

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhood and Environment Scrutiny Committee – 11  
October 2017

**Subject:** Selective Licensing Performance Update

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

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**Summary**

At its meeting in June 2017 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, and progress against the 3 remaining areas. This report provides a performance update focussing on the enforcement strategy and key findings from the Crumpsall designation.

**Recommendations**

Scrutiny is recommended to;

1. Note the enforcement strategy and key findings from the Crumpsall designation to date;
  2. Note the findings of the consultation feedback from Moston and Old Moat;
  3. Note the timescales for the remaining areas.
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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, and an additional £18,700 will be required to deliver a further phase of consultation in Ancoats and Clayton (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
- Selective Licensing report to Neighbourhood and Environment Scrutiny 21 June 2017

## **1.0 Introduction and Context**

- 1.1 The reports to Neighbourhoods and Environment Scrutiny committee on 6<sup>th</sup> Dec 2016 and 21<sup>st</sup> June 2017 provided an update on the implementation of the pilot Landlord Selective Licensing (SL) scheme approved at Executive on 29<sup>th</sup> June 2016, and detailed feedback on the extensive consultation exercise completed in parts of Crumpsall, Moss Side and Rusholme to establish whether the declaration of a SL scheme is required. Since the last update a further round of consultation has been completed in Moston and Old Moat which is detailed in this report.
- 1.2 On 12<sup>th</sup> December 2016 the first designation was announced covering an area of Crumpsall containing 358 private rented properties. As a result of the feedback from the consultation and findings of the internal and external property inspections, the original area was amended to omit three streets. Landlords have been encouraged to apply for licences during the statutory lead-in period of three months to benefit from an introductory licence fee of £400 per dwelling.
- 1.3 The designation in Crumpsall came into force on 13<sup>th</sup> March 2017 and will have effect until 12<sup>th</sup> March 2022. To date 292 applications have been received and early stages of enforcement action have commenced where landlords have not applied for a licence. Compliance inspections will start in 2018 to ensure landlords who are licensed are adhering to the licensing requirements.
- 1.4 After a successful consultation exercise from 6<sup>th</sup> February to 21<sup>st</sup> April 2017, the second phase of the pilot covers approximately 1200 private rented properties in an area of Moss Side and Rusholme. The feedback from the consultation allowed the Council to review the original area and omit a small number of properties which are managed by a Registered Housing Provider.
- 1.5 The designation was announced on 2<sup>nd</sup> October 2017 and landlords have a three month lead in period, similar to the arrangements in Crumpsall to apply for a licence at an introductory licence fee of £400. The designation will come into effect on 8<sup>th</sup> January 2018 after which time enforcement action will commence against those who operate without a licence and compliance inspections will be scheduled for autumn 2018.
- 1.6 The outcome of the consultation for the third phase of the pilot scheme, which ended on 2<sup>nd</sup> June 2017 in areas of Moston and Old Moat is detailed in this report. A decision on the designation will be announced early 2018.
- 1.7 Information on the proposals for the Ben St area of Ancoats and Clayton have been gathered 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. This will be undertaken once the refurbishment works are underway which is likely to be autumn / winter 2017.

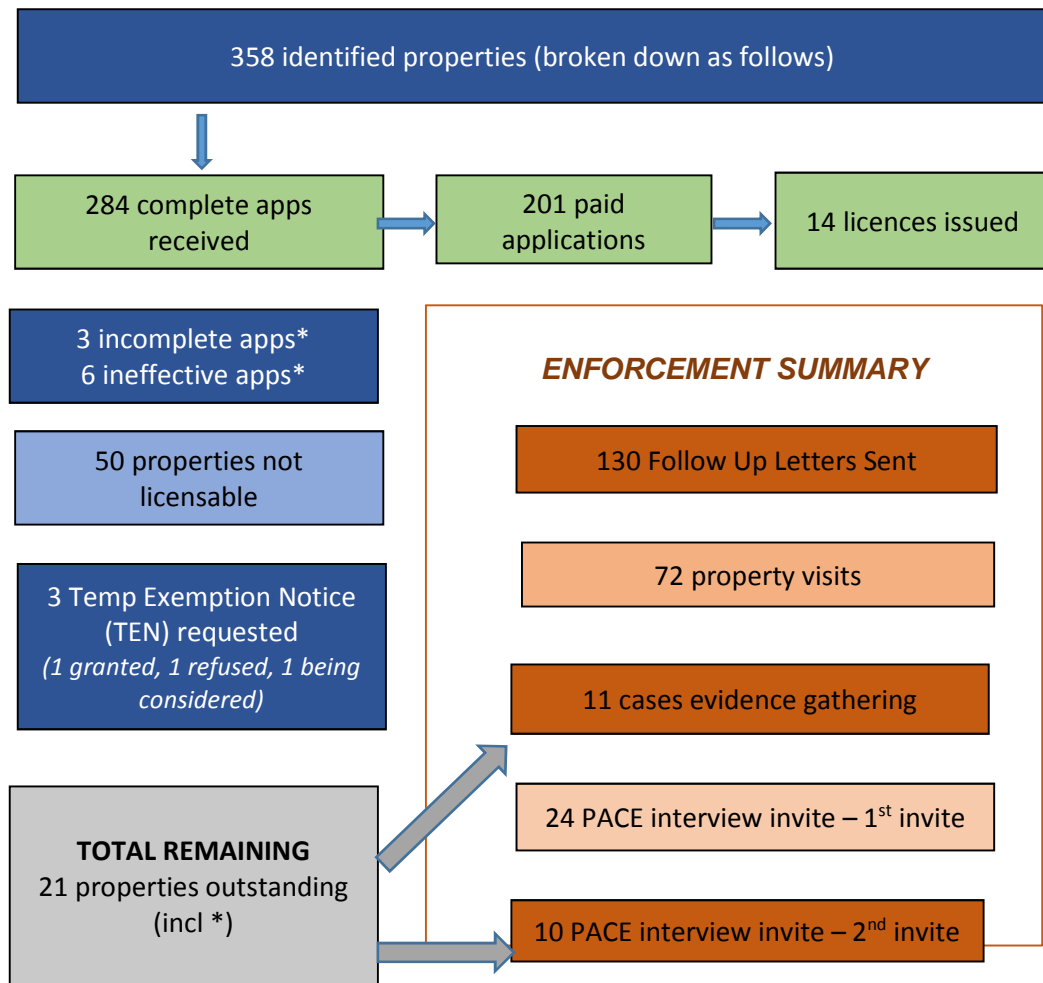
## **2.0 Crumpsall Update**

### **Applications Made**

- 2.1 At the start of the scheme 358 private rented properties were identified within the designated area as being licensable. In summary 284 complete applications have been received of which 201 have paid the licence fee, and 14 licences have been issued. 50 properties have been identified as not being licensable and 3 landlords have requested a Temporary Exemption Notice (TEN) which can be granted if a landlord is in the process of selling a property. The remaining 21 properties for which no applications have been received or the applications are incomplete or deemed ineffective are now having enforcement action taken against them.
- 2.2 Enforcement letters have been sent to a total of 130 landlords who had not applied during the initial three month statutory lead in period. This was followed up by a further 72 property visits, and 24 first PACE (Police and Crime Evidence) invites, and 10 second PACE invites. In addition to this evidence is being gathered for a further 11 cases.
- 2.3 The illustration below, summarises three areas of activity in relation to the scheme - the no. of licensable properties, the no. of applications received and the enforcement activity to date.

### Licensable Properties & Application

Figure 1. Illustration of licensable properties and applications received



2.4 The average timescales from identifying a property that we suspect needs to be licensed to undertaking investigations and taking forward further legal action can take between 2 to 6 months, including any appeals period.

2.5 The response to the designation in Crumpsall has been positive, with a large number of landlords submitting early applications with supporting documentation such as gas safety certificates with approximately 30% of landlords submitting recently dated certificates, which suggests this activity has been undertaken as a result of licensing requirements.

### Compliance Inspection

2.6 Once properties are licensed officers will systematically check licence holders are adhering to the licence conditions. Fifty per cent of all licensed properties will be inspected over the five year designation period. The initial round of compliance inspections is scheduled for 2018. Whilst some properties will be randomly selected, the majority of the properties identified for a compliance

inspection will be chosen following review of information that is provided through the application process. Some properties will also be identified by intelligence provided by the neighbourhood teams.

- 2.7 Whilst it is too early to effectively measure overall performance for the neighbourhood, reporting on the key indicators will take place annually.

### **3.0 Enforcement of Selective Licensing**

- 3.1 Offences in relation to Selective licensing are Operating without a licence OR Breach of licence conditions (please refer to Appendix One for details of the licence conditions). Further details of enforcement options for each offence can be found in Appendix Two.

### **4.0 Moss Side and Rusholme**

- 4.1 The report to committee in June 2017 provided details of the outcome from the consultation exercise in Moss Side and Rusholme, which was held between 6<sup>th</sup> February and 21<sup>st</sup> April 2017. The feedback from the consultation along with discussions with local members allowed the Council to reduce the size of the designated area by omitting a small number of social rented properties that are in the ownership of a Registered Provider and would not be subject to licensing requirements.
- 4.2 A decision on the designation was delayed due to issues with finalising ICT requirements to support the delivery of the scheme which are now resolved. The next phase of the licensing pilot has seen the designation of parts of Moss Side and Rusholme being announced on 2<sup>nd</sup> October 2017. This is the largest pilot area with approximately 1200 private rented properties. Landlords and agents have been written to in these areas and they will have until 8<sup>th</sup> January 2018 to apply for a licence. They will also benefit from an introductory licence fee of £400 per dwelling. Enforcement action will commence following 8<sup>th</sup> January 2018 in the form of a follow up letter where identified properties do not apply.

### **5.0 Moston Consultation Outcome Summary (394 properties)**

- 5.1 The consultation exercise for Moston and Old Moat ended on 2<sup>nd</sup> June 2017 and the feedback has been collated, reviewed and analysed. Please refer to Appendix Three for details of this.
- 5.2 In summary for Moston, a total of 30 responses were received from landlords and managing agents, and 38 responses were received from residents. Landlords and agents most frequently reported issues were problems with rubbish and fly-tipping, which was highlighted in 55% of responses. 50% of respondents reported problems in the last three years, with 60% highlighting rent arrears. When respondents were asked whether they agreed with the area chosen 80% disagreed (with 57% strongly disagreeing). Landlords and agents responded with 67% strongly disagreeing with licensing.

- 5.3 The majority of responses from residents were owner occupiers with 32% of responses from residents' renting private property in the area. 33 residents identified houses being in a poor condition as an issue. A further 91% stated problems with rubbish and fly tipping. Other issues raised included problems with subletting. 87% of those responding agreed with selective licensing, with 63% saying they strongly agreed and 74% of residents agreed with the areas selected for licensing
- 5.4 Both groups made requests for certain streets to be omitted on the basis they were not problematic. This included Millais Street, Vaughan Avenue, Delside Avenue, Romney Street, Fold Street, Hershel, Redcote, Edale and Deanway. Information relating to these streets has been reviewed and discussed with local members and a decision will be announced in early 2018 with regards to the designation and designation area. Four representations have been received and they will be responded to at the same time as the designation announcement. All consultees were sent a letter in September 2017 advising them of the timescales for a decision to be announced.

### **Moston External Inspections**

- 5.5 100% of external inspections were completed for the proposed selective licensing area in Moston. The properties mainly consist of single houses and a few flats above commercial premises on Moston Lane and Kenyon Lane. The properties were inspected externally and the majority of the properties were identified as being in good repair. This included 29% of properties with no issues present and 67% of properties with only minor issues identified. 4% of properties were identified as poor with improvements required. The inspections were broken down into the following:

<b>Type of disrepair</b>	<b>Number of Properties affected</b>
Chimney/Roof covering	233
Gutters/Downpipes/drainage	81
Structure – Wall stability-disrepair/boundary walls	33
Windows/Doors	31
Garden and waste issues	5

- 5.6 Majority of the disrepair identified was in relation to Chimney/roof covering. This included vegetation growing from chimneys and cracked/missing/slipped roof tiles. Officers also identified blocked or loose gutters with broken downspouts, missing pointing and rotten windows.

### **Moston Internal Inspections**

- 5.7 Approximately 10% of internal inspections of the total number of properties in the proposed area were carried out. Properties were chosen at random and were spread across the proposed designated area in order to obtain a good



representation.

- 5.8 22% of properties were found to contain no hazards, 6% of properties were found to contain both category one and two hazards and 72% properties found to contain only category two hazards. Of the 29 Hazards in the HHSRS, 16 different hazards were rated by the inspecting officers. The most frequent 4 hazards identified included:

Fire (scored 18 times)  
Damp and Mould Growth (scored 10 times)  
Electrical Hazards (scored 7 times)  
Structural Collapse and failing elements (scored 7 times)

- 5.9 Where officers have identified hazards within the property, they have brought this to the attention of the landlord/owner and sent a hazard awareness letter to address the hazards. This work is still on going.

