

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 1 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 1 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 79 households in Area 1. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 12.3% response rate, with 10 surveys being returned out of a possible sample of 81 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	79
Sample adjacent to proposed boundary areas	2
Total sample	81
<b>Completed questionnaires</b>	<b>10</b>
No response	71
<b>Response rate</b>	<b>12.3%</b>

- 1.7 In addition to the residents survey, 34 responses were received to the landlord and management agent's survey for Area 1.
- 1.8 No responses were received from businesses in Area 1.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 1. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

### Q1. What is the name or postcode of the street you live in? (n=10)

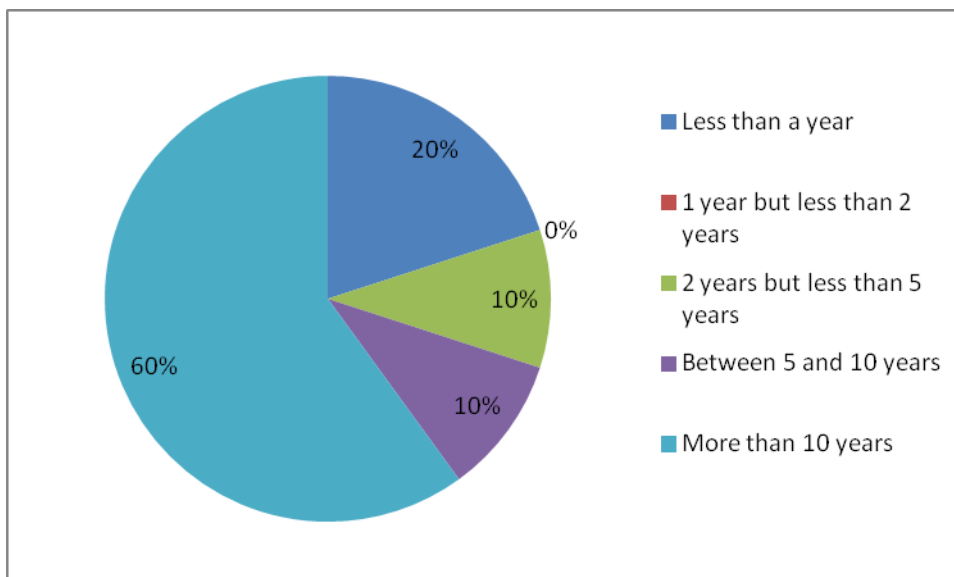
In total, responses were received from 3 streets from Selective Licensing Area 1. Most responses were received from Wynyard Mews (8).

Wynyard Mews	8
Juniper Walk*	1
Malcolm Road*	1

(\*streets outside of the proposed boundary area)

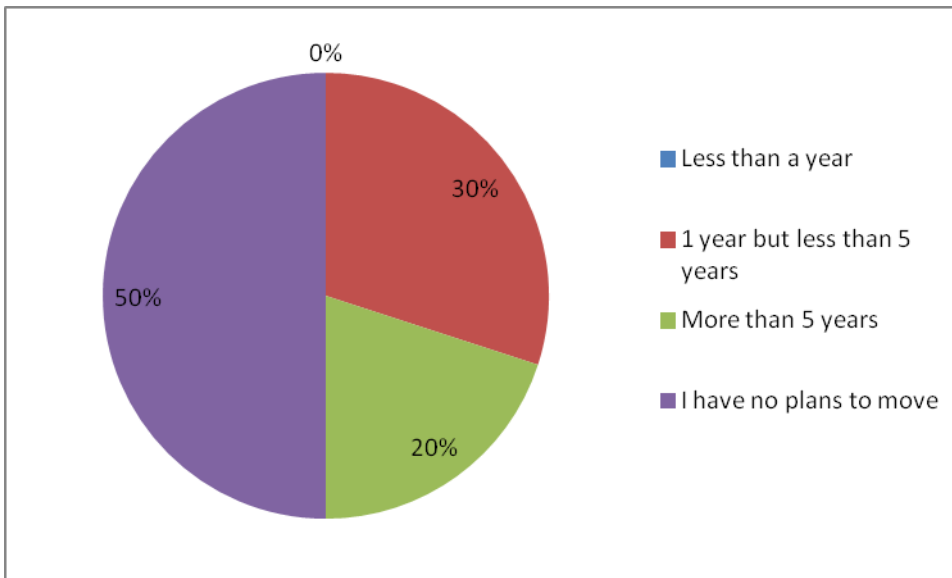
### Q2. How long have you lived at this address? (n=10)

Respondents were asked to tell us how long they have lived at this address. Overall, respondents were more likely to say they had lived at this address for more than ten years (60%).



**Q3. How long do you intend to remain living at your current address? (n=10)**

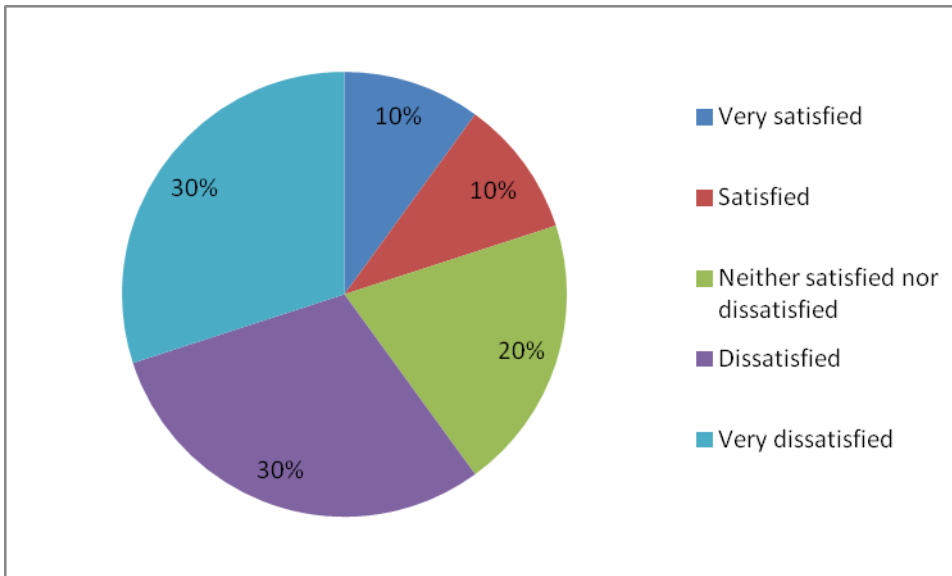
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (50%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=5)**

Respondents were asked to tell us why they intend to move, and 5 responses were received. Overall, respondents felt the area (including the surrounding properties) had declined, with issues of anti-social behaviour. One respondent felt that the decline was due to the poor management of properties. Another felt that the area needed money spent on it.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=10)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, respondents were more likely to be dissatisfied or very dissatisfied (60%).

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=10)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and eight out of ten respondents (80%) told us they had. Respondents were more likely to answer 'yes' to this question in Area 1, compared to the other eight areas.

**Q7. Have the problems / issues been resolved? (n=7)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years were asked to tell us if the problems had been resolved. In total, seven respondents answered this question. All seven respondents told us 'no', the problems or issues had not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=8)**

The main problems in the area, highlighted through the consultation are related to drugs, drug users and dealers as well as issues with anti-social behaviour, noise nuisances, dog fouling and there is a history of violence in the area.

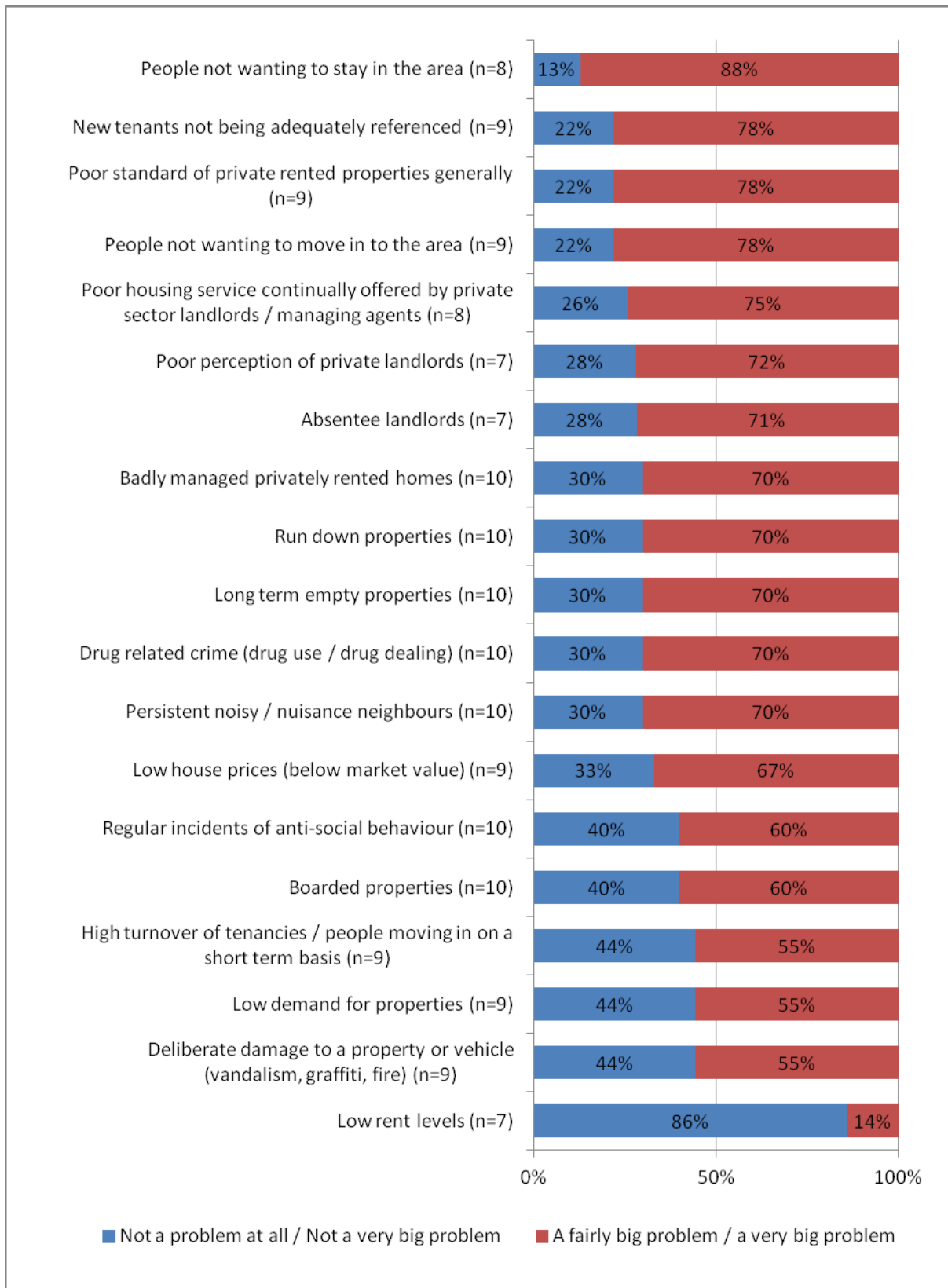
**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find a number of issues a problem in this area, most notably:

- People not wanting to stay in the area (88%)
- New tenants not being adequately referenced (78%)
- Poor standard of private rented properties generally (78%)
- People not wanting to move into the area (78%)





**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=9)**

Respondents were asked to tell us more about the things they found a problem in their local area, and in total nine respondents answered this question.

Overall, residents feel the area is run down, with issues of litter and rubbish, drug addiction and dealing, loud shouting and arguing. Residents felt anti-social behaviour and crime is getting worse, and that properties are in poor condition. Residents also feel that landlords should be made more accountable for their tenants, ensure they use referencing and maintain properties. Residents commented about a worry that no one is selling or buying flats because of low values.

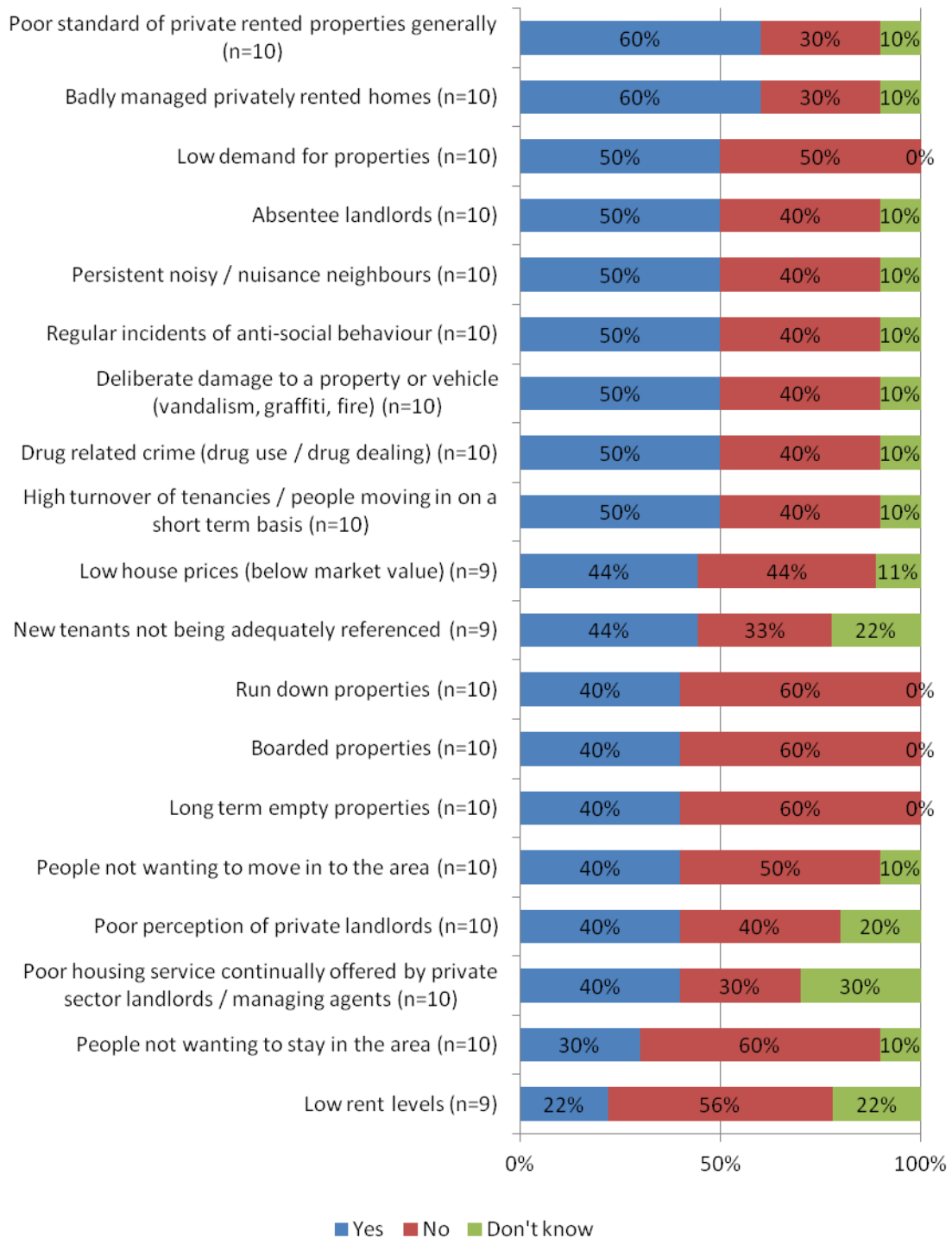
**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the following:

