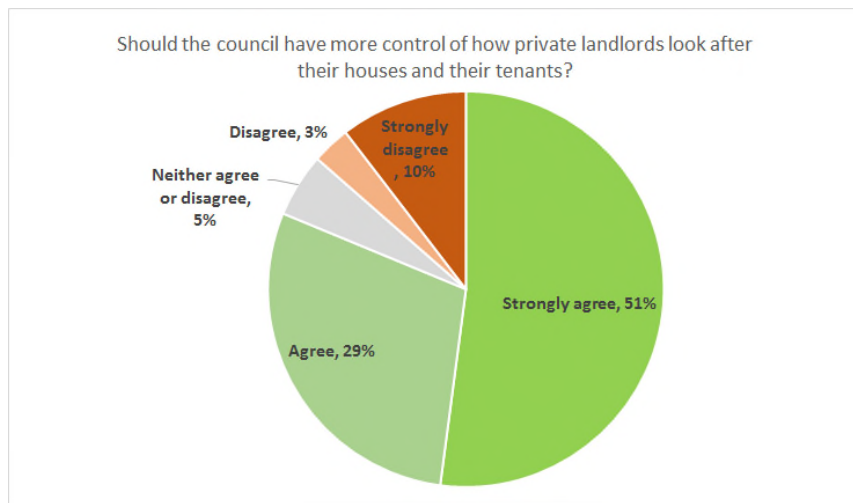


3.9 A third of all respondents had been directly affected by the poor condition of their house or a neighbouring house and 35% had been affected by anti-social behaviour in the area. 20% of private rented respondents had an issue with the way their property was looked after by a landlord or letting agent and 36% had been affected by the condition of their property. Other issues raised included speeding cars, pest infestation, bin collection, households leaving rubbish outside properties and noise at night. Several respondents mentioned issues with properties having conversions/works without planning permission. These issues have been referred to the relevant department to investigate where specific details have been provided.



3.10 80% of respondents agreed or strongly agreed that the Council should have more control over how private landlords look after their tenancies, and of those 51% were strongly in agreement. 59% agreed or strongly agreed we should

introduce selective licensing into the area.



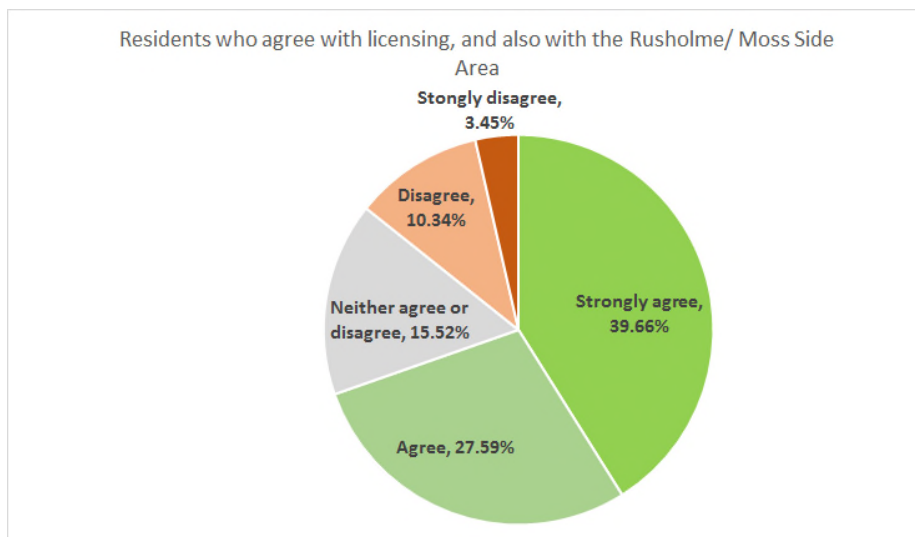
3.11 Of those who agreed with selective licensing or more control over private rented tenancies, reasons given included the following:

- Landlords should be more accountable for the internal/external standard of housing they provide and the local area
- Would make landlords more responsible for their tenants behaviour
- Would reduce evictions / homelessness
- May reduce littering/fly tipping
- Would ensure landlords respond to complaints / repairs
- Would improve rights for tenants
- Would protect property values
- Would prevent alterations / extensions without permission
- Would reduce anti-social behaviour

3.12 Of those who disagreed with either selective licensing, or more control over private rented tenancies reasons given included the following:

- It would push up rents / the cost would be passed on to tenants,
- It would reduce house prices
- Landlords should not be responsible for their tenants behaviour
- Would not be effective or make a difference.
- Should do other things to improve the local area
- Standards can be enforced under existing law
- Licensing not needed in the area
- Would be bad for the area's reputation
- Short-term tenancies not necessarily a problem
- Council should do more to support landlords to raise standards
- Landlords would invest outside the area

3.13 47% of all respondents said they strongly agreed, or agreed with the area identified for Selective Licensing. 30% disagreed or strongly disagreed with the area identified. Of those who agreed with licensing, 67% also agreed with the proposed area, 13% agreed with introducing licensing but not in the identified area.



3.14 The following issues were raised by respondents who disagreed with the area chosen:

- Should be in a different area or across the whole city
- Problem is with social housing not private housing
- Community should take care of the area
- Would not improve the area

Suggested changes to the area:

**Should include:** Crofton and Acomb Street  
Ealing Avenue and St Ives Road  
Should cover all of Fallowfield and Withington  
Fleeson and Grandale Streets

**Should Exclude** Thornton, Horton and Brompton Street

Aldwych Avenue and The Grange and properties fronting Moss Lane East.

