

Appendix 4

Selective Licensing Consultation Evaluation Report - Proposed Selective Licensing of Private Rented Homes in:

- The Ladders - Gorton and Abbey Hey
- Hyde Road - Gorton and Abbey Hey
- Trinity - Harpurhey
- Ben Street area - Clayton and Openshaw

Selective Licensing - Pre-consultation

A 12-week initial consultation for the proposed Selective Licensing took place between 20 January 2021 and 14 April 2021 for the defined areas in Gorton and Abbey Hey, Harpurhey, Clayton and Openshaw.

Residents and landlords were asked to share their views on the proposal through a set of questions with opportunities to provide open-text comments. A total of 197 responses were received (see table 1), which was low compared to previous selective licensing consultations e.g., the consultation in 2016/17 generated 408 responses.

Table 1 – Respondents to the selective licensing pre-consultation

Name	Area	Form Type	Completed	
The Ladders	Abbey Hey	Residents and businesses	54	
		Landlords	50	
		Total for area	104	
Trinity	Harpurhey	Residents and businesses	26	
		Landlords	22	
		Total for area	48	
Ben Street	Clayton and Openshaw	Residents and businesses	6	
		Landlords	10	
		Total for area	16	
Hyde Road	Gorton and Abbey Hey	Residents and businesses	26	
		Landlords	3	
		Total for area	29	
		TOTAL	197	

Eight virtual consultation sessions, two in each area, were held, which were attended by 74 people. Virtual group sessions were challenging in that they did not enable all attendees to ask questions and make their views known so these were adapted to one-to-one sessions to improve the experience of those attending and provide more

opportunity for views to be captured. While these proved to be more productive and ensured that individuals could ask questions and views could be captured, the attendance rate for these sessions was low.

Feedback was received that many residents struggled to engage with online sessions and that face-to-face conversations would be much more effective. A request was also made, by the Landlords and the National Residential Landlords Association, for more detailed and easily accessible information to be made available on the need for the proposed schemes and the licence conditions proposed, so that well informed responses to the consultation could be given.

This period coincided with the height of the Covid-19 pandemic and subsequent lockdown and tier restrictions which significantly impacted the number of respondents. Given the low response rates and the issues identified with the initial consultation it was decided to treat this as a pre consultation exercise and conduct a separate formal consultation.

Residents' views to pre-Consultation

Overall, the pre-consultation generated 384 residents responses across all four areas. The comments made were analysed to pull out the key themes expressed in the consultation.

Of those who agreed with the licensing proposal,

The Ladders:

- The most common reasons for agreement with the proposal were the lack of responsible long-term tenants (22 mentions), the need to make landlords more accountable (19 mentions), improving the state of repair of properties (18 mentions).
- Some residents spoke about the changes to character of the area mentioning that it appears to have become more deprived (14 mentions).
- Reasons for agreement that draw fewer than ten mentions include hopes that the area will improve (7 mentions) and the need to improve living conditions (5 mentions).

Hyde Road:

- Of the eleven answers provided by residents in Hyde Road, the most cited reasons for agreement with the proposal were the lack of responsible long-term tenants (3 mentions) and making landlords accountable (3 mentions).
- They are followed by improving the state of repair of properties (2 mentions) and improving living conditions (2 mentions).

Ben Street:

- Of the 11 answers, the most cited reason for agreement was making landlords more accountable.
- The second most cited reason for agreement includes respondents reflecting on how the proposal would improve the area.

Trinity:

- Out of 16 answers, six mentions refer to the lack of responsible long-term tenants.
- This is followed by the need to improve the state of repair of properties (4 mentions), making landlords accountable (2 mentions) and improving the area (2 mentions).

Of those who disagreed or had concerns with the proposals the only issue raised across all four areas was concern that the costs of licensing would be passed on to tenants.

The Ladders was the area with the most respondents, with 86 suggestions. It is followed by Hyde Road with 19 suggestions, Trinity with 14 suggestions, and Ben Street, with 11 suggestions. The most common issues raised refers to littering and rubbish management (17 mentions), followed by views that held that tenants need to act responsibly (15 mentions), and the need for more policing/ (CCTV) monitoring (12 mentions). Ten mentions referred to making landlords accountable, and nine expressed views of agreement with the proposal. Furthermore, eight suggestions mentioned ensuring the enforcement of the scheme.

Residents were also asked to make other comments about the area in general and the issues that were important to them.

The Ladders:

- The need for responsible tenants and related issue (11 mentions) as well as accountable landlords (8 mentions) are prominent themes.
- Littering and rubbish management issues are also prominent (13 mentions).
- A high number of respondents also mention the need for more policing and CCTV monitoring (11 mentions).
- Other suggestions included improving the state of repair of properties (4 mentions), ensuring the scheme is enforced (3 mentions), and some raised safety concerns (3 mentions).
- There were a number of comments that reiterated agreement with the proposal (8 mentions).

Hyde Road:

- Of the 19 suggestions, three focused on antisocial behaviour.
- Suggestions with two mentions included littering and rubbish management issues, noise issues, and concerns about increases in rent.

Trinity:

- The most frequently cited suggestion is ensuring the enforcement of the scheme (3 mentions), followed by a view that more investment is needed (2 mentions), and littering and rubbish management issues (2 mentions).

Ben Street:

- Of the 11 suggestions, suggestions that drew two mentions include the need for responsible tenants, concerns about an increase in rent, and the suggestion to extend the scheme city-wide.

Number of residents in support of the scheme during pre-consultation

The results of the initial consultation with residents showed broad support for selective licensing in all 4 areas. In each area the view that residents strongly agreed or agreed with the schemes was 85% in The Ladders, 85% in Harpurhey Trinity and 85% in the Ladders. 50% of residents in Ben Street strongly agreed however the response in Ben Street was very low (less than 5) and represents too small a sample population to draw a representative conclusion in the pre-consultation

Landlords' views to pre-Consultation

Of the respondents to the initial consultation the following themes were raised in comments were made by those who disagreed with selective licensing:

The Ladders:

- The most common comment referred to the licensing proposal being unfair to good landlords (9 mentions), followed by landlords arguing that previous selective licensing did not work (7 mentions). With four mentions, the third most commonly raised issue is that there is no evidence that the proposal will achieve its goals.
- Other comments included increased costs, risk of more landlords selling their properties, increasing tension between landlords and tenants and that the scheme would decrease standards not increase them.

Hyde Road:

- Comments included that licensing was seen as unfair to good landlords, no evidence it will achieve its goals, and that revenue will not be used efficiently. Some said it would increase costs or be passed on to tenants, and reduce investment in improving properties

Trinity:

- The most cited reasons for disagreement were that the proposal will increase rents (4 mentions). It is followed by the responsibility of the police to address issues (3 mentions) and, with two mentions each, answers suggesting that licensing is unfair to good landlords, that the council is responsible for issues in the area, and that the scale of the problem the proposal deals with is exaggerated.

Ben Street

- Of the small number of responses in Ben Street, the issues raised were increased costs and risk of rent rise for tenants.

Support or services for landlords

Landlords were also asked what support or services could be provided to help them maintain properties to a high standard. There was a wide array of suggestions raised by respondents. The most frequent suggestions were for the provision of financial support (5 mentions), enforcement through inspections (4 mentions), and improved management of rubbish and waste in the area (4 mentions).

The Ladders:

- The most mentioned issues were enforcement through inspections and improved cleaning of the area, both with three references.
- With two mentions, we have suggestions touching on financial support, pointing out that there already is a lot of legislation to comply with, suggestions for education sessions for 'rogue' landlords, good property management companies, help with health and safety requirements and certifications, suggestions to make eviction easier, setting up a register of problem tenants.

Hyde Road:

- There were eight suggestions recorded in this area, with two of them pointing to the need for financial support.
- With one mention each, we also find suggestions for support dealing with irresponsible tenants, access to advice for landlords, a proposal for an alternative scheme.

Ben Street:

- In this area the suggestion made was for access to good property management standards.

Landlords in support of the scheme at pre-consultation

Of the landlords who responded to the pre-consultation, most were not supportive of selective licensing. Those who disagreed, or strongly disagreed with the scheme amounted to 90% in The Ladders, 86% in Trinity Harpurhey and 90% in Ben Street. 50% of Hyde Road respondents strongly disagreed however the response was very low (less than 5) and too small a sample to draw a representative conclusion in the pre-consultation.

All respondents and those that engaged with the council as part of the pre consultation were contacted and invited to further comment on formal consultation. All of the responses to the pre-consultation have been recorded and the open text questions have been coded. These are available for consideration, as required.

Selective Licensing – Formal Consultation

The formal consultation took place between 21 June and 29 August 2021 (10 weeks). Undertaking the formal consultation following the easing of Covid restrictions allowed for face-to-face drop in events, enabling more people to take part as well as enabling door knocking exercises to take place

The ability to re-run the consultation without the constraints of a full lockdown allowed for 8 face to face sessions (2 for each area) with residents, businesses, and landlords in the four areas in question and resulted in 117% more responses. The formal consultation reached many more individuals and of the 428 respondents to the second consultation, 56 (13%) indicated that they had responded to the first (pre) consultation.

Table 2 – Respondents to the selective licensing consultation

Name	Area	Form Type	Completed	
The Ladders	Abbey Hey	Residents and businesses	220	
		Landlords	24	
		Total for area	244	
Trinity	Harpurhey	Residents and businesses	56	
		Landlords	11	
		Total for area	67	
Ben Street	Clayton and Openshaw	Residents and businesses	45	
		Landlords	2	
		Total for area	47	
Hyde Road	Gorton and Abbey Hey	Residents and businesses	63	
		Landlords	7	
		Total for area	70	
		TOTAL	428	

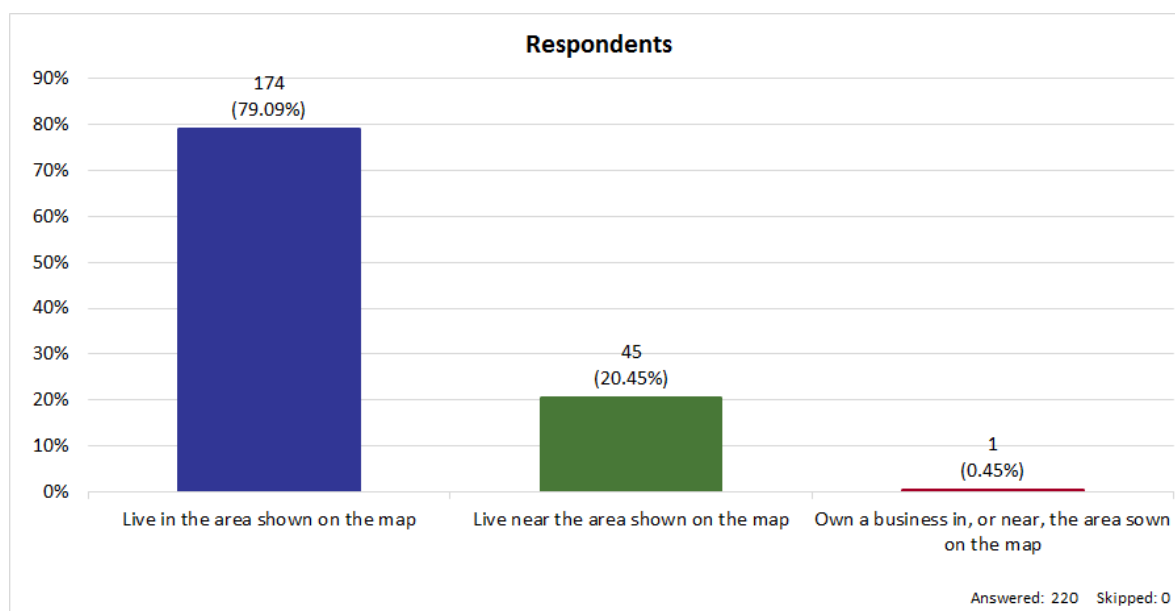
“The Ladders”- Gorton and Abbey Hey

A total of 220 responses were received from residents and businesses, 24 responses were received from Landlords and Managing agents.

1. Responses from Residents and businesses– The Ladders (Gorton and Abbey Hey)

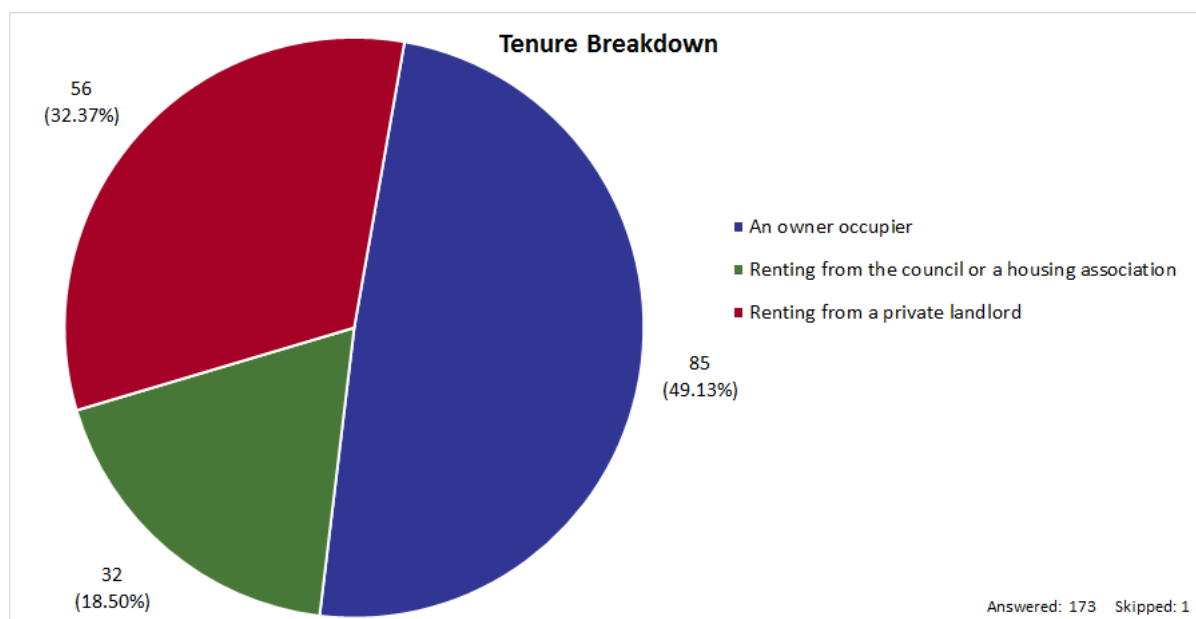
220 Residents responded, of which 174 were from the local area (see chart 1).

Chart 1 – Resident and businesses responses location to the Ladders consultation:



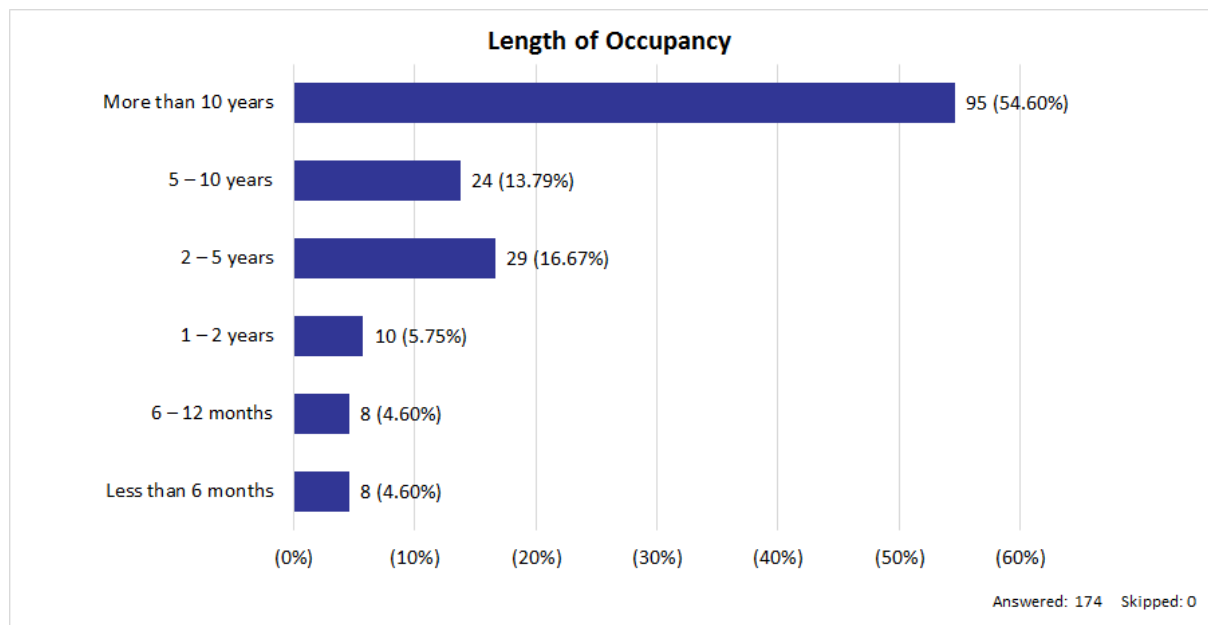
The majority of responses from the residents living in the area were Owner Occupiers 49% (85) with 32% (56) responses from residents privately renting a property in the area (see chart 2).

Chart 2 – Tenure Breakdown of resident respondents living in the Ladders:



15% of residents have been living in the area less than 2 years. With 55% living in the area for more than 10 years (see chart 3).

Chart 3 – Length of occupancy of resident respondents living in the Ladders:



1.1 Issues affecting the local area

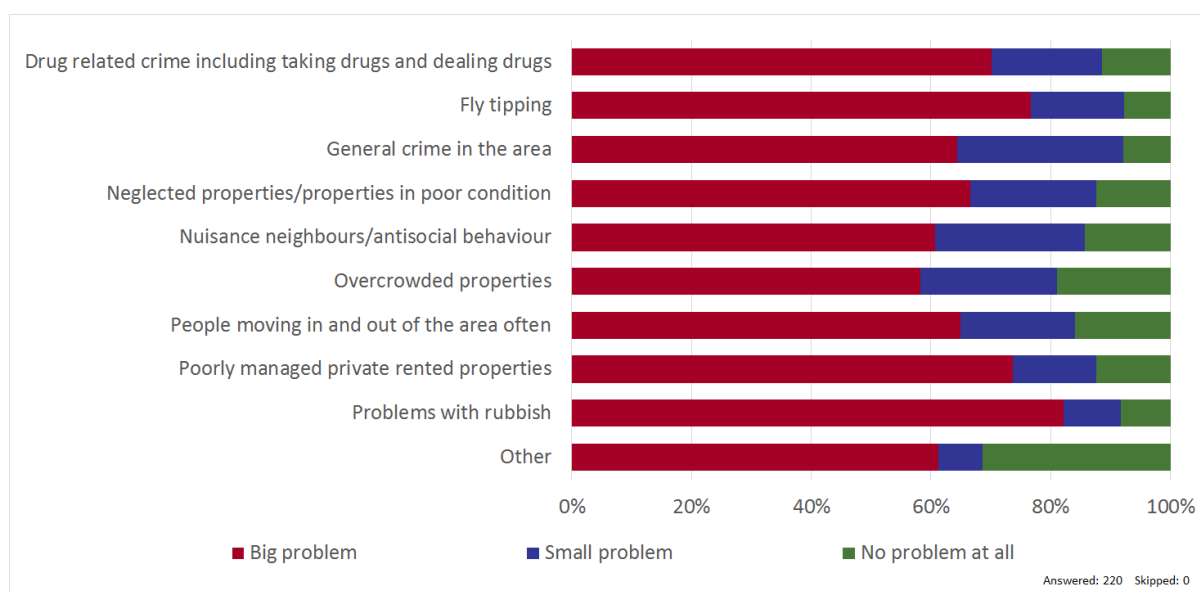
Residents and businesses were asked to rate which of the following issues were a **big problem, small problem, no problem at all**

- *Drug related crime including taking drugs and dealing drugs*
- *General crime in the area*
- *Nuisance neighbours/antisocial behaviour*
- *Problems with rubbish*
- *Fly tipping*
- *Neglected properties/properties in poor condition*
- *Overcrowded properties*
- *People moving in and out of the area often*
- *Poorly managed private rented properties*
- *Other (please specify)*

The biggest problem identified was rubbish with 82% of respondents saying it was a big problem (see chart 4). 77% of respondents said Fly tipping was a big problem. 74% of respondents felt that poorly managed private rented properties was a big problem.

Drug crime and general crime were also identified as significant problems

Chart 4 – Issues affecting residents and businesses in the Ladders:



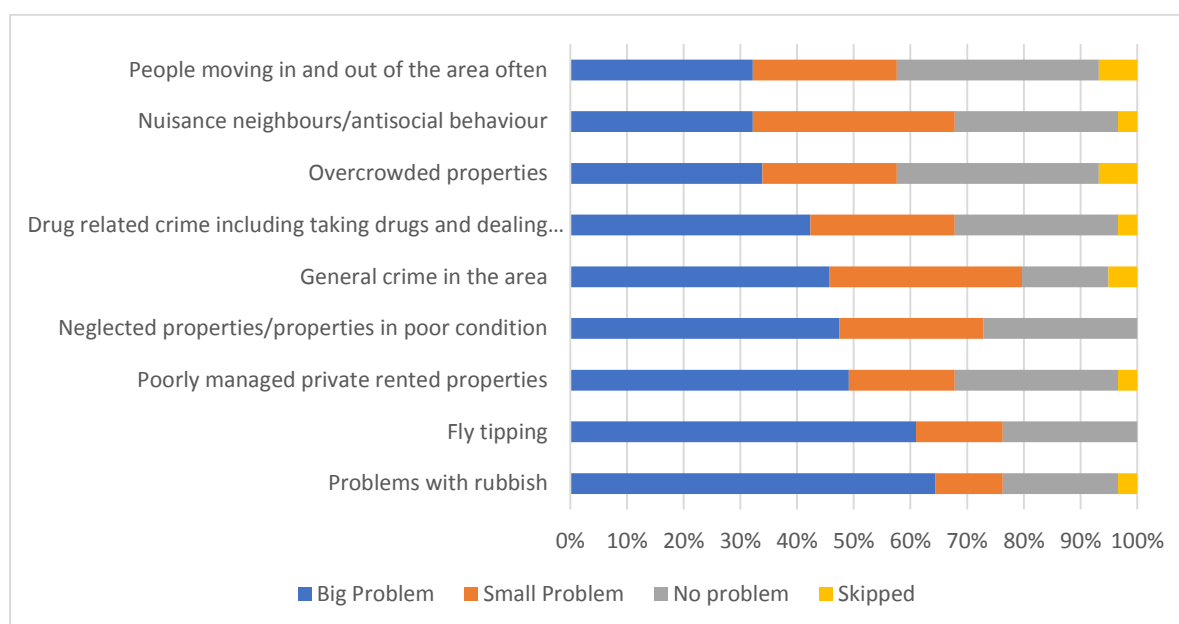
Respondents were given the opportunity to include other problems not included in the list in a free text box, 63 respondents selected “Other” which have been summarised as follows.