- Poor standard of rented properties generally (60%)
- Badly managed private rented homes (60%)

Respondents were unsure if it would help improve:

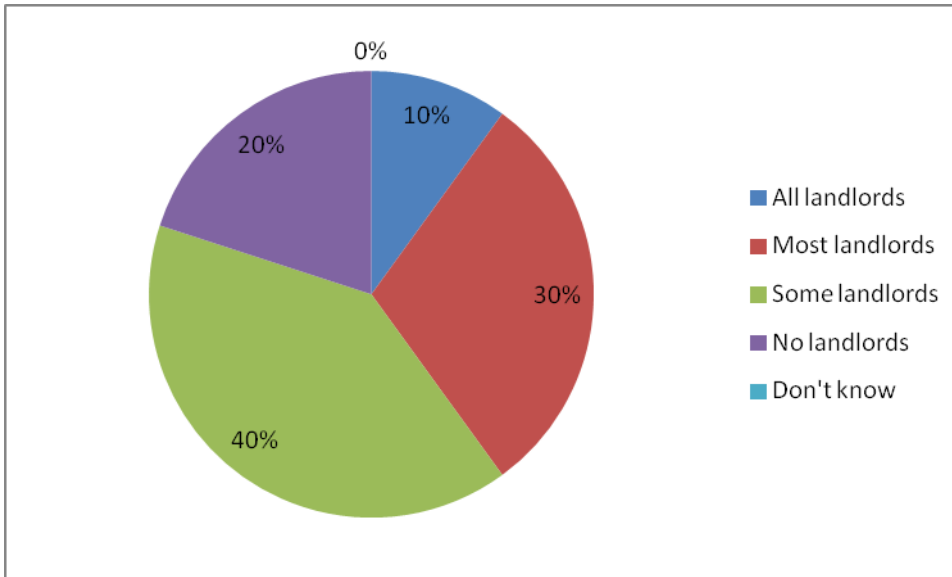
- Low rent levels (22%)
- People not wanting to stay in the area (30%)



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=10)**

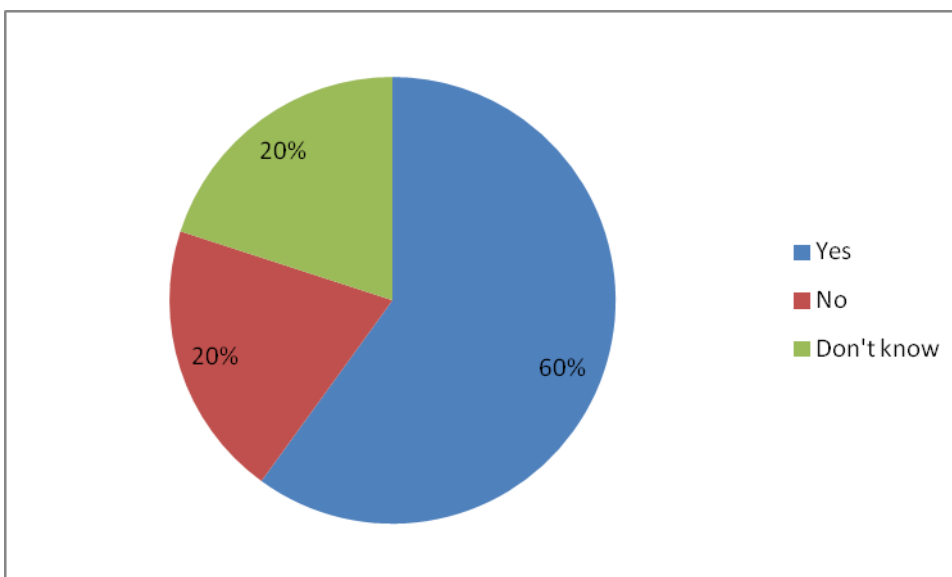
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Responses were relatively evenly split. However, a fifth of respondents felt that no landlords act responsibly in managing their properties.



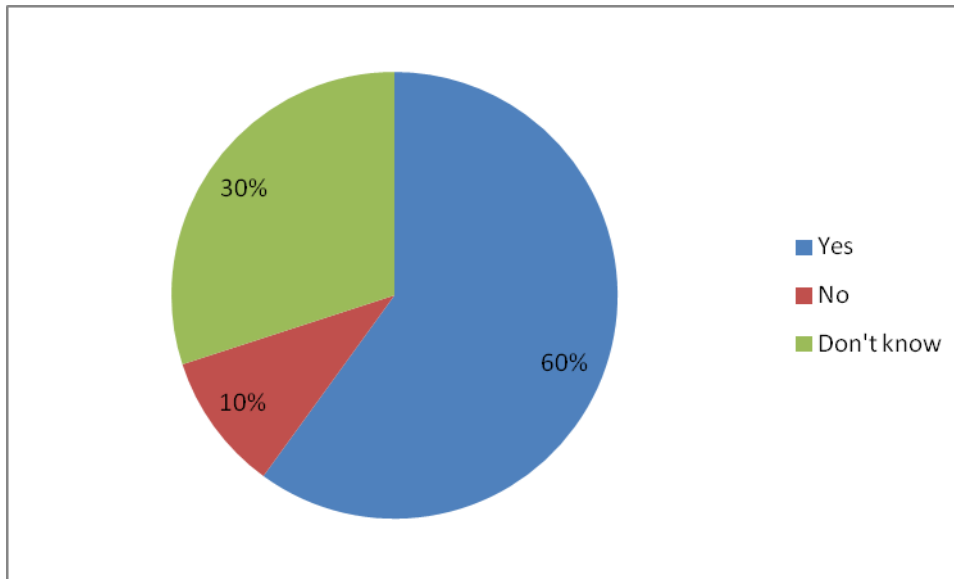
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=10)**

Six out of ten (60%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.



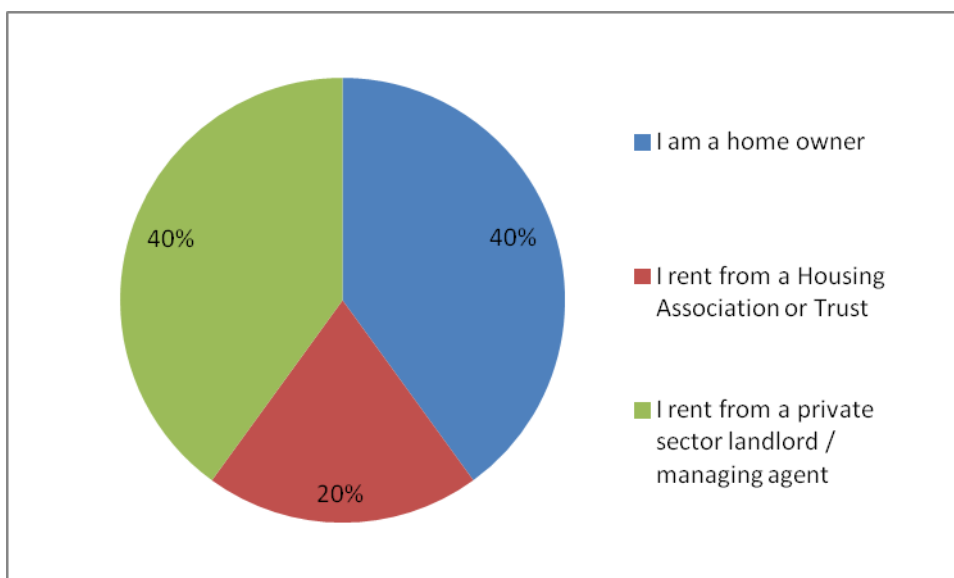
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=10)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (60%).



**Q15. Please select from the list below the option that best describes you. (n=10)**

Respondents were asked to tell us if they rented or owned their homes. Four out of ten (40%) respondents owned their own home and the same proportion rent from a private sector landlord / managing agent. Two in ten (20%) rent from a Housing Association or Trust.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=4)**

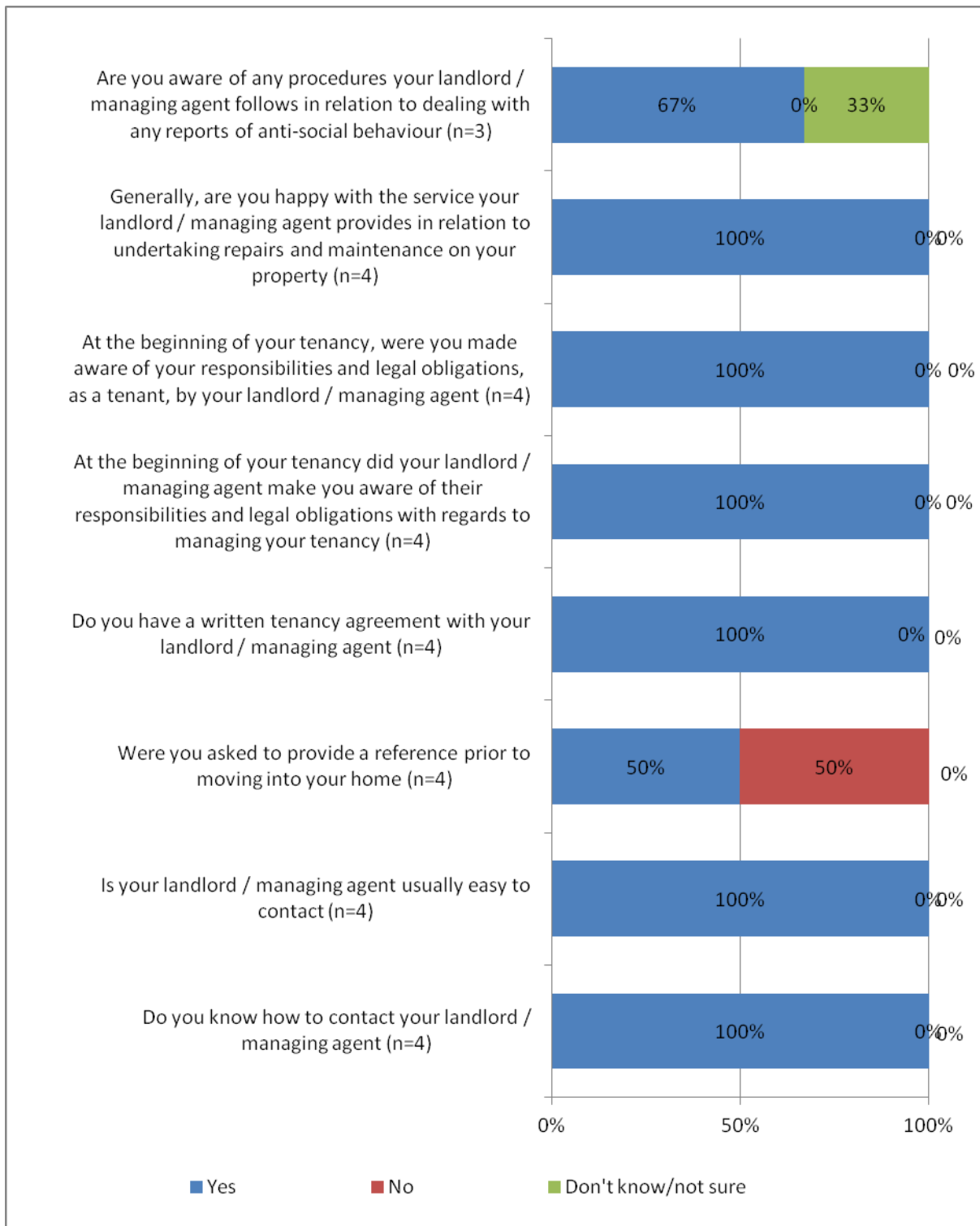
Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, 4 respondents answered this question.

From these four people, three told us they had a very good relationship with their landlord / managing agent, and one person told us they have a good relationship.

**Q17. Please answer each of the statements below.**

Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell answer 'yes' to all questions asked about in this question. However, only two of the four respondents were asked to provide a reference when first moving into their homes. Also, a third (1 out of three respondents) were not sure of any procedures their landlord had for dealing with anti-social behaviour.



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=4)**

Out of the four respondents who answered this question, 3 are very satisfied with the overall service provided by their landlord or managing agent, and one respondent was satisfied.

**Q19. If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved. (n=4)**

No respondents answered 'dissatisfied' or 'very dissatisfied' to Q18.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed. (n=1)**

Respondents were asked to tell us if there were any streets in the proposed selective licensing area which they thought should be removed. After removing responses which indicated 'no' streets were to be removed or 'don't know' responses, 1 valid comment remained (out of six). This respondent felt that all of Wynyard Mews should be included.