3.15 Around 56% of the respondents agreed that the scheme would improve property management, 60% said it would improve house condition and 51% thought it would improve the area in general. Respondents were less sure that the scheme would reduce anti-social behaviour – 29% of residents disagreed and 27% were unsure or didn't know whether it would improve ASB.

	Would improve property management	Would improve condition of houses	Would reduce ASB or nuisance	Would improve the area in general
<b>Strongly agree</b>	34.7%	38.8%	25.5%	33.7%
<b>Agree</b>	21.4%	21.4%	17.3%	17.3%
<b>Neither agree or disagree</b>	10.2%	13.3%	20.4%	16.3%
<b>Disagree</b>	7.1%	6.1%	8.2%	6.1%
<b>Strongly disagree</b>	20.4%	15.3%	20.4%	17.3%
<b>Don't Know / No Answer</b>	6.12%	5.10%	8.16%	9.18%

3.16 Respondents were asked to provide any other comments at the end of the questionnaire. The key issues raised are summarised as follows:

- Concern that cost of licence would be passed on to tenants in rent
- Licence fee is a form of tax
- Concern that licensing would be used to 'gentrify' the area
- Licensing would not make it better for tenants
- Unclear how licensing would tackle Anti-Social Behaviour
- Council should do more to tackle rubbish, highways, potholes etc.
- Crime, drug dealing etc. needs to be tackled
- Licensing should be introduced but not be charged for
- Tenancy agreement should include agreement to use bins and have rubbish collected
- Landlords should not be responsible for tenants behaviour
- Licensing not proven to work elsewhere.
- Could increase risk of eviction/ impact on vulnerable people
- Not enough information about how the scheme would work and be enforced
- Unfair to charge good landlords for a licence.

3.17 Other comments raised included:

*“If I was a landlord I would be happy to adhere to these rules as I understand the negative impact it has on people who are trying to stay in the area.”*

*“A properly resourced and implemented licensing scheme would help to deal with this and help the people who care about the area to ensure it is a nice place to live”*

*“Please ensure that landlords have an obligation to undertake regular maintenance to their properties, especially where this affects neighbours”*

*“Licensing will make a positive difference but to be truly effective it will require enforcement action to be taken”*

**Responses from Landlords & Agents**

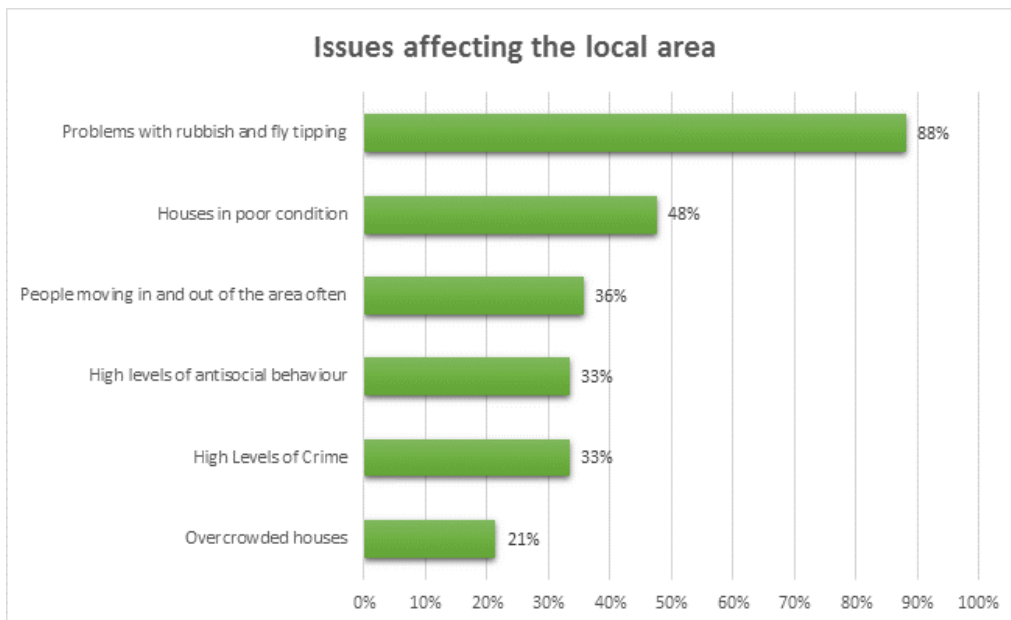
3.18 A total of 79 responses were received from landlords and managing agents, of which 71 identified as landlords, with 86% currently owning a privately rented property. 10% of the responses were from letting agents and estate agents, who manage more than 45 properties between them. The independent landlords own more than 186 private properties for rent, with 97% of these owning 3 or less properties.





### Issues affecting the local area

- 3.18 Landlords were asked to state which of the following issues affected the local area. Crime, anti-social behaviour, rubbish or fly tipping, poor house condition, poor property management, and transiency (people frequently moving in and out of the area). There were 42 respondents who raised problems within the area, with 28 choosing not to respond and 9 responding that none of the above were issues.
- 3.19 The most frequently reported issue were problems with rubbish and fly-tipping, which was highlighted in 88% of responses. Of the five responses from letting agents, all identified houses in poor condition as being a problem. Other issues highlighted were litter, large numbers of students moving in and out of the area, alcohol related nuisance and some felt that Housing Association/Council tenants were causing problems rather than private tenants.