## **6.0 Old Moat Consultation Outcome Summary (312 properties)**

- 6.1 A total of 21 responses were received from landlords and managing agents and 91 responses were received from residents. 15 landlord respondents agreed there were problems in the area mainly rubbish and fly tipping, and high levels of transience. 33% of landlord respondents reported problems in the last few years, with 36% highlighting antisocial behaviour and 27% rent arrears. When asked whether they agreed with the area chosen for selective licensing 68% of landlords disagreed (with 38% strongly disagreeing) - none of the estate or letting agents were in favour of the area chosen. 67% of respondents not in favour of the proposed licensing

- 6.2 91 residents responded, the majority of responses from residents were owner occupiers at 90%, with only 7% of responses coming from tenants renting privately. Problems with rubbish and fly tipping being present in 87% of responses, high levels of crime and 'other' all other options were selected in 70% or more responses - Where 'other' has been selected the reasons stated have been poorly kept garden areas, speeding on roads and bad parking, tax evasion (houses being sold for cash) and violent crime. 52 of a possible 81 owner occupiers identified problems that had affected them and their families. The most common of these was antisocial behaviour appearing in 90% of responses. 63% (of the 52 responses) had issues with the condition of neighbouring privately rented houses. 88% of all responses were strongly in favour of the introduction of licenses, with 88% agreeing in total. 71% of responses agreed with the area suggested for selective licensing.

## **Old Moat External Inspections**

- 6.3 100% of external inspections were completed for the proposed selective licensing area in Old Moat. The properties mainly consist of single houses. The properties were inspected externally and the majority of the properties were identified as being in good repair. This included 66% (208) of properties with no issues present and 31% (98) of properties with only minor issues

identified. 1 property was identified as poor with improvements required. The inspections were broken down into the following:

Type of disrepair	Number of Properties affected
Chimney/Roof covering	24
Gutters/Downpipes/drainage	12
Structure – Wall stability-disrepair/boundary walls	44
Windows/Doors	25
Garden and waste issues	42

- 6.4 Majority of the disrepair identified was in relation to wall stability and disrepair and this was mainly due to missing pointing and vegetation growth. Officers also identified blocked or loose gutters with broken downspouts, rotten windows and door, slipped slates to the roof and broken fencing and uneven pathways to the front door.

#### **Old Moat Internal Inspections**

- 6.5 Approximately 10% of internal inspections of the total number of properties in the proposed area (28) were carried out. Properties were chosen at random and were spread across the proposed designated area in order to obtain a good representation. The majority of the properties inspected were mainly houses in multiple occupation with the remainder being single family dwellings.

- 6.6 36% (10) of properties were found to contain no hazards and 64% (18) of properties found to contain category two hazards. Of the 29 Hazards in the HHSRS, 10 different hazards were rated by the inspecting officers. The most frequent 5 hazards identified included:

Fire (scored 16 times)  
Damp and Mould Growth (scored 3 times)  
Domestic Hygiene, Pests and Refuse (scored 2 times)  
Food Safety (scored 2 times)  
Personal Hygiene, Sanitation and Drainage (scored 2 times)

- 6.7 Where officers have identified hazards within the property, they have brought this to the attention of the landlord/owner and sent a hazard awareness letter to address the hazards. This work is still on going.

- 6.8 A decision on the designation for both Moston and Old Moat will be announced early 2018. All consultees were sent a letter in September 2017 explaining this. This approach will allow the Council to concentrate its resources on the application stage Phase Two in Moss Side and Rusholme, before moving onto Phase Three in Moston and Old Moat.

## **7.0 Ancoats and Clayton**

- 7.1 As detailed in the previous update, proposals for licensing 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 terraced housing (including privately owned properties), streetscape improvements, and a new build housing development at Ilk St/Alpine St. Information on the proposals have been gathered 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. The report will be submitted once the refurbishment works are underway which is likely to be early 2018.

## **8.0 Conclusion**

- 8.1 The Crumpsall designation has so far resulted in over eighty percent of landlords with licensable properties coming forward to apply for a licence, whilst all remaining landlords have been pursued in the early stages of enforcement action. To date evidence is being gathered (PACE 2nd invite) on 10 properties to progress into the final stages of enforcement action for operating without a licence. Successful applications have been accompanied by a valid gas safety certificate, of which approximately 30% have been recently obtained. This action alone is improving the safety of private rented properties. Over the next five years a minimum of fifty per cent 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. These inspections will commence early 2018.
- 8.2 The pilot is in the initial stages of delivery, however, early outcomes of the scheme include a database of private landlords in the designated areas with contact details, online application and payment portal, dedicated resources to investigate housing compliance issues, landlords providing recently obtained gas safety certificates, information being shared with Housing Benefit to identify any fraudulent activity, and 10 properties identified for final stages of enforcement action. It is felt this approach will drive up the required property and management standards in the private rented sector in the identified areas. A further update will be provided to committee in 6 months' time which will aim to outline what impact the licensing scheme has had in Crumpsall with regards to housing demand, anti-social behaviour, property conditions, and levels of transience, deprivation and crime.
- 8.3 The remaining areas in Moston and Old Moat will be rigorously evaluated to ensure any proposal to designate the areas for licensing will be fully justified and take into account the feedback received during the statutory consultation period and lessons learnt from the earlier two phases in Crumpsall, and Moss Side and Rusholme.

## **9.0 Key Policies and Considerations**

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

The approach to the consultation and designation has enabled the engagement of a diverse range of local communities; it has given 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 and designation has taken into account legal requirements. The project team have worked closely with colleagues in the legal department and communications team to ensure all requirements are satisfied.

## **SELECTIVE LICENCE CONDITIONS**

**The licence holder (or their nominated agent where specified) must adhere to the following licence conditions in Schedule I and II. These conditions will be monitored by the Council and inspections will be carried out to ensure these are being complied with during the period of the licence.**

**Failure to adhere to one or more of these licence conditions could result in formal proceedings against you, with an unlimited fine and/or the loss of your licence. The Council may also consider whether it is appropriate to make a Management Order to take over management of the property.**

**Compliance inspections will be carried out to ensure the property is safe, free from disrepair and well maintained by using the Housing Health and Safety Rating System. Any issues found will be dealt with via the enforcement means available under the Housing Act 2004 and other relevant legislation.**

### **SCHEDULE I**

#### **Statutory conditions in Schedule 4 Housing Act 2004**

1. If gas is supplied to the licensed premises the licence holder must produce annually to Manchester City Council (the Council) for their inspection, a gas safety certificate obtained in respect of the house named on the licence within the last 12 months.
2. a) The licence holder must keep electrical appliances and furniture supplied by him in a safe condition.  
b) The licence holder must supply to Council, on demand, with a declaration by him as to the safety of such appliances and furniture.
3. a) The licence holder must ensure that a smoke alarm is installed on each storey of the house on which there is a room used wholly or partly as living accommodation, and keep each such alarm in proper working order (*Note: For the purpose of this condition a bathroom or lavatory is to be treated as a room used as living accommodation.*)  
b) The licence holder must supply the Council, on demand, with a declaration by him as to the condition and positioning of such alarms.
4. a) The licence holder must ensure that a carbon monoxide alarm is installed in any room in the house which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and to keep any such alarm in proper working order; (*Note: for the purpose of this condition a “room” includes a hall or landing and a bathroom or lavatory is to be treated as a room used as living accommodation.*)  
b) The licence holder to supply the authority, on demand, with a declaration by him as to the condition and positioning of any such alarm.

5. The licence holder must supply to the tenant/occupiers of the house a written statement of the terms on which they occupy it.
6. The licence holder must demand references from persons who wish to occupy the house.

## **SCHEDULE II**

### General Conditions Applicable to all Selective Licences

1. The licence holder must ensure that the property and its grounds are in a clean, safe and habitable state prior to new occupiers moving in.
2. The licence holder must supply to the Council an original of the following documents:
  - Electrical Installations Inspection Certificate on demand (this should be carried out every 5 years)
  - Portable Appliance Test (P.A.T) Certificate on demand where electrical appliances are provided
3. The following information must be included in the written statement of terms under which the premises is occupied :
  - The amount of rent payable and the mechanism for any rent increases
  - Tenancy start and end dates
  - The details of any deposit required and the deposit scheme in which it is held
  - Details of what the deposit covers and arrangements for the return of the deposit
  - The frequency of payments
  - The details of any utilities or other charges included in the rent
  - The responsibility for payment of the Council Tax
  - The responsibility for the payment of utilities and arranging for the provision of such
  - Tenants responsibilities in regard of the use, occupation and condition of the licensed premises
  - Notice periods for ending the tenancy/ licence to occupy
  - Clauses relating to nuisance and/or anti social behaviour
  - The location of any stop taps
4. Where the property is alley gated the licence holder is responsible for providing the key to the tenant free of charge at the start of the tenancy.
5. The licence holder must ensure occupiers are aware of behaviour that may constitute nuisance and/or antisocial behaviour, what is acceptable use of the property and what the likely consequences of causing nuisance or ASB may be.

6. The licence holder must take all reasonable steps to deal with nuisance and/ or antisocial behaviour perpetrated by occupiers and/ or visitors to the property. This includes taking proactive action (e.g. warnings, legal action) as soon as the licence holder becomes aware of a problem and by co-operating fully with the relevant agencies e.g. MCC or GMP.
7. The licence holder must provide the occupants of adjoining properties with direct contact details in case of an emergency or to enable them to inform the licence holder of problems affecting their properties.
8. The licence holder must ensure occupiers are aware of how to report any faults or disrepair to the landlord and provide anticipated timescales for undertaking repairs when reported.
9. The licence holder must give the occupiers reasonable notice of arranged access requirements to carry out work to the property. Save in the case of an emergency, a minimum of 24 hours notice must be given in writing and as far as practicable access will be arranged at a convenient time for the occupier.
10. When necessary, the licence holder must provide suitable alternative accommodation for occupiers when carrying out major works to the licensed premises for the period during which the works are being undertaken.
11. The licence holder must ensure that the property has adequate security measures on all exit doors and windows and that all keys are provided to occupiers. Where a burglar alarm is fitted to the property, the licence holder will change the code at the onset of each new period of occupation.
12. The licence holder must ensure that the full range of recycling and refuse bins are available at the start of a tenancy.
13. The licence holder must ensure that the occupier is made aware of the arrangements for the collection of refuse and bulky goods and that the occupier is requested to return the refuse containers within the boundary of the property on the day of collection. The licence holder must co-operate with the Council to address problems caused by occupiers failing to dispose of refuse in the correct manner
14. The licence holder must make adequate checks during a tenancy and during void periods to ensure that the property and anywhere within the property boundary is being kept in a clean condition and all refuse is disposed of in an appropriate manner.
15. The licence holder must make appropriate arrangements for the disposal of any waste at the end of a tenancy and produce waste transfer notes for inspection on request.

### **Operating without a Licence**

#### **Prosecution or Civil Penalty Notice**

- 3.2 Under Section 95(1) of the Housing Act, it is an offence for a person having control of, or managing, a licensable property without a licence and without reasonable excuse or a valid application.
- 3.3 In line with the Council's overall enforcement policy, the person responsible will be given adequate opportunity to apply for a licence before legal proceedings for a prosecution or Civil Penalty Notice are instigated. In the majority of cases, this will take the form of two written invitations to apply. The first will be the initial mail-shot to all landlords, and the second a final opportunity before commencing legal proceedings.
- 3.4 In cases where it is found that there has been gross neglect of proper management standards which has resulted in the health and safety of the occupants being put at serious risk, consideration will be given to instigating immediate legal proceedings for failure to obtain a licence.
- 3.5 If the person having control has a licence for another premises or has previously declared the premises is not licensable, the Council will consider the person to have had adequate opportunity to apply for a licence and legal proceedings will be considered immediately.
- 3.6 Failure to apply for a licence will result in legal proceedings being brought against the landlord and/or agent responsible, which is punishable by an unlimited fine if a prosecution is taken forward, or up to £30,000 per offence if a Civil Penalty Notice is issued. In all of the above cases, the receipt of an appropriate application once legal proceedings have been instigated but before the case comes to court will not be regarded as a reason to withdraw proceedings. However, this may be regarded by the Court as a mitigating factor.
- 3.8 Civil penalty powers are available as an alternative to prosecution for a variety of offences under the Housing Act 2004. Previously the Council would have to bring a criminal prosecution against the landlord or letting agent which is a time-consuming process. Money from civil penalties can be retained to pay for further enforcement activity to target rogue landlords and raise standards in the market rental sector.
- 3.9 The size of the fine for the Civil Penalty Notice will be determined by a number of factors including the severity of the offence, culpability and track record of the offender, the harm caused to the tenant, deter the offender from repeating the offence, deterring others from committing similar offences and remove any financial benefit the offender may have obtained as a result of committing the offence

#### **Rent Repayment Order**

- 3.10 A Rent Repayment Order (RRO) is a financial penalty that can be imposed upon a landlord or agent who, without reasonable excuse, manages or lets a property which ought to be licensed and is not licensed.
- 3.11 The Council will consider applying for a rent repayment order in all cases where housing benefit has been paid during the time the property was without a licence up to a maximum of 12 months. This action can be taken with or without a prosecution case.