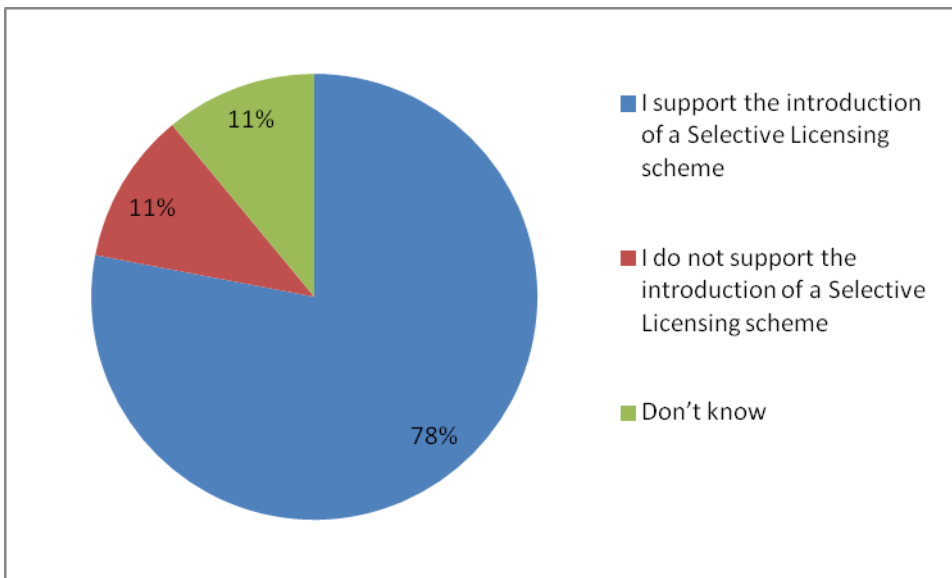
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced? (n=1)**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area, five responses were initially received. Only one comment remained after removing 'don't knows', 'no', and 'N/A'. This one response thought that Glamis Walk may benefit from being included.

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=9)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly eight out of ten (78%) respondents told us they did.





**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=4)**

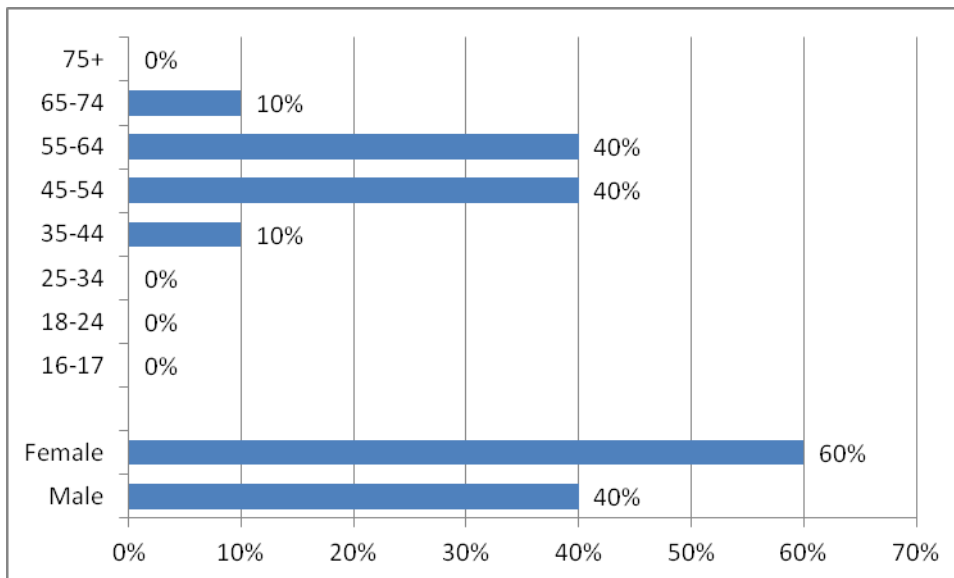
Residents were asked to provide any additional comments about the proposed Selective Licensing Scheme, and four people did. Responses concluded that Selective Licensing needs to be equally about providing education and assistance to landlords and enforcement action to tackle incompetent or criminal / neglectant landlords. Residents would like to see the Council use more enforcement powers, as the current scheme only appears to educate and assist landlords, giving the appearance that the Council is unable or unwilling to use its enforcement powers to take on the criminal landlords at court. Some residents felt that Selective Licensing should have been brought in years ago and felt it could also be beneficial in controlling tenants whilst others question why the Council has put the blame on to private landlords.

**Q24. Are you male or female? (n=10)**

**AND**

**Q25. What was your age on your last birthday? (n=10)**

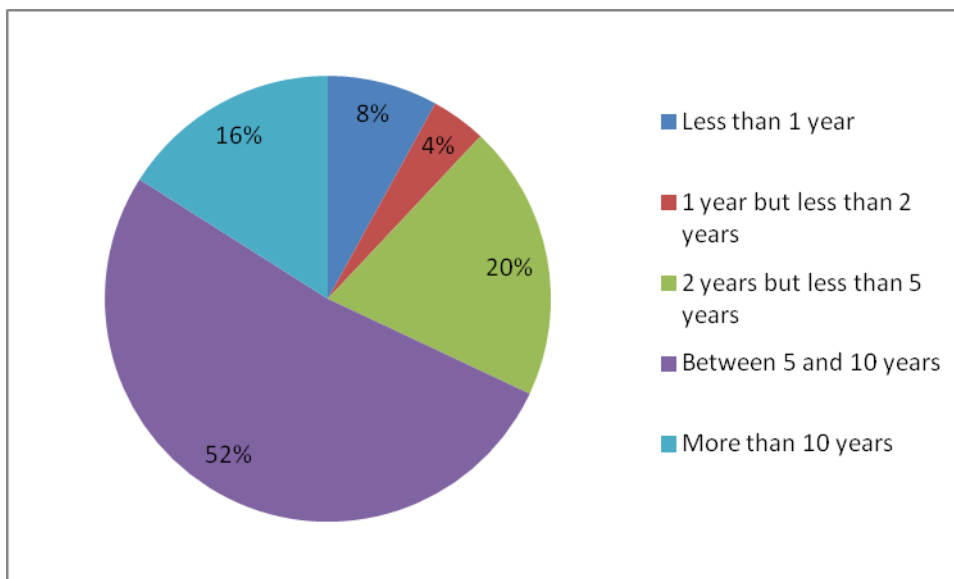
Overall, responses were received from a mix of males and females, with the majority of responses coming from respondents aged between 45 and 64.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=25)

The majority of landlords have owned or managed property in Area 1 for between five and ten years (52%).



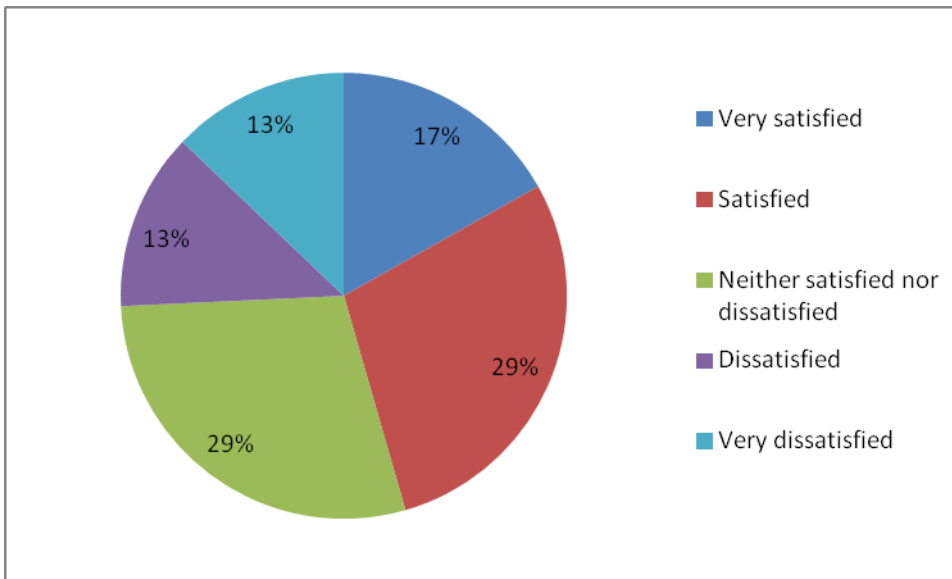
#### Q2. How many properties do you own or manage in this area? (n=25)

The majority of landlords own or manage one property in this area.

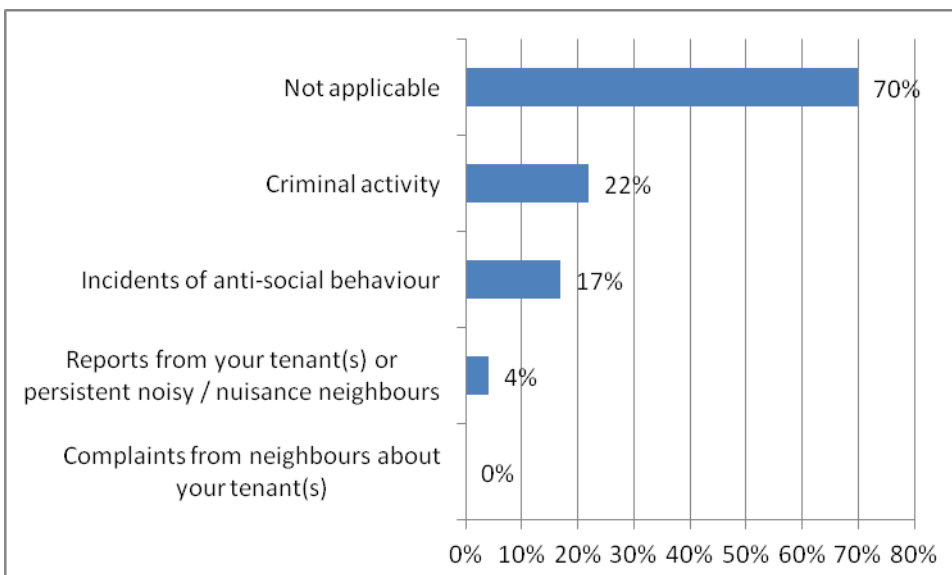
1 property	21	3 properties	1
4 properties	1	7 properties	1
10 properties	1		

**Q3. How satisfied or dissatisfied are you with this area? (n=25)**

The majority (46%) of landlords were satisfied or very satisfied with this area. Only a quarter (26%) were dissatisfied.

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=23)**

The majority of landlords told us this question was not applicable to them (70%). For those that it was applicable to, 'criminal activity' was more likely to be selected (22%).



Landlords also reported problems with doors in the communal stairwell. Another raised an issue with squatters and burglars. A previous tenant had also made a complaint about noisy neighbours to a landlord.

**Q5. Have the problems / issues been resolved? (n=9)**

Two thirds (6 out of 9) of landlords told us the problems identified in question 4 had been resolved.

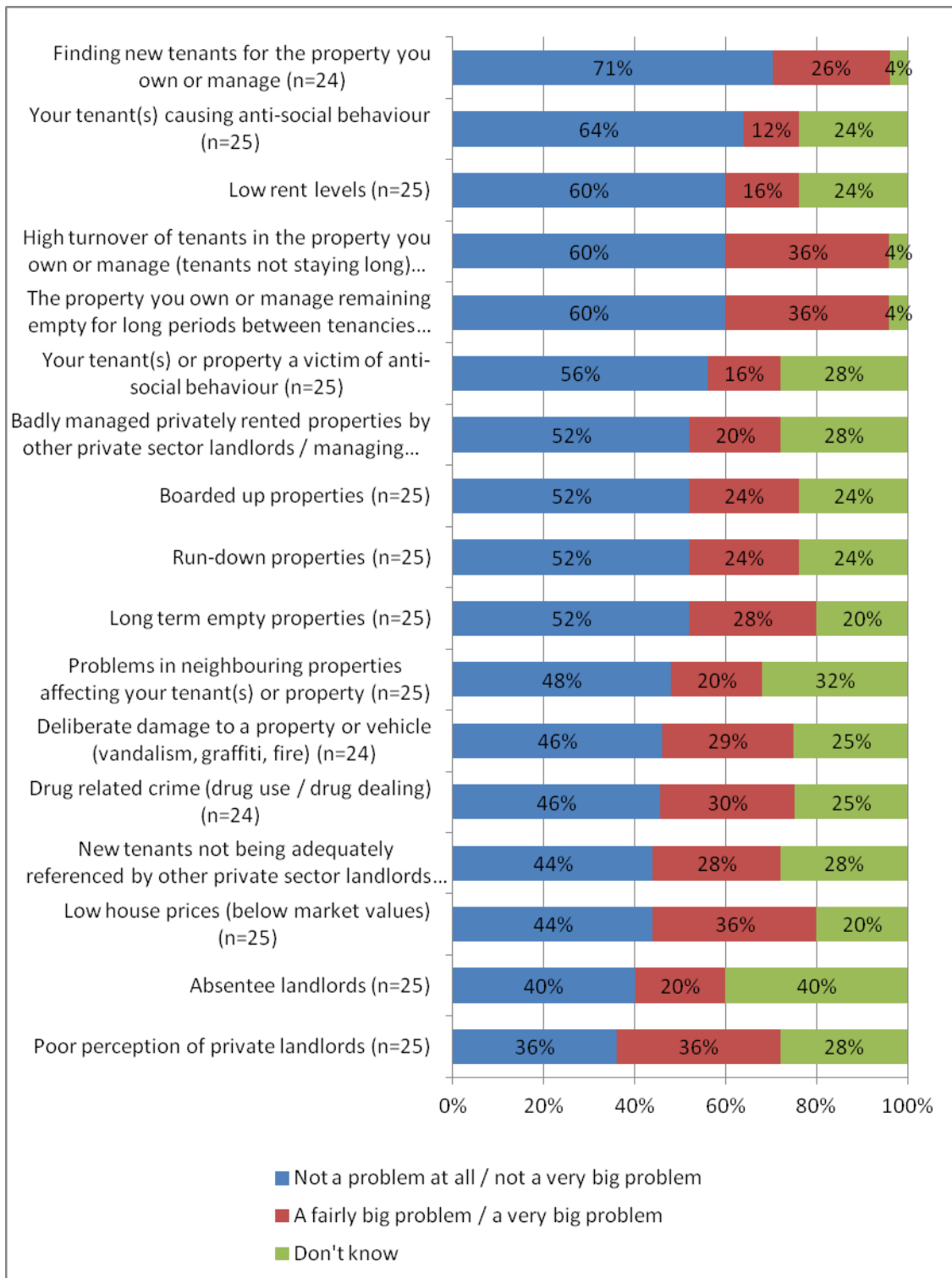
**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=7)**

Landlords reported issues with burglaries – properties constantly being broken into. There is an issue with non residents entering the building and creating mess and disturbance (locks not working). Incidents of anti-social behaviour were also noted.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

Landlords told us that they did not think finding new tenants for their property was a problem (71%). Nor did they think their tenant(s) causing anti-social behaviour was a problem in this area (64%).

Responses are more mixed when considering low house prices in the area, absentee landlords, or a poor perception of private landlords.