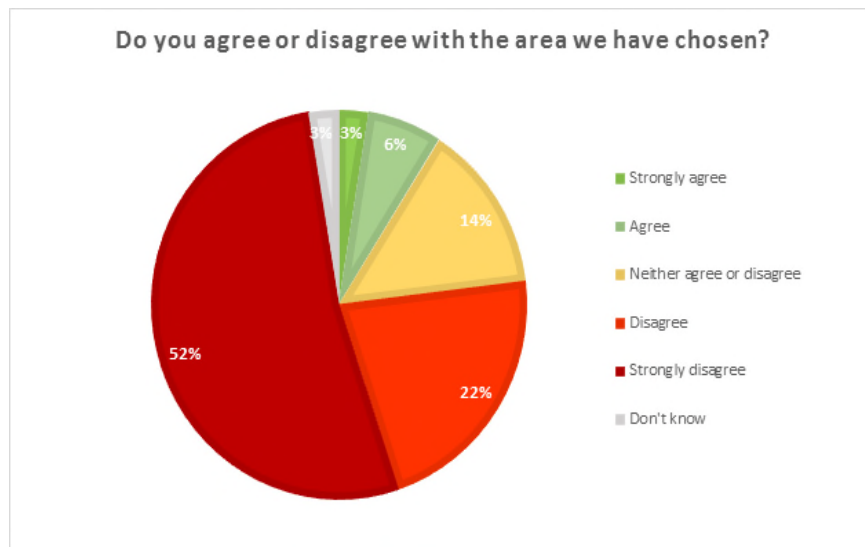


### Issues directly affecting the landlord and their residents in the last 3 years

- 3.20 Landlords and agents were asked how many of the following issues had affected their property within the last three years. Antisocial behaviour, problems finding tenants, problems getting references, rent arrears, overcrowding. Only 19% of respondents reported problems in the last few years, with 60% highlighting antisocial behaviour. 33% also reported problems with rent arrears.

### Do you agree with the area the council has chosen?

- 3.21 When respondents were asked whether they agreed with the area chosen 74% disagreed (with 52% strongly disagreeing), 9% agreed and 17% neither agreed/disagreed nor did not know. None of the estate or letting agents were in favour of the area chosen.



3.22 For those who disagreed with the area chosen, reasons given included the following;

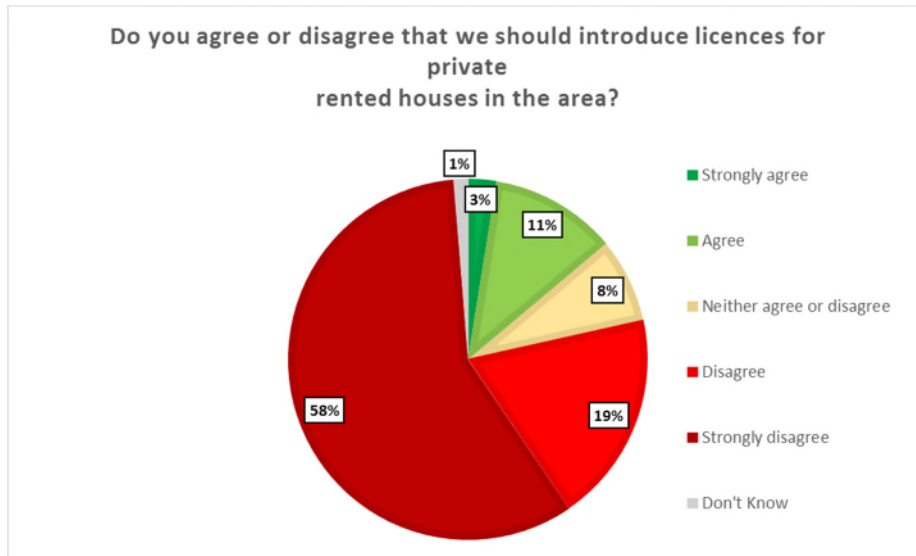
- Rusholme/Moss Side is a good area and does not meet the criteria for selective licensing
- Area borders should be redefined (broadened)
- Other areas pose more of a problem
- Area could be stigmatised by licensing
- Problems stem from social housing or student properties in the area

3.23 Where a change of areas stated some of the suggestions have been;

- **To exclude;** Yew tree road (west), Great Western Street, Eileen Grove, Horton Road, Thornton Road, Brompton, Haydn Avenue, Ruskin Avenue, Acomb Street,
- **To include;** Heald Place, St. Ives Rd, Fallowfield, M14, M15

**Landlord's views whether licenses should be introduced for private rented houses in the area.**

3.24 Landlords and agents responded with 58% strongly disagreeing with licensing. A further 19% disagreed, to give a total of 77% of respondents not in favour of the proposed licensing. 14% of respondents agreed with the licensing and 9% didn't know or neither agreed/disagreed.



3.25 The following were positive responses to licensing;

- Improves the quality of rental properties from a letting agents perspective
- More legislation helps tenants and landlords communicate
- Controls rogue landlords
- Improves conditions for renters

3.26 The majority of comments were critical of the proposed licensing with over 50 comments falling under the following;

- The high cost of licensing will be indirectly passed onto tenants through rent increases
- Licensing is only being introduced to raise revenue for the council
- The council should be able to deal with rogue landlords without the need of new licensing
- Unfairly passes the cost of rogue landlords onto good landlords

3.27 Other issues raised as a negative response to licensing included;

- Local areas with issues (fly tipping, crime etc.) have not been addressed successfully so many respondents listed reservations for this scheme
- Previous licensing by MCC deemed unsuccessful
- Rogue landlords won't be deterred by a new license
- Private tenants or landlords are not the cause of the problem
- Many requirements for licensing already obtained by landlords such as HMO
- Negative impact on the area making it less attractive for future buy-to-let landlords
- Area is inappropriate

3.28 A few suggestions were proposed as alternatives, such as;

- License landlords, not property.
- Providing free licenses to those who pass council checks and fining those who don't.