- Traffic levels and speeding are the most cited problems that were not covered in the original list, with (14 mentions).
- The second and third most cited problems are noise pollution (5 mentions) and old housing and infrastructure (4 mentions).
- The problems that follow are lack of police, gangs, vermin, and lack of pride in the area , which get 3 mentions each.

Respondents living in private rented accommodation identified problems with rubbish (64%), problems with fly tipping (61%) and poorly managed private rented properties as their biggest problem (see chart 5).

People moving in an out of the area often and nuisance neighbours / antisocial behaviour were identified as the least important issues by residents in private rented accommodation.

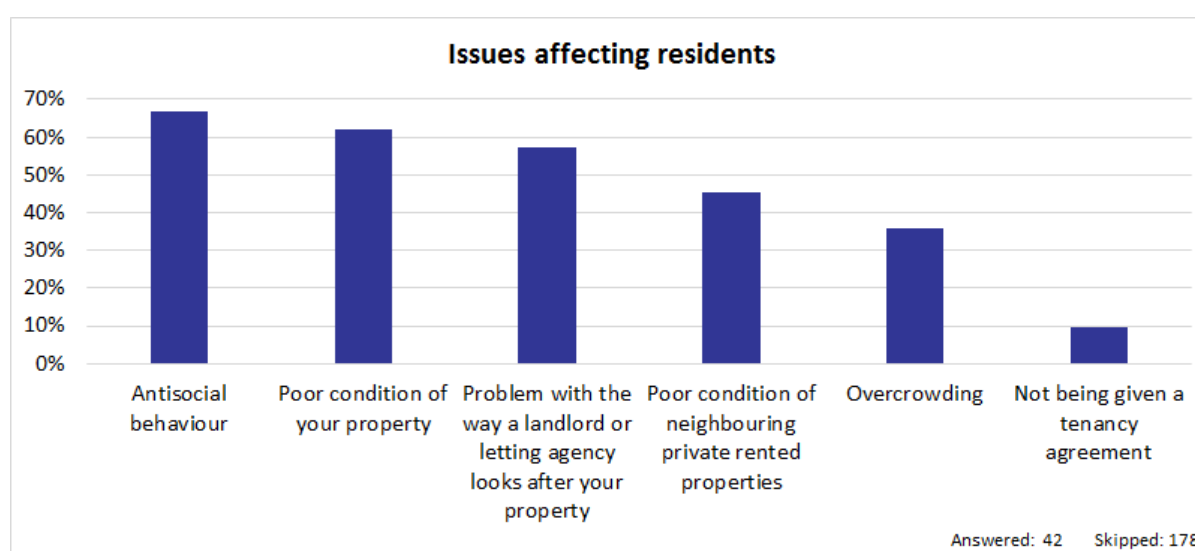
Chart 5 – Issues for private rented tenants in the Ladders:



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

Respondents were asked if they had been affected by a range of neighbourhood issues in the last three years (see chart 6), Of those who responded to this question (42 residents) 66% had directly experienced anti-social behaviour. 61 % of respondents had been directly affected by poor condition of their house, and 45% affected by poor conditions of a neighbouring house.

Chart 6 – Neighbourhood issues affecting respondents in the Ladders



Residents and Businesses Views

Residents and businesses were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

96% of respondents strongly agreed or agreed that private rented properties should be subject to an inspection by the council (see chart 7).

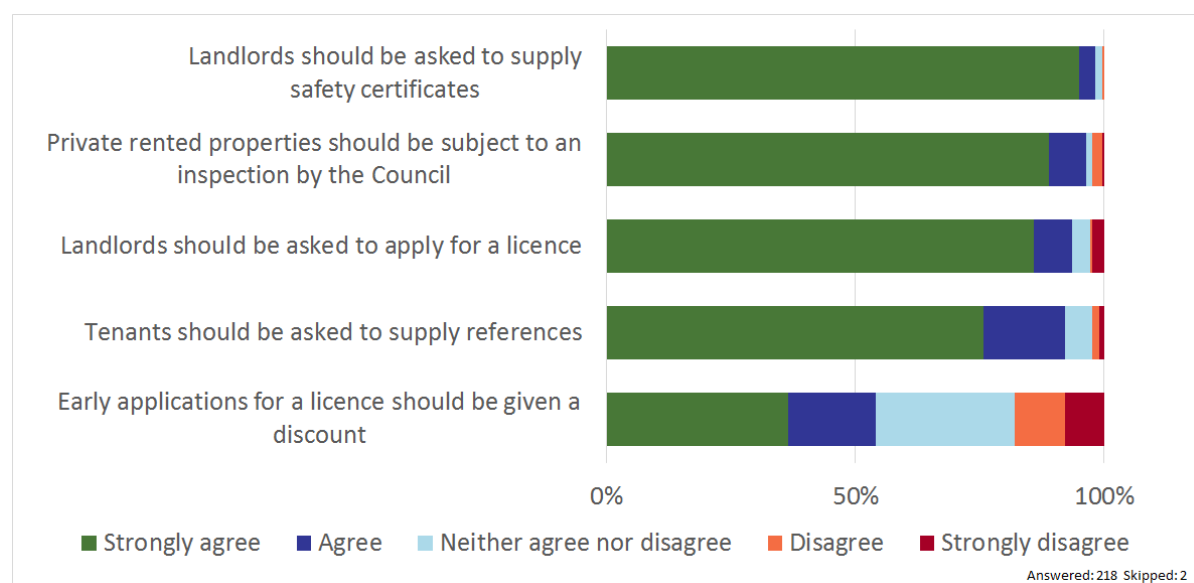
94% felt that landlords should be asked to apply for a licence.

In response to early application discount, 54% strongly agreed or agreed that a discount should be given. While 27% neither agreed nor disagreed.

Respondents overwhelmingly responded that landlords should be asked to supply safety certificates with 98% strongly agreeing or agreeing. None disagreed or strongly disagreed.

92% of respondents strongly agreed or agreed that tenants should be asked to supply references.

Chart 7 – The Ladders residents and businesses views on property management in the PRS:



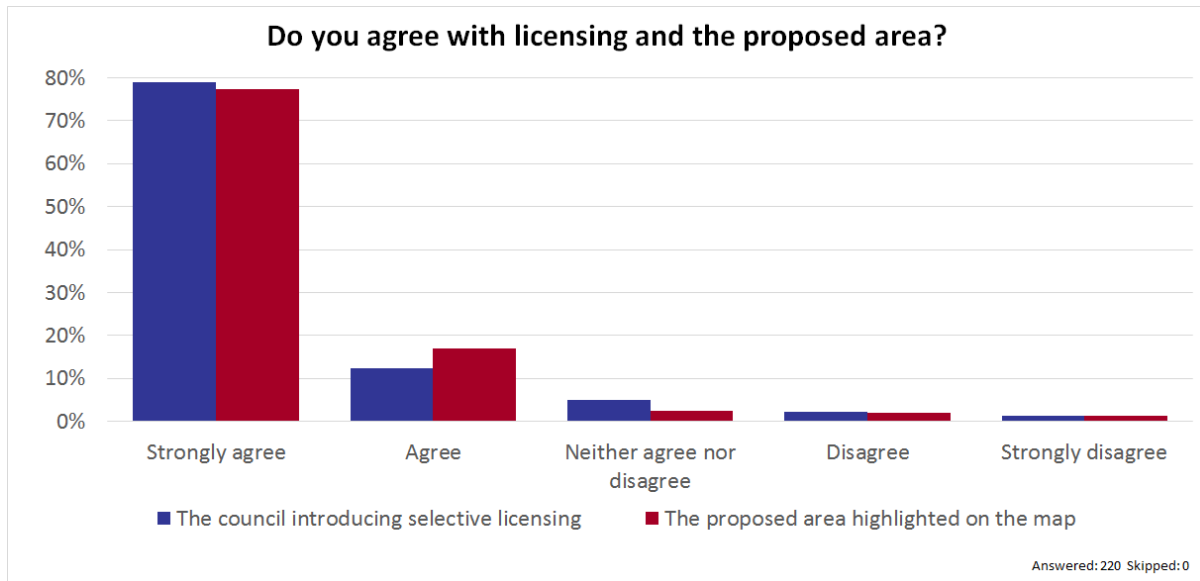
1.3 Residents and businesses views on whether to introduce selective licensing and choice of area.

91% of respondents strongly agreed or agreed that the Council should introduce Selective Licensing (see chart 8)

94% of respondents strongly agreed or agreed this was the right area for Selective licensing.

Just 3% (8 respondents) disagreed or strongly disagreed with introducing licensing, and 4% (7 respondents) disagreed or strongly disagreed with the proposed area.

Chart 8 – The Ladders: residents and businesses views on selective licensing:



Respondents were asked to expand on why they agreed or disagreed with the Council introducing selective licensing.

Of the 146 total answers across all four areas, 108 came from the Ladders area (74%). The most common reasons for agreement with the proposal were the lack of responsible long-term tenants (22 mentions), the need to make landlords accountable (19 mentions), improving the state of repair of properties (18 mentions).

Some respondents spoke about the changes to character of the area mentioning that it appears to have become more deprived (14 mentions).

Reasons for agreement that draw fewer than 10 mentions include hopes that the area will improve (7 mentions) and the need to improve living conditions (5 mentions).

Some respondents simply reiterated their agreement with the proposal (7 mentions).

There are very few respondents who commented on their disagreement with licensing, only 2 such mentions from the Ladders area. Both comments relating to fear that cost will be passed to tenants.

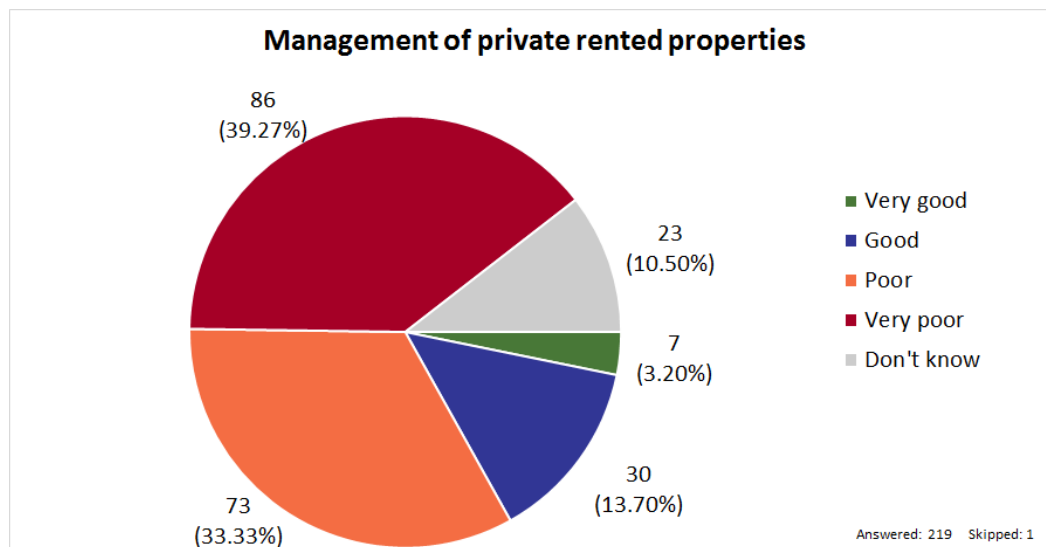
Respondents were asked to expand on why they also agreed/disagreed with the proposed areas where the licensing scheme is to be introduced

- The most frequent comment is that the area should include all of Abbey Hey, this is followed by suggestions to extend licensing city wide or just indicated that the area should be extended but not specifically where to.
- Two respondents suggested extending the area to include the whole of Gorton.

1.5 Perception of the Private Rented properties in the area

Residents and businesses were asked to rate the overall management of the private rented properties in the area (see chart 9). 73% responded to say that management was very poor or poor.

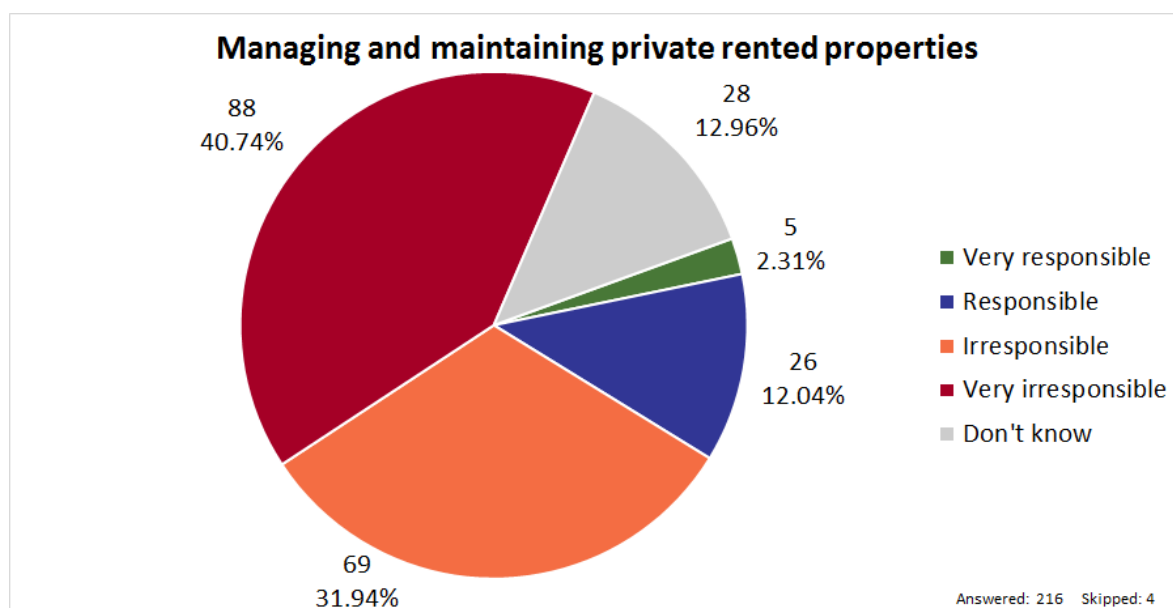
Chart 9 – The Ladders: residents and businesses perceptions of private rented properties



Residents and business were asked to what extent they felt private landlords in the area acted responsibly or irresponsibly in letting, managing, and maintaining their properties (see Chart 10).

73% responded to say they felt landlords acted irresponsibly or very irresponsibly. 14% said that they felt that landlords were responsible or very responsible.

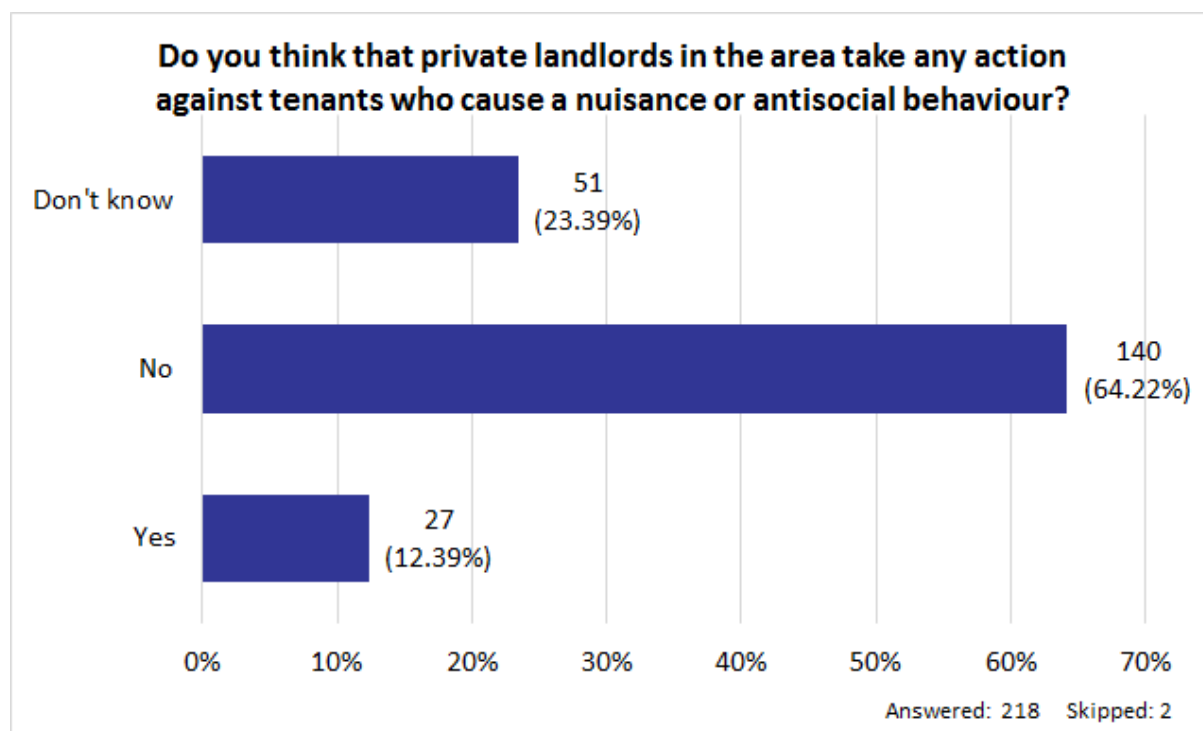
Chart 10 – The Ladders: residents and businesses perception of private landlords' approach to letting, managing, and maintaining their properties:



Residents and businesses were asked if they thought private landlords took action against tenants causing nuisance and anti-social behaviour (see chart 11).

64% responded to say no they did not think landlords took action against tenants causing a nuisance and anti-social behaviour and only 12% thought landlords did take action.

Chart 11 – The Ladders: residents and businesses views on private landlords' response to nuisance / ASB



1.6 Would licensing improve things?

Residents and businesses were asked if they agreed or disagreed with the following statements:

- *Selective licensing would improve the way landlords or letting agents manage their properties*
- *Selective licensing would improve the condition of private rented properties*
- *Selective licensing would reduce antisocial and nuisance behaviour*
- *Selective licensing would improve the area in general*

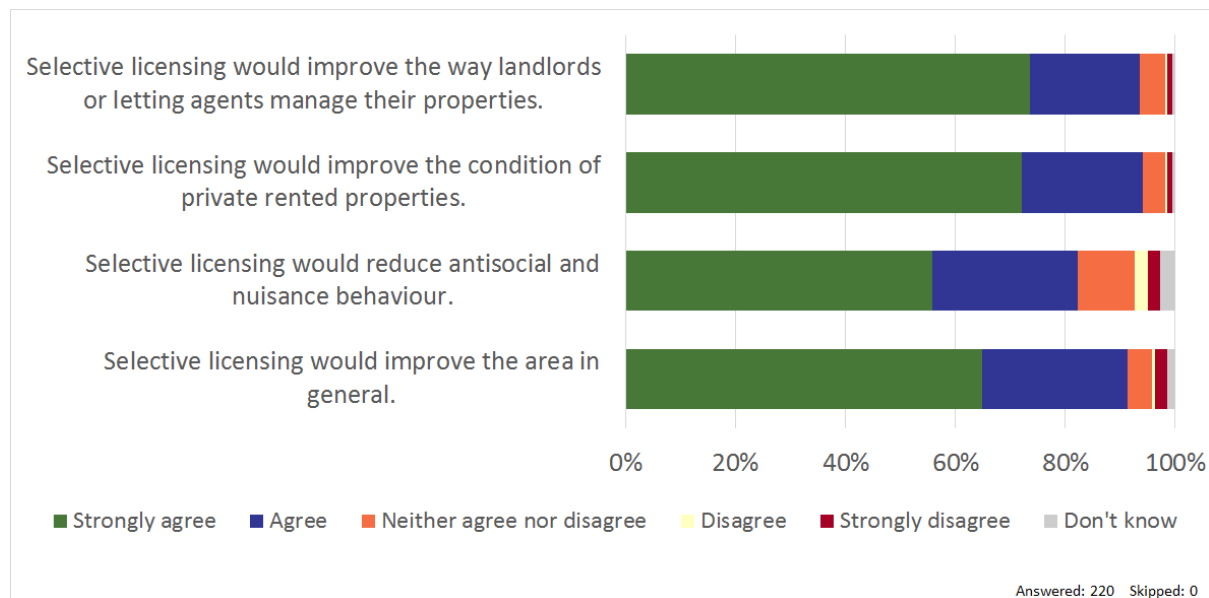
94% strongly agreed or agreed that Selective licensing would improve the way landlords or letting agents manage their properties (see chart 12)

94% strongly agreed or agreed that Selective licensing would improve the condition of private rented properties

82% strongly agreed or agreed that Selective licensing would reduce antisocial and nuisance behaviour

91% strongly agreed or agreed that Selective licensing would improve the area in general.

Chart 12 – The Ladders: residents and businesses views on the potential for selective licensing to improve their neighbourhood



1.7 Other Comments

Respondents were asked to provide any other comments that they might have. The Ladders was the area with the most respondents, with 86 suggestions. These are summarised below.

- The need for responsible tenants and related issues (11 mentions) as well as accountable landlords (8 mentions) are prominent themes.
- Littering and rubbish management issues are also prominent (13 mentions).
- A high number of respondents also mention the need for more policing and CCTV monitoring (11 mentions).
- Other suggestions included improving the state of repair of properties (4 mentions), ensuring the scheme is enforced (3 mentions), and some raised safety concerns (3 mentions).
- There were a number of comments that reiterated agreement with the proposal (8 mentions).