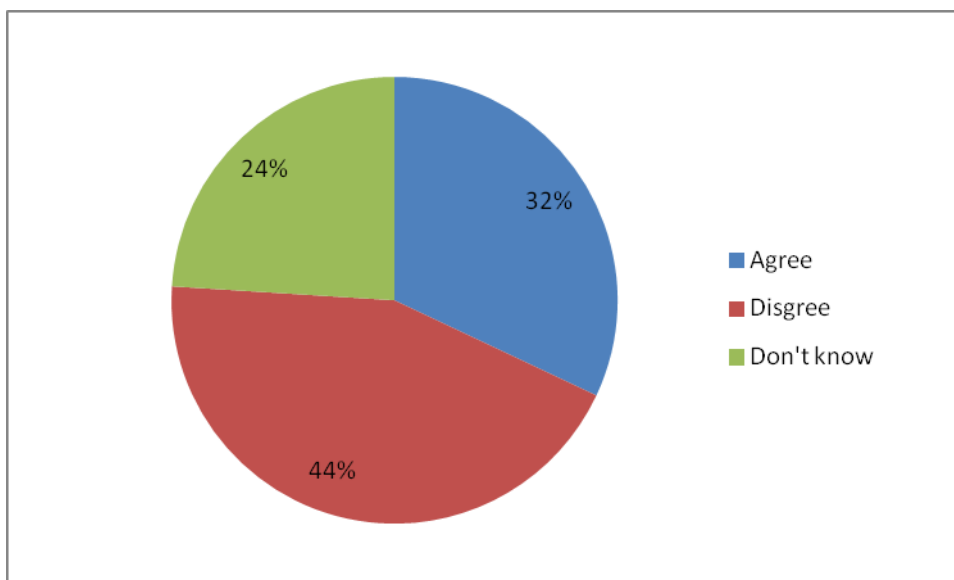


**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=10)**

Landlords feel that the area is 'depressed' with a poor reputation for anti-social behaviour with problem tenants, drug related issues, empty, boarded and poorly managed properties. Landlords expressed difficulties selling and letting properties and feel inclined to take any tenant in order to avoid extra expenses such as Council Tax.

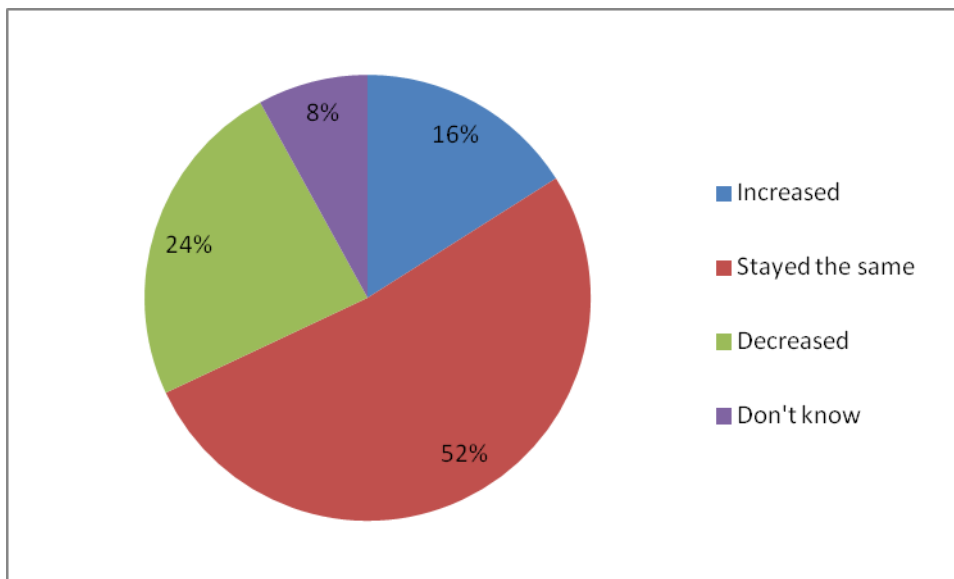
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=25)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand, and results were almost even split, with a third (32%) answering yes, two fifths (44%) answering 'no', and a quarter (24%) saying they don't know.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=25)**

Over half (52%) of respondents told us the demand for their area had stayed the same over the past two years. A quarter (24%) of landlords felt demand had decreased.

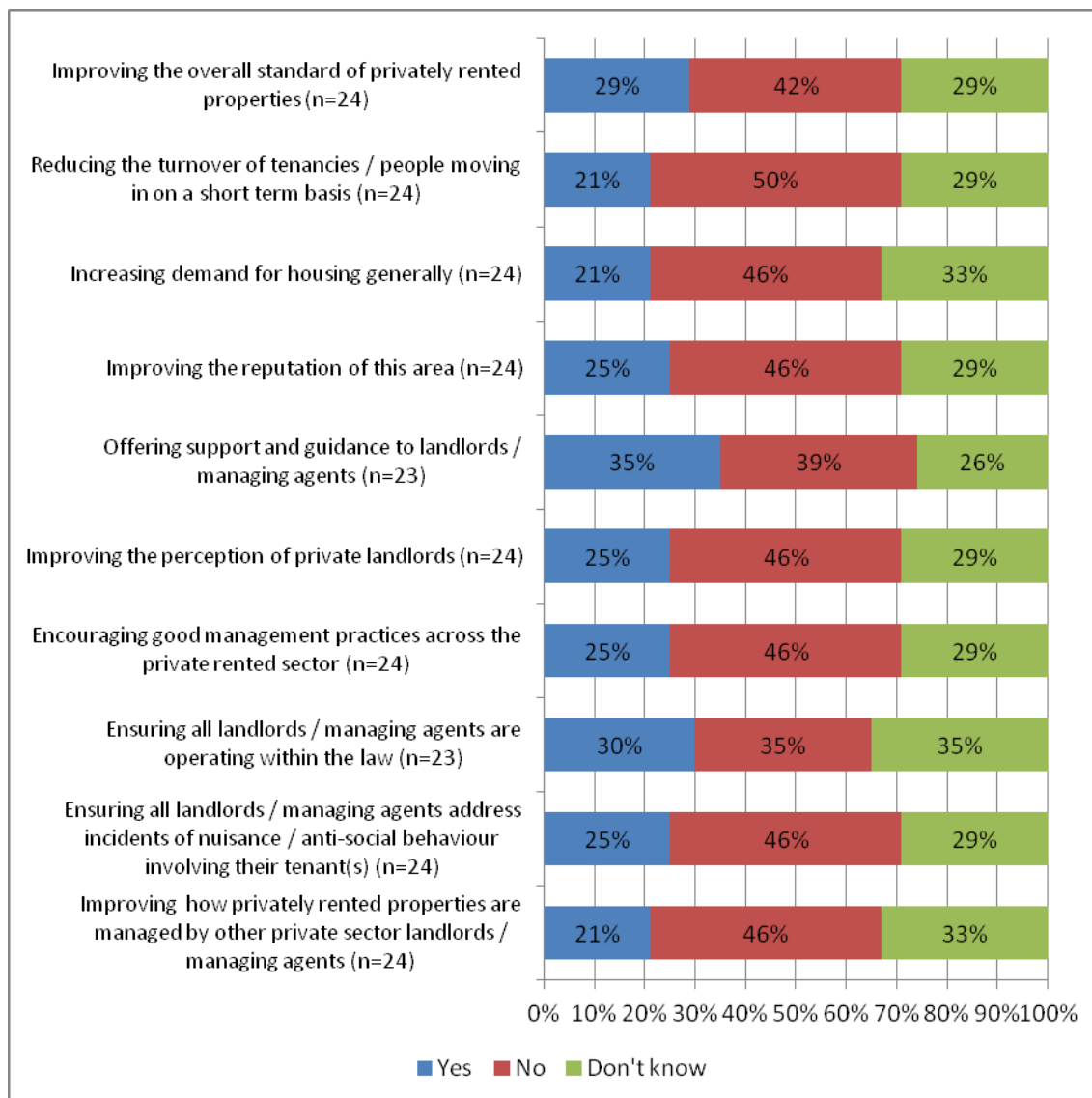


**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=12)**

Contradictory to Q8, landlords reported that they feel they don't have problems finding tenants and when advertising properties have a good amount of interest because of 'the high standard of their properties'; landlords have invested a lot of time and money into the properties. The area hasn't changed over the last few years with some landlords stating they have had sustainable tenancies for 4 to 5 years.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=24)**

Seven out of ten (71%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining three out of ten (29%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=21)**

Landlords who disagree with the proposed scheme state that this is due to the cost of the licence fee; they feel it should either be free or at a significantly reduced cost. Some cannot see the benefits of the scheme, feel it is ineffective at tackling anti-social behaviour and there is not enough conclusive evidence to back up the introduction of a scheme. Others don't see why good landlords who look after their properties and tenants should have to pay the licence fee. One landlord felt there was little support from the Council only 'aggressive fines and bills.' The introduction of selective licensing discourages good landlords from investing in the area.



Others in favour of a scheme felt that more needed to be done to deal with the very small minority of rogue landlords.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with Landlord Accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord \ letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.

- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 2 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 2 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 691 households in Area 2. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 16.6% response rate, with 115 surveys being returned out of a possible sample of 691 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	661
Sample adjacent to proposed boundary areas	30
Total sample	691
<b>Completed questionnaires</b>	<b>115</b>
No response	576
<b>Response rate</b>	<b>16.6%</b>

- 1.7 In addition to the residents survey, 63 responses were received to the landlord and management agent's survey for Area 2.
- 1.8 3 responses were received from businesses in Area 2.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 2. All survey results are attached as an appendices.

- 1.10 It should also be noted that a petition comprising 147 signatures, almost exclusively from residents living within Area 2, has been received asking the Council “*not to proceed with any new selective landlord licensing proposals as previously landlord licensing has not worked in Hartlepool but has drastically reduced home values in Hartlepool to the extent of making many homes unmortgageable, so creating ever more problems but instead to concentrate on attracting jobs into Hartlepool and reducing the cost of living in Hartlepool by reducing the Council Tax.*” The majority of signatories were from Westbourne Road (27%, which equates to 29% of households in the street) followed by Cornwall Street (12%, which equates to 8% of households in the street) and Derby Street (12%, which equates to 43% of households in the street). Other signatures making up the petition were from various streets in proposed Area 2, which made up between 1% and 7% of the petition per street.

## 2. Key findings – Resident survey

### Q1. What is the name or postcode of the street you live in? (n=116)

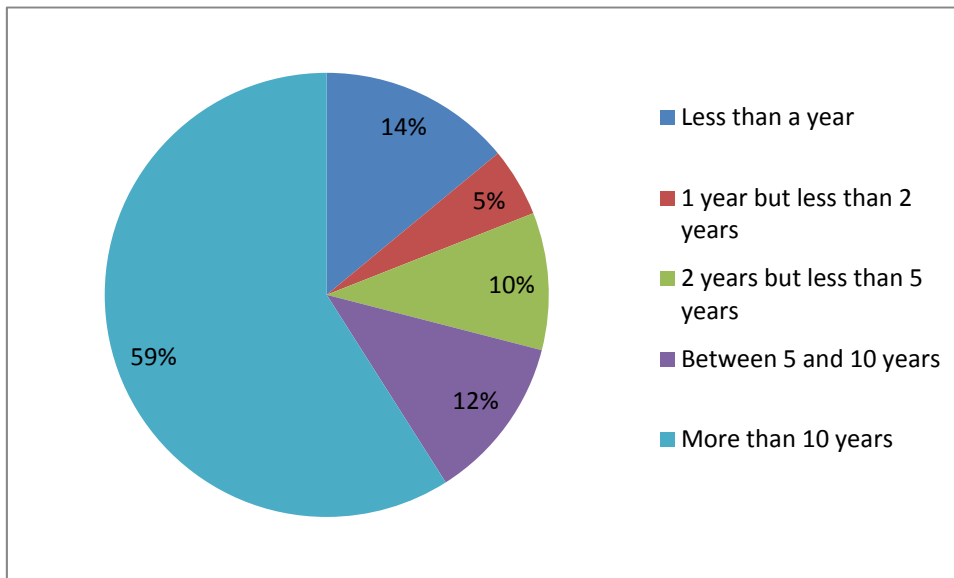
In total, responses were received from 23 streets from Selective Licensing Area 2. Most responses were received from Cornwall Street (17).

Cornwall Street	17	Rossall Street	4
Westbourne Road	15	Rugby Street	4
Derby Street	7	Devon Street	3
Kimberley Street	7	Harrow Street	3
Shrewsbury Street	7	Uppingham Street	3
Boundary 2	6	Richmond Street	2
Dorset Street	6	Eton street	1
Eton Street	6	Stirling Street	1
Oxford Road	6	Tristram Avenue	1
Stockton Road	6	TS25 5AL	1
Charterhouse Street	5	TS25 5RE	1
Marlborough Street	4		

### Q2. How long have you lived at this address? (n=113)

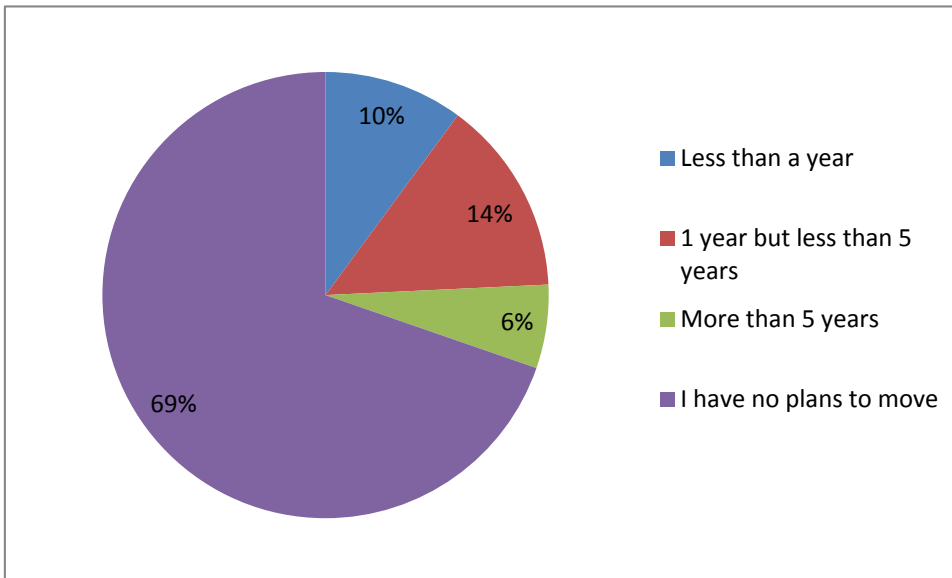
Respondents were asked to tell us how long they have lived at this address. Overall, respondents were more likely to say they had lived at this address for more than ten years (59%).