### **What support or services could be given to manage privately rented houses in the area?**

- 3.29 Landlords and agents were invited to provide suggestions as to what support or services may be of benefit in order to manage their houses to a high standard. Around 15% of respondents stated that they did not need any additional support from the council. Of those that did suggest support/services, the most frequent themes raised were;
- Invest in the neighbourhood – provide alley gates, tackle ASB and reduce rates of fly tipping/litter
  - Provide regular free training, support, and guidance sessions for landlords as to how to manage properties
  - Produce a clear list of expectations and standards landlords should adhere to. Conflicting expectations from tenants, agents, MCC and government can confuse things
  - Create a directory of vetted and trustworthy tradespeople to help maintain properties
- 3.30 A number of responses (6+) discussed that bad tenants do not mean bad landlords. Additional support in dealing with problem tenants and those on housing benefit would be useful.
- 3.31 Other responses included;
- Create a feedback loop of landlords, tenants, and council to ensure regular communication
  - Encourage the use of agencies
  - Pay housing benefit direct to landlords
  - Help with references
  - Promote the importance of upkeep

### **Would licensing improve things?**

- 3.32 63% of respondents agreed that licensing would not improve the way letting agents or landlords manage their tenants, 58% said it wouldn't improve the conditions of rented houses, 68% suggested it wouldn't help improve the area in general, and 91% thought it would not have a positive impact on ASB.

	The way landlords or letting agents manage their tenants	The condition of private rented houses	Antisocial behaviour or nuisance	The area in general
Strongly agree	1%	1%	0%	3%
Agree	13%	20%	9%	8%
Neither agree or disagree	10%	9%	8%	10%
Disagree	27%	30%	33%	32%
Strongly disagree	37%	28%	39%	37%
Don't know / No Answer	13%	11%	11%	11%

### Other Comments

3.33 Respondents were asked to provide any other comments at the end of the questionnaire. The key issues raised are summarised as follows:

- Improve council presence in problems areas – more police and waste disposal
- There should be existing legislation the council can utilise instead of introducing new legislation
- Anti-social behaviour is not a result of private housing
- Licensing fee is very high in comparison to other countries (Wales, Scotland)
- Deters landlords from operating in the area
- Consider exemptions for good landlords
- Money used for license could be better invested in improving the property itself
- Install alley gates
- Assumes landlords are local to the area
- Give more support to landlords in dealing with problem tenants
- Provide information packs on renting and a directory of local tradespeople for upkeep
- More liaison with local universities to avoid student damage and ASB
- Offer landlords training

### 4.0 Summary of drop-in events

#### 4.1 15.02.2017 – Trinity House, Grove Close, Manchester

- Resident wishes to go travelling and let property out for 12 months only to fund trip, will they have to pay for a licence?
- A Trust manages two asylum seeker properties in the area and queried are they exempt, if not who applies, the Trust or Owner?
- Would MCC consider phased payments for landlords with many properties
- There used to be a landlord forum in the town hall can this be re-introduced?
- Properties should be inspected by MCC before they are let out by landlords

- Can the area be extended (popular requests for all of Acomb St and Crofton St) - conditions are worse near the Curry Mile, and top of Fallowfield where students are.
- Remove Thornton, Brompton and Horton streets as they are the nicest in the area
- Landlords feel like they are border control (Right to Rent)
- Will licensing mean the visual appearance of the area is improved, in particular issues with litter, fly-tipping, communal containers (alley-way) and street cleansing?
- Builders often fly tip in the area
- Lots of people queried why this areas has been chosen when the immediate neighbouring areas (Walmer St, Acomb St, Crofton, top of Fallowfield, Curry Mile area) are considered to be in worse condition. Top end of proposed area is primarily social housing.
- Residents and landlords both agree that the council's decision to place communal bins for residents to use in none gated alleyways has added to the problem. They believe it should have been individual bins for households in none gated properties and communal bins in gated properties. So they didn't believe SL would tackle the issue of rubbish in the area.

#### 4.2 **15.03.2017 – Millennium Powerhouse, Raby St, Manchester**

- Council needs to support landlords and take action against empty properties
- Rents will increase
- Licensing should be extended to near shops on Wilmslow Rd
- Who should apply for the licence – managing agent or landlord
- Difficult getting references for students sometimes as its their first property
- Queries around proposals for extended mandatory HMO licensing ( 2 storey)
- Builders always dumping rubbish in the area
- Queries around cost of licence
- Scheme will need to be effectively resourced to take enforcement action to work
- Area does not meet conditions for Selective Licensing – Hayden St and Ruskin Ave
- Right To Rent – unclear what documents are sufficient as residential permits are sometimes time limited, some landlords don't know about this requirement.
- Older landlords may not maintain properties as the investment is their pension
- Regular updates to landlords about legislative changes and updates would be useful
- Will licensing address street cleansing and litter in area? Environmental quality of the area determines resident's health and sustainability of the area.

#### 4.3 **13.04.2017 – Birch Community Centre**

- Will impact investors and letting properties in the area
- Other legislation exists which has had an impact on landlords e.g. stamp duty for second homes, tax on mortgage interest, tenancy deposit scheme
- Additional cost and regulations
- Area doesn't suffer with the issues that have been the driving force for Selective Licensing
- There is a real sense of community in the area
- Rogue landlords only should be targeted

#### 5.0 **Written Representations**

- 5.1 There are a number of written representations that officers are currently reviewing and preparing responses to.