2. Responses from Landlords & Agents- Ladders (Gorton and Abbey Hey)

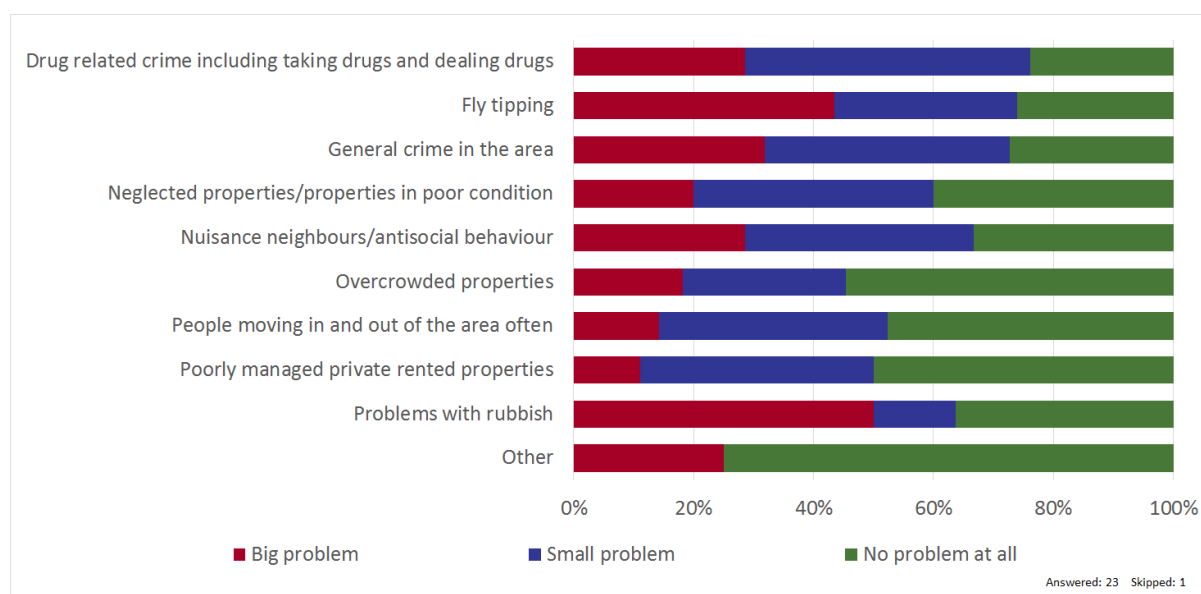
24 completed questionnaires were received from the landlords' consultation in the Ladders area. Of those 24 respondents, 22 owned or managed properties in the area with the remaining 2 managing properties outside of the area.

8 landlords had previously engaged with the council as part of the pre consultation, 16 had not previously given any views.

2.1 Issues in the local area

The problem most landlords felt was an issue in the area was rubbish, with 50% saying it was a big problem and fly tipping, which 43% felt was a big problem (see chart 13). Note that landlords without property in the area also commented on the issues they felt affected the area.

Chart 13 – Biggest issues in the Ladders according to landlords:



Respondents were asked what additional problems besides the ones listed were affecting the relevant areas. Two respondents suggested a problem with the quality of social housing, one respondent arguing both that landlords should be accountable, and tenants should be responsible.

2.2 Issues that have affected Landlords' properties in the area

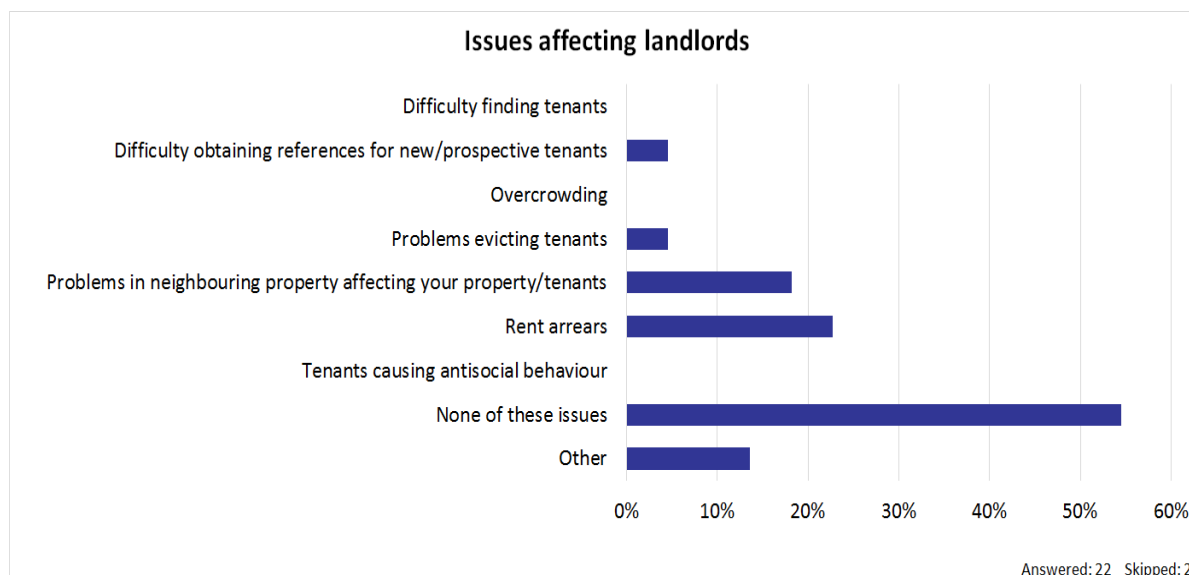
Landlords were asked whether any of their property had been affected by the following problems in the last 3 years.

- *Neighbouring properties affecting your property/tenants*
- *Tenants causing antisocial behaviour*
- *Difficulty finding tenants*
- *Difficulty obtaining references for new and prospective tenants*
- *Rent arrears*
- *Overcrowding*
- *Problems evicting tenants*
- *None of these issues*
- *Other*

Of those who responded to the question (22) 17% reported to having been affected by problems with neighbouring properties affecting their property or tenants (see Chart 14). 21% had issues with rent arrears and 4% said they had difficulty obtaining references. However, 54% said they had not been affected by any of these issues.

2 respondents selected “Other” with both comments saying they provide high standard properties.

Chart 14 – Biggest issues for landlords in the Ladders:



2.3 Landlords' views of the Council having more control of how private landlords look after their properties and tenants

Landlords and agents were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

39% Strongly agreed or agreed that private rented properties should be subject to an inspection by the council (see Chart 15). 34% disagreed or strongly disagreed.

78% of respondents said they disagreed or strongly disagreed with landlords being asked to apply for a licence.

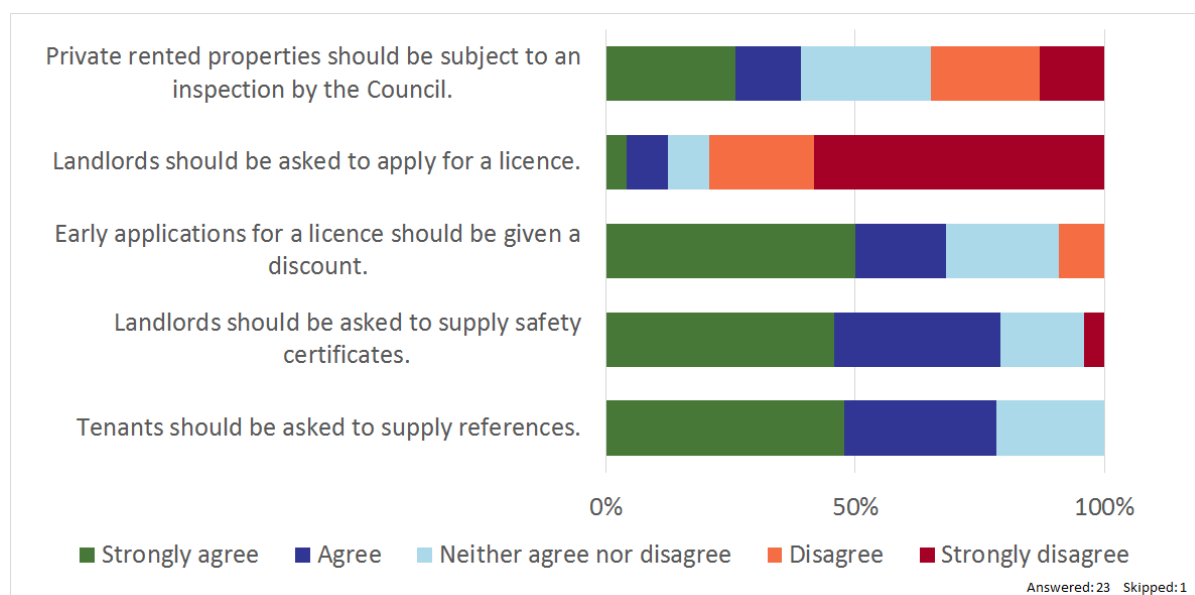
68% strongly agreed or agreed that a discount should be given for early applications.

78% strongly agreed or agreed that landlords should be asked to supply safety certificates.

78% of respondents strongly agreed or agreed that tenants should supply references.

91% of respondents advised that they do take references from prospective tenants currently.

Chart 15 – Landlords in the Ladders views on the Council having more influence over their business:



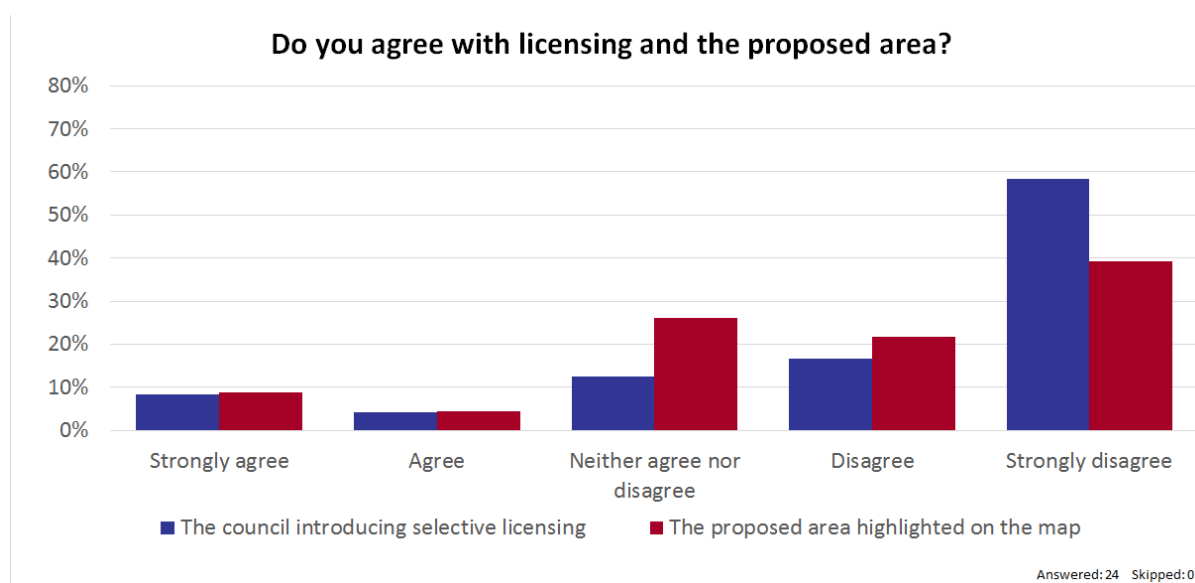
2.4 Landlords' view on whether to introduce selective licensing in the area and choice of area.

Landlords were asked to comment on if they agreed or disagreed with selective licensing (see Chart 16).

75% of respondents strongly disagreed or disagreed with the council introducing selective licensing.

60% of respondents strongly disagreed or disagreed with the proposed area suggested for selective licensing. 26% neither agreed nor disagreed with the proposed area.

Chart 16 – Landlords' views on introducing Selective Licensing in the Ladders:



Very few landlords provided comments that suggested their agreement to the implementation of selective licensing. The responses that did support licensing suggested that it would help with antisocial behaviour and removing problem tenants, and that it would make landlords more accountable as well as offering support via legislation.

There are significantly more landlords that offer reasons for disagreement with the proposal. The most common comment referred to the licensing proposal being unfair to good landlords (9 mentions), followed by landlords arguing that previous selective licensing did not work (7 mentions). With four mentions, the third most raised issue is that there is no evidence that the proposal will achieve its goals.

2.5 What support services do you think could be given to landlords to make sure they manage their properties to a high standard?

Landlords were asked to comment on what support or services they could be provided with that would help them maintain properties to high standards. 46 suggestions were identified across 22 themes. Most suggestions were provided by landlords from the Ladders (26 mentions):

- The most mentioned issues were enforcement through inspections and improved cleaning of the area.
- Suggestions touching on financial support needed for landlords.
- Some felt there was already a lot of legislation to comply with.
- Suggestions for education sessions for 'rogue' landlords, delivered by good property management companies.
- Help with health and safety requirements and certification.
- Suggestions to make eviction easier, setting up a register of problem tenants.

2.6 What positive effect/s do you think introducing selective licensing would have?

Landlords were asked to comment on what positive effect(s) they think introducing selective licensing would have. The most common theme raised across all areas was "none," i.e., the proposal would not have any positive effects. There were 23 responses with specific suggestions from the Ladders' area, these were:

- 'No positive effects' was the most commonly mentioned category (12 mentions).
- This is followed by better standards (4 mentions), and improved community/area (2 mentions).

2.7 What negative effect/s do you think introducing selective licensing would have?

Landlords were asked to comment on what negative effect(s) they think introducing selective licensing would have.

- The most common examples of negative impact in the area are increases in rent (8 mentions), followed by increased costs for landlords (3 mentions).

- Fewer landlords point out that negative effects could also include encouraging landlords to sell their property, increasing tension between landlords and tenants, or decreasing standards.

2.8 Other comments

Landlords were asked to include any other comments they felt were relevant.

- With three mentions, the most common issue raised is that previous/similar schemes to the one proposed have failed. It is followed by there being no evidence that the proposal will achieve its goals (2 mentions), and a view that this scheme is solely for the financial gain of the Council (2 mentions). Two additional mentions express landlords' disagreement with the proposal.
- Other comments relate to more investment in the area being needed and the police needing to be more responsible.

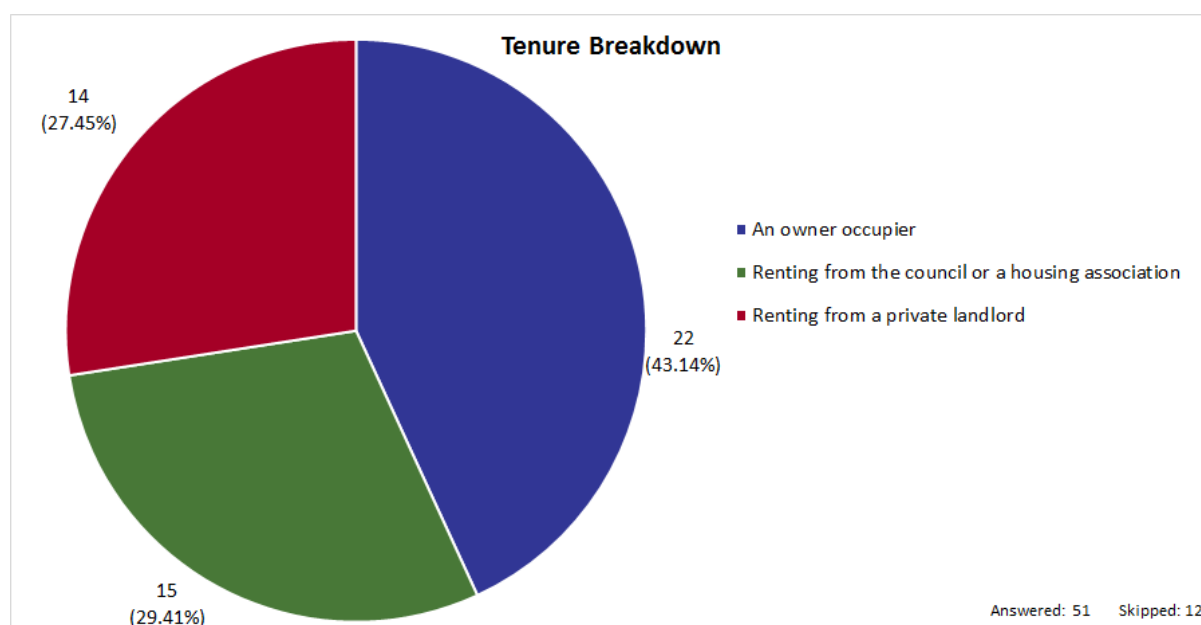
Hyde Road- Gorton and Abbey Hey

A total of 63 responses were received from residents and businesses, 7 responses were received from Landlords and Managing agents.

3. Responses from Residents and Businesses - Hyde Road (Gorton and Abbey Hey)

63 Residents and businesses responded, of which 21 were from the proposed mapped area and 29 lived nearby, however this is expected as the geography of the proposed area is a narrow strip along a main thoroughfare which local people pass through and live close by. The majority of responses from residents were Owner Occupiers 43% (22), with 27% (14) responses from residents privately renting a property in the area (whilst 12 respondents skipped the question) – see Chart 17.

Chart 17 - Tenure Breakdown of resident respondents living in Hyde Road

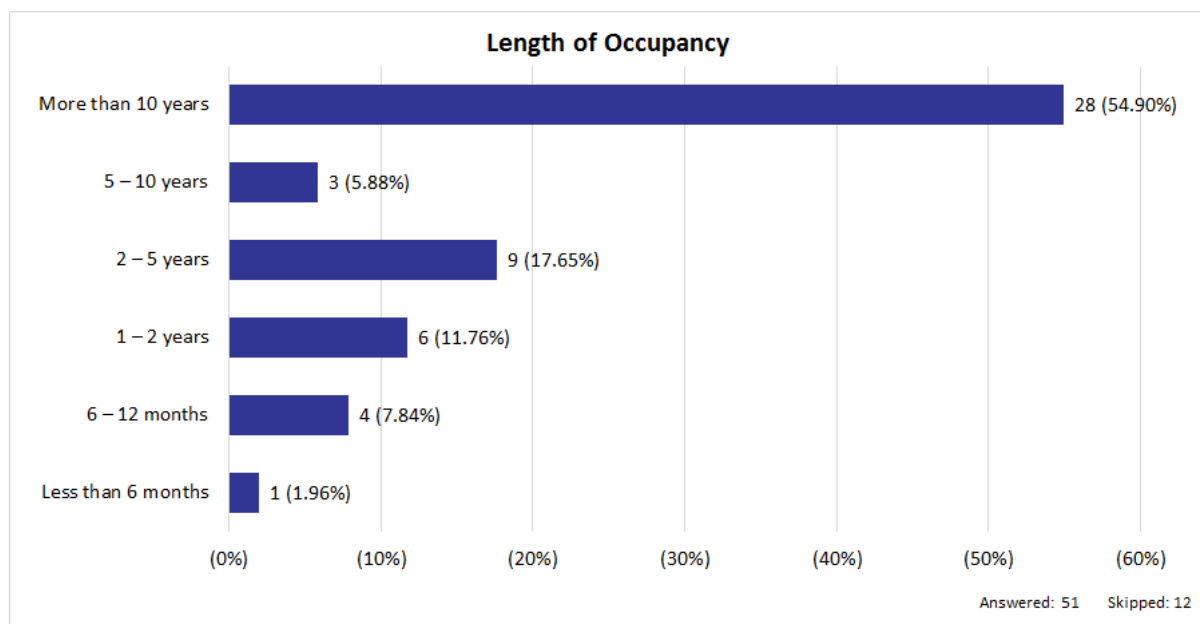


Approximately 60% of the area is Private Rented so the consultation is potentially under-representative of private tenants in the area, although this depends on the (unknown) tenure of those respondents who did not provide an answer.

21 people living in the area responded, 29 people living near the area, 12 responses were from businesses in or near the area.

Of the 51 respondents who gave an answer, 21% of respondents have been living in the area less than 2 years, with 54% living in the area for more than 10 years (see chart 18).

Chart 18 – Length of occupancy of resident respondents living in the Hyde Road are:



3.1 Issues affecting the local area

Residents and businesses were asked to rate which of the following issues were a **big problem, small problem, no problem at all**

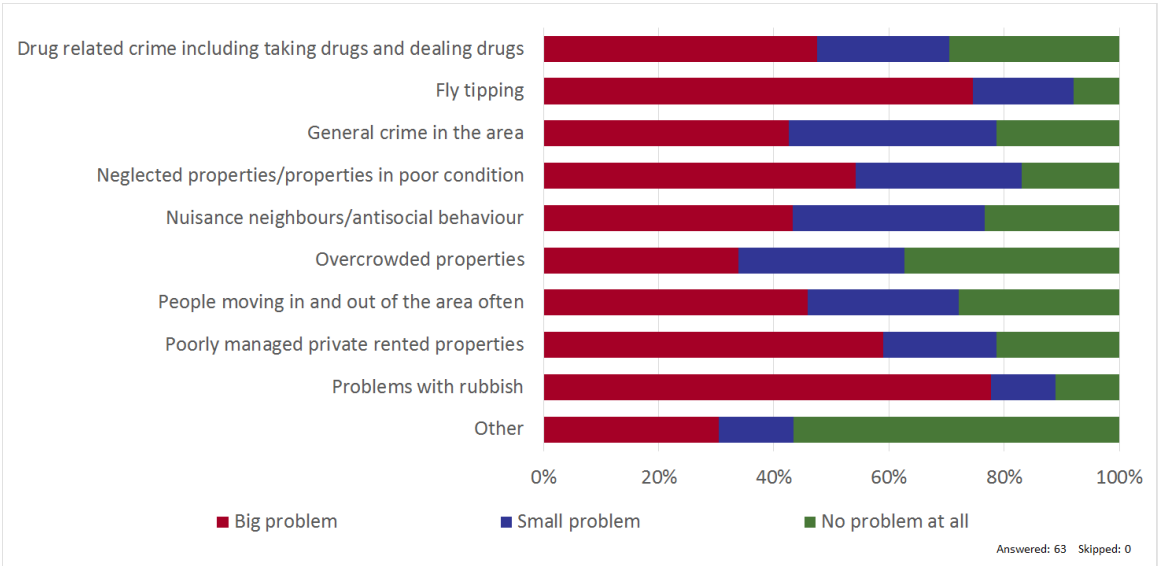
- *Drug related crime including taking drugs and dealing drugs*
- *General crime in the area*
- *Nuisance neighbours/antisocial behaviour*
- *Problems with rubbish*
- *Fly tipping*
- *Neglected properties/properties in poor condition*
- *Overcrowded properties*
- *People moving in and out of the area often*
- *Poorly managed private rented properties*
- *Other (please specify)*

The biggest problem identified was rubbish with 78% of respondents saying it was a big problem (see chart 19). 75% of respondents said Fly tipping was a big problem.

59% of respondents felt that poorly managed private rented properties was a big problem, and 54% saying that neglected properties in poor condition was a big problem.

47% of respondents felt that Drug related crime was a big problem and 43% said crime in general was a big problem.