**Q3. How long do you intend to remain living at your current address? (n=108)**

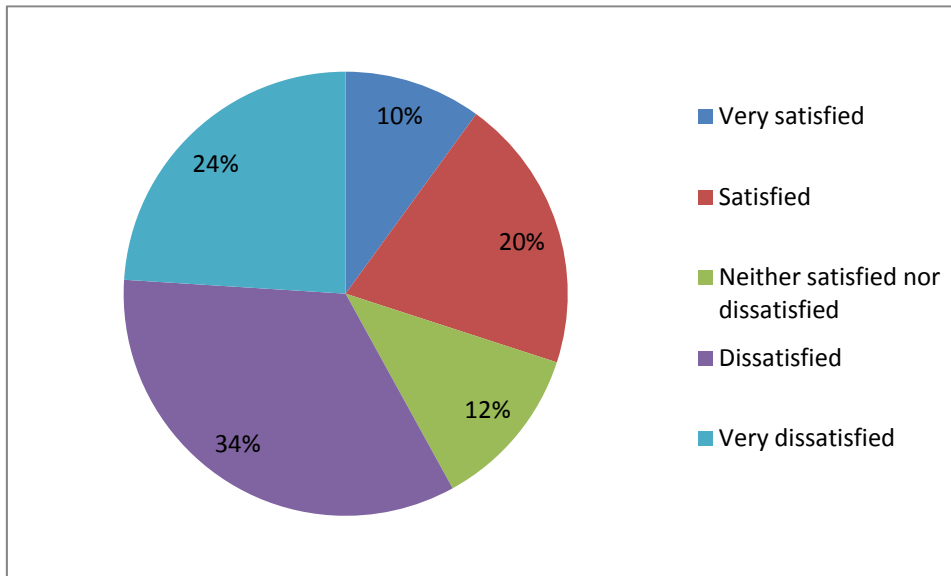
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (69%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=31)**

Respondents were asked to tell us why they intend to move. Overall, respondents felt the area had declined, with issues of anti-social behaviour including drug use/dealing and drinking on the street; resulting in people not wanting to stay in the area. Some residents are moving to bigger properties with gardens.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=113)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, respondents were more likely to be dissatisfied or very dissatisfied (58%).

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=112)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and over seven out of ten respondents (73%) told us they had.

**Q7. Have the problems / issues been resolved? (n=78)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years were asked to tell us if the problems had been resolved. Out of the 78 respondents 68% told us 'no', the problems or issues had not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=79)**

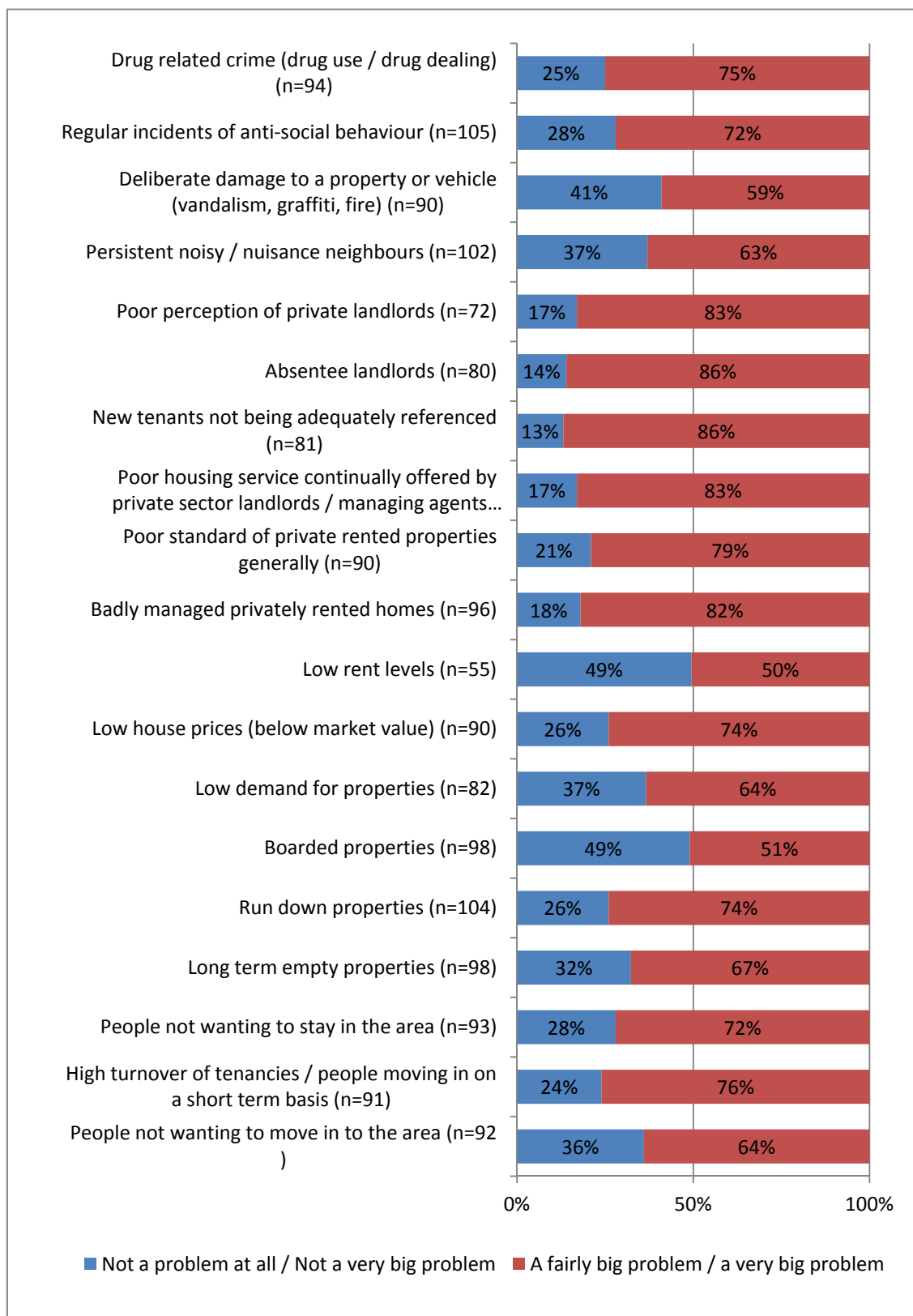
The main problems in the area are to do with anti social behaviour, vandalising cars and causing damage to other properties. They also suggested drug and alcohol abuse, drug users and dealers as well as using foul language, fighting and noise nuisance are an issue. Respondents also reported littering (mostly in private rented properties) and fly tipping issues alongside reports of rodents in the area.

**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find a number of issues a problem in this area, most notably:

- Badly managed privately rented homes (82%)
- Absentee landlord (86%)
- New tenants not being adequately referenced (86%)
- Poor perception of private landlords (83%)
- Poor housing service continually offered by private sector landlords/managing agents (83%)



**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=79)**

Respondents were asked to tell us more about the things they found a problem in their local area. Overall, residents have reported issues with poor property conditions and indicated that there is a lot of drug use and dealing in the area “you can smell cannabis along the street”. There is also a lot of anti-social behaviour with tenants drinking in the streets, noise nuisances i.e. loud music, shouting plus there is a lot of rubbish, litter and fly tipping, dog dirt and properties in the area are being devalued as a result of these issues. Residents feel that landlords don’t check their properties enough and should vet their tenants better and there needs to be more monitoring to prevent the area getting worse.

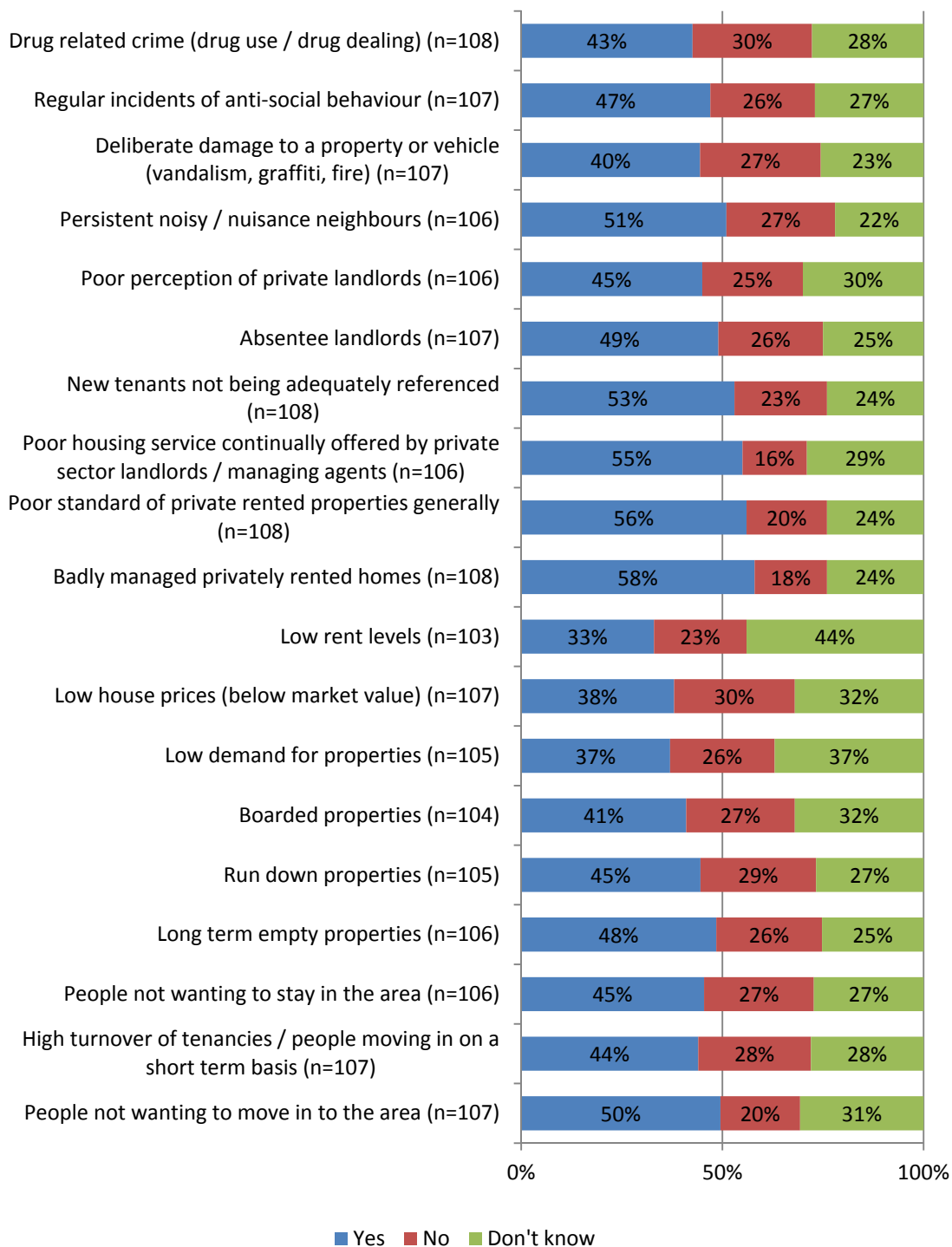
**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the following:

- Badly managed private rented homes (58%)
- Poor standard of private rented properties generally (56%)
- Poor housing service continually offered by private sector landlords/managing agents (55%)

Respondents were unsure if it would help improve:

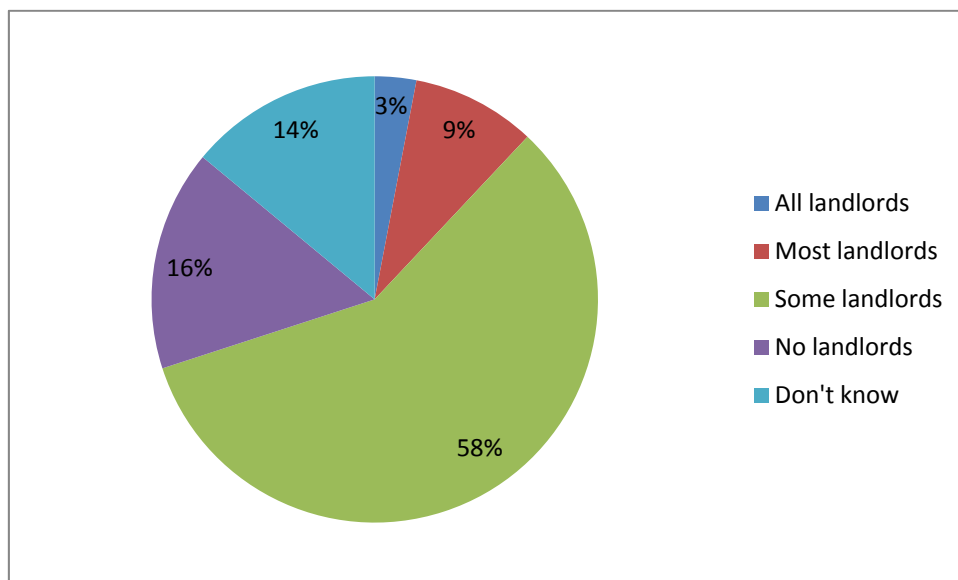
- Low house prices (30%)
- Drug related crime (30%)



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=115)**

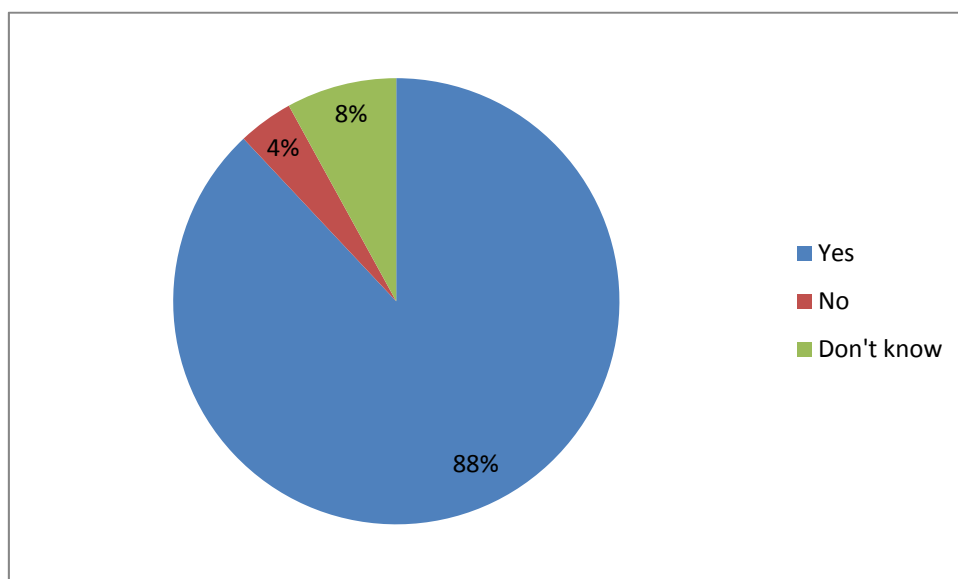
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Nearly six out of ten respondents felt that some landlords act responsibly with 16% feeling that no landlords act responsibly in managing their properties.