- 3.12 A tenant living in the property may also make an application to claim back any rent they have paid during the unlicensed period, up to a maximum of 12 months where the landlord has been convicted of operating an unlicensed premises or where an RRO has already been granted to the Council.

#### **Interim Management Order**

- 3.13 Where the Council has decided to refuse to grant a licence and there is no reasonable prospect of the property being licensed in the near future the Council has a duty to take on the management of the property by making an Interim Management Order. A full option appraisal will therefore be carried out before any decision to refuse to grant a licence is made, and the making of a Management Order will be regarded as a last resort. The Council is currently identifying the most appropriate registered provider to deliver the management services.
- 3.14 Where a proposed licence holder or manager is assessed as being not fit and proper (*please refer to Appendix One for more details of the fit and proper status criteria*), Housing Compliance and Enforcement team will work with that person wherever possible with a view to agreeing an alternative person who is fit and proper.

#### **Formal caution**

- 3.15 In certain cases the Council may invite the landlord or agent to accept a formal caution in place of pursuing prosecution through the Courts. This will be dependent on a number of factors which may include the length of time it has taken to submit the application, the condition of the property, management arrangements and willingness of the landlord or agent to work with the Council to obtain the licence.

#### **Breach of Licence Conditions**

- 3.16 Under Section 95 (2) of the Housing Act, it is an offence if the licence holder or a person on whom restrictions or obligations are imposed under the terms of a licence fails, without reasonable excuse, to comply with any condition of the licence.

#### **Prosecution or Civil Penalty Notice**

- 3.17 Legal proceedings will be considered for all breaches of licence conditions in line with the overall enforcement policy. A serious breach or repeated breach of licence conditions will result in legal proceedings and may also be grounds to revoke the licence. Legal proceedings brought against the landlord and/or agent responsible is punishable by an unlimited fine if a prosecution is taken forward, or up to £30,000 per offence if a Civil Penalty Notice is issued.

#### **Formal caution**

- 3.18 In some cases it may be appropriate to issue a formal warning in writing or invite the landlord or agent to accept a formal caution for breaches of the licence conditions. This will be dependent on the severity of the breach, the landlord's willingness to work with the Council to address issues and general compliance with Housing legislation.

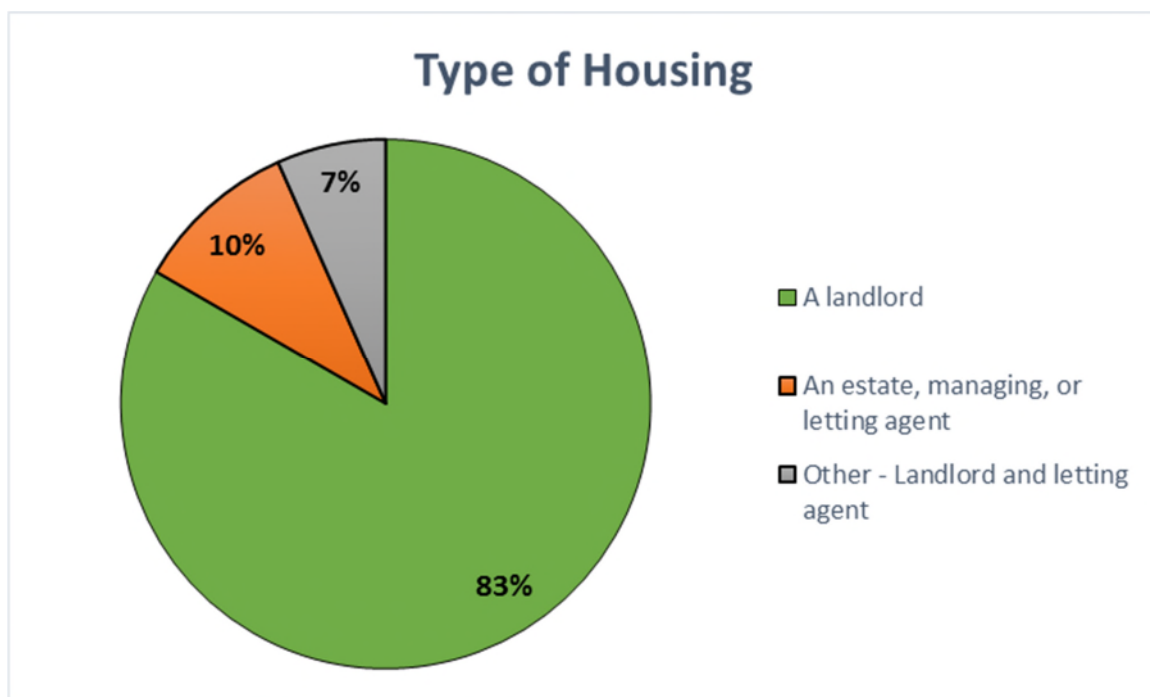
## Consultation on Proposed Selective Licensing of Private Rented Homes in Moston - Landlords

Public consultation with regard the proposed Moston Selective Licensing area took place via an online survey between 20 March and 2 June 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).

A total of 30 responses were received from landlords and managing agents and 38 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.

### 1. Responses from Landlords/Letting Agents

30 landlords and agents responded to the survey, of which 25 identified solely as landlords, with 97% currently owning a privately rented property in the area. 10% of the responses were from letting agents and estate agents and 7% were from individuals that identified themselves as a landlord *and* letting agent. The independent landlords own more than 42 private properties for rent, with 72% of these owning 3 properties or fewer. 12% of landlords owned 10 or more properties.

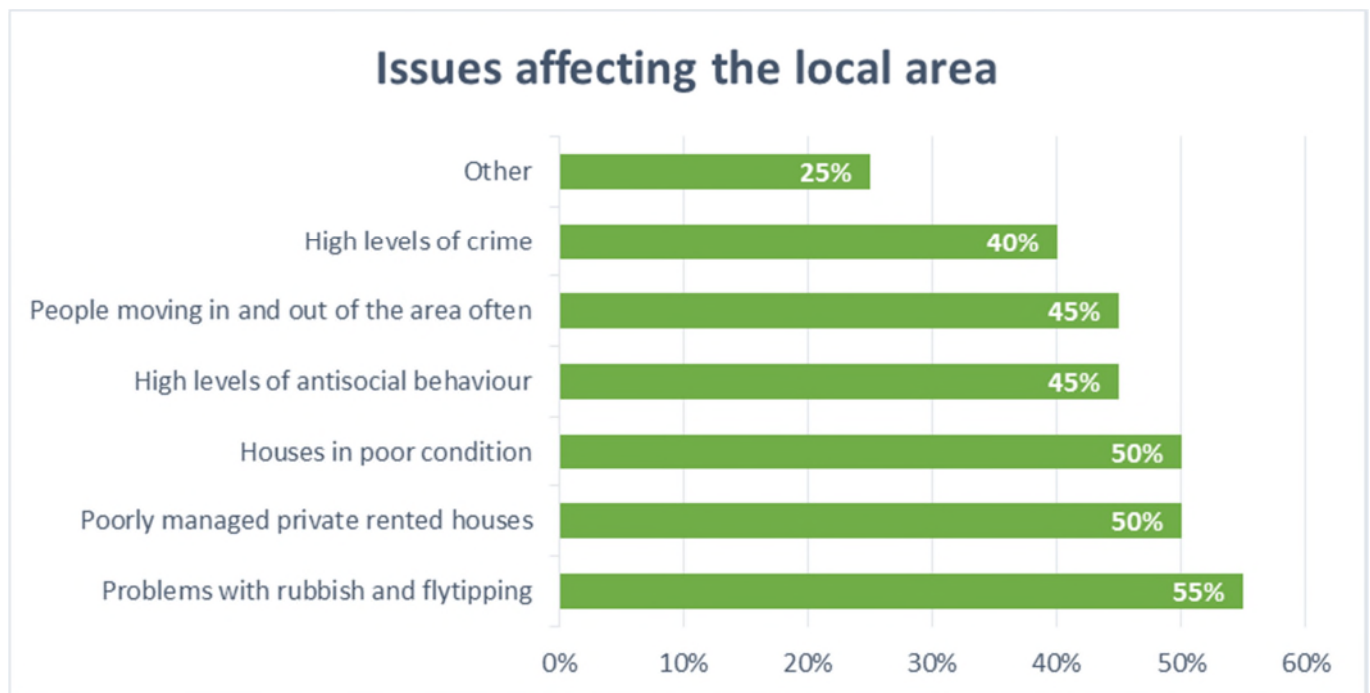


### Issues affecting the local area

Landlords were asked to state whether any of the following issues affected the local area. Crime, anti-social behaviour, rubbish or fly tipping, poor house condition, poor property management, and transience (people frequently moving in and out of the area).

There were 20 respondents who raised problems within the area, with 10 choosing not to respond.

The most frequently reported issue were problems with rubbish and fly-tipping, which was highlighted in 55% of responses. Of those who responded 'other' the comment was that Moston wasn't a problem area in their opinion.



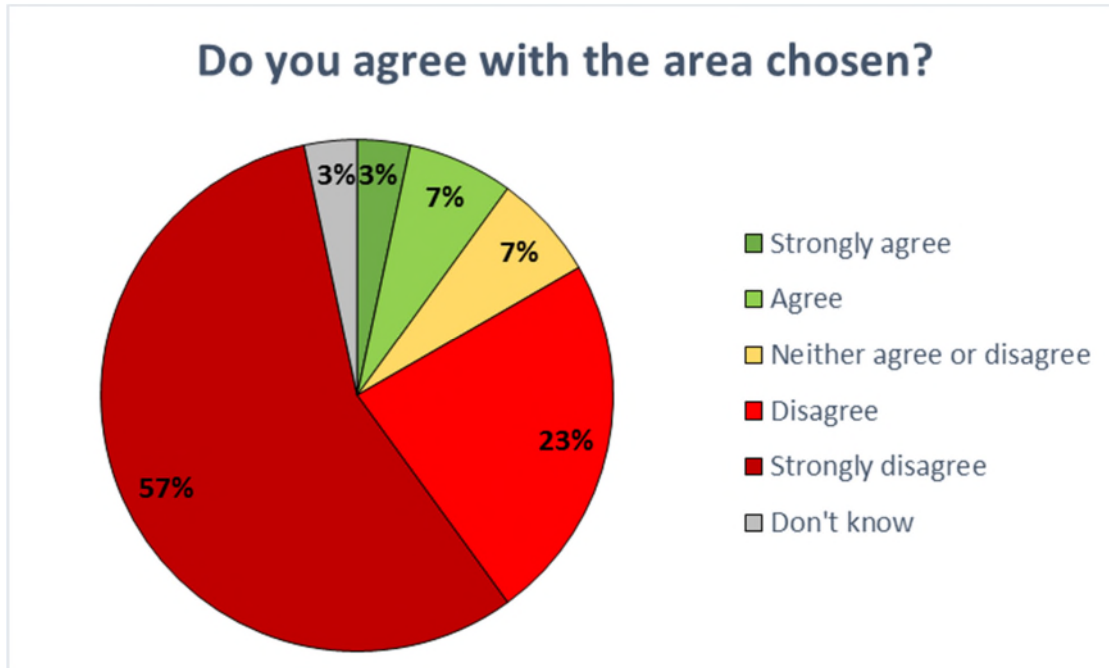
### 1.1. Issues directly affecting the landlord and their residents in the last three years

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.

50% of respondents reported problems in the last three years, with 60% highlighting rent arrears. None of the letting agents listed any issues.

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

When respondents were asked whether they agreed with the area chosen 80% disagreed (with 57% strongly disagreeing), 10% agreed and 10% neither agreed/disagreed nor did not know. All of the estate/lettings agents strongly disagreed with the chosen area.



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

- The area is not a problem
- Other areas pose more of a problem
- Only highlights parts of Moston – suggested it should not apply to all of Moston, or even Manchester?