Chart 19 – Issues affecting residents and businesses in Hyde Road



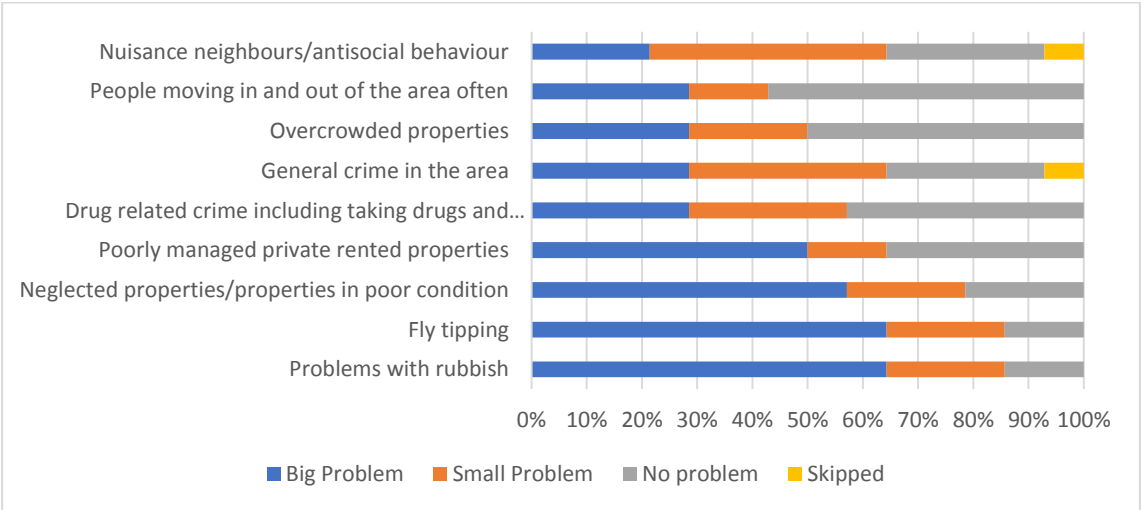
Respondents were given the opportunity to include other problems not included in the list in a free text box, 17 respondents selected this option and most frequent comments include.

- Parking is the most cited additional problem (4 mentions), followed by lack of police presence (2 mentions).
- Other cited problems receive only single mentions, but the most cited problems in The Ladders are also present here.

Respondents in private rented accommodation in Hyde Road identified problems with rubbish and with fly tipping (64%) and neglected properties (57%) as their biggest problem (see chart 20). People moving in and out of the area often and nuisance neighbours / antisocial behaviour were identified as the least important issues by residents in private rented accommodation.

These responses are in line with the resident respondents in the Ladders.

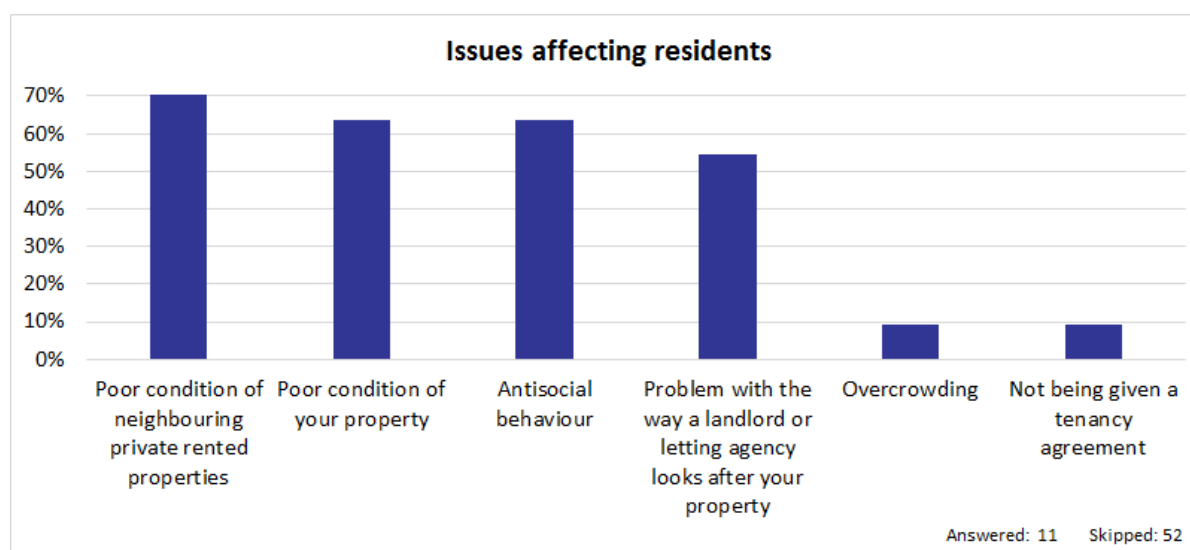
Chart 20 – Issues for private rented tenants in Hyde Road:



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

Respondents were asked if they had been affected by a range of neighbourhood issues in the last three years (see Chart 21). Response to this question was low, reflecting the fact that fewer respondents lived in the narrow strip along Hyde Road so were less directly affected by conditions. Of those who responded to this comment (11) 72% said they had been directly affected by the poor conditions of a neighbouring house in the last 3 years. 63% of respondents had been directly affected by poor condition of their own house, and 63% had been affected by anti-social behaviour.

Chart 21 – Neighbourhood issues affecting residents and businesses in Hyde Road



3.3 Residents and Businesses Views

Residents and businesses were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

87% of respondents strongly agreed or agreed that private rented properties should be subject to an inspection by the council (see Chart 22).

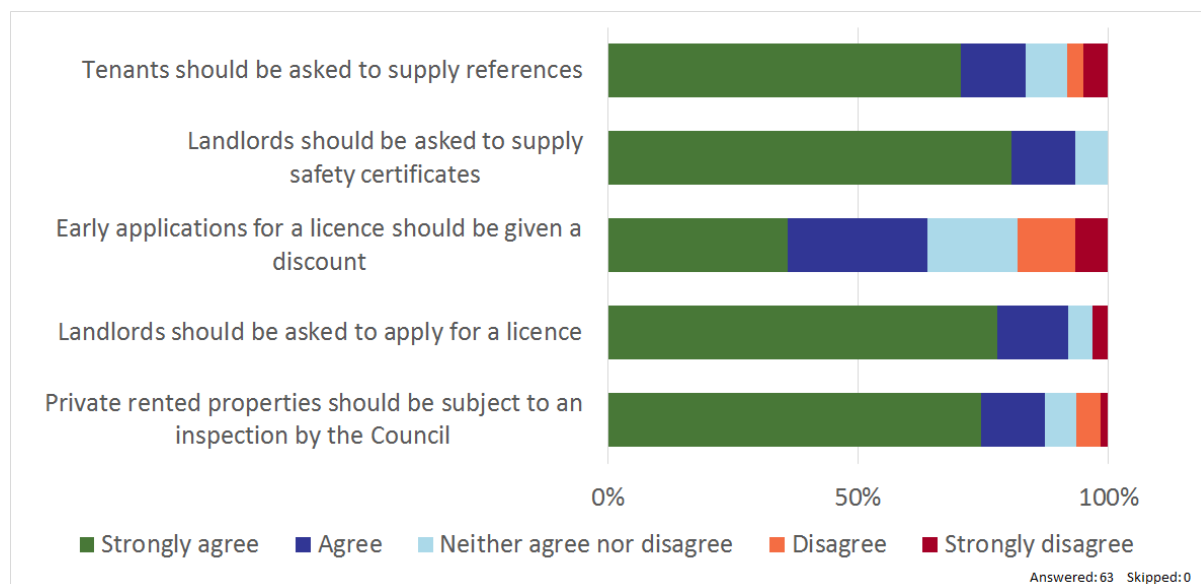
92% (58) of the respondents strongly agreed or agreed that landlords should be asked to apply for a licence. 2 respondents strongly disagreed and 3 neither agreed nor disagreed.

In response to early application discount, 63% strongly agreed or agreed a discount should be given.

Respondents overwhelmingly responded that landlords should be asked to supply safety certificates with 93% strongly agreeing or agreeing. None disagreed or strongly disagreed.

83% of respondents strongly agreed or agreed that tenants should be asked to supply references.

Chart 22 – Hyde Road residents and businesses views on property management in the PRS:

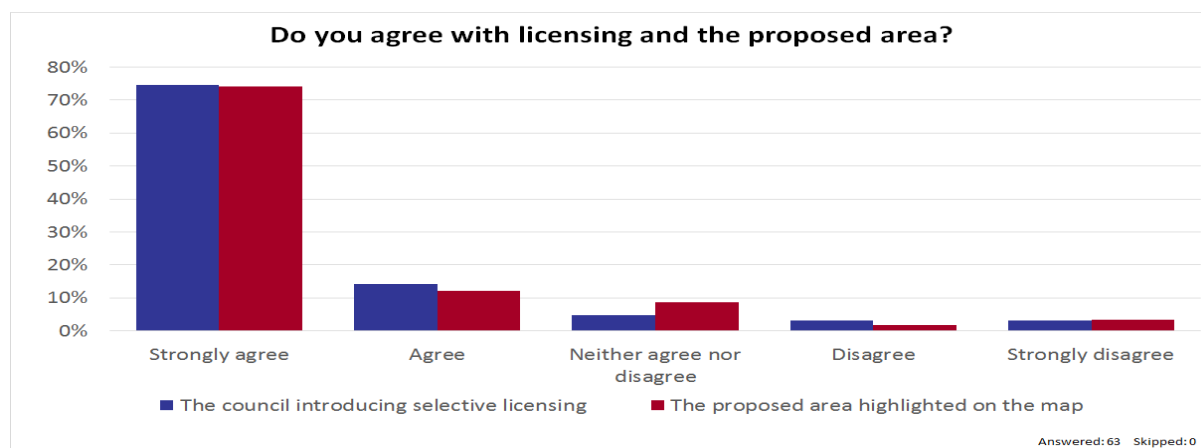


3.4 Residents and businesses views on whether to introduce selective licensing in the area and choice of area.

89% (56) of respondents agreed/strongly agreed that the Council should introduce Selective Licensing (see Chart 23). 5% (3) people said they neither agreed nor disagreed, and 6% (4) people disagreed or strongly disagreed.

86% of respondents agreed/strongly agreed this was the right area for Selective licensing to be introduced. 9% (5) people neither agreed or disagreed and 3 people strongly disagreed or disagreed.

Chart 23 – Hyde Road resident and businesses views on selective licensing:



Respondents were asked to expand on why they agreed/disagreed with the Council introducing selective licensing, and why they also agreed/disagreed with the proposed areas where the licensing scheme is to be introduced

- Of the eleven answers provided by respondents in Hyde Road, the most cited reasons for agreement with the proposal were the lack of responsible long-term tenants (3 mentions) and making landlords accountable (3 mentions).
- They are followed by improving the state of repair of properties (2 mentions) and improving living conditions (2 mentions).

There are very few respondents that raise issues that indicate their disagreement, only two comments from the Hyde Road area. Both related to the fear that cost will be passed to tenants.

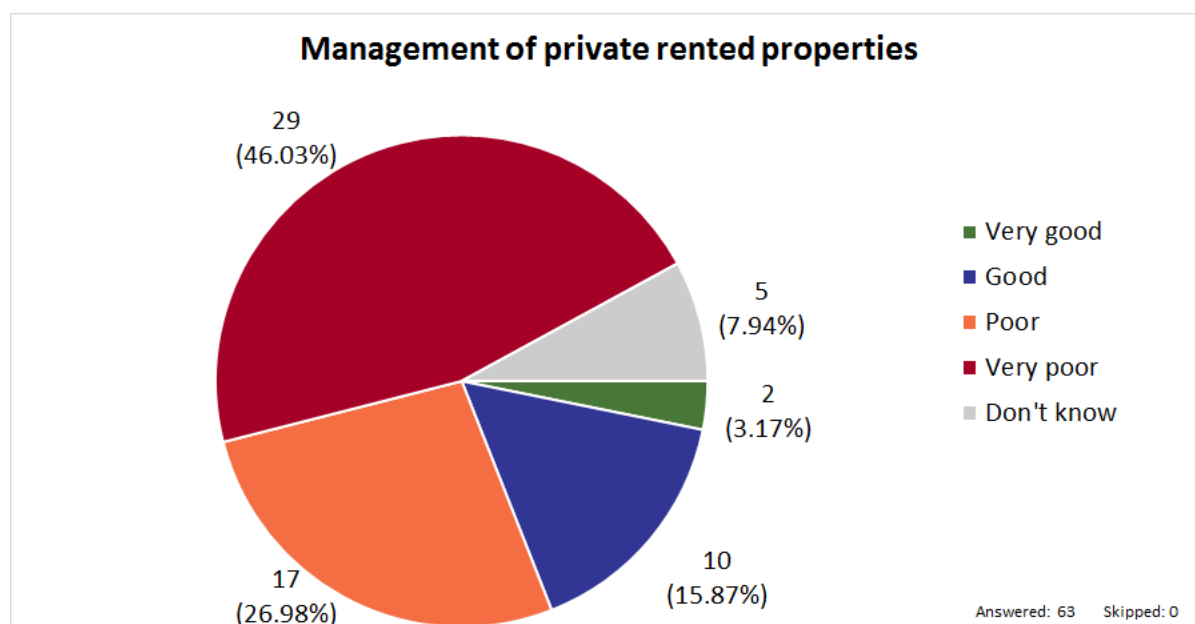
On why respondents agreed/disagreed with the proposed areas where the licensing scheme is to be introduced 4 people responded.

- Of the four answers in Hyde Road, two suggest including Clayton, while others suggest extending the area further.

3.5 Perception of the Private Rented properties in the area

Residents and businesses were asked to rate the overall management of the private rented properties in the area (see Chart 24). 73% responded to say that management was very poor or poor. 19% responded to say they felt it was very good or good.

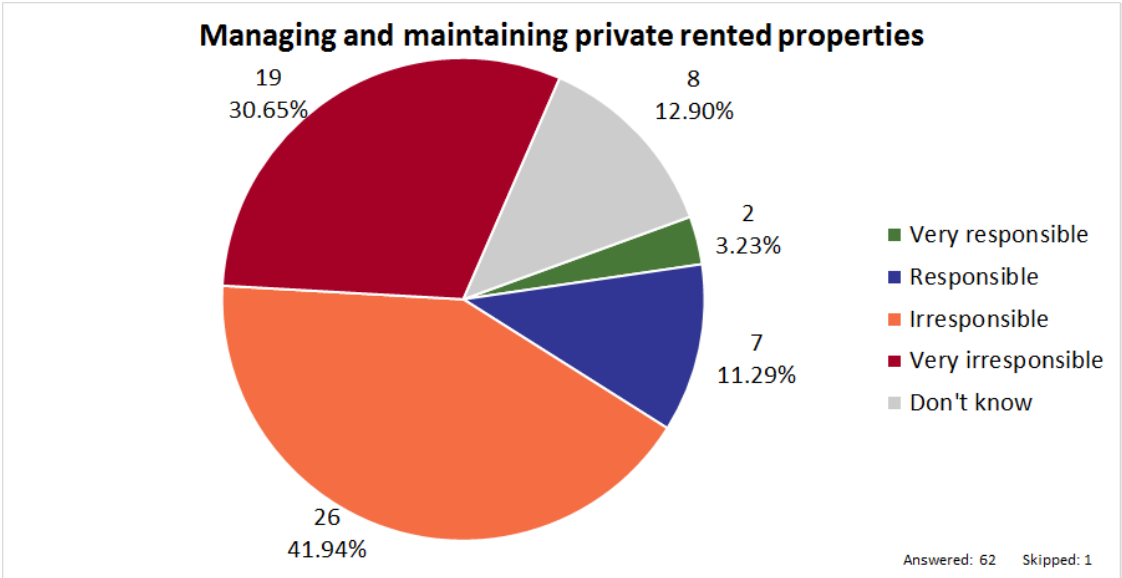
Chart 24 – Hyde Road resident perceptions of private rented properties



Residents and businesses were asked to what extent they felt private landlords in the area acted responsibly or irresponsibly in letting, managing, and maintaining their properties (Chart 25).

73% responded to say the felt landlords acted very irresponsibly or irresponsibly in letting, managing, and maintaining their properties. While 14% felt landlords acted responsibly.

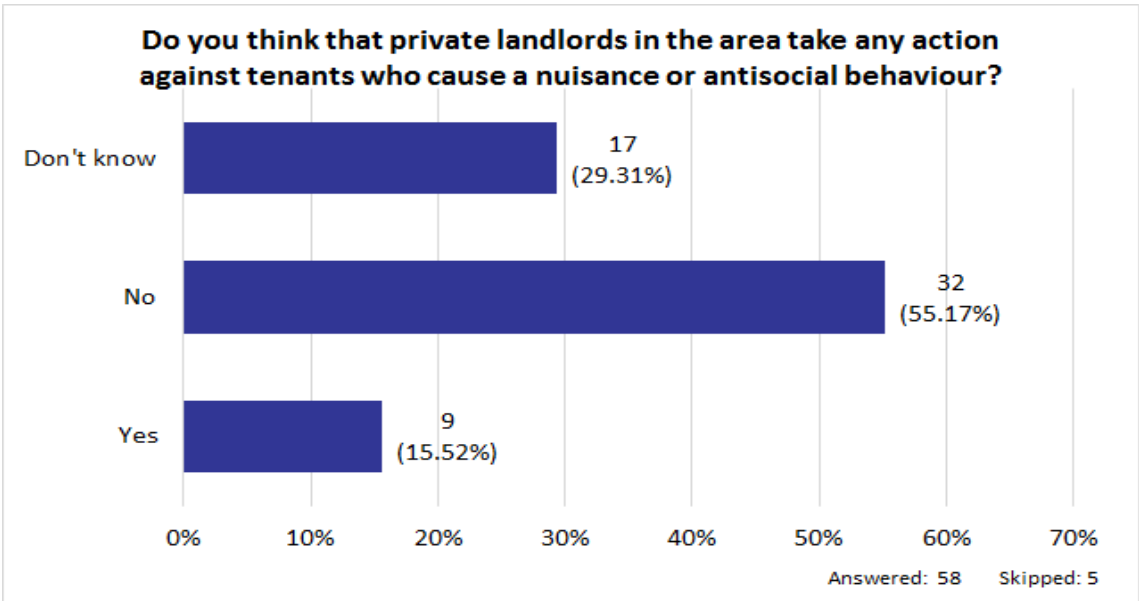
Chart 25 – Hyde Road residents and businesses perception of private landlords’ approach to letting, managing, and maintaining their properties:



Residents and businesses were asked if they thought private landlords took action against tenants causing nuisance and anti-social behaviour (Chart 26).

55% responded to say no they didn’t think landlords took action against tenants causing nuisance and anti-social behaviour. 15% felt that they did and 29% said they didn’t know.

Chart 26 – Hyde Road residents and businesses views on private landlords’ response to nuisance / ASB



3.6 Would licensing improve things?

Residents and businesses were asked if they agreed or disagreed with the following statements:

- *Selective licensing would improve the way landlords or letting agents manage their properties*
- *Selective licensing would improve the condition of private rented properties*
- *Selective licensing would reduce antisocial and nuisance behaviour*
- *Selective licensing would improve the area in general*

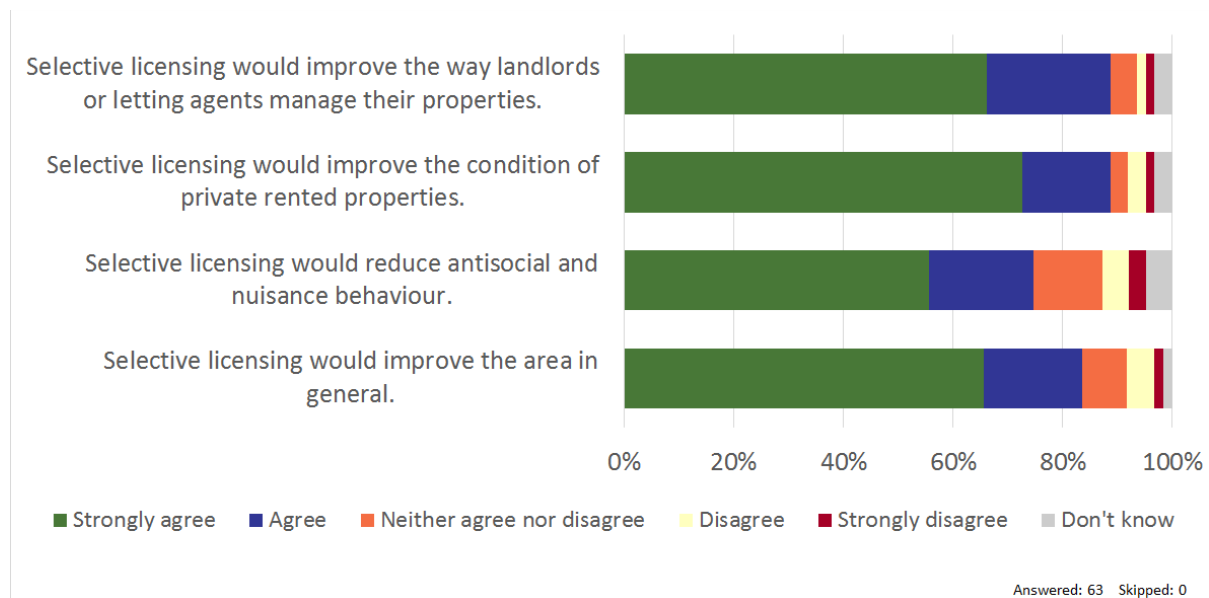
89% strongly agreed or agreed that selective licensing would improve the way landlords or letting agents manage their properties (see Chart 27).

89% strongly agreed or agreed that selective licensing would improve the condition of private rented properties

75% strongly agreed or agreed that selective licensing would reduce antisocial and nuisance behaviour

84% strongly agreed or agreed that selective licensing would improve the area in general

Chart 27 – Hyde Road resident and businesses views on the potential for selective licensing to improve their neighbourhood



3.7 Other Comments

Respondents were asked to provide any other comments that they might have. The Hyde Road survey had 19 suggestions these are summarised/paraphrased below

- Of the 19 suggestions, three focused on antisocial behaviour.
- Suggestions with two mentions included littering and rubbish management issues, noise issues, and concerns about increases in rent.

4 Responses from Landlords & Agents - Hyde Road (Gorton and Abbey Hey)

7 completed questionnaires were received from the landlords and agents' consultation.

Of the responses, the majority (4) were from landlords or agents who did not have properties in the proposed licensing area. 3 of the landlords had previously engaged with the council as part of the pre consultation process.