**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=113)**

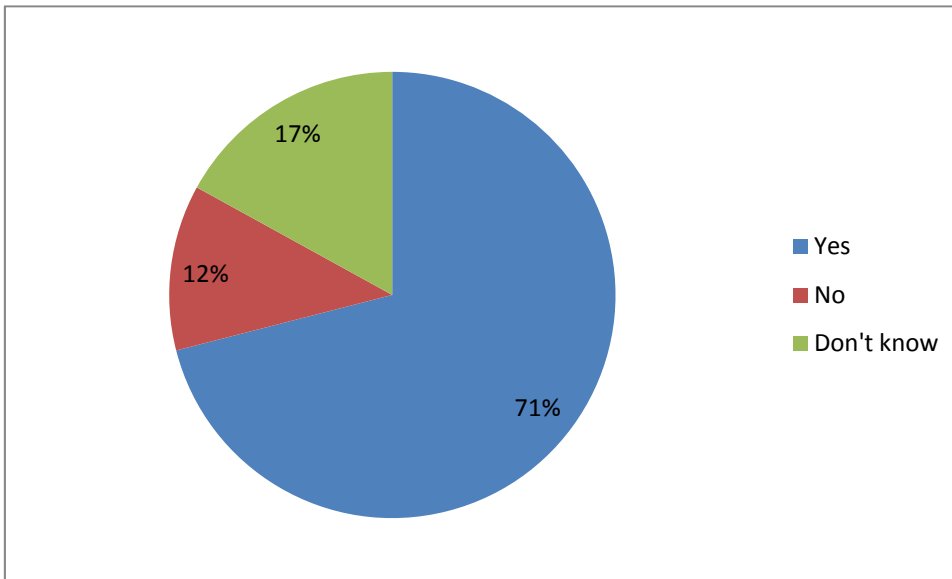
Nearly nine out of ten (88%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.





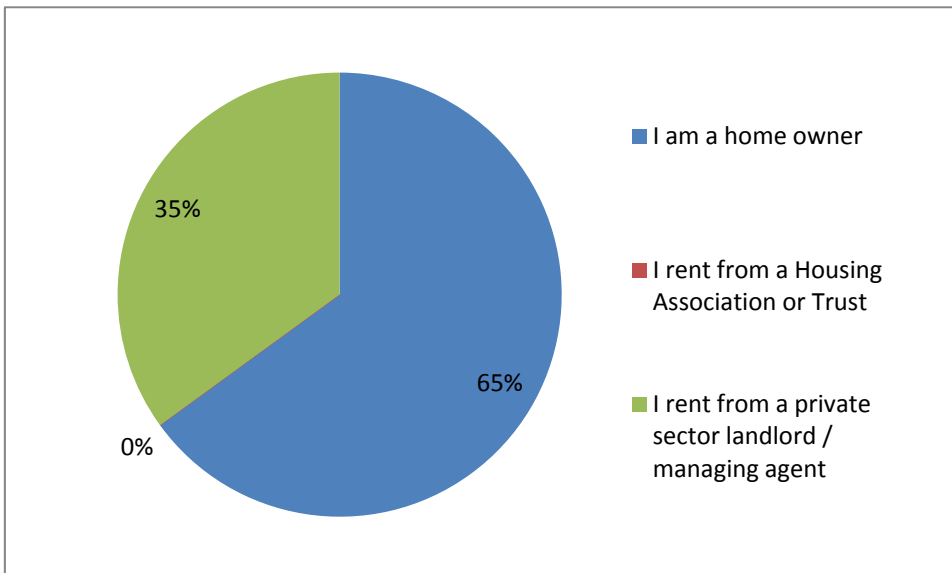
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=114)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (71%).



**Q15. Please select from the list below the option that best describes you. (n=114)**

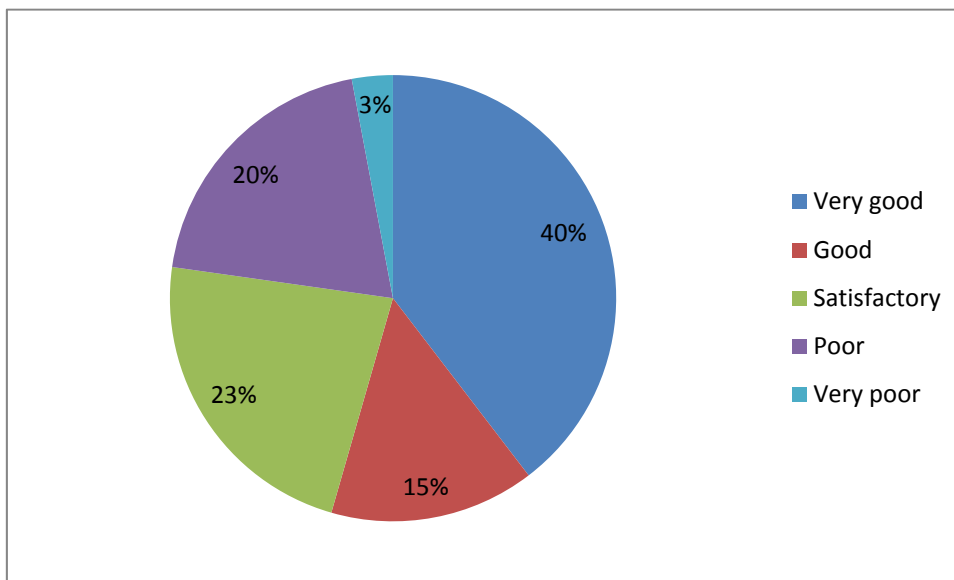
Respondents were asked to tell us if they rented or owned their homes. Nearly two thirds (65%) respondents owned their own home with the remaining respondents renting from the private sector landlord/managing agent.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=40)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, 40 respondents answered this question.

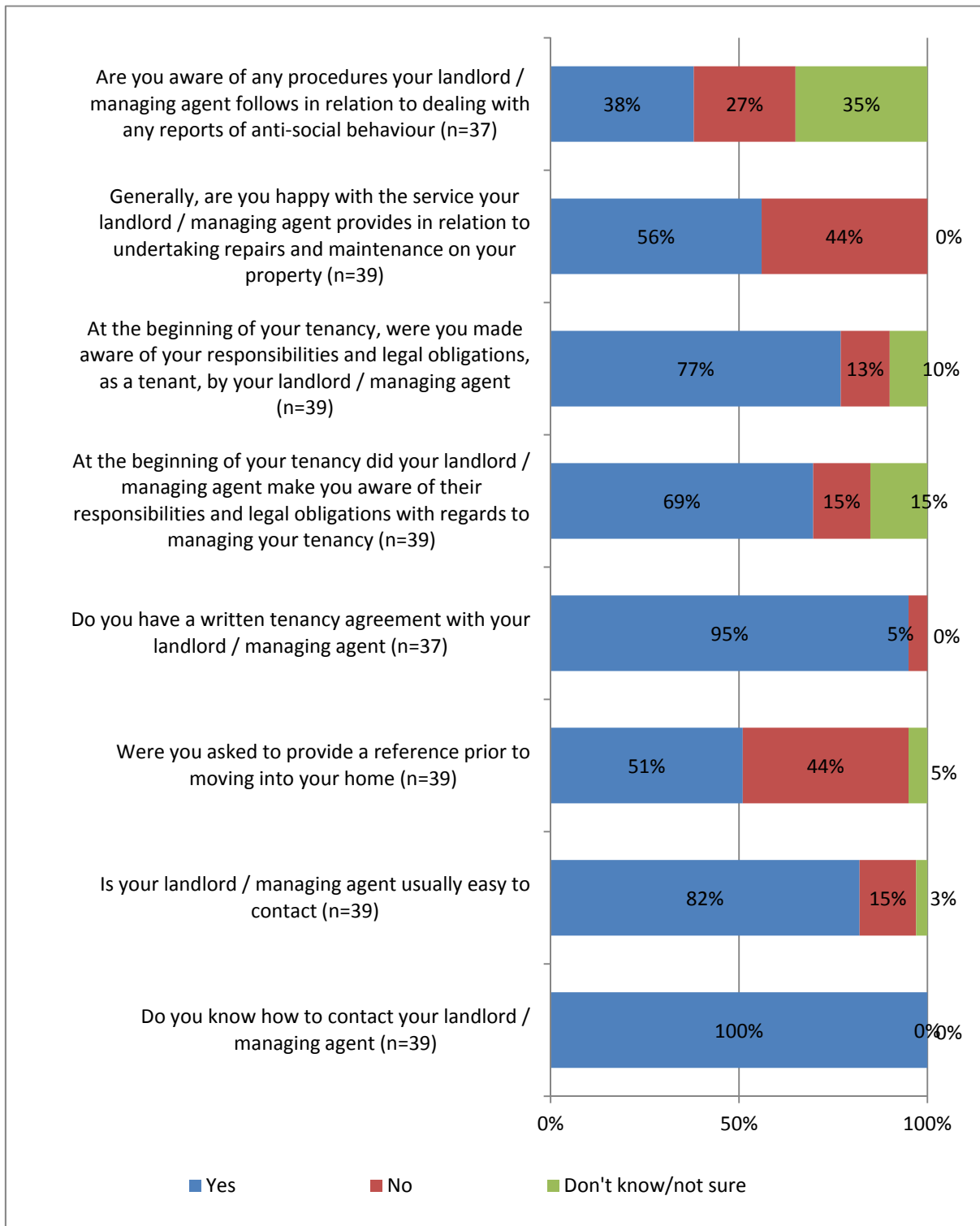
From this group people, over half said it was good or very good (55%) and nearly a quarter said it was poor or very poor relationship.



**Q17. Please answer each of the statements below.**

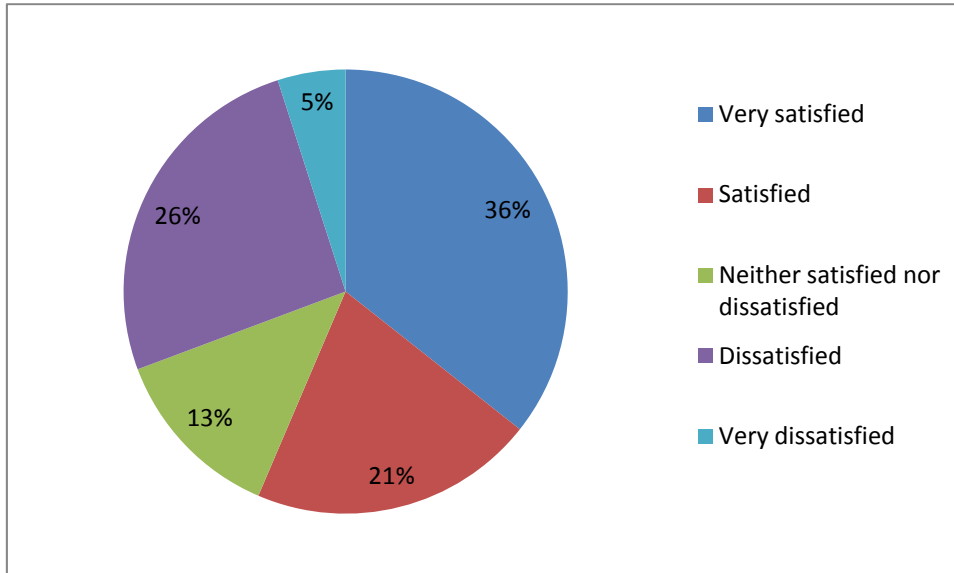
Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell answer 'yes' to all questions asked about in this question. However, only half (51%) were asked to provide a reference when moving home and just over half (56%) were generally happy with the services provide by landlords/managing agents i relation to maintenance.



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=39)**

Over half of the respondents were very satisfied or satisfied (57%) with the overall service provided by their landlord or managing agent, and a third (31%) one respondent were very dissatisfied or dissatisfied.