Where a change of area has been stated some of the suggestions have been;

To exclude; Millais Street, Vaughan Avenue, Delside Avenue, Romney street, Fold street, Hershell, Redcote, Edale

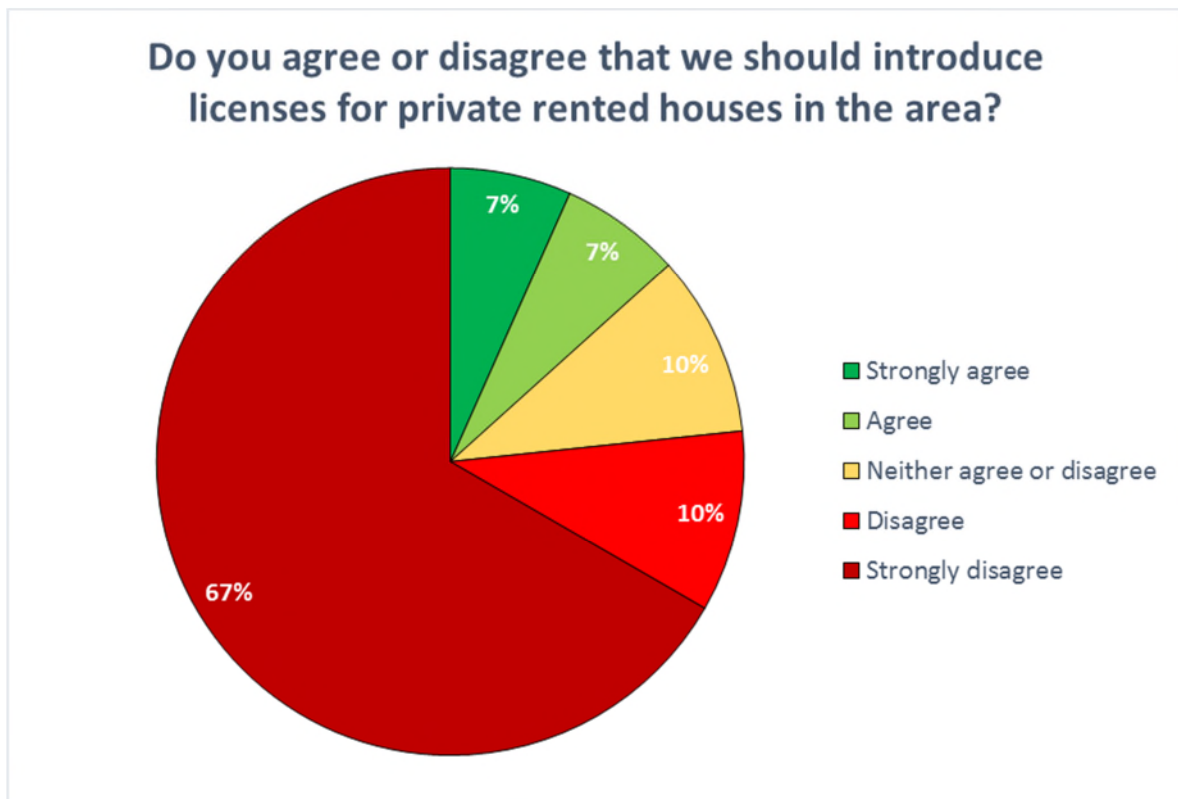
To include; All of Moston,

Many respondents used this question to give their views on licensing itself, not the area chosen and these are summarised at the end of this report.

### 1.3. Landlords views on whether licenses should be introduced for private rented houses in the area.

Landlords and agents responded with 67% strongly disagreeing with licensing. A further 10% disagreed, to give a total of 77% of respondents not in favour of the proposed licensing.

13% of respondents agreed with the licensing and 10% didn't know or neither agreed/disagreed.



Note: % values have been rounded where appropriate

The following were positive responses to licensing;

- Improves the quality of rental properties from a letting agents perspective
- Help landlords and tenants gain more responsibility for their area
- Controls rogue landlords

Over 10% of landlords stated that they have never had issues with their tenants or surrounding area.

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

- The high cost of licensing will be 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
- Previous attempts at licensing in the area have failed
- None of the selective license conditions have been met

Other issues raised as a negative response to licensing included;

- Moston is being highlighted as a 'bad area'
- Licensing fees will drain resources landlords could've used for house upkeep/refurbishment
- Council isn't doing enough to work *with* landlords
- Selective licensing will raise rents and tenants on housing benefit will not be able to afford to live in the area
- Licensing fee is too expensive – especially for landlords with more than one property

A few suggestions were proposed as alternatives, such as;

- License landlords, not property
- Council should regularly check properties and enforce repairs/improvements with the landlords
- Licensing is expensive – could landlords pay in instalments?

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

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 13% 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;

- Free guidance and support
- More spot-checks on properties and fines for bad landlords
- Licensing for all
- Invest more in the surrounding area (anti-social behaviour, upkeep)

Other responses suggested

- Shared information from council and landlords on tenants previous arrears
- More communication between landlords and the council

Many landlords stated they had made a complaint or clean-up request to the council which had gone unnoticed.

### 1.5. Would licensing improve things?

74% of respondents agreed that licensing would not improve the way letting agents or landlords manage their tenants, 67% said it wouldn't improve the conditions of rented houses, 84% suggested it wouldn't help improve the area in general, and 74% 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	10%	10%	7%	7%
Agree	13%	10%	3%	17%
Neither agree or disagree	3%	13%	7%	3%
Disagree	17%	20%	27%	17%
Strongly disagree	57%	47%	57%	57%

Note: % values have been rounded where appropriate

### 1.6. Other Comments

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

- More street cleansing
- Selective licensing does not give the council anymore legislation than they already have
- Invest more in highlighting bad landlords
- Council should regularly inspect properties and follow up on any changes that need to be made
- Spend the licensing fee on improving facilities in the area (parks etc)
- Reduce fee - Scottish licensing fee is much cheaper
- Create an accreditation scheme so tenants can highlight good landlords
- Support with troublesome/antisocial tenants
- Support for landlords taking tenants on benefits as there are often delays and administrative 'hurdles'

Other comments raised included:

"I have no problem renting in this area, it is very popular."

"Introducing a selective license in these areas will actually harm the tenants as rents will increase"

"What is the evidence to show that this will make a difference? None has been provided."

"This will make the landlords and tenants more responsible and care for the area."

"There have been some improvement/facelifting schemes in parts of the area, where properties have received new windows/doors. Would like to see other parts of the area benefitting from these improvement schemes."

"I agree that there are some unscrupulous landlords who don't carry out repairs. You should carry out spot checks."

## Consultation on Proposed Selective Licensing of Private Rented Homes in Moston - Residents

Public consultation with regard the proposed Moston selective licensing area took place via an online survey between 20 March and 2 June 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).

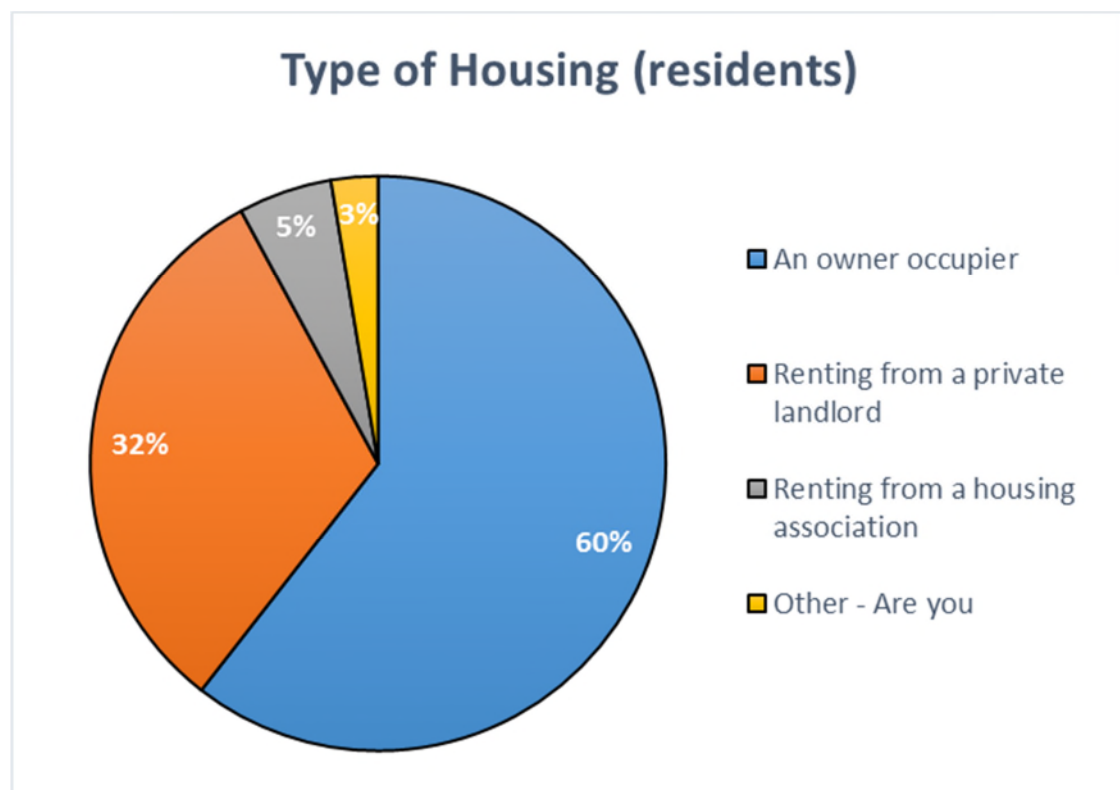
A total of 30 responses were received from Landlords and Managing agents and 38 responses were received from residents. The survey was voluntary, and self-selecting so is not a truly random sample of the whole population. It should be treated as indicative of the views of local residents and landlords who took part in the survey, but not necessarily representative of all residents or landlords in the area.

### 1. Responses from Residents

38 residents responded, of which 35 were from the local area.

The majority of responses from residents were owner occupiers with 32% of responses from residents' renting private property in the area.

2 residents identified themselves as owning a property in the area.

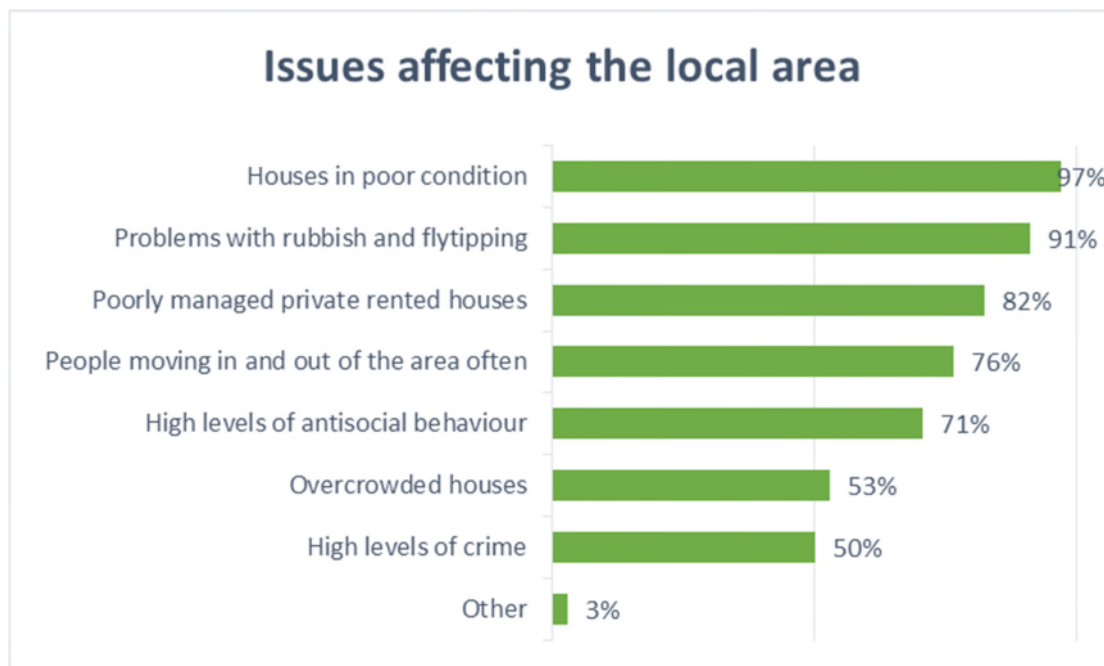




### 1.1. Issues affecting the local area

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.

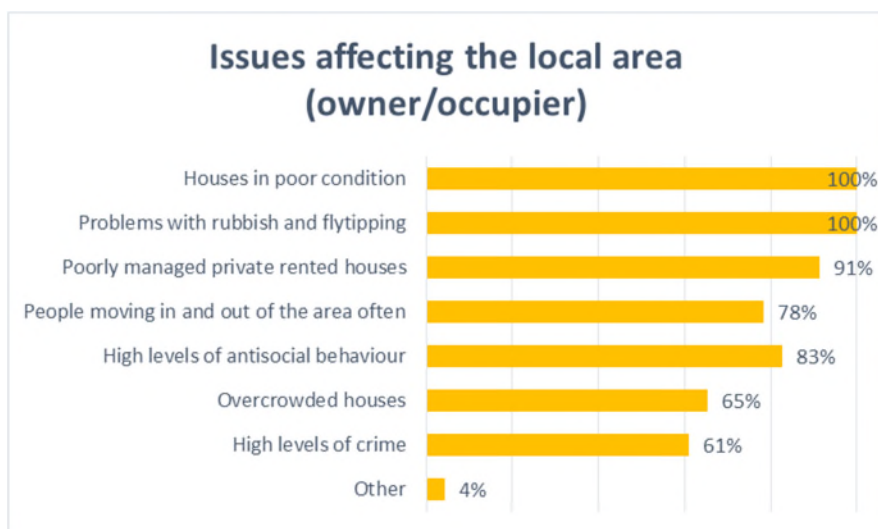
Of the 34 responses (4 did not respond), 33 residents identified houses being in a poor condition as an issue. A further 91% stated problems with rubbish and fly tipping. Of the eight options available, seven were highlighted by more than 50% of responders with the top five options being selected over 70% of the time.