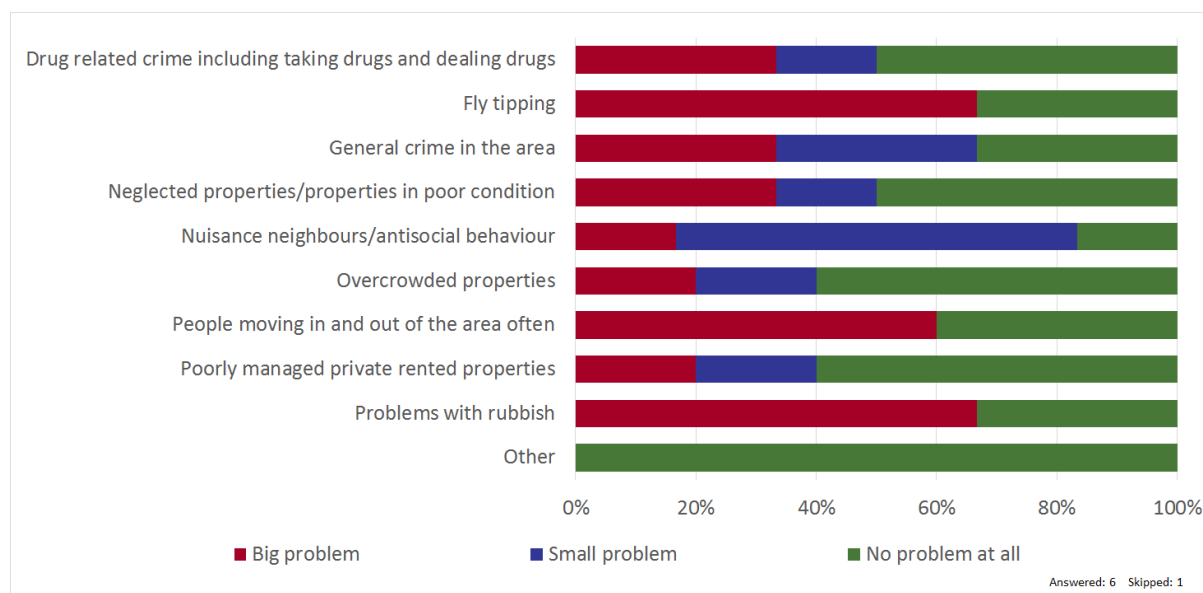
4.1 Issues in the local area

The issue most landlords felt was a big problem in the area related to rubbish and fly tipping both having a response of 67% to say they are big problems (see Chart 28). People moving in and out of the area was also an issue, with 60% of respondents saying it was a big problem.

60% of respondents said that poorly managed private rented properties and overcrowded properties was not a problem at all. 50% of respondents also felt that neglected properties in poor condition and drug related crime were not a problem at all.

Note that landlords without property in the area also commented on the issues they felt affected the area.

Chart 28 – Biggest issues in Hyde Road according to landlords:



No responses were received in relation to “Other” additional problems besides the ones listed affecting the relevant areas.

4.2 Issues that have affected Landlords' properties in the area

Landlords and agents were asked whether any of their property had been affected by the following problems in the last 3 years.

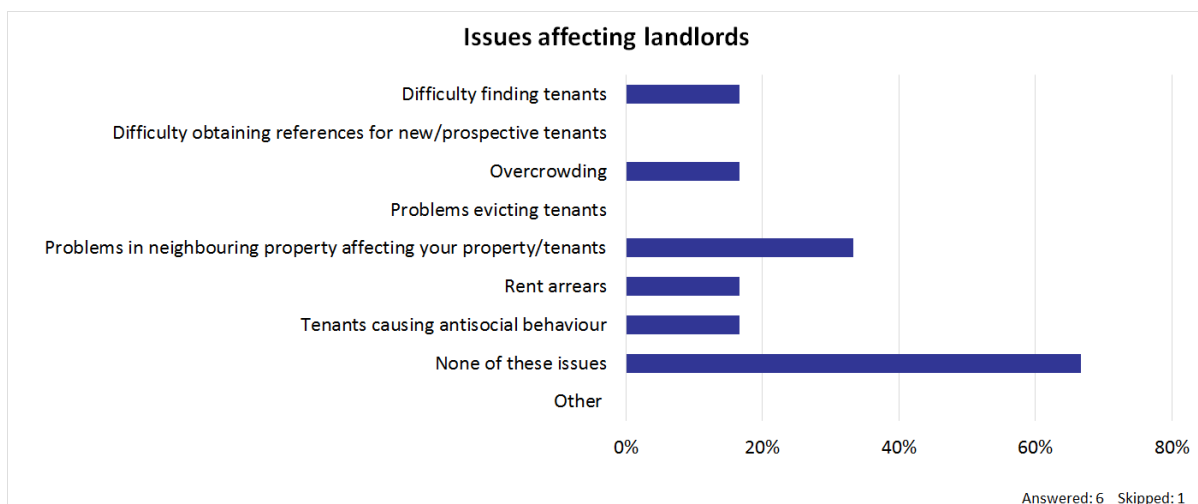
- *Neighbouring properties affecting your property/tenants*
- *Tenants causing antisocial behaviour*

- *Difficulty finding tenants*
- *Difficulty obtaining references for new and prospective tenants*
- *Rent arrears*
- *Overcrowding*
- *Problems evicting tenants*
- *None of these issues*
- *Other*

66% of respondents said that they had not been affected by any of the issues (see Chart 29). 33% said they had been affected by problems with neighbouring properties affecting their property/tenants.

No respondents provided comments on any “Other” issues that had not been listed in the question.

Chart 29 – Biggest issues for landlords in the Hyde Road:



4.3 Landlords' views of the Council having more control of how private landlords look after their properties and tenants

Landlords and agents were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

57% Strongly agreed or agreed that private rented properties should be subject to an inspection by the council. 28% disagreed or strongly disagreed (see chart 30)

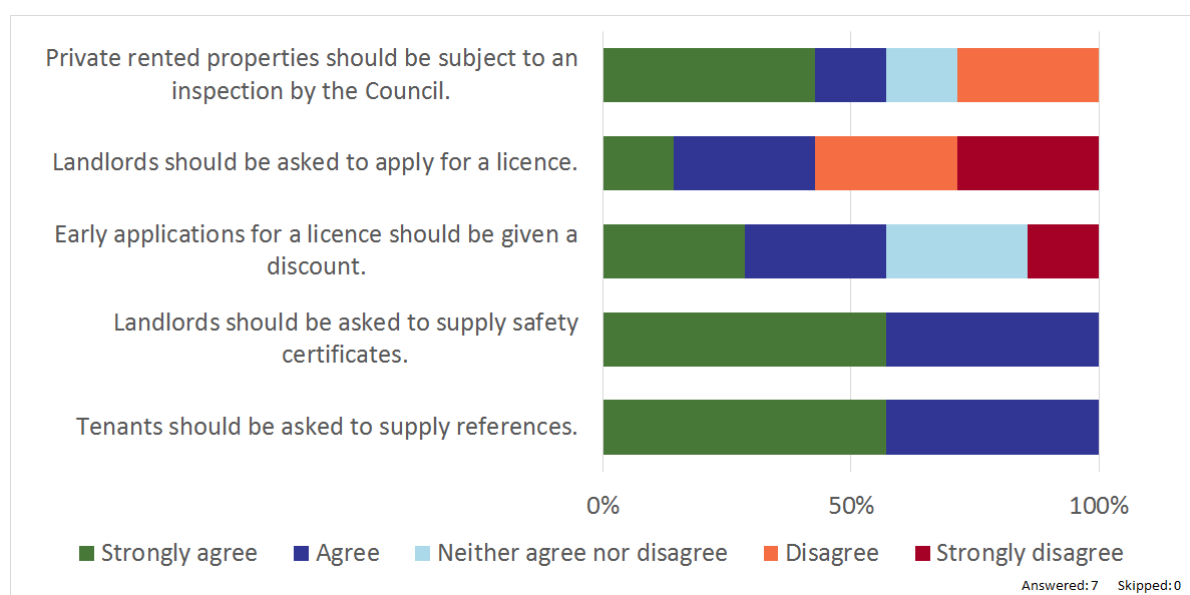
57% of respondents disagreed or strongly disagreed with landlords being asked to apply for a licence. While 42% of respondents said they strongly agreed or agreed with landlords being asked to apply for a licence.

57% strongly agreed or agreed that a discount should be given for early applications. A clear response was given to landlords supplying safety certificates with 100% strongly agreeing or agreeing.

The same was found for tenants supplying references with 100% of respondents strongly agreeing or agreeing that tenants should supply references.

100% of respondents advised that they do take references from prospective tenants currently.

Chart 30 – Landlords in Hyde Road views on the Council having more influence over their business:



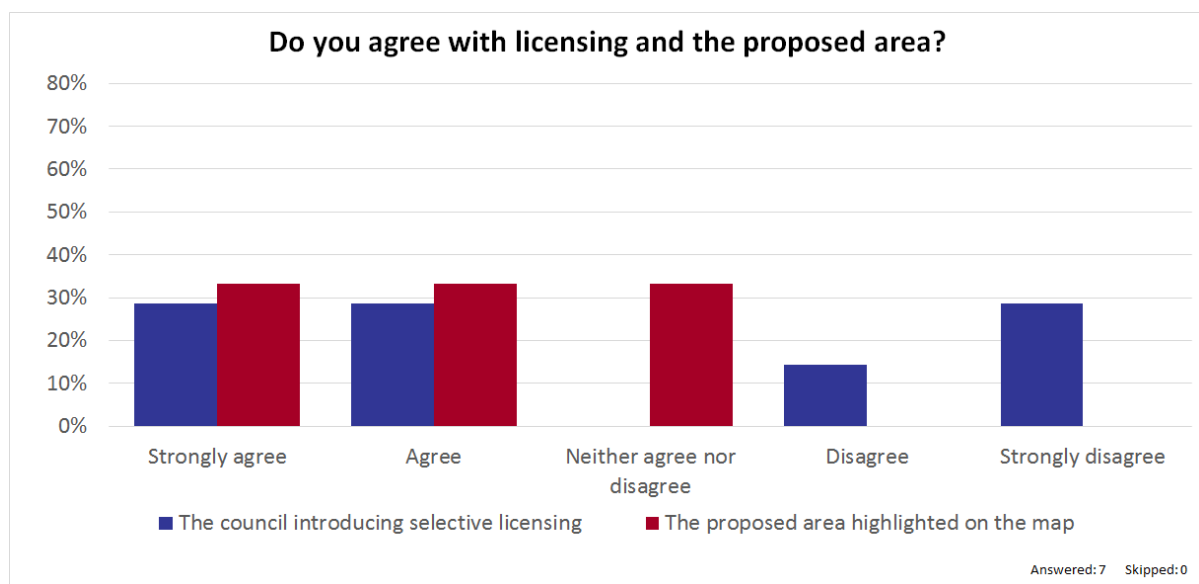
4.4 Landlords' view on whether to introduce selective licensing in the area and choice of area

Landlords were asked to comment on if they agreed or disagreed with selective licensing (see Chart 31).

57% of respondent strongly agreed or agreed with the council introducing selective licensing. While 43% strongly disagreed or disagreed with selective licensing being introduced.

67% of respondents strongly disagreed or disagreed with the proposed area suggested for selective licensing. 33% neither agreed nor disagreed with the proposed area.

Chart 31 – Landlords’ view on introducing Selective Licensing in Hyde Road



Landlords were asked to comment on why they did or did not agree with selective licensing and made the following comments:

- Licensing seen as unfair to good landlords
- No evidence it will achieve its goals
- Revenue will not be used efficiently.

4.5 What support services do you think could be given to landlords to make sure they manage their properties to a high standard?

Landlords were asked to comment on what support or services they could be provided with that would help them maintain properties to high standards. There is a wide array of suggestions raised by respondents with only a few being mentioned by several respondents.

- There were eight suggestions recorded in this area, with two of them pointing to the need for financial support.
- With one mention each, we also find suggestions for support dealing with irresponsible tenants, access to advice for landlords, a proposal for an alternative scheme.

4.6 What positive effect/s do you think introducing selective licensing would have?

Landlords were asked to comment on what positive effect(s) they think introducing selective licensing would have. The most common theme raised across all areas was “none,” i.e., the proposal would not have any positive effects

- Of the seven responses in this area. The positive effects were, two refer to improving standards and another two mention that the positive impacts are unclear. Two mention safety and more responsibility.

4.7 What negative effect/s do you think introducing selective licensing would have?

Respondents were asked to point out the potential negative effects of selective licensing.

- The most common suggestions include increase in costs for landlords (3 mentions), followed by an increase in rent (2 mentions).
- With one mention each, issues raised also include the possibility that landlords sell their properties and a reduction of investment in improving the state of homes in the area.

4.8 Other comments

Respondents were provided space to include any other they felt were relevant. There were only two mentions identified for this area, with one of them not being codable¹. The sole valid comment mentioned that it was the responsibility of the Council to provide solutions to the issues identified.

1

'Not codable' was used in instances where the answer provided was not relevant to the question or it lacked clarity and the analyst was not able to extract a clear meaning.

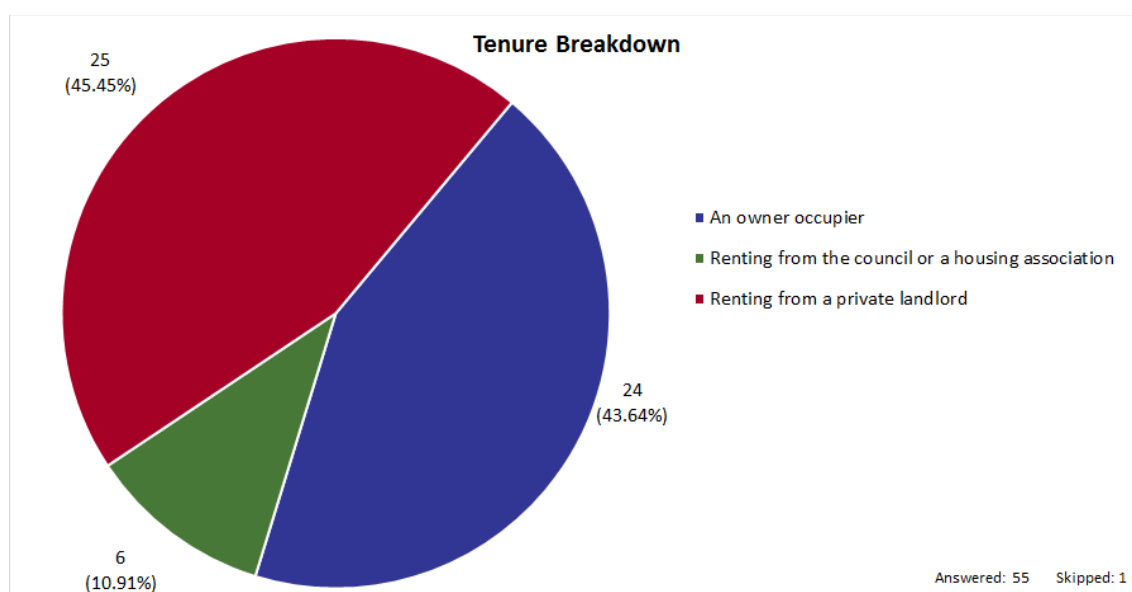
Trinity- Harpurhey

A total of 56 responses were received from residents and businesses, 11 responses were received from Landlords and Managing agents.

5. Responses from Residents and Businesses– Trinity (Harpurhey)

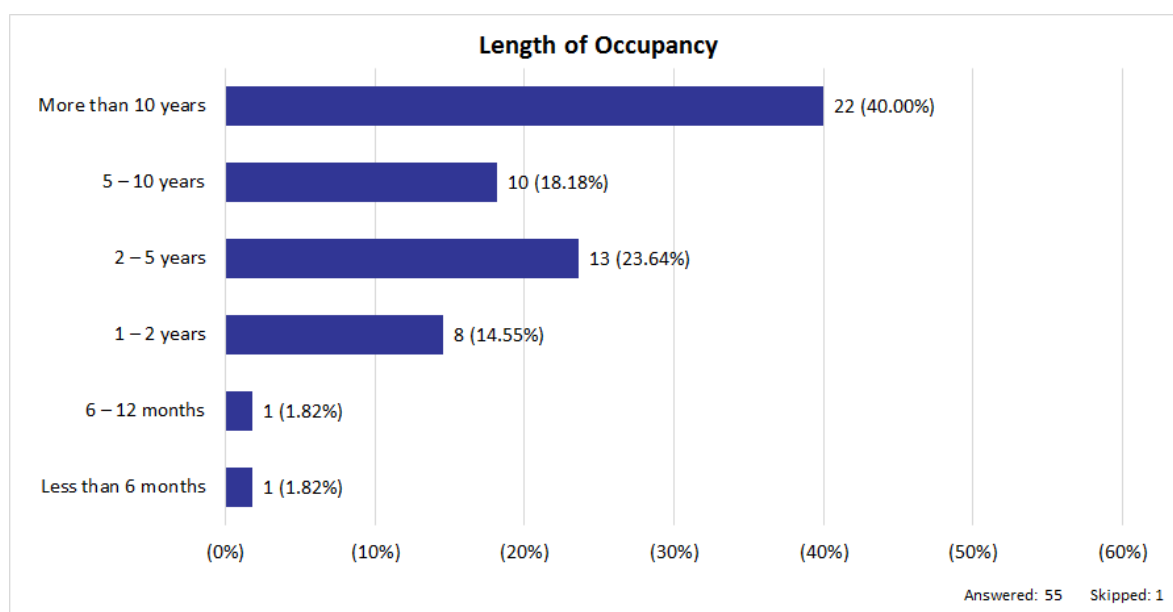
56 Residents responded, of which 50 were from the local area. 45% (25) were in private rented housing, with (24) 43% of responses from owner occupiers in the area (see Chart 32)

Chart 32 - Tenure Breakdown of resident respondents living in Trinity



18% of respondents have been living in the area less than 2 years (see Chart 33). With 40% living in the area for more than 10 years.

Chart 33 – Length of occupancy of resident respondents living in Trinity



5.1 Issues affecting the local area

Residents and businesses were asked to rate which of the following issues were a **big problem**, **small problem**, **no problem at all**

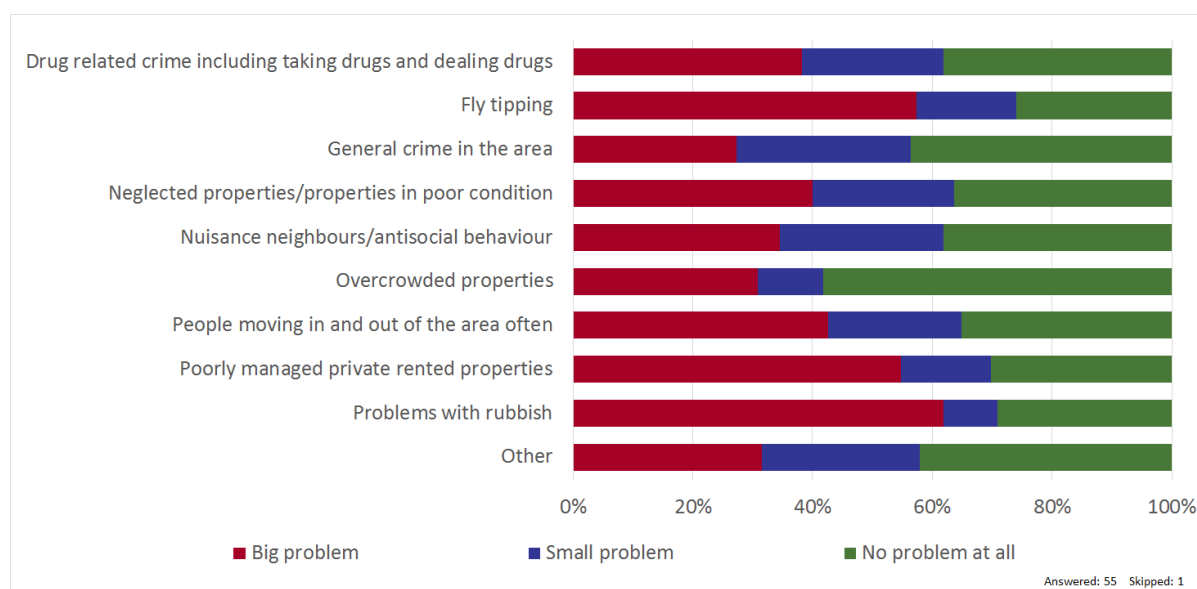
- *Drug related crime including taking drugs and dealing drugs*
- *General crime in the area*
- *Nuisance neighbours/antisocial behaviour*
- *Problems with rubbish*
- *Fly tipping*
- *Neglected properties/properties in poor condition*
- *Overcrowded properties*
- *People moving in and out of the area often*
- *Poorly managed private rented properties*
- *Other (please specify)*

The biggest problem identified was rubbish with 62% of respondents saying it was a big problem (see Chart 34). 57% of respondents said fly tipping was a big problem. 55% of respondents felt that poorly managed private rented properties was a big problem.

People moving in and out of the area often and neglected properties/properties in poor condition were also highlighted as big problems.

58% of respondents said that overcrowding is not a problem at all.

Chart 34 – Issues affecting residents and businesses in Trinity



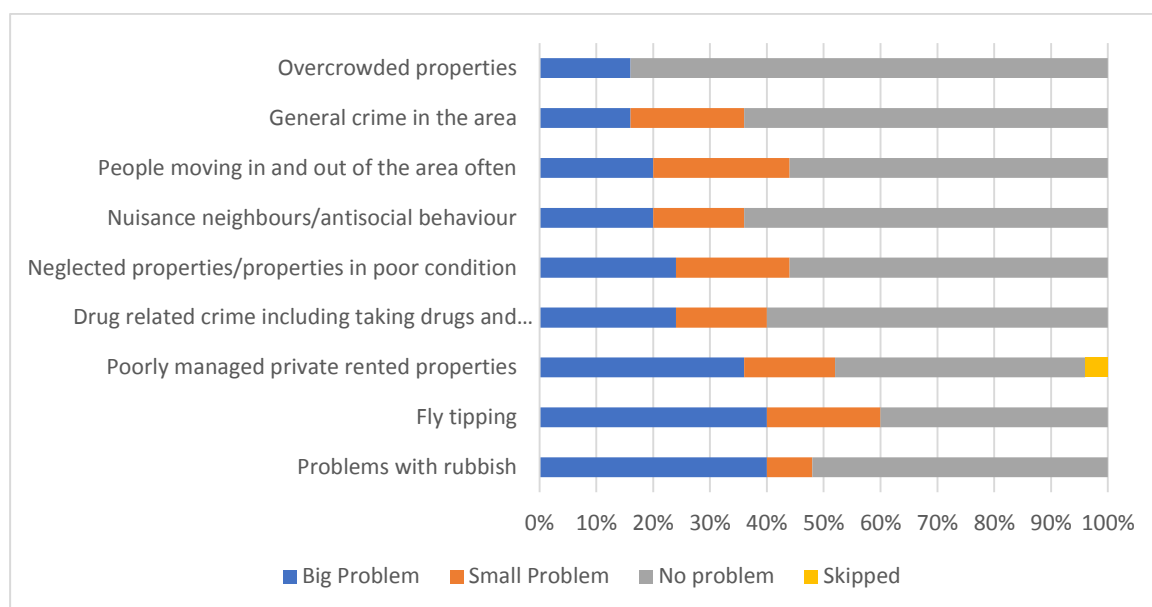
Respondents were given the opportunity to include other problems, not included in the list in a free text box. 6 respondents selected “Other” of which 3 were issues that were already in the list (and had already been selected by the respondent) and 2 of which were non-codable¹.