**Q19. If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved. (n=14)**

The tenants in this area feel that they rarely, if ever, see their landlords and when repairs are reported they have to wait a long time and sometimes the work never gets done. Also when works are carried out on properties they are done to a poor standard. Some landlords promise new tenants they will do works i.e. new windows and doors but never do.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed.**

Respondents were asked to tell us if there were any streets in the proposed selective licensing area which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us the streets which should not be included in the selective licensing area. After removing responses which indicated 'none'/'no' streets were to be removed or 'N/A' and 'don't know' responses, the following valid comments remain when respondents were asked to tell us if there were any streets in the proposed selective licensing area which they thought should be removed and suggestions included:

Westbourne Road  
 Streets south of Oxford Road to Stratford Road and Melrose Street  
 Stockton Road  
 Colwyn Road and all of Charterhouse Street

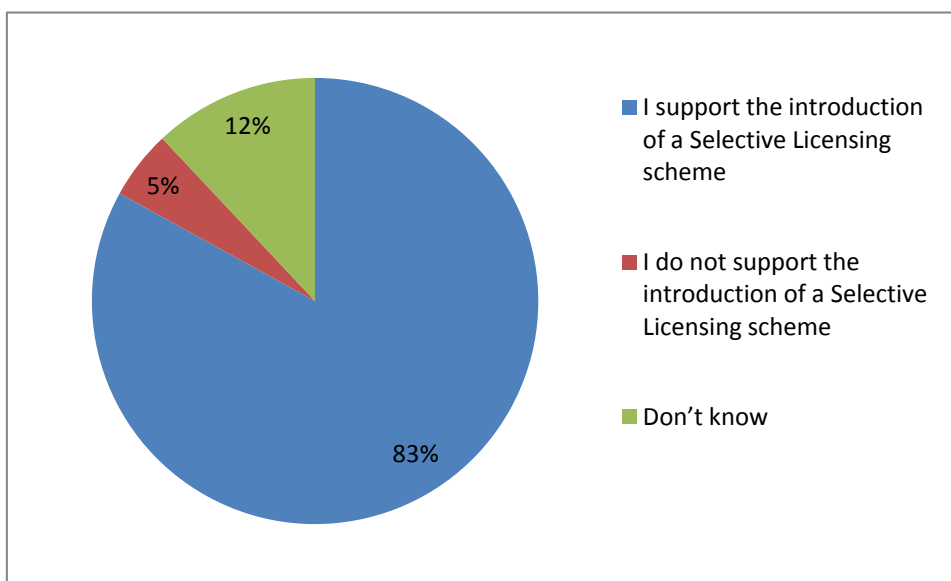
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

After removing responses which indicated 'no' additional streets would benefit, 'N/A', 'don't know' and 'all of them' responses, the following valid comments remain:

Westbourne Road  
 Cornwall Street  
 Side streets between Melrose Street, Leamington Parade and Oxford Road  
 Sheriff Street  
 Rugby Street  
 Jackson Street  
 Gloucester Street  
 Oxford Road mainly even numbers side  
 Baden Street  
 Kimberley Street  
 Burbank Street  
 All roads/streets to the south of Oxford Road

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=109)**

Respondents were asked to tell us if they supported the selective licence scheme, and over eight out of ten (83%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=42)**

Residents feel that Selective Licensing will make landlords more responsible, offer better managed properties and will make landlords choose better tenants through referencing. Residents also think that landlords should carry out regular inspections of their properties. The scheme needs to be properly managed with effective actions. Landlords in the area don't care what their tenants are like, all they care about is money and some residents

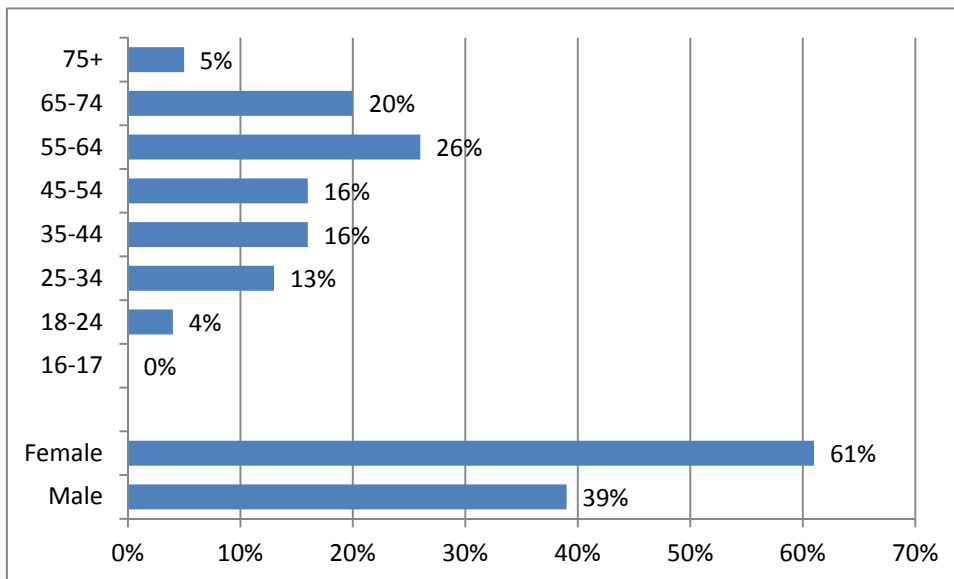
have fears that rents will be increased to pay for it and feel that house values in the area are so slow residents are unable to move.

**Q24. Are you male or female? (n=113)**

**AND**

**Q25. What was your age on your last birthday? (n=111)**

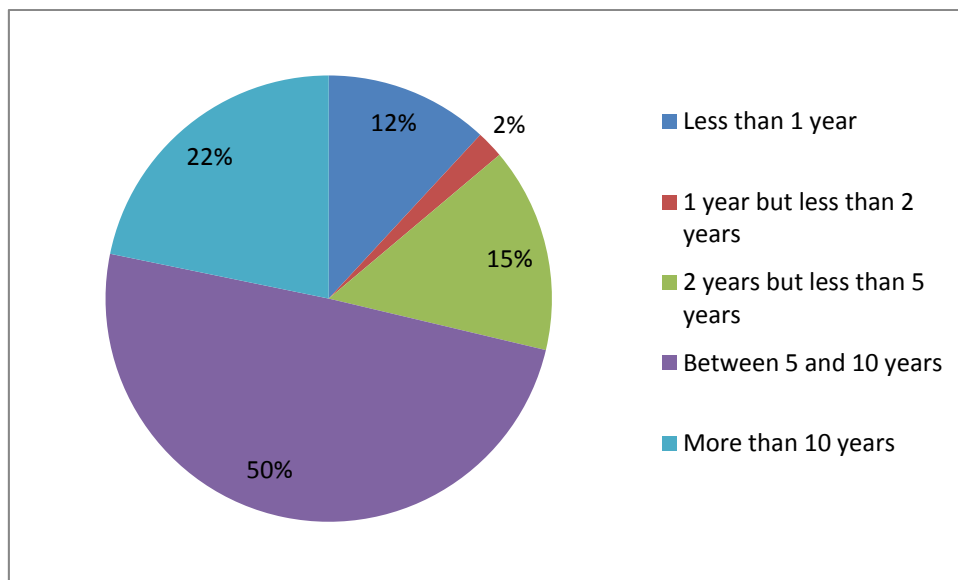
Overall, responses were received from a mix of males and females, with the majority of responses coming from respondents aged between 45 and 64.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=63)

Half of the Landlords have owned or managed property in Area 2 for between five and ten years (52%)



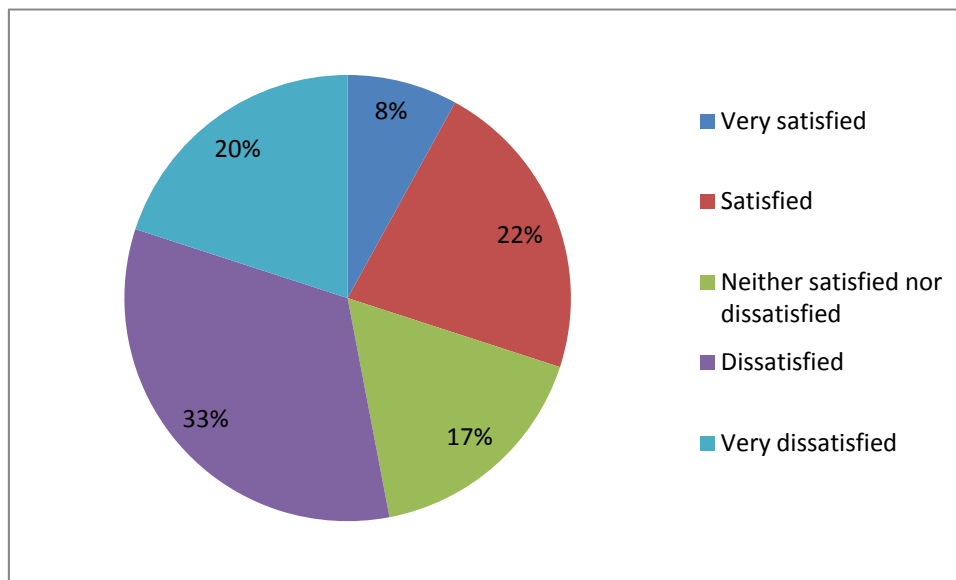
#### Q2. How many properties do you own or manage in this area? (n=58)

The majority of landlords own or manage one property in this area.

1 property	38
2 properties	12
3 properties	2
5 properties	2
7 properties	1
8 properties	1
14 properties	1
16 properties	1

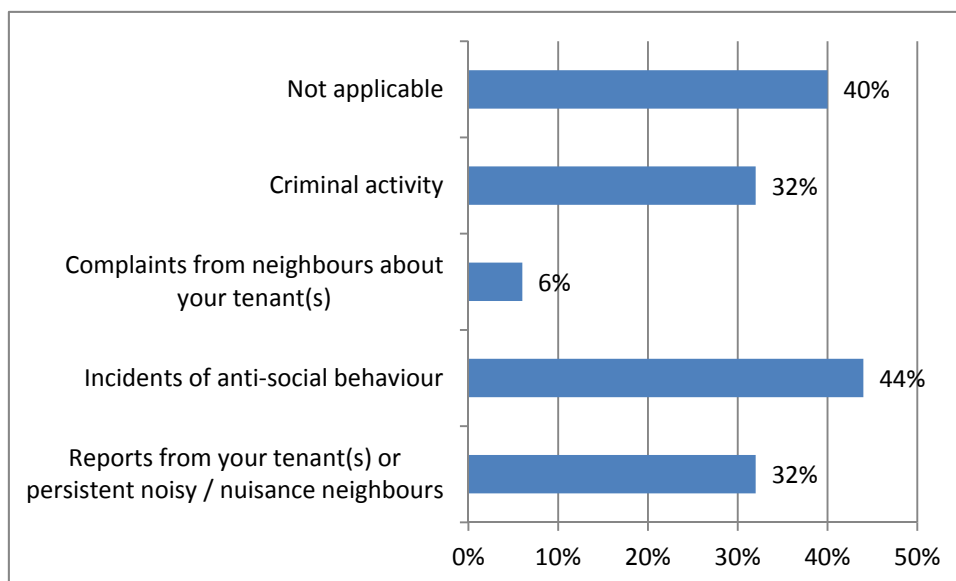
#### Q3. How satisfied or dissatisfied are you with this area? (n=60)

The majority (53%) of landlords were dissatisfied or very dissatisfied with this area. Only a third (30%) were satisfied.



**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=77)**

Four out of ten landlords told us this question was not applicable to them (40%). For those that it was applicable to, 'incidents of anti-social behaviour' was more likely to be selected (44%).



Landlords have reported problems with residents drinking in the street, rubbish dumping and litter, nuisance neighbours, nuisance tenants, tenants not paying rent and disregard to property, problems trying to find tenants willing to move into the area, untidy streets and the area being generally run down.

**Q5. Have the problems / issues been resolved? (n=32)**

Two thirds (6 out of 9) of landlords told us the problems identified in question 4 had been resolved.

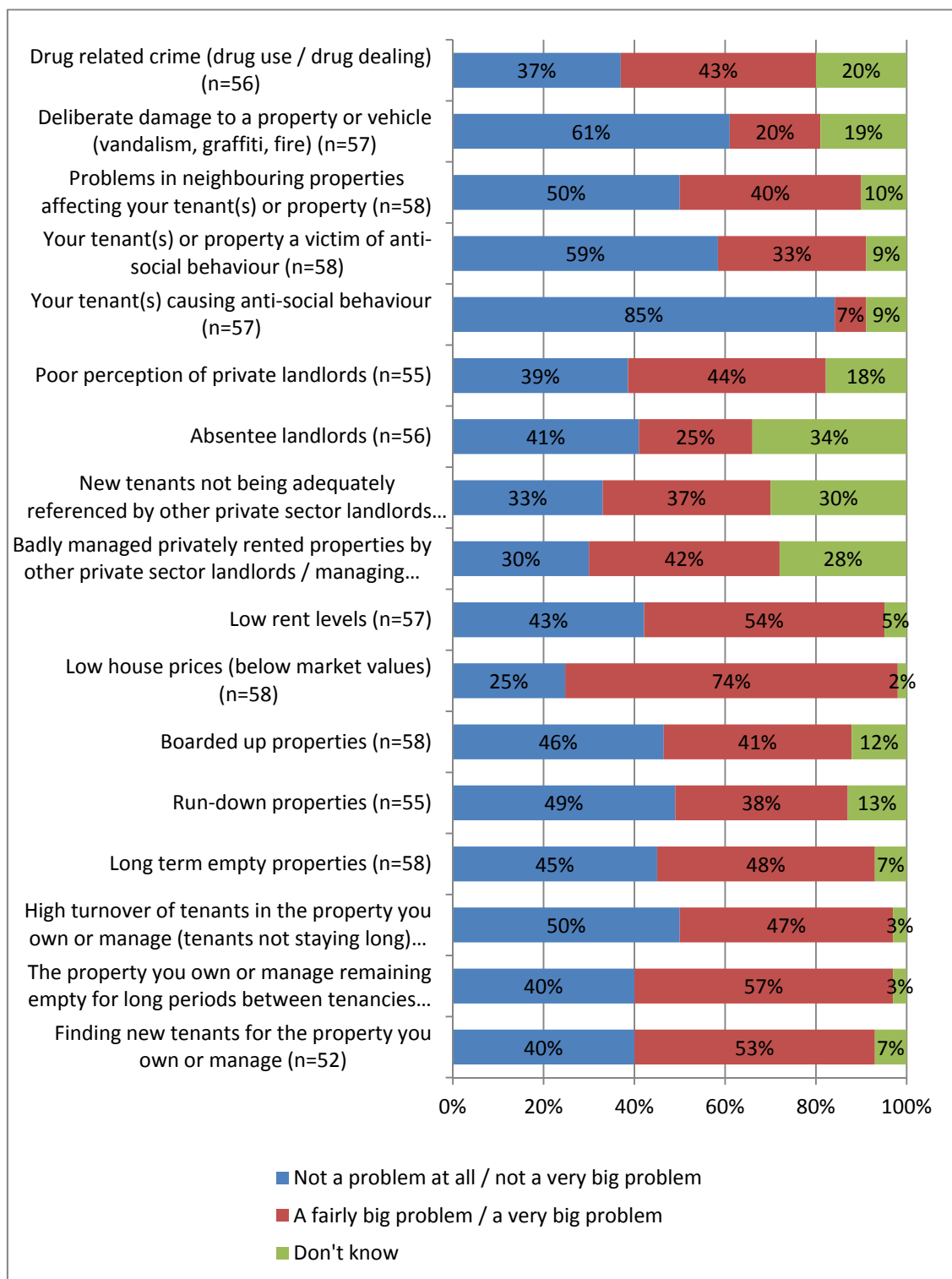


**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=29)**

Landlords reported issues with the number of attempted break-ins in the area, rubbish being dumped in rear yards of empty properties, complaints regarding noise mainly due to tenants having visitors to the property consuming alcohol / drugs and disturbing neighbours. Some landlords felt that despite the area already being included in a selective licensing scheme it appears to be getting worse and the reputation is deteriorating making it harder to find decent tenants. Landlords noted incidents of drug taking in the street, rear alleys etc. and anti-social behaviour. Prospective tenants decline offer of tenancies due to drug dealing, loud music played till all hours and sightings of drug exchange. Landlords feel that tenants have no respect for properties and the area has a high turnover of people.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