Other issues raised included problems with subletting. 2 respondents stated they had no issues with the area.

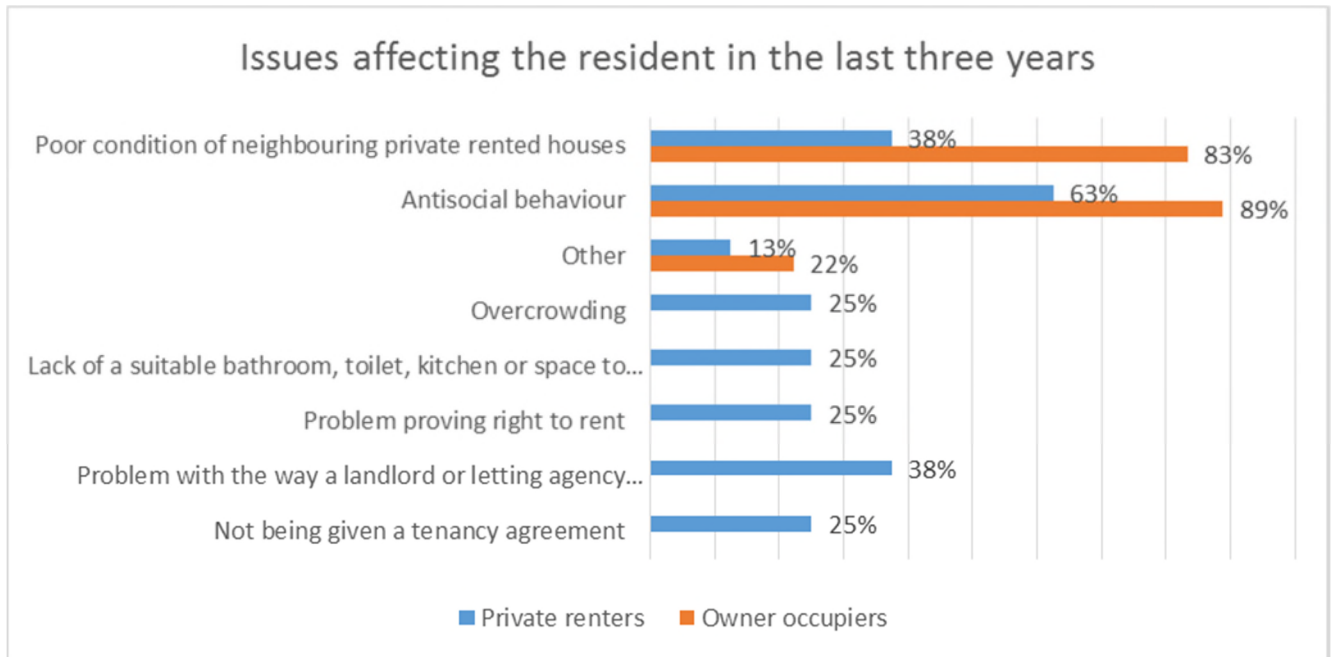
Of those renting from a private landlord 33% (of 12 individuals) either said there were no issues with the area, or did not provide a response.

When owner/occupiers (23 individuals) are separated as an independent group they highlighted houses in poor condition and problems with rubbish and fly-tipping in 100% of responses. 60% of respondents ticked all seven possible issues.



**1.2. Issues directly affecting the resident or their family in the last three years.**

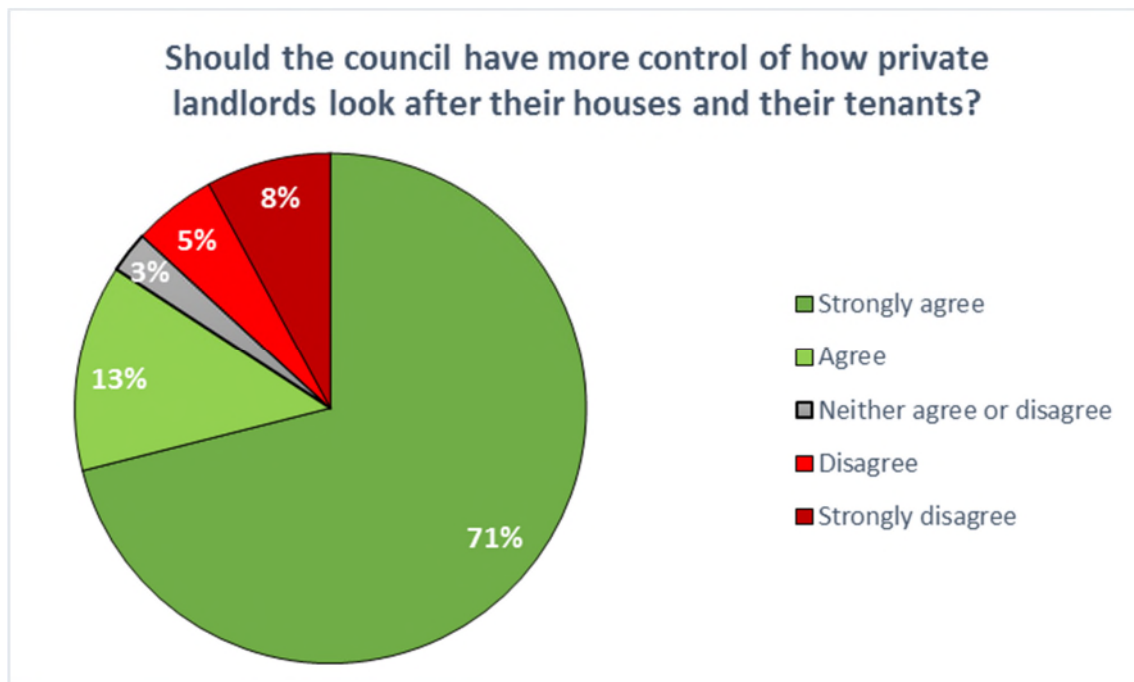
Of a pool of twelve private renters only eight offered responses. The three issues highlighted by this group were antisocial behaviour (63%), poor condition of neighbouring houses (38%), and problems with their landlord or letting agent (38%).



For owner occupiers there were 18 responses, which highlighted issues with antisocial behaviour (89%) and poor condition of neighbouring houses (83%). This corresponds with the prevalent issues for the private renters.

### 1.3. Should the council have more control of private landlords?

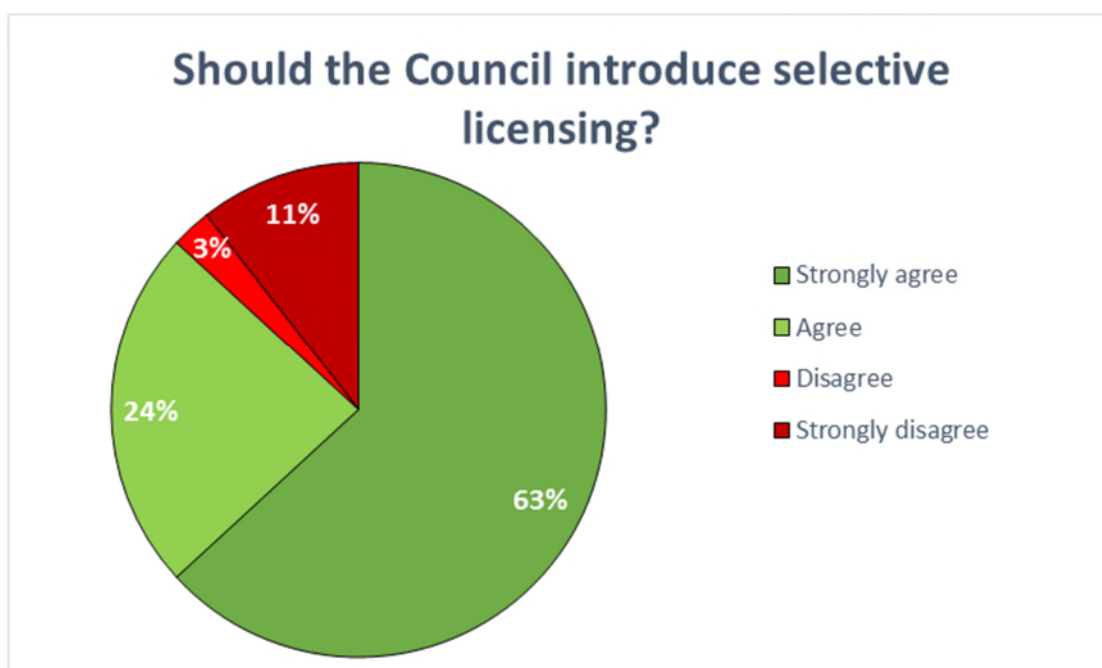
84% of residents agreed that the council should have more control over private landlords, with 71% strongly agreeing.



### 1.4. Should the Council introduce selective licensing?

87% of those responding agreed with selective licensing, with 63% saying they strongly agreed.

Of those renting from a private landlord, 75% agreed with more council control *and* selective licensing, with the other 25% disagreeing to both. The individuals that disagreed to both reported fewer or no problems with the area. Reasons stated for these individuals followed the trend for worries about rent increases.



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

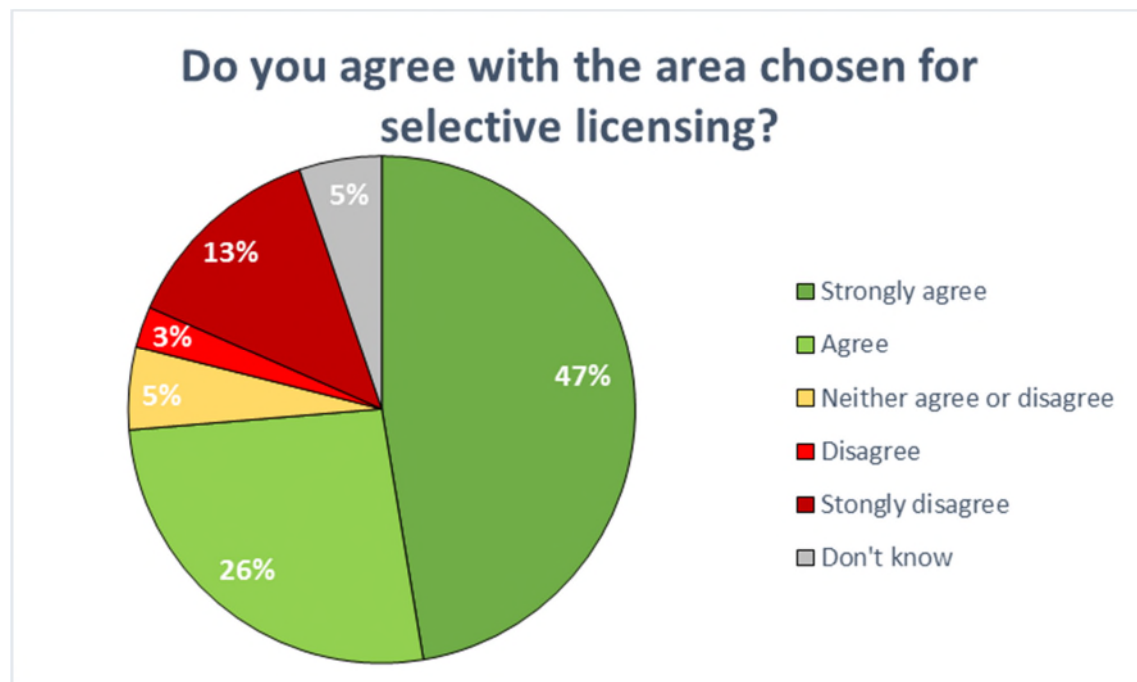
- To improve the quality of the local area
- Raise funds and accountability to deal with neighbourhood problems (fly tipping)
- Improve housing standards for good tenants
- Hold landlords accountable for the state of their properties and tenants responsible for the treatment of property
- Reduce overcrowding

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

- Previous attempts have failed
- Council already have necessary powers under current legislation
- Will push up rent

### 1.5. Residents views of the choice of area and streets for selective licensing

74% of residents agreed with the areas selected for licensing, with 16% disagreeing. 10% of residents either didn't know, or neither agreed or disagreed with the proposal but did agree with selective licensing and more council control.