The only additional problem mentioned is the presence of vermin (1 mention).

Respondents who privately rent accommodation identified problems with rubbish and with fly tipping (40%) and poorly managed private rented properties (36%) as their biggest problem (see chart 35) – although a smaller proportion identified these as big problems.

Overcrowded properties and general crime in the area were identified as the least important issues by residents in private rented accommodation.

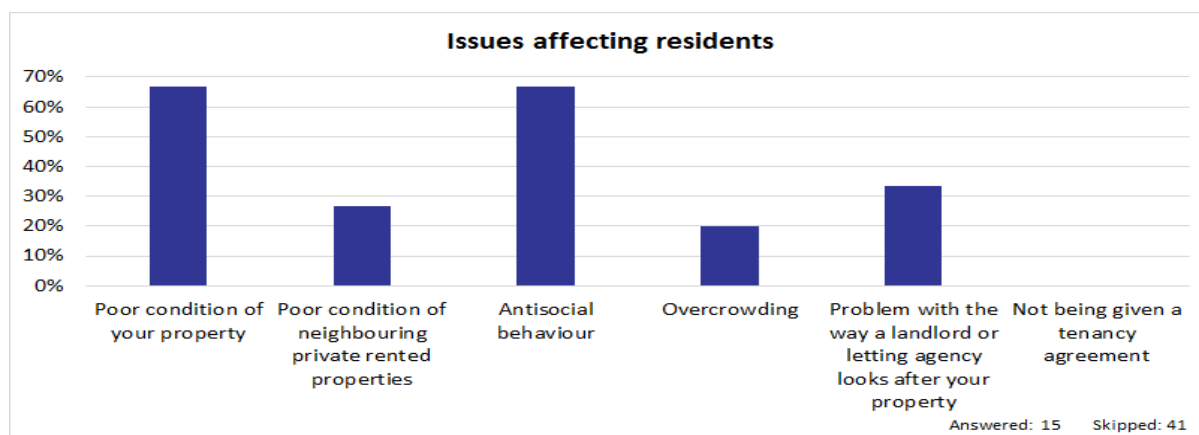
Chart 35 – Issues for private rented tenants in Trinity



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

respondents were asked if they had been affected by a range of neighbourhood issues in the last three years (see Chart 36). Of those who answered the question (15) 66% of respondents stated they had been directly affected by poor condition of their house and 26% had been directly affected by poor condition of a neighbouring house. 66% of respondents said that anti-social behaviour had directly impacted them.

Chart 36 – Neighbourhood issues affecting residents and businesses in Trinity



5.3 Residents and Businesses Views

Residents and businesses were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

89% of respondents strongly agreed or agreed that private rented properties should be subject to an inspection by the council (see Chart 37).

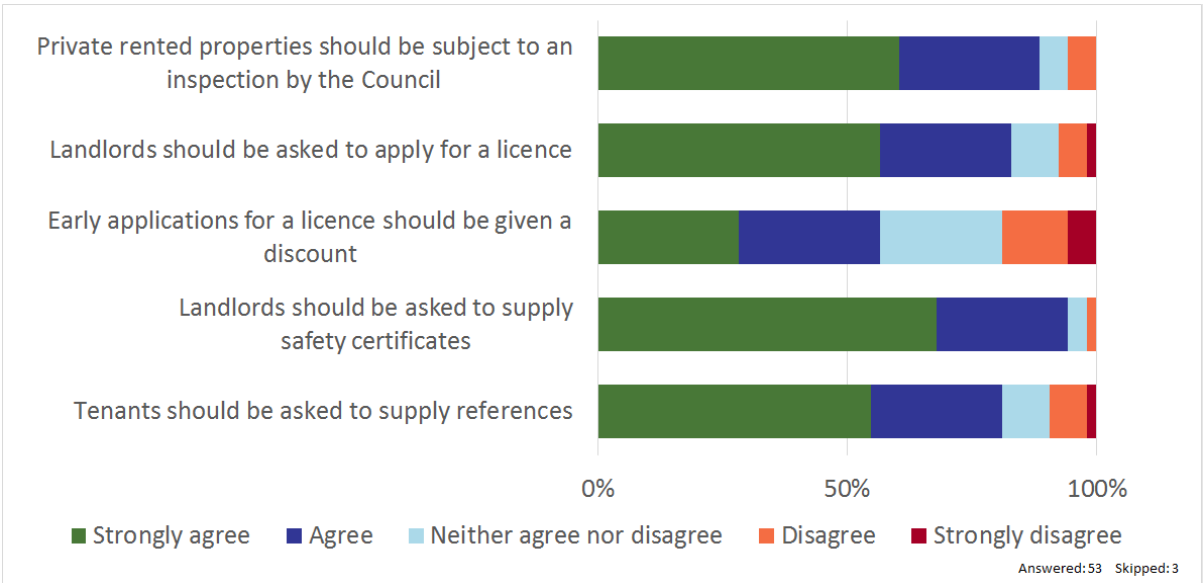
83% of the respondents strongly agreed or agreed that landlords should be asked to apply for a licence. 2 respondents strongly disagreed and 3 neither agreed nor disagreed.

In response to early application discount, 57% strongly agreed or agreed a discount should be given. 24% neither agreed nor disagreed and 18% strongly disagreed or disagreed

94% of respondents strongly agreed or agreed that landlords should be asked to supply safety certificates.

81% of respondents strongly agreed or agreed that tenants should be asked to supply references.

Chart 37 – Trinity residents and businesses views on property management in the PRS:

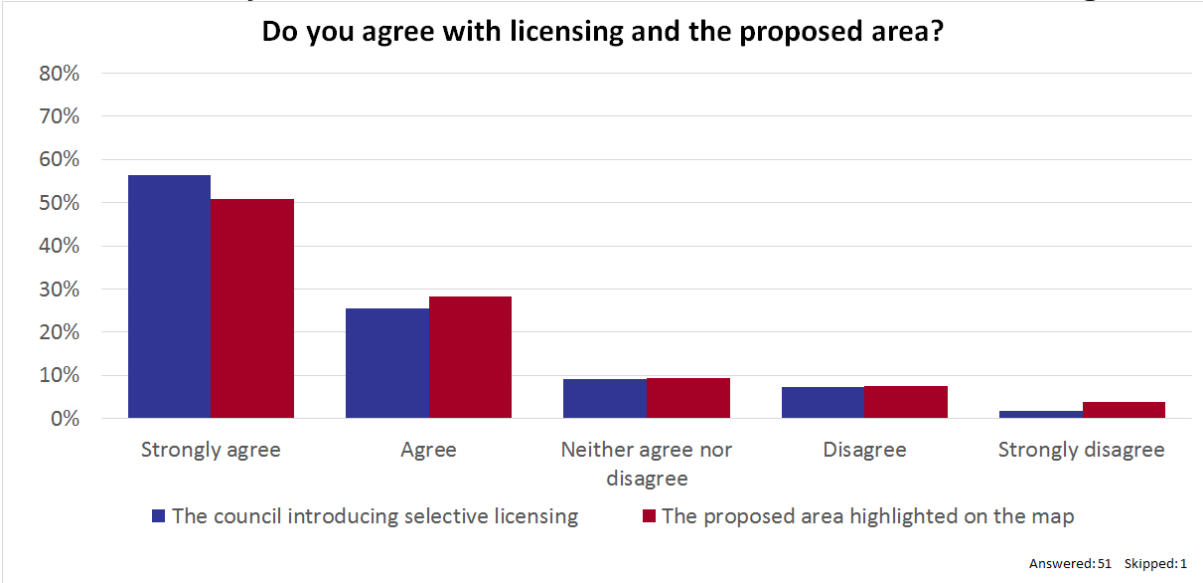


5.4 Residents and businesses views on whether to introduce selective licensing in the area and choice of area

82% (45) of respondents strongly agreed or agreed that the Council should introduce Selective Licensing (see Chart 38). 9% (5) people said they neither agreed nor disagreed, and 9% (5) people disagreed or strongly disagreed.

79% (45) of respondents strongly agreed or agreed this was the right area for Selective licensing to be introduced. 9% (5) people neither agreed or disagreed and 9% (5) people strongly disagreed or disagreed.

Chart 38 – Trinity residents and businesses views on selective licensing:



Respondents were asked to expand on why they agreed/disagreed with the Council introducing selective licensing, and why they also agreed/disagreed with the

proposed areas where the licensing scheme is to be introduced. 16 comments from Trinity residents expressed reasons for agreement with the proposals were as follows:

- Out of these answers, six made reference to the lack of responsible long-term tenants.
- This is followed by the need to improve the state of repair of properties (4 mentions), making landlords accountable (2 mentions) and improving the area (2 mentions).

There are very few respondents that raise issues that indicate their disagreement, 5 respondents commented from the Trinity area:

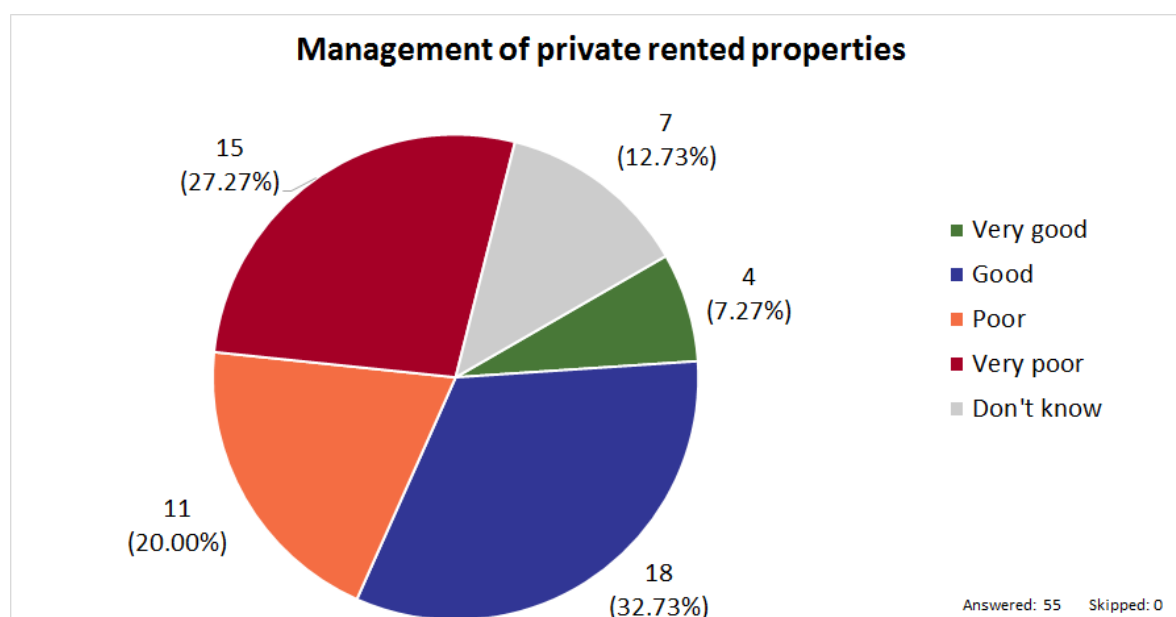
- Two mentioned the fear that cost will be passed to tenants.
- A further two comments mentioned the fear that the scheme is too bureaucratic or simply not needed,

On why they respondents agreed/disagreed with the proposed areas where the licensing scheme is to be introduced there are two mentions arising from this area that suggest extending the area covered by licensing.

5.5 Perception of the Private Rented properties in the area

Residents and businesses were asked to rate the overall management of the private rented properties in the area (see Chart 39). 47% responded to say that management was very poor or poor. 40% of respondents said that management was very good or good.

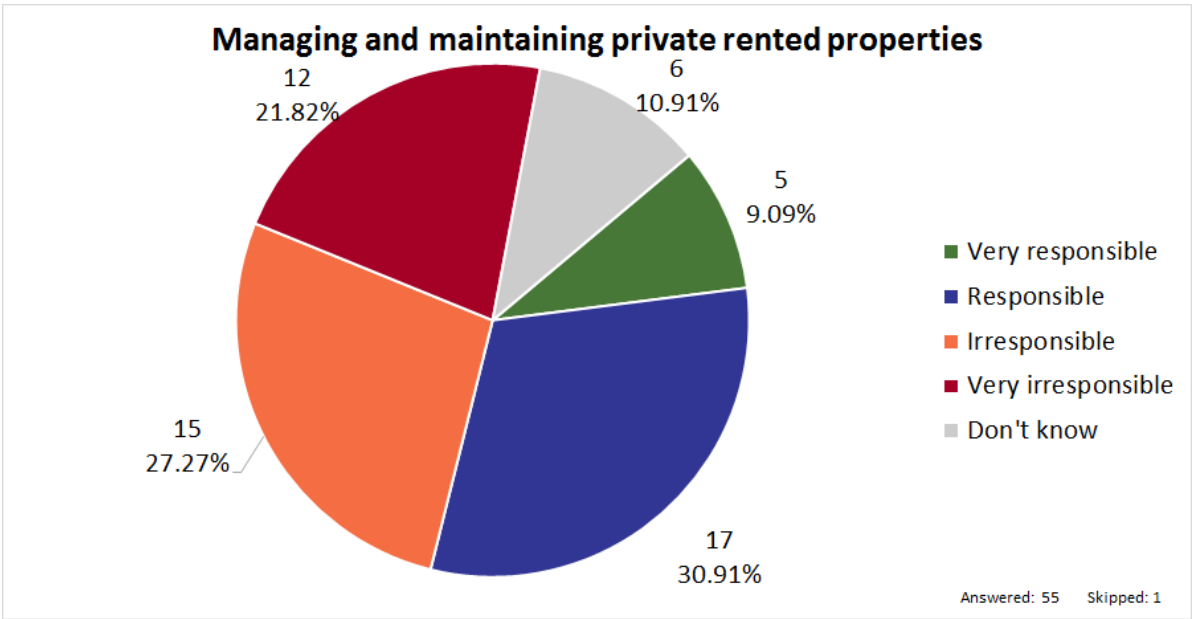
Chart 39 – Trinity residents and businesses perceptions of the management of private rented properties



Residents and businesses were asked to what extent they felt private landlords in the area acted responsibly or irresponsibly in letting, managing, and maintaining their properties (see Chart 40).

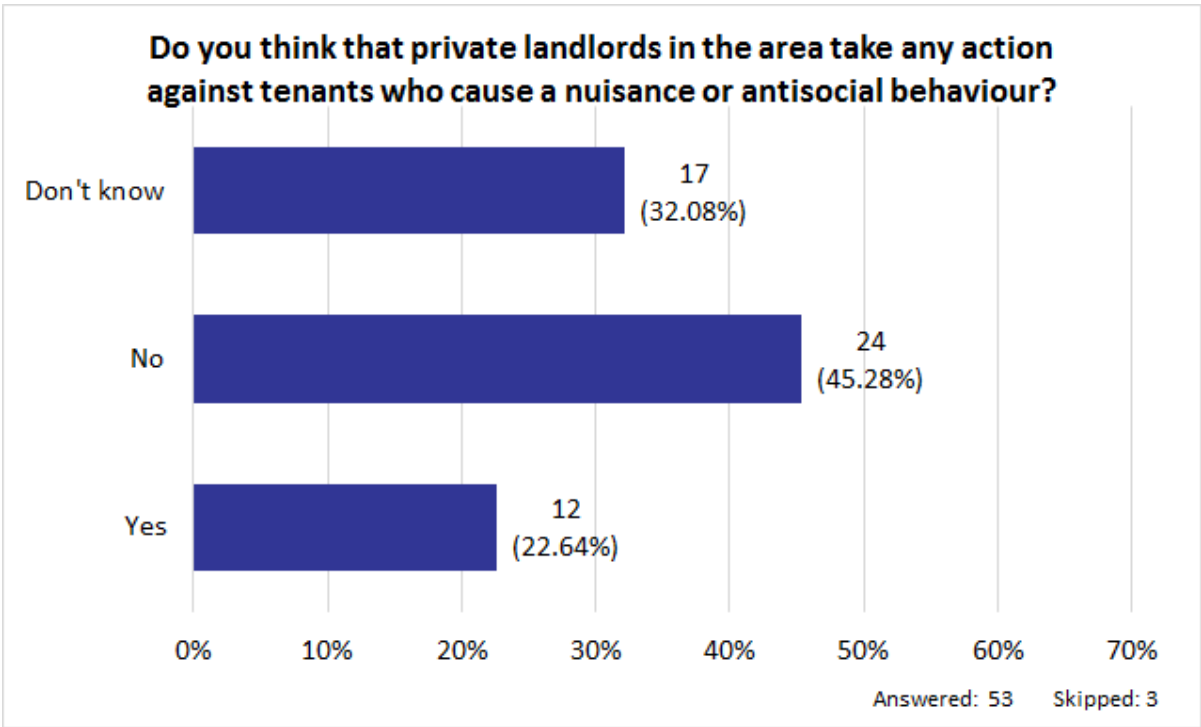
49% responded to say they felt landlords acted very irresponsibly or irresponsibly in letting, managing, and maintaining their properties while 40% felt landlords acted responsibly.

Chart 40 – Trinity residents and businesses perception of private landlord’s approach to letting, managing, and maintaining their properties:



Residents and businesses were asked if they thought private landlords took action against tenants causing nuisance and anti-social behaviour (see chart 41). 45% responded to say they didn’t think landlords took action against tenants causing nuisance and anti-social behaviour. 23% felt that they did take action.

Chart 41 – Trinity residents and businesses views on private landlords’ response to nuisance / ASB



5.6 Would licensing improve things?

Residents and businesses were asked if they agreed or disagreed with the following statements:

- *Selective licensing would improve the way landlords or letting agents manage their properties*
- *Selective licensing would improve the condition of private rented properties*
- *Selective licensing would reduce antisocial and nuisance behaviour*
- *Selective licensing would improve the area in general*

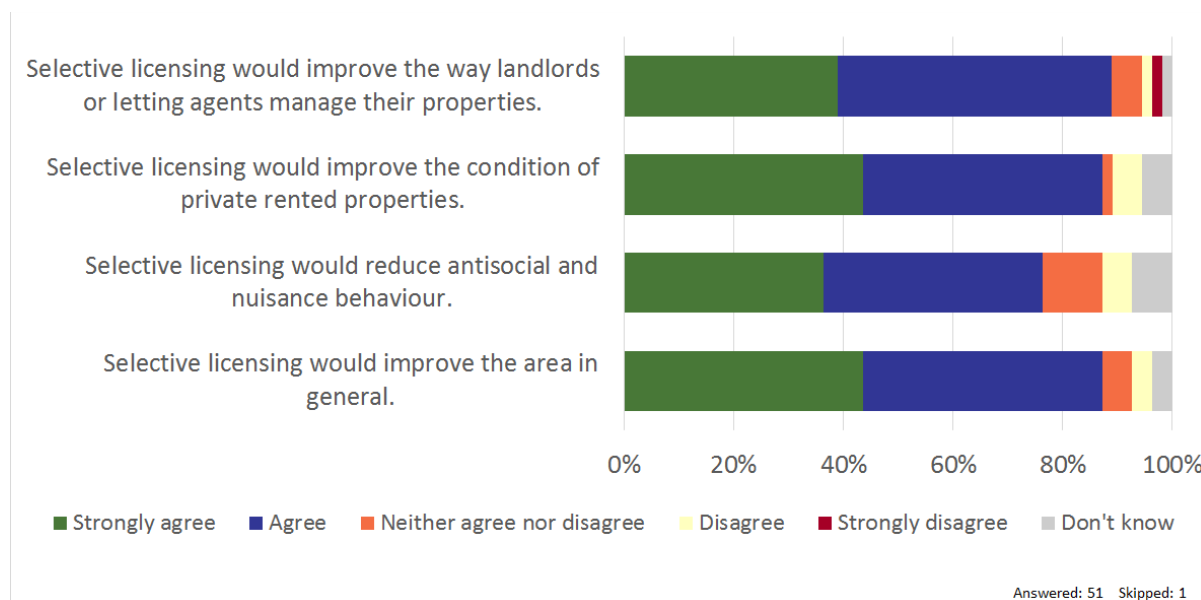
89% strongly agreed or agreed that Selective licensing would improve the way landlords or letting agents manage their properties (see chart 42)

87% strongly agreed or agreed that Selective licensing would improve the condition of private rented properties

76% strongly agreed or agreed that Selective licensing would reduce antisocial and nuisance behaviour

87% strongly agreed or agreed that Selective licensing would improve the area in general

Chart 42 – Trinity residents and businesses views on the potential for selective licensing to improve their neighbourhood



5.7 Other Comments

Respondents were asked to provide any other comments that they might have, 14 suggestions came from Trinity residents. These are summarised/paraphrased below:

- The most frequently cited suggestion is ensuring the enforcement of the scheme (3 mentions), followed by a view that more investment is needed (2 mentions), and littering and rubbish management issues (2 mentions).

6. Responses from Landlords & Agents - Trinity (Harpurhey)

11 completed questionnaires were received from the landlords and agents' consultation.

Of the responses 3 were from landlords or agents who did not have properties in the proposed licensing area. 5 of the landlords had previously engaged with the council as part of the pre consultation process.