##### **Written Representations by National Landlords Bodies**

- 5.2 Further to meetings with national landlord organisations, including the National Landlords Association and Residential Landlords Association written representations have been encouraged and received. In summary queries were made in relation to:

- The council should wait until the impact of new powers can be assessed before pressing on with more regulation in the form of selective licensing
- Too much focus on the processing of licenses, while prosecutions centre on whether a property is licensed or not, rather than management standards and property conditions
- The Council already has the necessary tools to tackle poor housing management and conditions in the PRS
- Good landlords will apply for licenses and, in all likelihood, pass the cost on to tenants in the form of increased rents, doing nothing to address affordability, while the worst landlords – the criminal operators – will simply ignore the scheme, as they do many other regulations.
- Request for area specific evidence or link between recorded housing crime and private rented sector
- Further displacement of problem tenants in the Manchester area
- Proper monitoring is not being put into place to see if schemes are successful or not.
- There is little use of “fit and proper person” powers to exclude bad landlords.
- Landlords have very limited authority to deal with matters related to anti-social behaviour (ASB).
- The documentation provided also fails to indicate that sufficient funding will be available to support the functions necessary to support licensing.
- How will the Council prevent malicious ASB claims being made that could potentially result in tenants losing their tenancies?

5.3 Officers from the city council's legal section are also in the process of responding to a specific representation from the RLA which has challenged the validity of the consultation process that has been undertaken.

## **6.0 Moss Side & Rusholme E – Petition**

6.1 A further representation was made in the form of an e petition which was available from 6 February 2017 to 7 May 2017 and attracted 30 signatures (please refer to appendix 2 for further details of the e-petition). In summary the e petition objected to the proposals for the introduction of selective licensing citing the following reasons:

- A new fee of £500 per house will not resolve the issues in the area and will stigmatise the area as being “poor”
- It will lead to housing prices falling and make the area less desirable for investors as well as owner occupiers
- Rents will increase for tenants as the landlords will want to recover the cost.
- There are other parts of Manchester which are more dangerous in terms of crime.
- The area is multicultural and friendly, and there is a demand for private rented properties in this area.

6.2 As the petition has not met the minimum threshold of 100 valid signatures in order to be formally dealt with as a petition under the scheme, this will be considered as a representation to the consultation and will be responded to in line with the consultation process.

## **7.0 Property inspections**

7.1 Property inspections have been undertaken to record internal and external property conditions of private rented properties. This information will be used as baseline data to measure the impact of a potential licensing scheme during and after the five year designation period.

### **External Inspections**

7.2 25% of all properties within the proposed licensing area have benefited from an external inspection included buildings with multiple flats or apartments. In order to get a good representative of the area a minimum of 2-3 properties on each street were inspected.

7.3 In total 305 properties were inspected. 183 properties were identified as having no disrepair and 122 properties with some level of disrepair. Out of these, 111 properties were found to have very low levels of disrepair. 1 property was deemed as being in extremely poor condition, with a further 10 properties where improvements were required. The inspection findings can be broken down into the following:



Type of disrepair	Number of Properties affected
Chimney/Roof covering	88
Gutters/Downpipes/drainage	33
Structure – Wall stability-disrepair/boundary walls	33
Windows/Doors	21
Garden and waste issues	15

- 7.4 The majority of the disrepair identified was in relation to chimney/roof covering. This included vegetation growing from chimneys, damaged flashing around the chimney stack, leaning chimney stacks and cracked/missing roof tiles. Officers also identified blocked or loose gutters and issues with the structure which included gates missing, pointing, and walls slightly leaning or bowed. In relation to garden and waste, there were 15 properties where officers identified issues with rubbish or overgrown vegetation.

#### Internal Inspections

- 7.5 46 properties have been inspected to date. 23 properties were found to contain no hazards, 1 property was found to contain a category one hazard and 22 properties found to contain category two hazards. The results are summarised as follows:

Summary	Total
Category 1 Hazards	1
Category 2 Hazards	22
No Hazards	23
Grand Total	46

- 7.6 The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. The HHSRS assesses 29 categories of housing hazard. Each hazard has a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other). Councils have a duty to deal with hazards which are assessed as category 1 under HHSRS, and discretionary powers to deal with Category 2 hazards.

7.7 In response to the hazards identified the officers took the following actions:

Summary	Total
Improvement notice plus demand notice	1
Hazard Letter	21
Environmental Protection Act Notice	1
Grand Total	23

## 8.0 Summary

- 8.1 The result of the consultation exercise so far demonstrates residents support the proposals for selective licensing whilst landlords disagree. 80% of respondents agreed or strongly agreed that the Council should have more control over how private landlords look after their tenancies, and of those 51% were strongly in agreement. 59% agreed or strongly agreed we should introduce selective licensing into the area. Of those who agreed with licensing, 67% also agreed with the proposed area.
- 8.2 Both residents and landlord / managing agents agree there are issues in the area including rubbish or fly tipping, poor property conditions, transiency, and anti-social behaviour as a result of alcohol related noise nuisance. Private rented tenants did not rank issues with anti-social behaviour and transiency (both 21%) as highly as owner-occupiers (37% ASB and 54% transiency) .Residents also identified other issues in the area including parking, highways issues, rent levels.
- 8.3 Whilst only 19% of landlords reported problems in the last three years, both groups stated they had been directly impacted by ASB. In addition to this landlords stated they had been directly impacted by issues with rent arrears, whilst residents identified issues with the poor condition of their house or a neighbouring house. Private rented tenants reported issues with the way their property was looked after by a landlord or letting agent and the condition of their property. 80% of residents agreed or strongly agreed the Council should introduce selective licensing into the area of which 47% agreed with the selected area. Some residents felt the proposed licensing scheme should include a wider area in Moss Side and Rusholme, and requests were made to extend the area by offering the removal of some existing streets within the proposal.
- 8.4 The feedback that has been provided shows a direct correlation with the data that had been analysed prior to the consultation, with higher than average issues with antisocial behaviour, issues with rubbish and fly tipping, and housing issues being a problem within the area.