Comments on the area chosen;

- Include the whole of Moston, not selective areas
- Include the whole of Manchester
- Exclude Delside avenue and Deanway

Additional streets were suggested as; Brodick street, Arran Street

### 1.6. Would licensing improve things?

Around 82% of respondents agreed that the scheme would improve property management and rented property condition, with 77% saying it would help with antisocial behaviour, and 79% suggested it would improve the area in general. Residents responded similarly for all questions asked, with those agreeing with licensing likely to suggest it could improve things. For those that disagreed licensing could improve things also disagreed with introducing the license, and in the area selected.

	The way landlords or letting agents manage their property	The condition of private rented property	Antisocial behaviour or nuisance	The area in general
Strongly agree	58%	58%	53%	53%
Agree	24%	24%	24%	26%
Neither agree or disagree	5%	3%	3%	3%
Disagree	3%	5%	8%	5%
Strongly disagree	11%	8%	5%	11%
No response	0%	3%	8%	3%

Note: % values have been rounded where appropriate

### 1.7. Other Comments

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

- 5 year license is too long – make it annual
- Concerns regarding the subletting of properties
- More support evicting irresponsible tenants
- Funding for alley gates to help residents and landlords prevent dumping on their property
- Licensing may improve housing conditions, but won't help the area
- Fly tipping related to transience
- Problems with littering
- More police presence
- Tighter management on fast food and restaurants on Moston Lane

Other comments raised:

“Council can improve standards when regulating landlords.”

“External environment needs to be improved waste and recycling, street appearance, backyards”

“I really hope this will work.”

“I'm worried that the area is beyond repair - things have gone too far now. There are also problems with noise/rubbish from fast food outlets on Stovell Road/ Moston Lane.”

“Provided there is follow through tenants also need to know what is required of them.”

## Consultation on Proposed Selective Licensing of Private Rented Homes in Old Moat - Landlords.

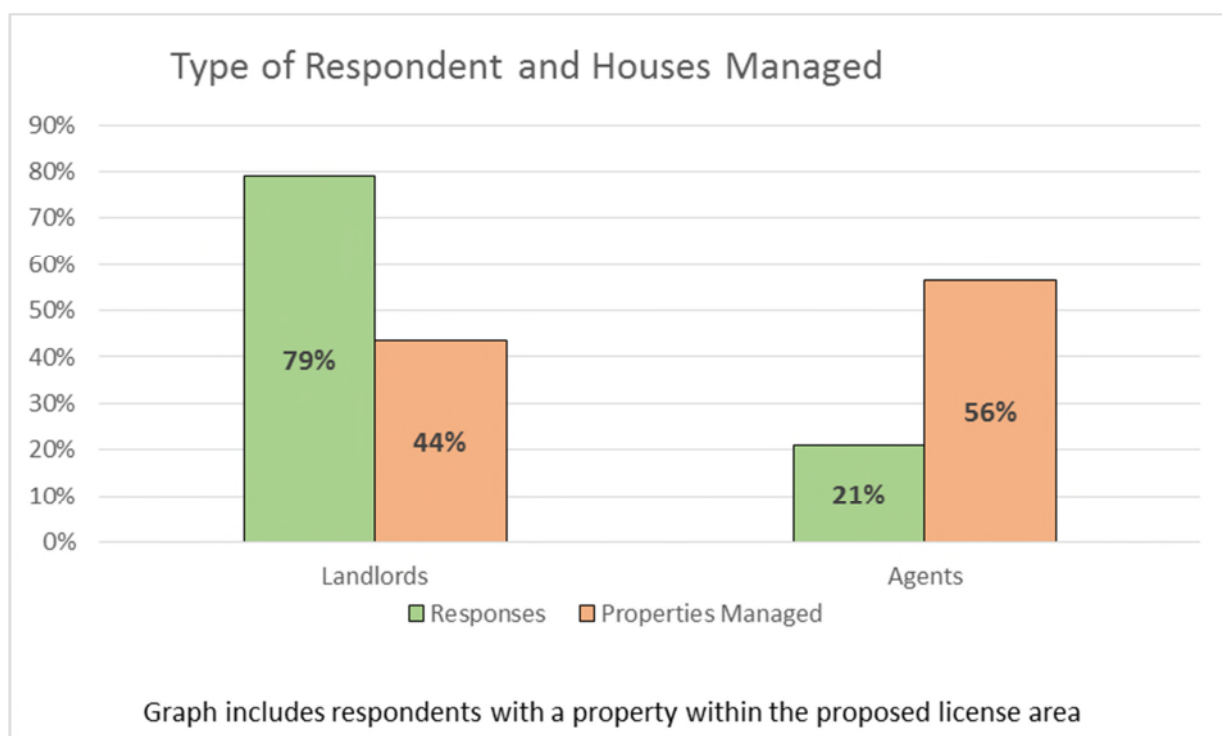
Public consultation with regard the proposed Old Moat selective licensing area took place via an online survey between 20 March and 2 June 2017. Details of the scheme and the proposed area and streets to be covered were provided and views were invited from local residents and landlords or letting agents with property in the proposed area (with different survey questions for each group).

A total of 21 responses were received from landlords and managing agents and 91 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.

### 1.1. Responses from Landlords/Letting Agents

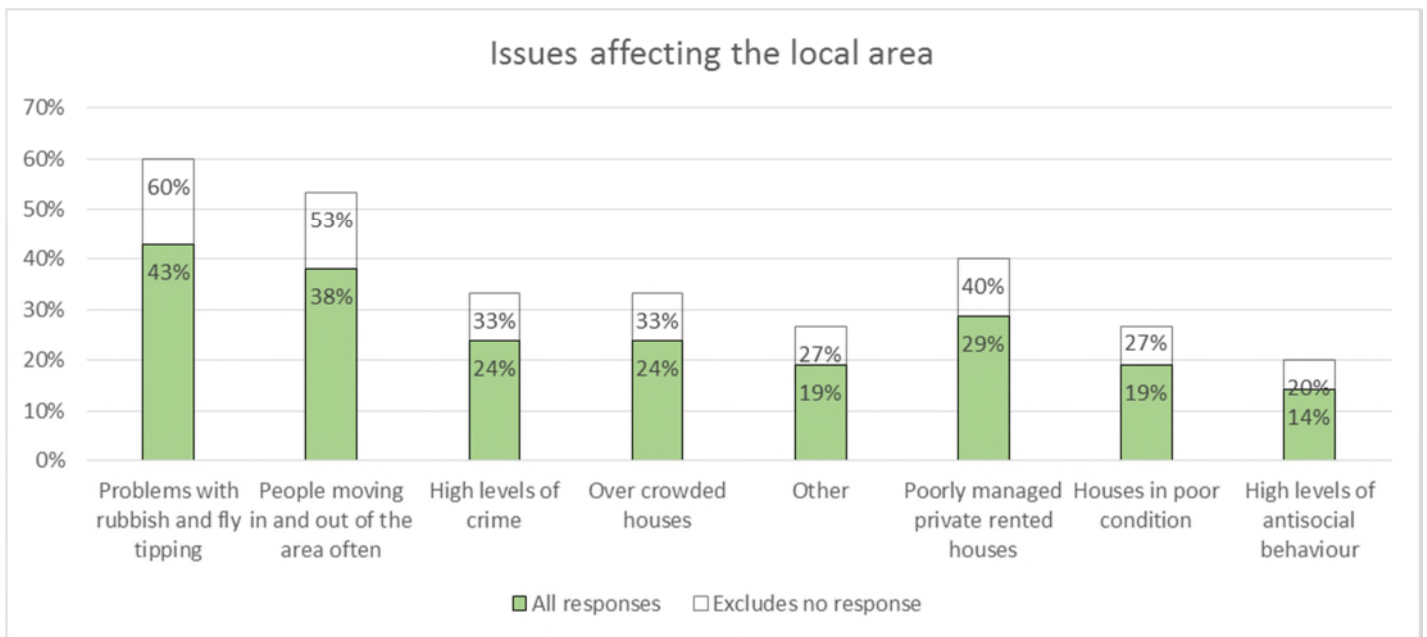
Of 21 responses 71% of the respondents identified as a landlord with property in the proposed licensing area, 19% were letting agents, and 10% were landlords with no properties in the area.

Of the landlords (79%) with properties in the proposed licensing area they collectively managed 44% of properties represented. Of these landlords, 87% owned just one property and the other 13% owned two. Agents in the area only accounted for 24% of responses but controlled over 56% of properties represented. Two of these agents are responsible for 86% of managed properties, with one agent renting more than ten (actual number unknown).



### 1.2. Issues affecting the local area

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 transience (people frequently moving in and out of the area).



There were 15 respondents who raised problems within the area, with 6 choosing not to respond. Three of these specified that the issues in their neighbourhood were no worse than elsewhere. Of those that did responded rubbish and fly tipping, and high levels of transience were selected in more than 50% of cases. 3 individuals selected *only* rubbish and fly tipping as an issue, with the other 12 selecting multiple criteria.

Where 'other' has been selected additional responses have included;

- Lack of rental properties. Demand is higher than supply
- Increased rubbish from fast food outlets
- Over development affecting access to green spaces
- Poorly managed gardens



### 1.3. Issues directly affecting the landlord and their residents in the last three years

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.

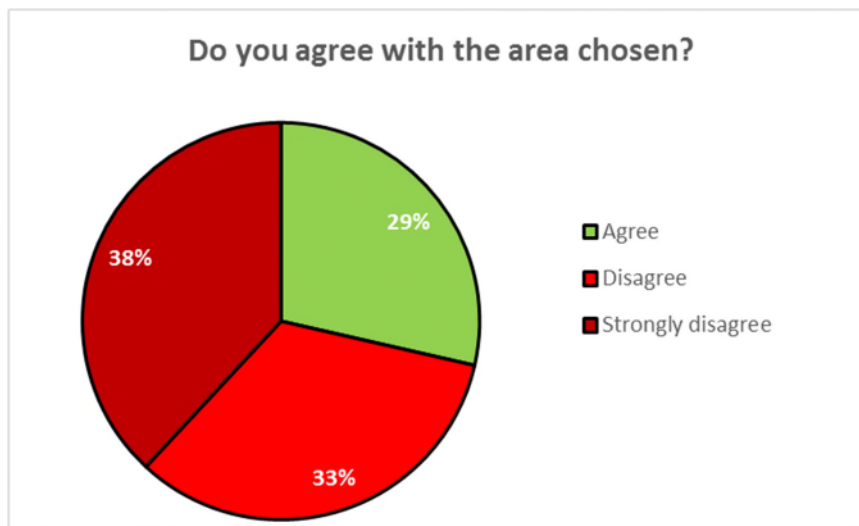
Only 33% of respondents reported problems in the last few years, with 36% highlighting antisocial behaviour and 27% rent arrears.

Issues mentioned included;

- High transience due to student rental market
- Other areas (Moss side and Rusholme) are worse

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

When asked whether they agreed with the area chosen for selective licensing 68% disagreed (with 38% strongly disagreeing), and 29% agreed. None of the estate or letting agents were in favour of the area chosen. Those that agreed with the area chosen had also reported more issues with the area. They were 13 times more likely to report an issue than those that strongly disagreed, and 3 times for those that disagree.



Reasons for disagreeing given were;

- Area should be extended

Suggested included areas are; Wilmslow road (both sides), Owens Park area, Moseley Road

Suggested excluded areas are; Brocklebank Road, Brentbridge Road,

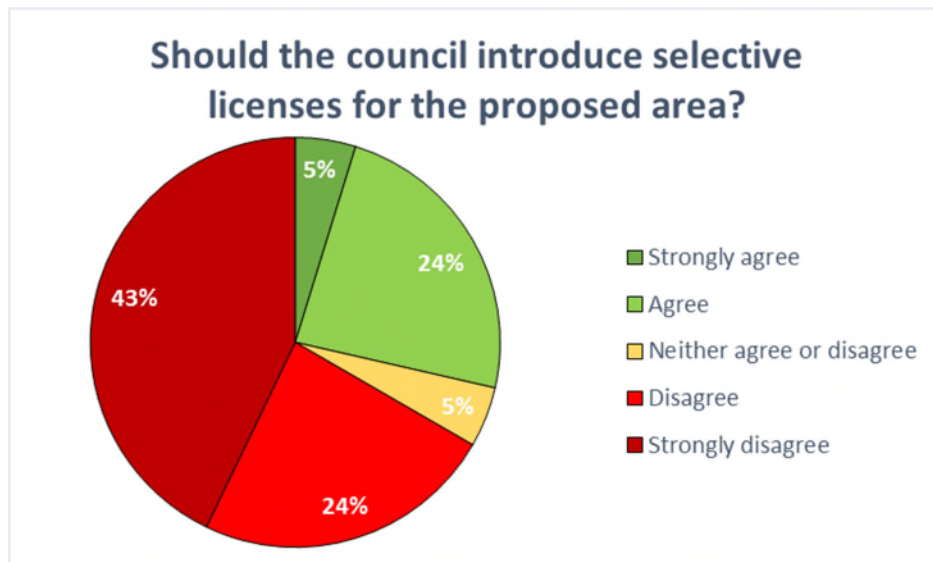
Many respondents used this section to comment on the selective license proposal, not the area chosen. These responses have been included in the final statements.