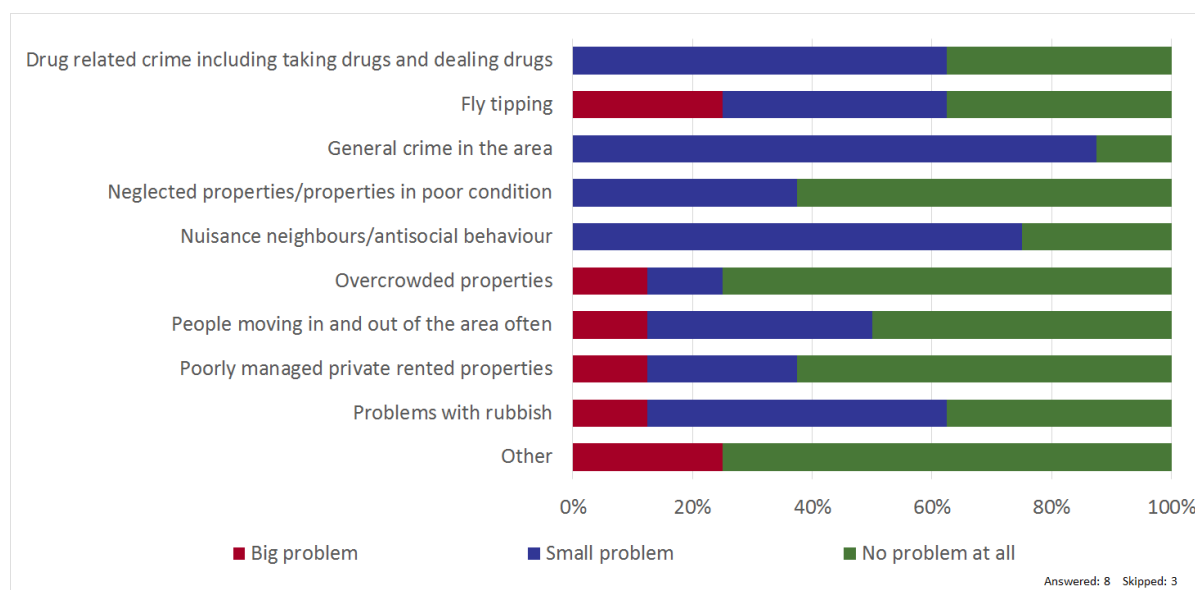
6.1 Issues in the local area

Very few landlords and agents who responded felt that any of the issues asked about were a big problem (see Chart 43). With 25% saying that fly tipping is a big problem. General crime in the area was highlighted as a small problem by 87% of respondents. Drug related crime was the second highest reported issue identified as small problem by 62% of respondents.

75% of the respondents said that overcrowded properties are not a problem at all.

Note that landlords without property in the area also commented on the issues they felt affected the area.

Chart 43 – Biggest issues in Trinity according to landlords:



6.2 Issues that have affected Landlords' properties in the area

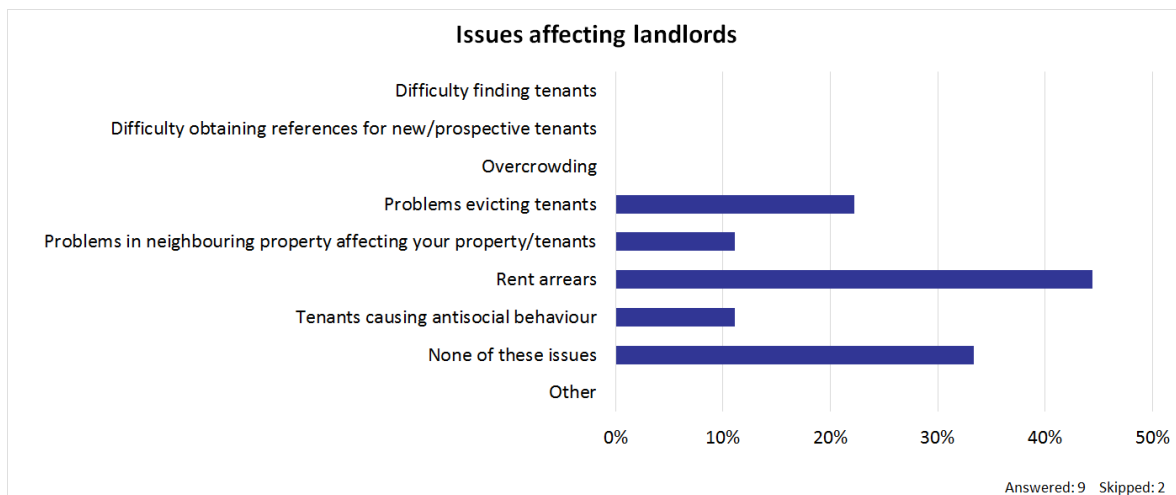
Landlords and agents were asked whether any of their property had been affected by the following problems in the last 3 years.

- *Neighbouring properties affecting your property/tenants*
- *Tenants causing antisocial behaviour*
- *Difficulty finding tenants*
- *Difficulty obtaining references for new and prospective tenants*
- *Rent arrears*
- *Overcrowding*

- *Problems evicting tenants*
- *None of these issues*
- *Other*

Of the 9 who responded to the question 44% said they had been affected by rent arrears (see Chart 44). 33% said they had not been affected by any of the issues stated, and 11% said they had been affected by problems with neighbouring properties affecting their property/tenants, and 11% affected by tenants causing antisocial behaviour.

Chart 44 – Biggest issues for landlords in Trinity:



6.3 Landlords' views of the Council having more control of how private landlords look after their properties and tenants

Landlords and agents were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

54% of respondents strongly disagreed or disagreed that private rented properties should be subject to an inspection by the council (see Chart 45). 36% Strongly agreed or agreed.

73% strongly disagreed or disagreed with landlords being asked to apply for a licence. While 27% of respondents said they strongly agreed or agreed with landlords being asked to apply for a licence.

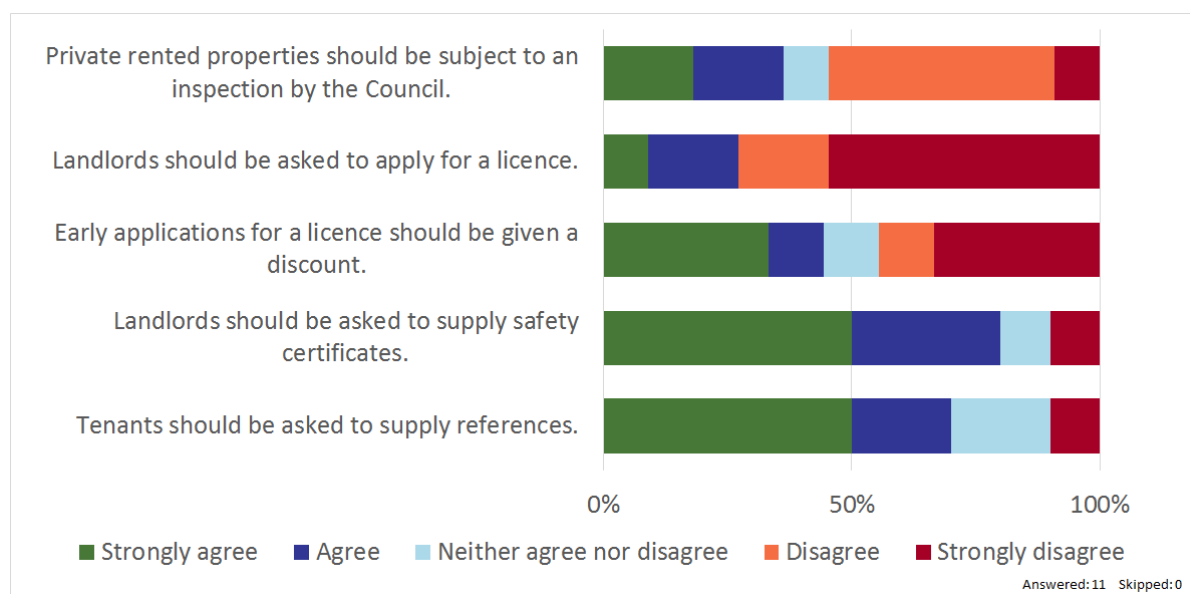
There was a divide in opinion on early application discounts with 44% strongly agreeing or agreeing and 44% strongly disagreeing or disagreeing. 11% neither agreed nor disagreed.

80% strongly agreed or agreed that landlords should be asked to supply safety certificates.

80% of respondents strongly agreed or agreed that tenants should supply references.

80% of respondents advised that they do take references from prospective tenants currently.

Chart 45 – Trinity landlords' views on the Council having more influence over their business

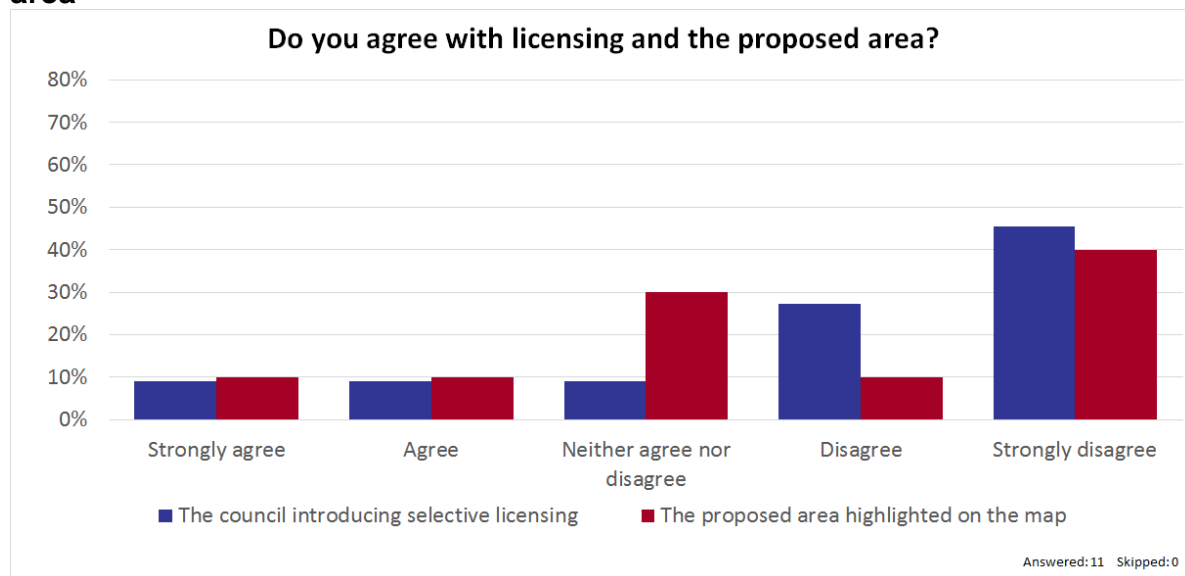


6.4 Landlords' view on whether to introduce selective licensing in the area and choice of area.

Landlords were asked to comment on if they agreed or disagreed with selective licensing (see Chart 46). 73% of respondent strongly disagreed or disagreed with the council introducing selective licensing. With 18% strongly agreeing or agreeing with selective licensing being introduced.

50% of respondents strongly disagreed or disagreed with the proposed area suggested for selective licensing. 30% neither agreed nor disagreed with the proposed area. And 20% strongly agreed or agreed with the area proposed.

Chart 46 – Landlords’ view on introducing Selective Licensing in the Trinity area



Landlords were asked to comment on why they did or did not agree with selective licensing. Very few landlords provided comments that suggested their agreement, those that did suggested the scheme should be extended.

Those that disagreed most cited reasons for disagreement were that the proposal will increase rents (4 mentions). It is followed by the responsibility of the police to address issues (3 mentions) and, with two mentions each, answers suggesting that licensing is unfair to good landlords, that the council is responsible for issues in the area, and that the scale of the problem the proposal deals with is exaggerated.

6.5 What support services do you think could be given to landlords to make sure they manage their properties to a high standard?

Landlords were asked to comment on what support or services they could be provided with that would help them maintain properties to high standards.

In Trinity, there were several suggestions made but each of them raised only once. Of these suggestions, financial support and support with irresponsible tenants and access to advice for landlords were all cited.

6.6 What positive effect/s do you think introducing selective licensing would have?

Landlords were asked to comment on what positive effect(s) they think introducing selective licensing would have.

The most common comments made were that the scheme will have no positive effects, or that any positive effects are unclear.

6.7 What negative effect/s do you think introducing selective licensing would have?

Respondents were asked to point out the potential negative effects of selective licensing.

- The most common suggestions include increases in rent, followed by increased costs for landlords.
- Five other issues are raised, each with one mention.
 - Increased tension between landlords and tenants
 - Fewer rental properties available
 - More bureaucracy
 - Reduced landlord engagement with the council
 - Unclear

6.8 Other comments

Respondents were provided with a space to include any other comments they felt were relevant.

Responses were wide ranging of the 15 suggestions identified, two refer to tenants needing to be more responsible the remaining comments received one mention each. Some of these include:

- The scheme may improve the area
- The scheme would protect tenants
- The scheme should be extended to other areas
- Landlords are unfairly targeted
- Existing laws should be enforced.

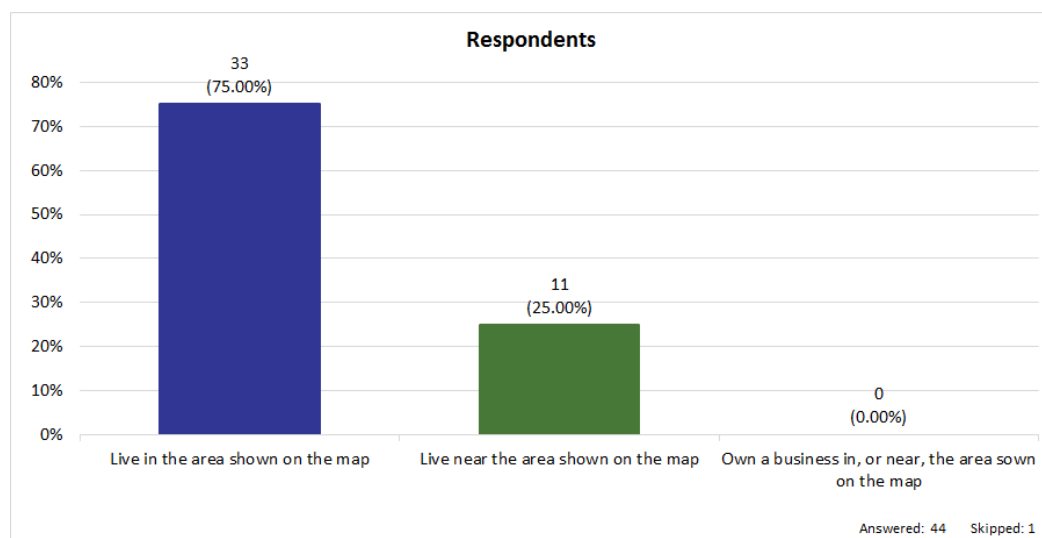
Ben Street- Clayton and Openshaw

A total of 45 responses were received from residents and businesses, 2 responses were received from Landlords and Managing agents.

7. Responses from Residents and Businesses - Ben Street (Clayton and Openshaw)

45 Residents responded, of which 33 were from the area defined on the map (see Chart 47).

Chart 47 – Resident response location to the Ben Street consultation:

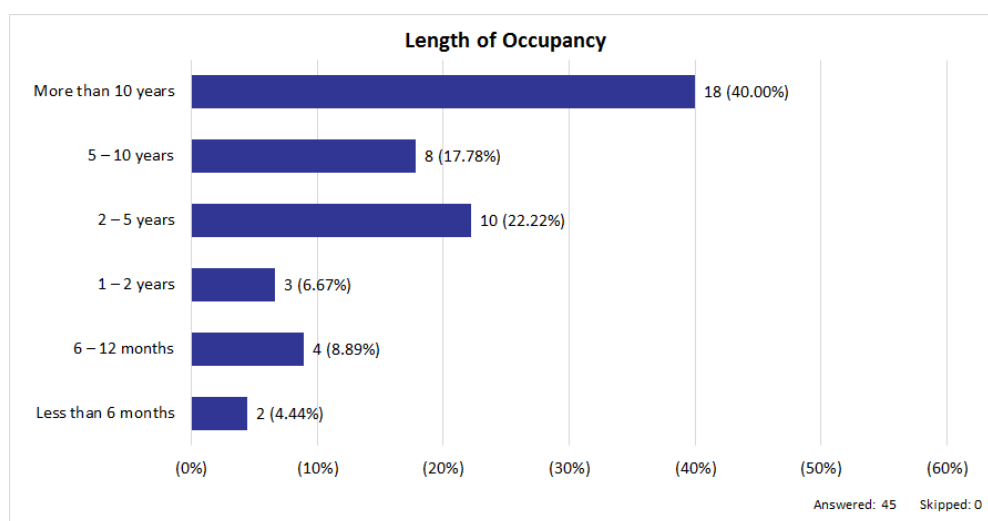


Most residents who responded were Owner Occupiers 47% (21), with 31% (14) responses from residents privately renting a property in the area, and 22% (10) renting from the council or housing association.

Approximately 44% of the area is Private Rented so the consultation is potentially under-representative of private tenants in the area,

20% of respondents have been living in the area less than 2 years (see Chart 48). With 40% living in the area for more than 10 years.

Chart 48 – Length of occupancy of resident respondents living in Ben Street:



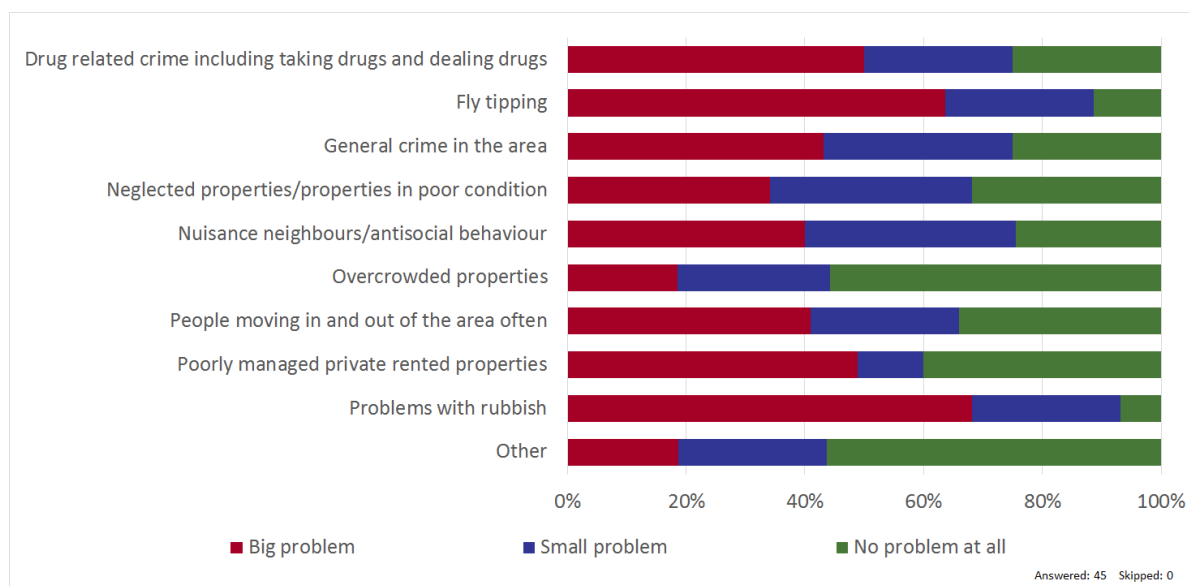
7.1 Issues affecting the local area

Residents and businesses were asked to rate which of the following issues were a **big problem**, **small problem**, **no problem at all**

- *Drug related crime including taking drugs and dealing drugs*
- *General crime in the area*
- *Nuisance neighbours/antisocial behaviour*
- *Problems with rubbish*
- *Fly tipping*
- *Neglected properties/properties in poor condition*
- *Overcrowded properties*
- *People moving in and out of the area often*
- *Poorly managed private rented properties*
- *Other (please specify)*

The biggest problem identified was rubbish with 68% of respondents saying it was a big problem. (see chart 49) 64% of respondents said Fly tipping was a big problem. After that concern was spread out across a range of issues including drug related crime (which 50% of respondents considered to be a big problem), poorly managed private rented properties (49%) and crime in general (43%).

Chart 49 – Issues affecting residents in Ben Street:



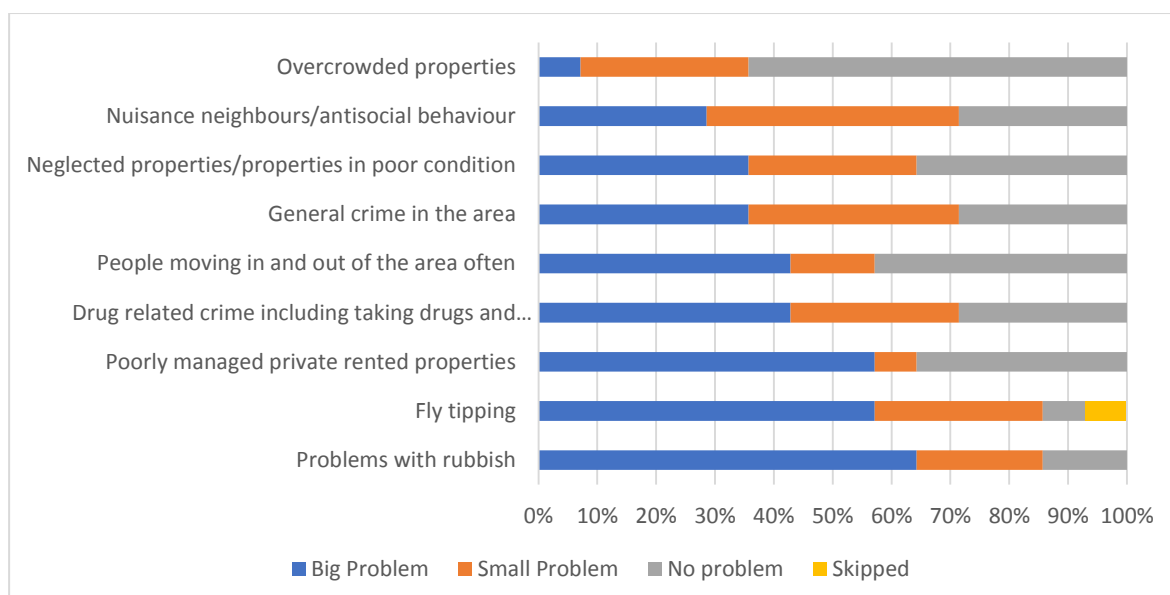
Respondents were given the opportunity to include other problems not included in the list in a free text box, 7 respondents selected “Other” which have been categorised as follows.

Additional problems receive only single mentions, with some similar to the ones identified for other areas (traffic, parking, and old housing and infrastructure).

Respondents who privately rent accommodation identified problems with rubbish (64%) and with fly tipping (57%) and poorly managed private rented properties (57%) as their biggest problem (see chart 50).

Overcrowded properties and general crime in the area were identified as the least important issues by residents in private rented accommodation.