8.5 Officers will consider all of the feedback to the consultation over the next 4 weeks, in particular recommendations to remove certain streets from the designated area (note - no new properties can be added to the designated area but properties can be removed)., As part of this process officers have requested further detailed data and information on the key issues in particular locations so they are confident that all or part of the area subject to the consultation exercise fulfils the criteria required for a formal designation.

## **9.0 Moston & Old Moat Consultation update**

9.1 Phase Three of the consultation was for areas within the Moston and Old Moat ward. The consultation has been conducted in the same format and process as the previous 2 areas. The consultation period ended on 2 June 2017 and the feedback from this is currently being collated, reviewed and analysed.

9.2 As agreed with Executive in June 2016 the Director of Housing and the City Treasurer in consultation with the Deputy Leader who is the Executive Member with responsibility for Housing and the Executive Member for Finance and Human Resources, delegation will be exercised if a decision is made to proceed with a designation. If the decision is taken to designate any of the remaining 3 areas the final boundary for the areas will reflect valid representations and feedback received during the statutory consultation period

## **10.0 Ancoats & Clayton Consultation proposals**

10.1 A further proposal for SL in the Ben St area of Ancoats and Clayton is being considered by officers and local members. A £15.61M regeneration scheme will deliver a range of improvements works in the area that will see the refurbishment of empty properties, facelift to all of the terrace housing (including privately owned properties), streetscape improvements, and a new build housing development at Ilk St/Alpine St. The detailed information gathering is currently underway and as this will be an additional area outside of the original pilot scheme a report will be submitted to the Executive to seek approval to consult.

## **11.0 Conclusion**

11.1 The Crumpsall designation has so far resulted in two thirds of landlords with licensable properties to come forward and apply for a licence, whilst all remaining landlords are in the early stages of enforcement action. Successful applications have been accompanied by a gas safety certificate, many of which have been recently obtained. This action alone is improving the safety of private rented properties. Over the next five years a minimum of 50% of all licensable properties in the designation area will benefit from an internal compliance inspection which will identify any housing health and safety hazards or management breaches which again will drive standards up and challenge rogue landlords.

11.2 The ICT requirements to maximise the resourcing of the scheme is near completion with the online portal and payment system already in place, and

the integration with the neighbourhood management database scheduled for completion in the summer. This approach will enable officers to spend more time on investigating compliance issues by streamlining the application and payment process. It is recognised the pilot is in the early stages of delivery and results are limited to the application process to date, however, early outcomes of the scheme include a database of private landlords in the designated area with contact details, dedicated resources to investigate housing compliance issues and landlords providing recently obtained gas safety certificates. It is felt this approach will improve the private rented sector in the identified areas.

- 11.3 The remaining 3 areas will be rigorously evaluated to ensure any proposal to designate the areas for SL will be fully justified and take into account all of the feedback received during the statutory consultation period.

## **12.0 Key Policies and Considerations**

### **(a) Equal Opportunities**

The approach to consultation will enable engagement of a diverse range of local communities; through appropriate consultation it will give all stakeholders opportunities to engage in the development of locally focussed SL scheme.

### **(b) Risk Management**

The reduction of risk will be managed via the project risk register, and risk areas will be mitigated and managed through the governance arrangements associated with Market Rental Sector Board.

### **(c) Legal Considerations**

The delivery of the consultation has taken into account the legal consultation and designation process. The project team have worked closely with colleagues in the legal department and communications team to ensure all requirements are satisfied.