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

Landlords and agents responded with 43% strongly disagreeing with licensing. A further 24% disagreed, to give a total of 67% of respondents not in favour of the proposed licensing.

29% of respondents agreed with the licensing and 5% neither agreed/disagreed. Of those that agreed with the licensing, none were agents.



The following were positive responses to licensing;

- Would help make the area feel safer
- Hold landlords accountable
- Ensure high quality properties

Issues raised as a negative response to licensing included;

- Landlords will increase rent to account for licensing fee
- License is too expensive
- Selective licensing penalises already good landlords
- Cost of license will drain resources for house maintenance
- Previous attempts have failed
- HMO licenses should suffice
- Rogue landlords will ignore licensing anyway

A few suggestions were proposed as alternatives, such as;

- Transparent communication from the council as to what the extra fees will fund
- Exempt good landlords, or those who prove their properties are of good quality
- License landlords not their property
- Encourage communication between tenants and the council to report bad landlords/living conditions
- Fine landlords as and when problems arise instead of licensing

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

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.

Of those that suggested support/services, the themes raised were;

Improving council, landlord, and tenant relationships by;

- Offer free advice via email, and easily contactable phone lines for reporting issues
- Invite local agents and landlords to consultation meetings
- Offering more support for landlords with problem tenants
- Clear guidance for landlords, letting agents and tenants as to what is expected from each in regards to the property
- Offer tenants more support with reporting bad conditions/landlords
























Ensuring landlords maintain a good standard of property;

- Perform random selective inspections and penalise landlords that aren't keeping their properties in proper order
- Regular inspections and higher fines
- Accreditation scheme with incentives for approved landlords
- Inspect and grade houses on their standard of upkeep

Other responses were in regards to the local environment and asked for more council support with upkeep and increased monitoring of regular fly-tipping areas.

### 1.7. Would licensing improve things?

Responses to whether licensing could improve things amongst landlords were mixed. The majority of responses didn't think that licensing would help them manage their tenants, improve the condition of houses, or help the area in general. However, 33% strongly agreed that licensing would help with levels of ASB and nuisance, but 48% neither agreed/disagreed nor did not know.

	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	 14%	 19%	 33%	 14%
Agree	 19%	 14%	 14%	 10%
Neither agree or disagree	 19%	 10%	 38%	 24%
Disagree	 5%	 10%	 5%	 5%
Strongly disagree	 33%	 38%	0%	 38%
Don't know / No response	 10%	 10%	 10%	 10%

### 1.8. Other Comments

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

- Some ASB is external to housing issues
- Increase council presence in the neighbourhood
- Previous licensing has failed
- Area chosen is not appropriate
- Will charities pay the same rent on owned properties?
- Penalises good landlords when bad landlords will simply ignore the licensing regulations anyway
- Selective licensing is an addition bureaucracy for already sufficient existing powers

Other comments raised included:

“As a landlord already registered with MSH I think this will be a repetition of costs”

“I am against mandatory licensing because the evidence is that it does not raise standards of rental properties, but it will raise rents, which ultimately disadvantages both landlords and tenants, and makes the housing crisis worse.”

“The area is not at its current state due to poor tenancies, only by poor management of tenancies.”

“The cost of any licensing fee will be diverted to the tenant.”

“I would urge MCC to work with the landlords and agents in the local area to work a solution to any concerns they may have as there are many ideas all agents and landlords would put together which should keep all parties happy and continued growth in the area.”

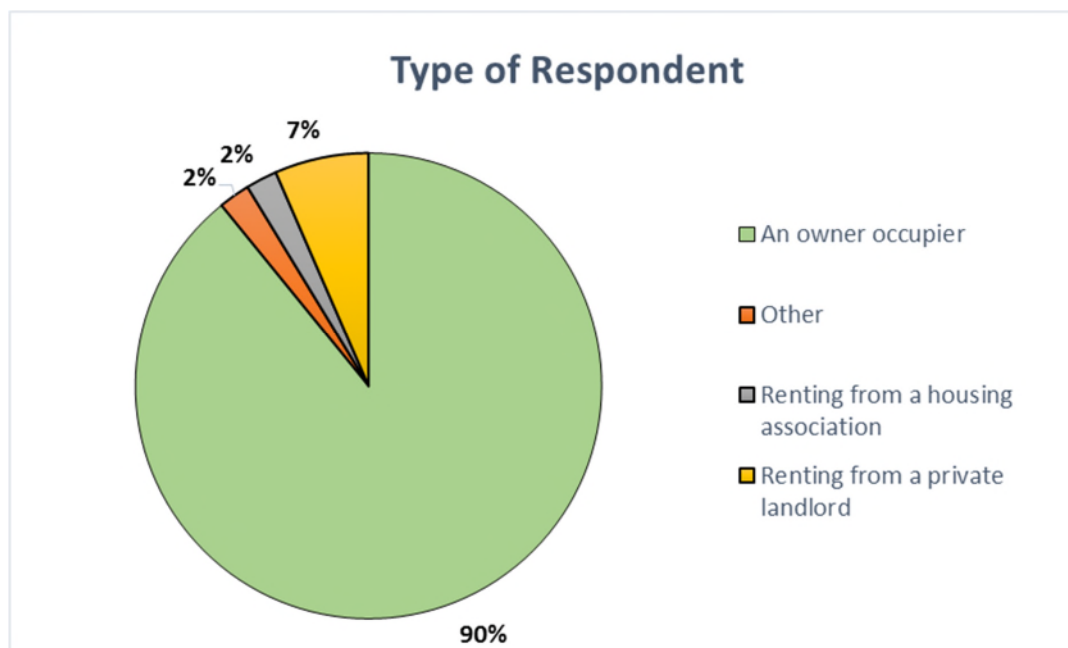
## Consultation on Proposed Selective Licensing of Private Rented Homes in Old Moat – Residents

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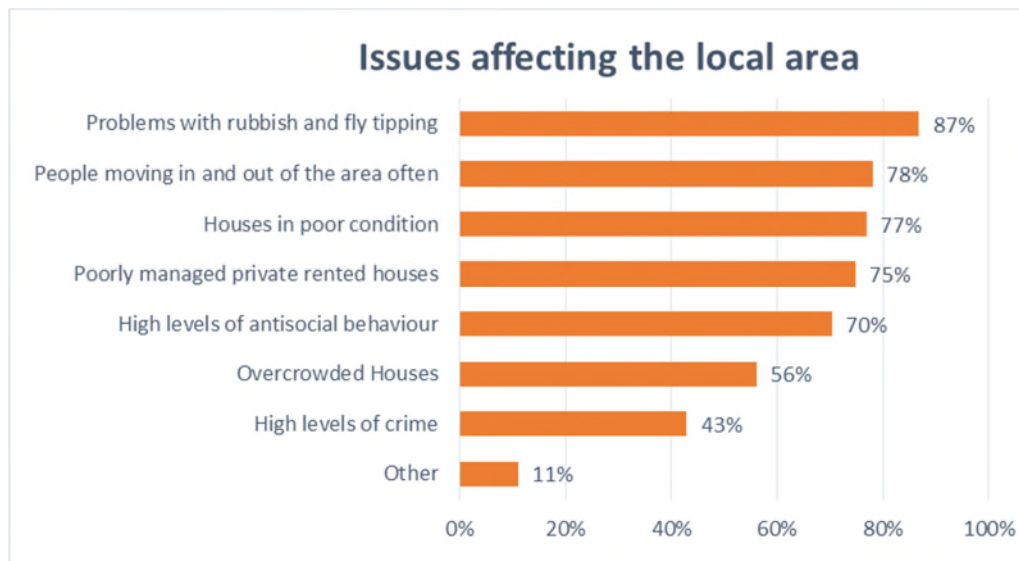
### 1.1. Responses from residents

91 residents responded, of which 82 (90%) were from the local area. The majority of responses from residents were owner occupiers at 90%, with only 7% of responses coming from tenants renting privately. 5% of these responses identified themselves as living and owning a business in Old Moat.

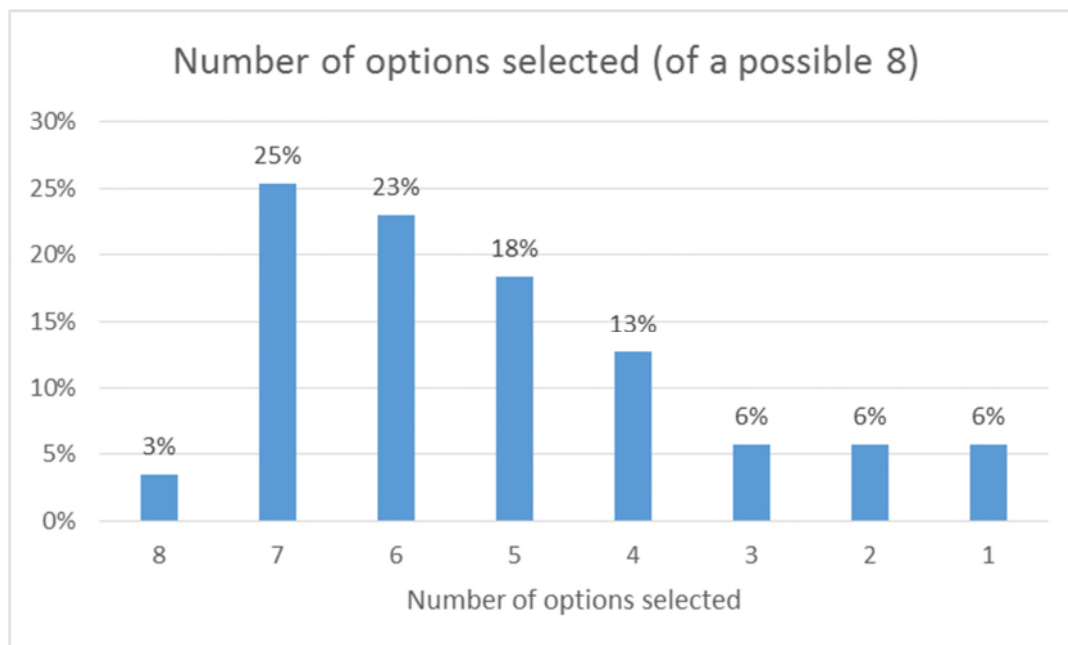


### 1.2. Issues affecting the local area

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.



When broken down into individual issues, the most frequently selected was problems with rubbish and fly tipping, being present in 87% of responses. When accounting for the number of responses this corresponds to 76 people highlighting this as an issue. With the exception of overcrowded houses, high levels of crime and 'other' all other options were selected in 70% or more responses.



Of all 87 responses 83% of individuals selected four or more issues affecting the area. The highest proportion of these (25%) selected all seven specific options with 3% choosing to add the additional 'other' option as well. Where 'other' has been selected the reasons stated have been poorly kept garden areas, speeding on roads and bad parking, tax evasion (houses being sold for cash) and violent crime.

### 1.3. Issues directly affecting residents or their family in the last three years

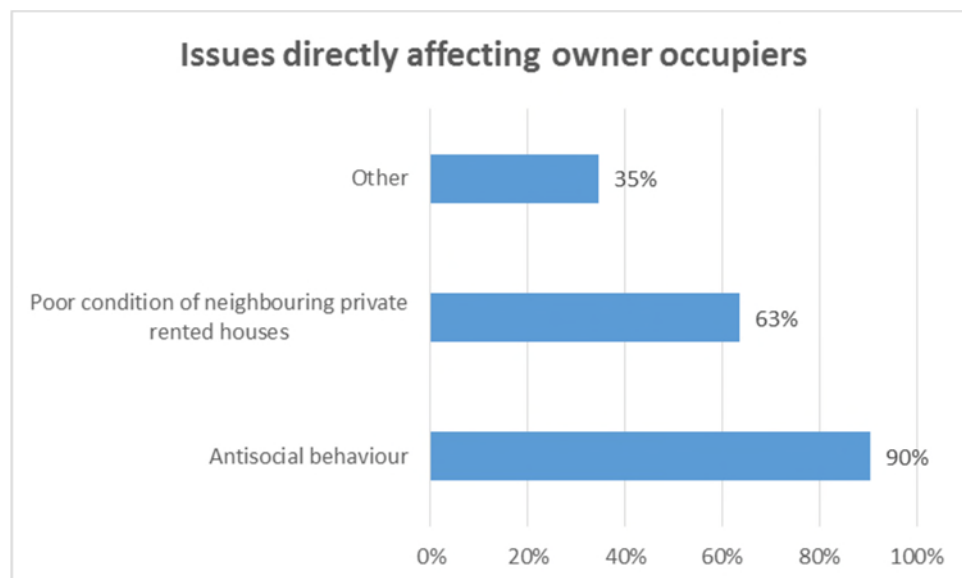
#### Problems from renters

The number of responses to this question were very low due to only 7% of the cohort being eligible to respond. Five individuals said they'd had issues with poor conditions of their house, and four had a problem with the way the landlord or letting agent managed the property.