Chart 50 – Issues for private rented tenants in Ben Street:

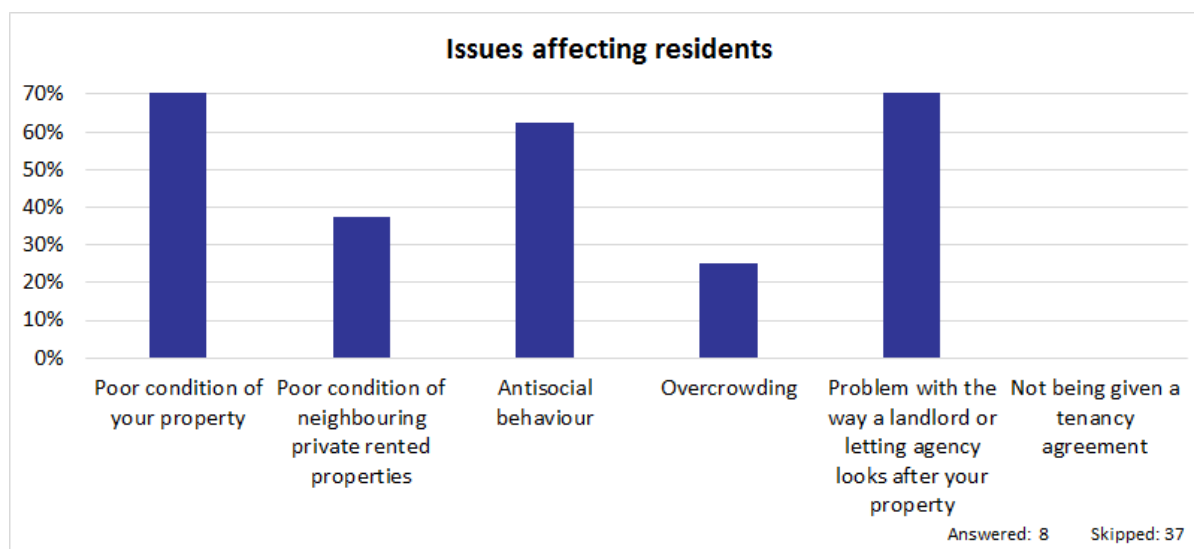


7.2 Issues directly affecting the resident or their family in the last three years.

Residents were asked if they had been affected by a range of neighbourhood issues in the last three years (see Chart 51). Of the small number who answered the question (8) 87% of those that did respond had been directly affected by problems with the way a landlord or letting agent looks after their property. 75% said they had been affected by poor conditions in their home.

Anti-social behaviour also featured quite highly in that 62% of residents had been affected in the last 3 years.

Chart 51 – Neighbourhood issues affecting residents in Ben Street



7.3 Residents and businesses Views

Residents and businesses were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

91% of respondents strongly agreed or agreed that private rented properties should be subject to an inspection by the council (see Chart 52).

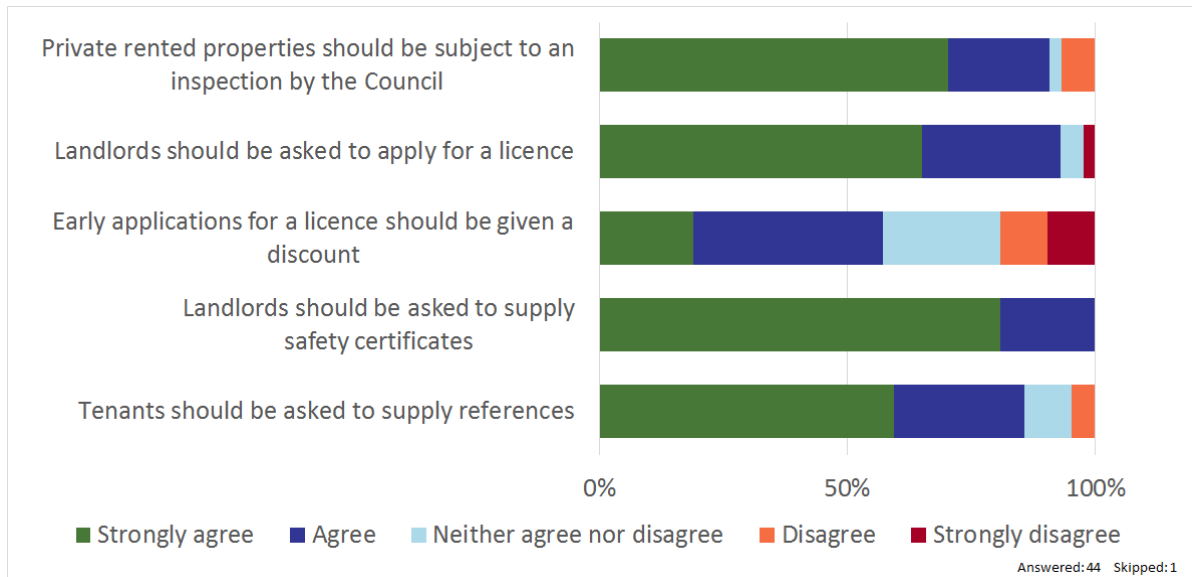
93% of the respondents strongly agreed or agreed that landlords should be asked to apply for a licence.

In response to early application discount, 57% strongly agreed or agreed a discount should be given.

Respondents unanimously responded that landlords should be asked to supply safety certificates with 100% strongly agreeing or agreeing.

86% of respondents strongly agreed or agreed that tenants should be asked to supply references.

Chart 52 – Ben Street residents and businesses views on property management in the PRS:

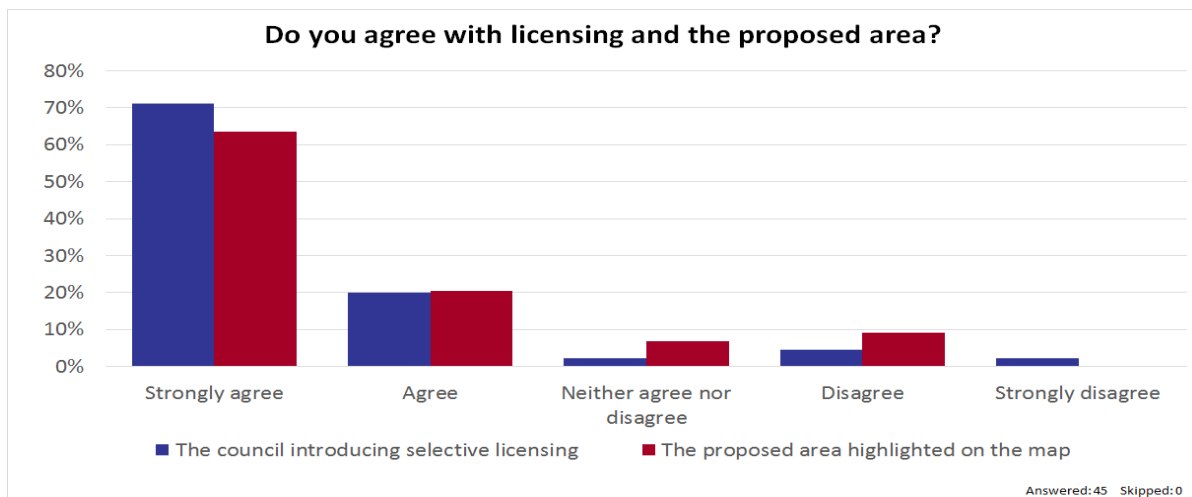


7.4 Residents and businesses views on whether to introduce selective licensing in the area and choice of area.

91% (41) of respondents strongly agreed or agreed that the Council should introduce Selective Licensing (see Chart 53). 1 person said they neither agreed nor disagreed, and 3 people disagreed or strongly disagreed.

84% (37) of respondents strongly agreed or agreed this was the right area for Selective licensing to be introduced. 7% of people (3) neither agreed or disagreed and 9% of people (4) disagreed.

Chart 53 – Ben Street residents and businesses views on selective licensing:



Respondents were asked to expand on why they agreed/disagreed with the Council introducing selective licensing, and why they also agreed/disagreed with the proposed areas where the licensing scheme is to be introduced.

- Of the 11 answers, the most cited reason for agreement was making landlords accountable.
- The second most cited reason for agreement includes respondents reflecting on how the proposal would improve the area.

There are very few respondents that raise issues that indicate their disagreement with only one comment from the Ben Street area.

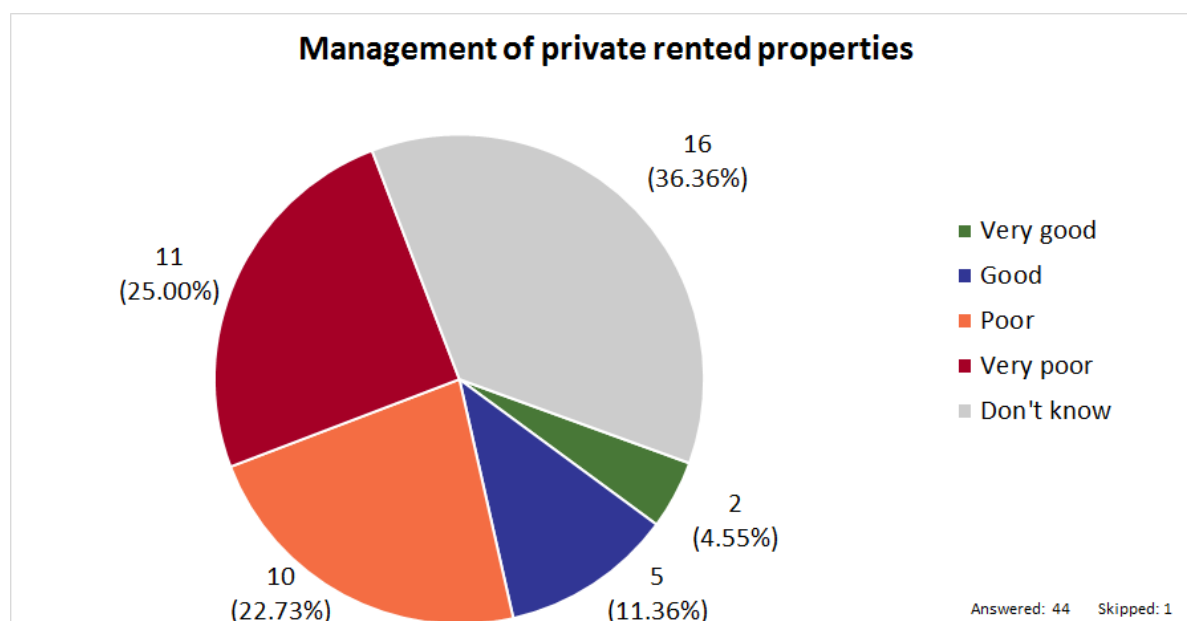
- The one comment related to houses in the area already being owned by housing associations.

There were 3 responses relating to the proposed area. 1 mention was to make licensing city wide. 2 mentions were to expand the area wider.

7.5 Perception of the Private Rented properties in the area

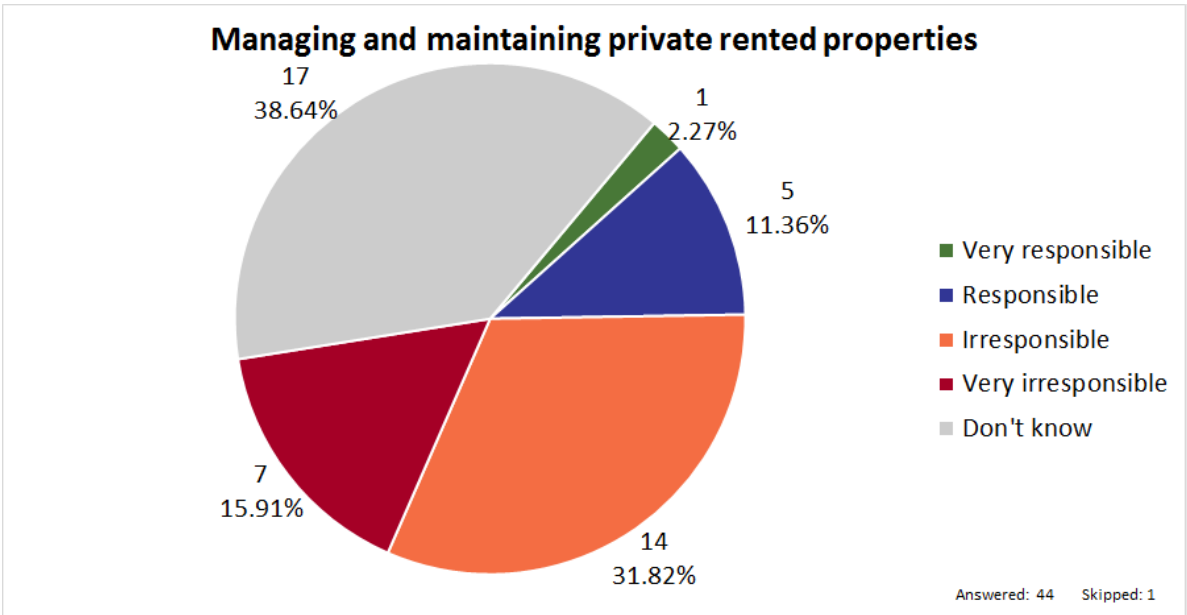
Residents and businesses were asked to rate the overall management of the private rented properties in the area (see Chart 54). 48% responded to say that they felt management was very poor or poor. 36% responded to say that they didn't know.

Chart 54 – Ben Street resident and businesses perceptions of private rented properties



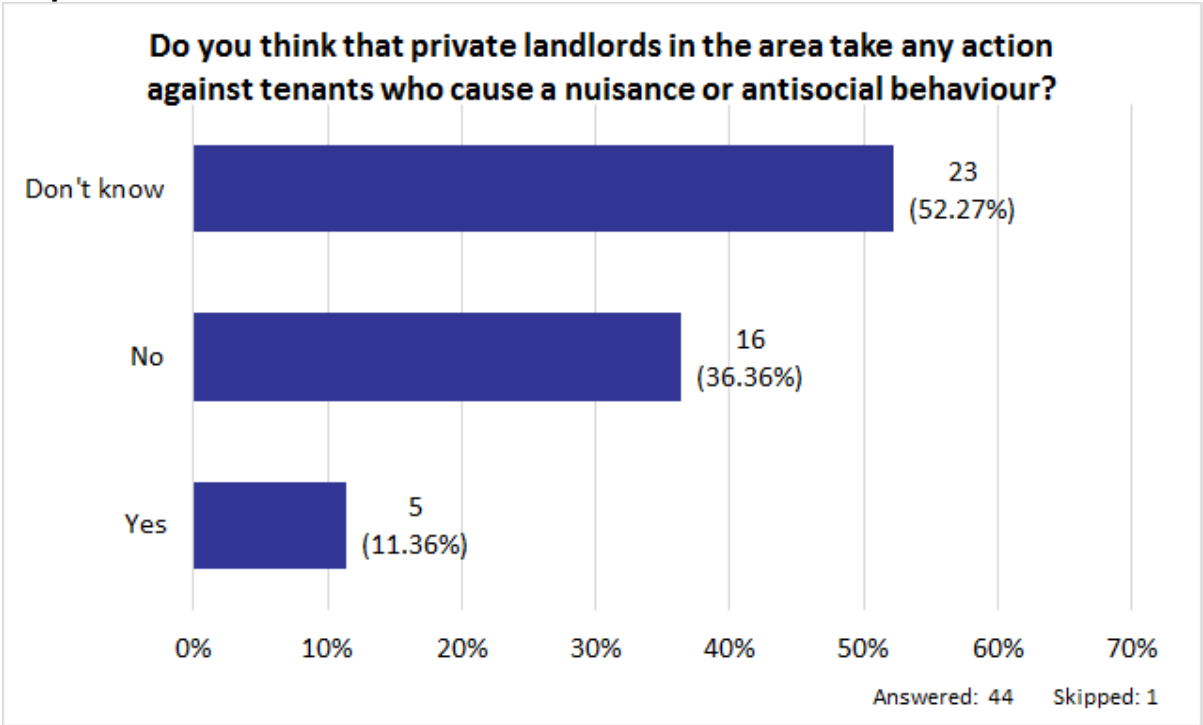
Residents and businesses were asked to what extent they felt private landlords in the area acted responsibly or irresponsibly in letting, managing, and maintaining their properties (see Chart 55). 48% responded to say the felt landlords acted very irresponsibly or irresponsibly. 37% responded to say that they didn't know.

Chart55 – Ben Street residents and businesses perception of private landlords’ approach to letting, managing, and maintaining their properties



Residents and businesses were asked if they thought private landlords took action against tenants causing nuisance and anti-social behaviour (see Chart 56). 52% responded to say they didn’t know. 36% said no they didn’t think landlords acted took action against tenants causing nuisance and anti-social behaviour.

Chart 56 – Ben Street residents and businesses views on private landlords’ response to nuisance / ASB



7.6 Would licensing improve things?

Residents and businesses were asked if they agreed or disagreed with the following statements:

- *Selective licensing would improve the way landlords or letting agents manage their properties*
- *Selective licensing would improve the condition of private rented properties*
- *Selective licensing would reduce antisocial and nuisance behaviour*
- *Selective licensing would improve the area in general*

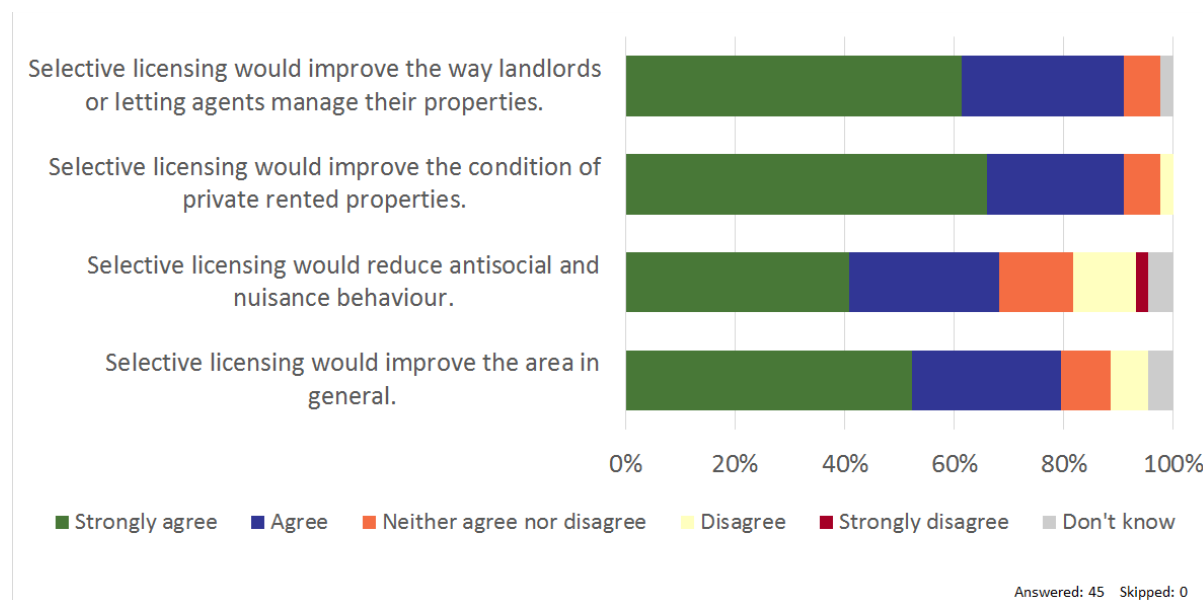
91% of respondents strongly agreed or agreed that Selective licensing would improve the way landlords or letting agents manage their properties (see Chart 57).

91% strongly agreed or agreed that Selective licensing would improve the condition of private rented properties

68% strongly agreed or agreed that Selective licensing would reduce antisocial and nuisance behaviour

79% strongly agreed or agreed that Selective licensing would improve the area in general

Chart 57 – Ben Street residents and businesses views on the potential for selective licensing to improve their neighbourhood



7.7 Other Comments

Respondents were asked to provide any other comments that they might have, Ben Street residents provided 11 suggestions.

Of the 11 responses, suggestions that drew two mentions included the need for responsible tenants, HMO (Houses in Multiple Occupation) being overcrowded and

lack of checks on tenants are a problem. Concerns about an increase in rent, and the suggestion to extend the scheme city-wide were also put forward.

8 Responses from Landlords & Agents- Ben Street (Clayton and Openshaw)

A very low response was received from the landlords and agents' consultation and was not sufficient to derive a representative set of views from. To avoid disclosing individual responses to the survey this section will summarise the general view from the responses that were received

While the area being consulted on is small, 44% (105) properties are estimated to be in the private rented sector. Therefore, landlords are significantly underrepresented in this area. Both respondents said that they had engaged with the council as part of the pre consultation process.

8.1 Issues in the local area

The issue landlords felt was a big problem in the area related to fly tipping, problems with rubbish and neglected properties/properties in poor condition

Nuisance neighbours/antisocial behaviour and people moving in and out of the area often were identified as small problems.

8.2 Issues that have affected Landlords' properties in the area

Landlords and agents were asked whether any of their property had been affected by the following problems in the last 3 years.

- *Neighbouring properties affecting your property/tenants*
- *Tenants causing antisocial behaviour*
- *Difficulty finding tenants*
- *Difficulty obtaining references for new and prospective tenants*
- *Rent arrears*
- *Overcrowding*
- *Problems evicting tenants*
- *None of these issues*
- *Other*

The most frequently mentioned issue was difficulty finding tenants

8.3 Landlords' views of the Council having more control of how private landlords look after their properties and tenants

Landlords and agents were asked to state if they agreed or disagreed with the following statements.

- *Private rented properties should be subject to an inspection by the Council*
- *Landlords should be asked to apply for a licence*
- *Early applications for a licence should be given a discount*
- *Landlords should be asked to supply safety certificates*
- *Tenants should be asked to supply references*

There was not enough response to this question to draw firm conclusions other than respondents agreed that landlords should supply safety certificates and that tenants should supply references. All respondents advised that they do take references from prospective tenants currently.

8.4 Landlords' view on whether to introduce selective licensing in the area and choice of area.

Landlords were asked to comment on if they agreed or disagreed with selective licensing and there was no conclusive result, as half the respondents agreed and half strongly disagreed, or agreed. There was no strong view expressed on whether Ben Street was the right area for licensing. No comments were provided in the open text questions.

8.5 What support services do you think could be given to landlords to make sure they manage their properties to a high standard?

Landlords were asked to comment on what support or services they could be provided with that would help them maintain properties to high standards.

The only suggestion was for good property management companies.

8.6 What positive effect/s do you think introducing selective licensing would have?

Landlords were asked to comment on what positive effect(s) they think introducing selective licensing would have.

The only comment in this section was that the positive effects were unclear.

8.7 What negative effect/s do you think introducing selective licensing would have?

Respondents were asked to point out any potential negative effects of selective licensing.

Comments in this section mentioned potential for rent increases which would pass the cost on to tenants.

8.8 Other comments

Respondents were provided space to include any other comments they felt were relevant. The limited responses recorded suggested that having a property management company to manage properties on a landlord's behalf would help solve issues around management, echoing the comment made in section 8.5