**Selective Licensing Area - Crumpsall - 17/11/2016**

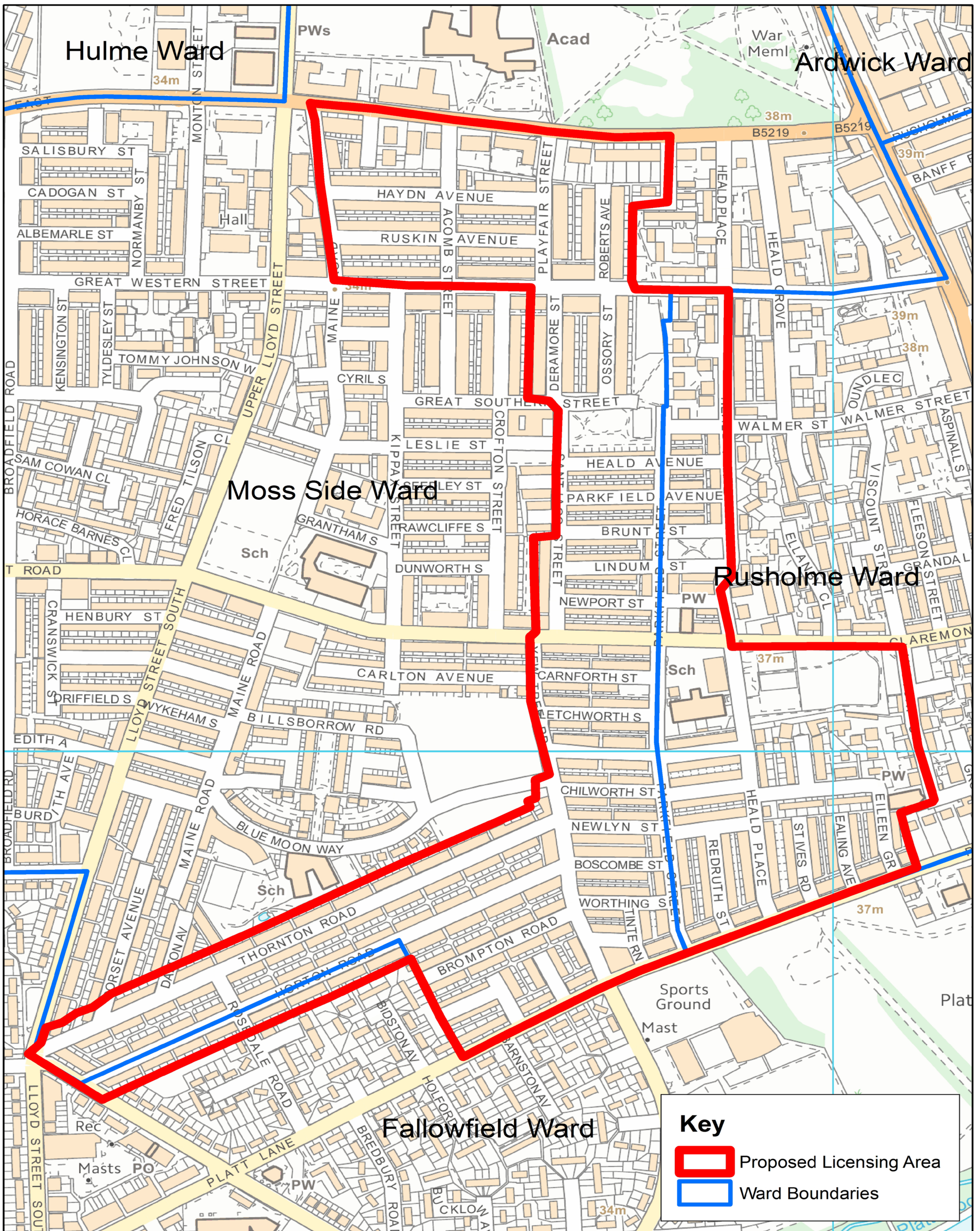


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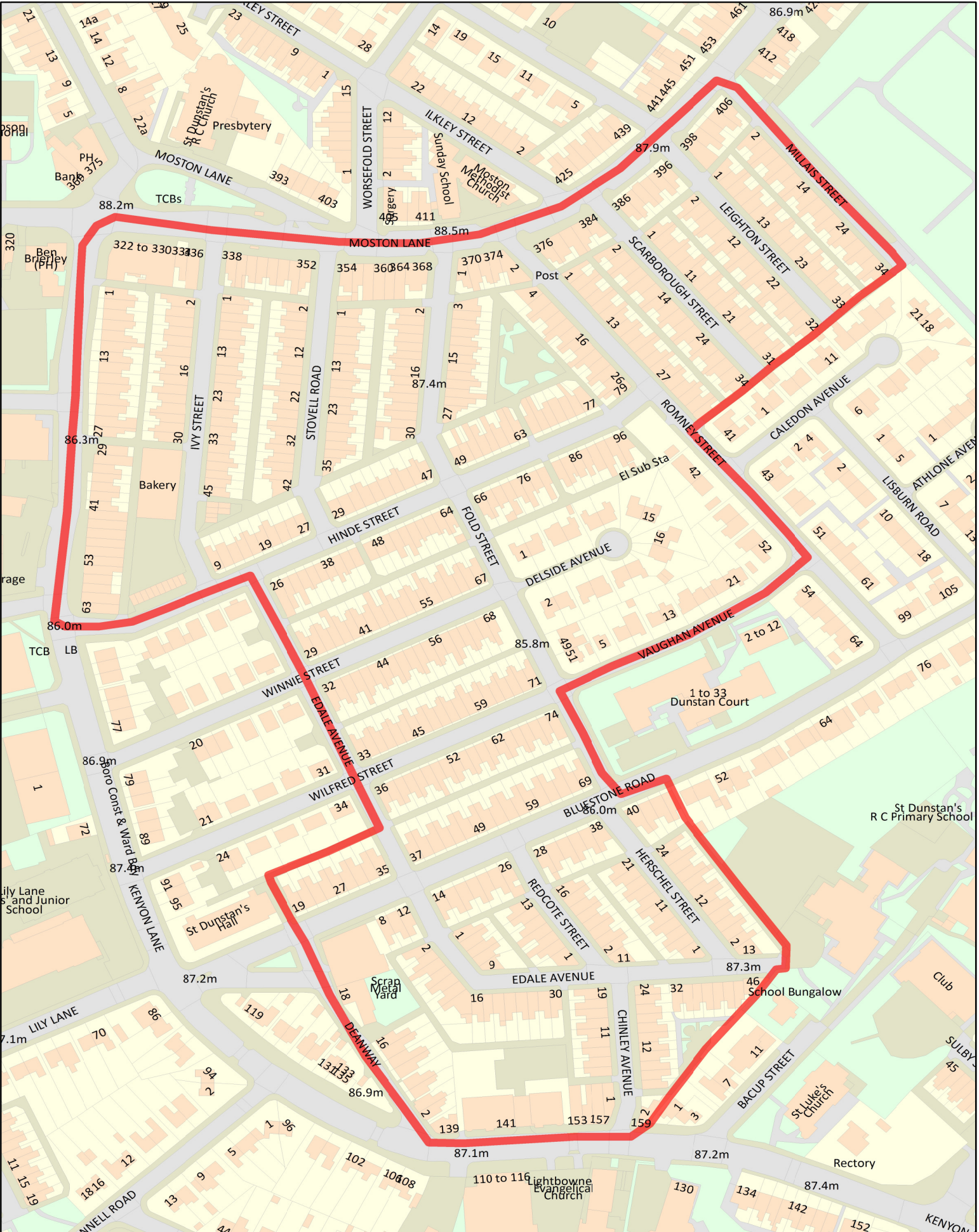
Proposed Selective Licensing Area – Moss Side and Rusholme