Two people reported issues with antisocial behaviour and poor condition of neighbouring privately rented housing. One person had had problems with lack of suitable kitchen/bathroom/cooking facilities, and another was not provided a tenancy agreement. When asked for any other comments one individual raised a pest problem and another went on to say they had rented several properties within the selective licensing area and encountered no problems.

#### Owner Occupiers

52 of a possible 81 owner occupiers identified problems that had affected them and their families. The most common of these was antisocial behaviour appearing in 90% of responses. This also equates to 58% of all owner occupiers taking the survey.



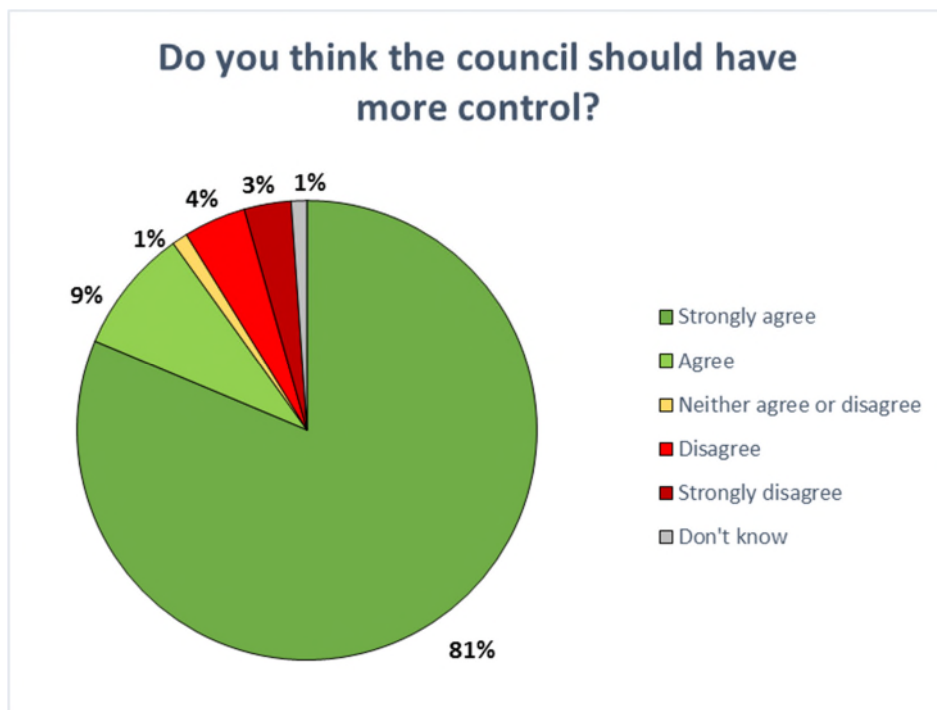
63% (of the 52 responses) had issues with the condition of neighbouring privately rented houses.

Of those that selected 'other' some of the responses given were;

- Speeding and car parking blocking driveways
- High population density

Over half of these responses directly linked the high student population to issues with noise and persistent rubbish/smashed bottles being left on pavements.

### 1.4. Should the Council have more control over privately rented properties?

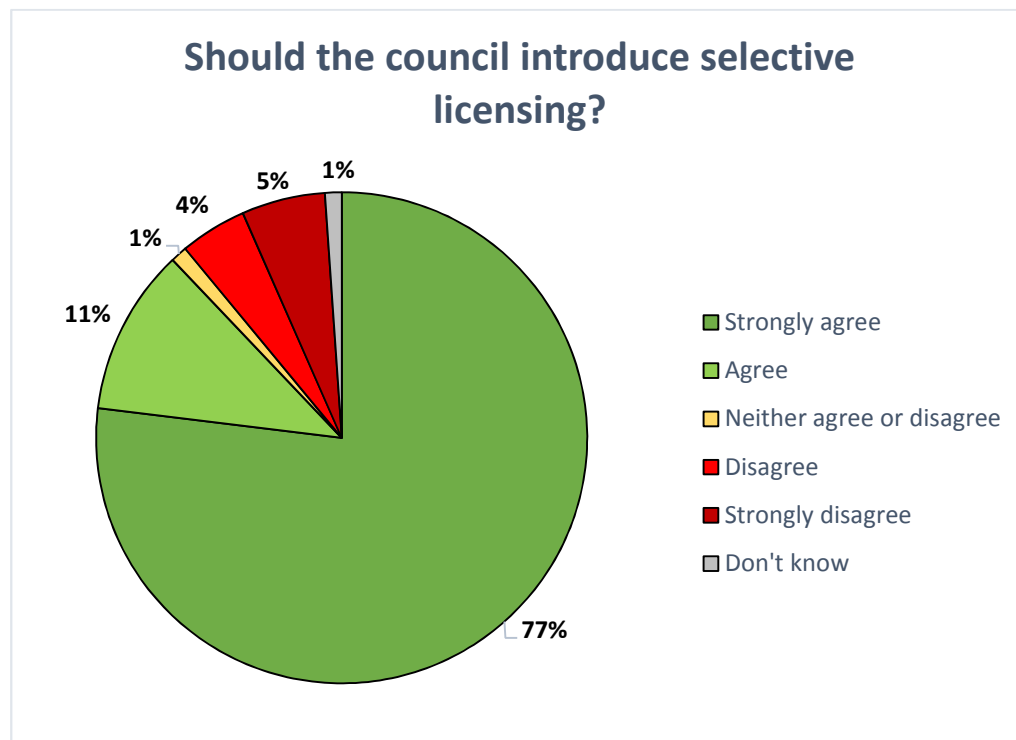


90% of respondents agreed or strongly agreed that the council should have more control over how private landlords look after their tenancies and of those 81% were strongly in agreement. Only 7% disagreed, citing reasons such as;

- Licensing landlords won't encourage better behaviour from student tenants who often leave after one year.
- Unnecessary

### 1.5. Should the Council introduce selective licensing?

77% of all responses were strongly in favour of the introduction of licenses, with 88% agreeing in total. 9% of respondents disagreed with licenses.



Of those who agreed with selective licensing reasons given included the following:

- Landlords are currently not selective about tenants and don't encourage/support good behaviour on behalf of the neighbourhood
- Will help prevent antisocial behaviour
- Increase monitoring of tenants and landlords
- Reduce number of HMO's and 'greedy' landlords
- Give landlords more responsibility over the behaviour of their tenants
- Preserve the condition of Victorian houses and avoid them falling into disrepair
- Licensing will increase landlords awareness and interest in their property/tenants
- Would encourage landlords to find more 'long term' tenants and reduce the number of student HMO's
- Would ensure a minimum standard is upheld

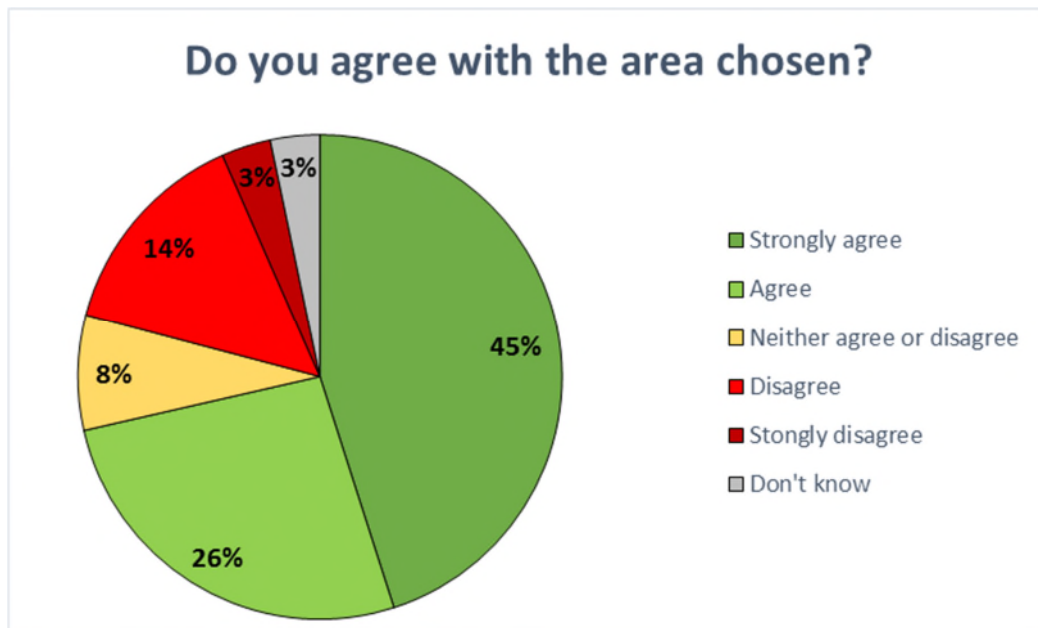
Of those who disagreed with selective licensing reasons given included the following:

- Similar schemes haven't worked
- Licensing fees will be passed onto renters
- Landlords aren't able to tell which tenants will cause issues in advance
- Licensing should be introduced city-wide



### 1.6. Residents views of the choice of area and streets for selective licensing

71% of responses agreed with the area suggested for selective licensing, with 45% strongly agreeing. 17% of answers disagreed, and 11% either didn't know or were neutral.



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

- Area needs to be wider
- Other areas are more in need of the scheme
- Does not meet selective licensing criteria
- Should be implemented city-wide

Suggested changes for additional inclusion; Granville, all of Wellington, other side of Wilmslow road, Ladybarn, Mauldeth Road west (both sides), Fallowfield Brow, Burton Road,

Multiple requests suggested the inclusion of Withington and Fallowfield.

### 1.7. Would licensing improve things?

81% of the respondents agreed that the scheme would improve property management, 85% said it would improve house condition, 76% thought it would improve antisocial behaviour and 82% hope it can help the area in general.

Negative responses did not rise above 10% for any of the four question criteria.

	The way landlords and letting agents manage their tenants	The condition of privately rented houses	Antisocial behaviour or nuisance	The area in general
Strongly agree	56%	60%	46%	57%
Agree	25%	25%	30%	25%
Neither agree or disagree	4%	2%	4%	3%
Disagree	3%	3%	5%	3%
Strongly disagree	5%	5%	5%	5%
Don't know / No Answer	5%	3%	9%	5%

### 1.8. Other Comments

Throughout the questionnaire respondents made comments in regards to the management of student-based property. Concerns raised in response to this particular issue were;

- Landlords leaving 'To let', or 'Available next year' signs etc. as a means of free advertising – makes the area look bad
- Student houses are sold regularly as an 'investment opportunity' and as such many landlords are non-local and uninvolved with upkeep/management
- Many complaints about noise nuisance
- Broken bottles and rubbish remain on the streets from bins that have been rejected by refuse collection (for not adhering to recycling rules). Suggest additional bins for student properties and HMO's
- High levels of crime (burglary) as it is a known to have a high student population
- Provide management and education/advice to student houses on looking after their house and the community
- Student house quality is generally poor – so those moving in have no commitment to keeping the area clean/tidy
- Regulation of HMOs – many illegal extensions added to increase house occupancy

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

- Along with other projects, such as the "10 streets", selective licensing will help the area

- Landlords don't pay enough tax in relation to the cost of solving issues with antisocial tenants (especially when they are students as they're exempt)
- Large organisations that manage social housing should also be charged selective licensing as these tenants often cause trouble
- Absentee landlords and non-local agents are uninterested in the impact their tenants are having on the area and their properties
- Improvement of the local area will encourage more families to move and stay in the community
- Tenants that move into a clean and tidy property are likely to keep it that way
- Increase policing in the area
- Encourage landlords to take more interest in their tenants and the treatment of the property

Other comments raised included:

"As long as it is monitored and enforced, this could be a success."

"Full licensing of HMOs has been needed for a long time to discourage the proliferation of poorly maintained rented properties."

"If the requirements of the licences are stringent and they are closely regulated and enforced then there is every chance that things will improve."

"Licencing is overdue as Landlords are unaffected by their tenants behaviour & state of their property. They don't contribute to the area they make it worse."

"Old Moat is a very mixed area and students are most welcome. However, this does come with a cost in terms of noise, waste and asb in certain parts of the ward at certain times of the year."

"Regulation is essential for everyone. It benefits good landlords if the unscrupulous ones are made to adhere to regulations."

"This is essential work. The council could also use it to put pressure on landlords to include things like recycling and tree management in their contracts."

"We need masses more help to reverse the damage that has been done by profiteering landlords and the blind eye previously applied to the area."