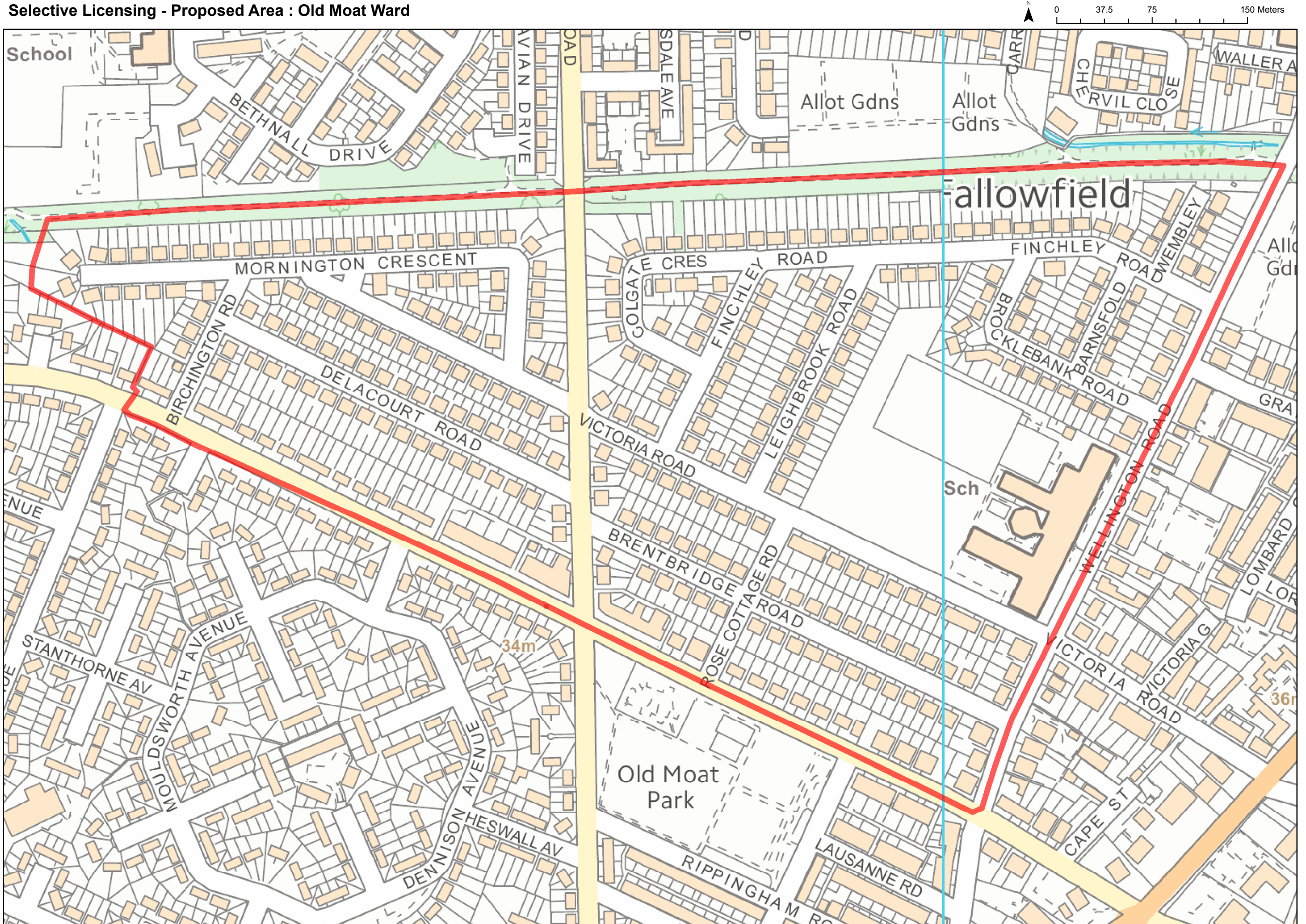
Selective Licensing - Proposed Area : Moston

0 25 50 100 Meters





**Selective Licensing - Proposed Area : Old Moat Ward**





**We, the undersigned, petition the Council to Stop the proposed selective licensing procedure-Moss Side and Rusholme**

**More details from petitioner:**

On the 3th of February 2017 Manchester city council started consultations on proposal to have licences for privately rented homes in area in the middle of Moss side and Rusholme.They think the licences will improve the issues in the area such as:

- antisocial behaviour
- poor property conditions
- high level of migration
- deprevation
- crime

In fact all these issues can't be solved introducing a new fee of £500 per house to be licenced.

It will only lead to labelling area as poor,

will reduce house prices and it will make the area less desirable for investment .

Most of the buyers will not go to such area to look for home.

The tenants will end up having to pay higher rents, as the landlords will want to recover the cost.

The other objection is how the area was defined as there are other parts of Manchester which are more dangerous in terms of crime.

Rusholme /Moss side is multicultural friendly area with a big number of permanent residents on each street. The area is very desirable for renting, which wouldn't be the case if the conditions were so bad. I personally know most of my neighbours on the street and the only problems we had were closed by council houses tenants.

Please sign my petition if you are against selective licencing in Moss Side and Rusholme

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Open from 06 Feb 2017 to **07 May 2017**

Signatures: **30** (@current position on Monday 2 May 2017 12.15)