Landlords told us that they did not think anti social behaviour by their tenants was a problem in this area (85%). Nor did they think damage to property or vehicles was a problem (61%). However low price of properties (74%) and long term empty properties (57%) coupled with low rents (54%) are a problem



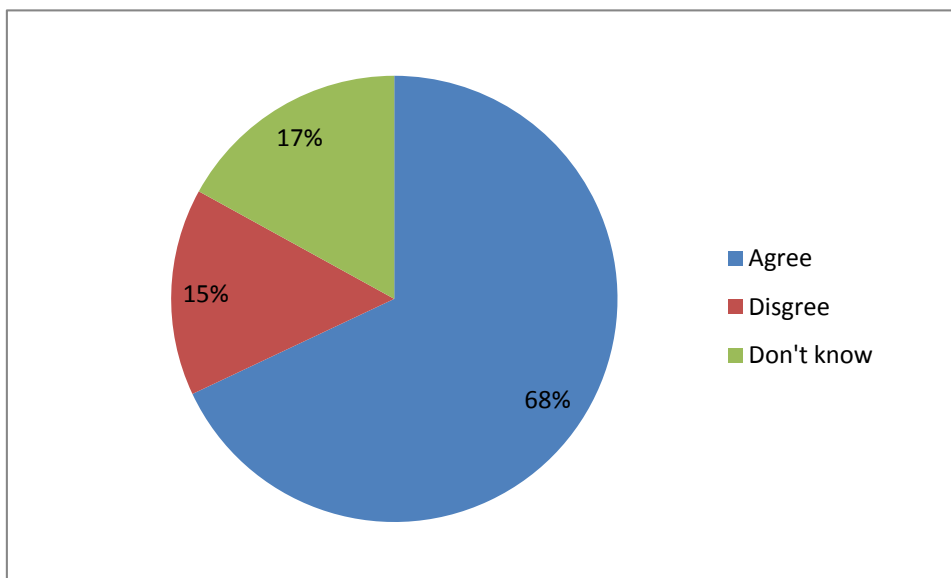
**Q8. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=41)**

Landlords feel that certain landlords do not seem to care about their property, tenants and other residents and that holding these landlords to account would help improve the area. A landlord suggests it is usually absentee landlords who don't look after property as well as local people. A lot of tenants appear to be unregulated and unsupervised. Rents have reduced so a £600 licence fee is too expensive. The area is getting a bad reputation because of new tenants moving into the area and causing problems (anti-social behaviour, drug use and dealing, cars being vandalised). There are problems finding decent tenants to move into area therefore a lot of empty properties and the area is becoming run down. One managing agent stated that “one of our best landlords is now selling properties, both of which are in selective licensing areas, as he cannot afford to be paying Council Tax while he waits for the right tenant.” Respectable tenants shun the area as they feel unsafe.

The Council and Police need to work harder to improve area and not blame private landlords. Regular police patrols and regulating the use of the alley gates needs to continue. Money needs to be put into the area to give it a facelift. Landlords are not sure selective licensing is the answer as past scheme has made area worse.

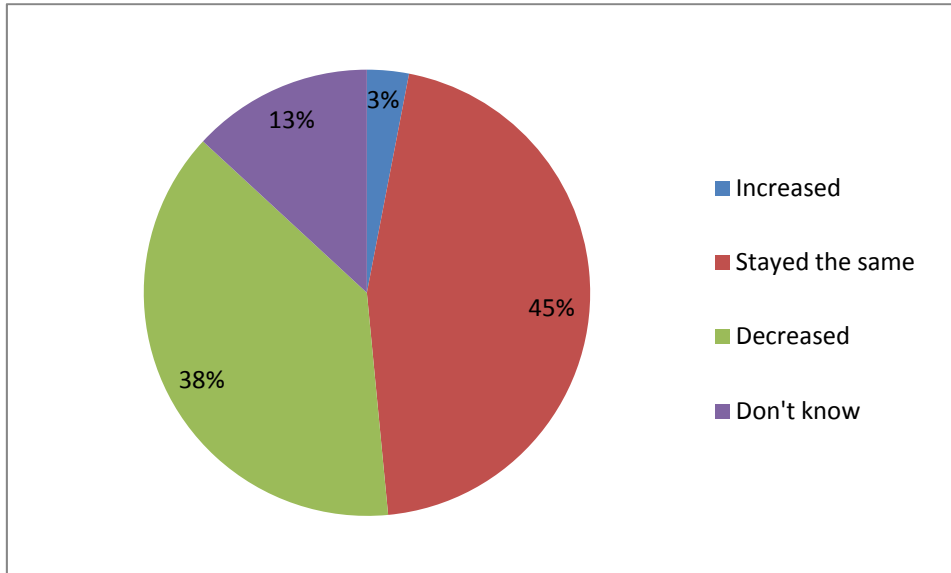
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=60)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand, with over two thirds agreeing and the remaining split between disagreeing and not knowing.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=60)**

Nearly half (45%) of respondents told us the demand for their area had stayed the same over the past two years. Almost four out of ten quarter (38%) of landlords felt demand had decreased.



**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=41)**

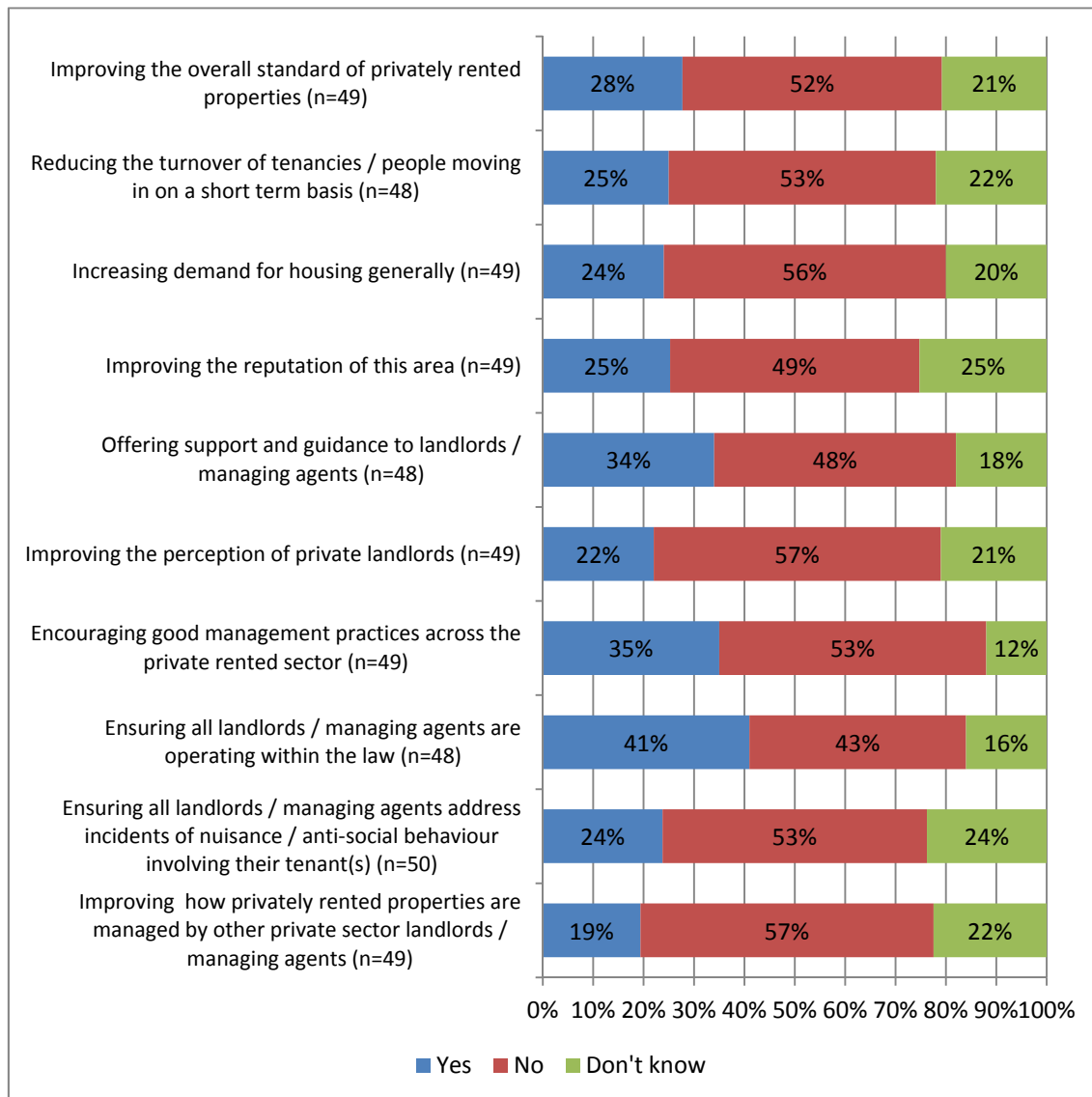
Landlords feel that the area is becoming run down with a number of empty properties, poorly maintained properties (poor conditions due to damp and condensation etc.), the area has a bad reputation and significant social problems. Landlords feel that tenants from Turnbull Streets and surrounding streets are now doing there same to the Oxford Road since it was demolished. There are delays between tenancies although a couple of landlords did report they have long term tenants residing in the area. Issues of drug dealing and drinking on the streets all day were noted.

Landlords commented that it has been a selective licensing area, but nothing has been improved and decent tenants avoid areas subject to selective licensing resulting in landlords putting anyone into their properties to avoid paying Council Tax, others say Management Agents are to blame for “renting to scum”. It was noted that the area attracts “the sort of investors who do not make good landlords.” Landlords feel that not enough action is taken to resolve anti-social behaviour and crime, drug and alcohol abuse, noise nuisance and disputes are a problem in the area.

Landlords would like to see a Guarantor Scheme introduced, think more neighbourhood policing is needed whilst others say the area needs demolishing and re-building to make the area desirable.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=56)**

Seven out of ten (71%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining three out of ten (29%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=53)**

Landlords disagree with the proposed selective licensing scheme as they feel that there was no benefit or improvements from the last scheme; it was just an additional expense for landlords and the scheme removes a large amount of profit from rents. Landlords also feel

from previous experience that it won't have any impact upon the area and is a complete waste of time. Landlords feel the area has been neglected by the Council and the Police over the past years

Absentee landlords were reported as a problem along with their agents and that more neighbourhood policing is needed. Others say that it is not landlords that are the problem, it is the tenants. One respondent said problem tenants and landlords will always be problematic regardless of a licensing scheme, no good can come from this scheme unless there are more people on the ground randomly and regularly checking the streets themselves.

Those who agree with the proposed selective licensing scheme feel it will generally improve the area although are critical of the licensing fee others say they agree with anything that improves the perception of the area. One landlord commented "I agree with the introduction of Selective Licensing, in principle only, as I don't think it has worked so far in Hartlepool because of poor monitoring by the Council".

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners

- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- “As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords”.
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the ‘shotgun’ approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.
- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don’t do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- “I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license”.
- “I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down”.
- “I have had no benefit from the existing licensing”.
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- “If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.



## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 3 Consultation Report**

**Lisa Anderson  
December 2014**



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<b>Appendix 3 – Business Survey Headline Results</b>	

## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 3 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 674 households in Area 3. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 15.9% response rate, with 107 surveys being returned out of a possible sample of 674 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	642
Sample adjacent to proposed boundary areas	32
Total sample	674
<b>Completed questionnaires</b>	<b>107</b>
No response	567
<b>Response rate</b>	<b>15.9%</b>

- 1.7 In addition to the residents survey, 51 responses were received to the landlord and management agent's survey for Area 3.
- 1.8 1 response was received from a business in Area 3.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 3. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

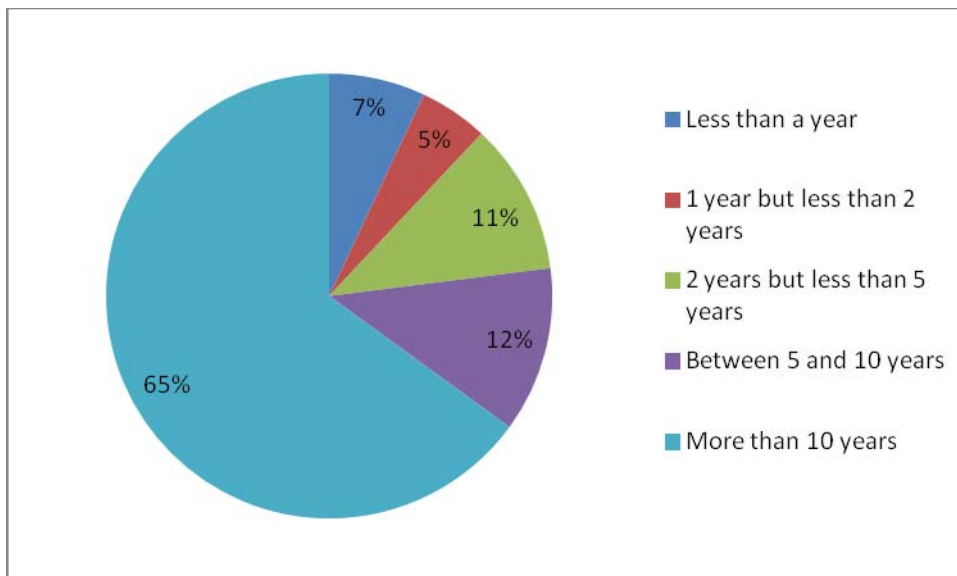
### Q1. What is the name or postcode of the street you live in? (n=107)

In total, responses were received from 20 streets from Selective Licensing Area 3. Most responses were received from Colwyn Road (18).

Colwyn Road	18	Baden Street	4
Colenso Street	10	Penrhyn Street	4
Keswick Street	9	Rydal Street	4
Thirlmere Street	9	Boundary 3	3
Elwick Road	8	Grasmere Street	3
Alston Street	7	Bangor Street	2
Ellison Street	6	Brinkburn Rd	1
Leyburn Street	6	Brinkburn Road	1
Burn Valley Road	5	Eamont Gardens	1
Powell Street	5	Grosvenor Street	1

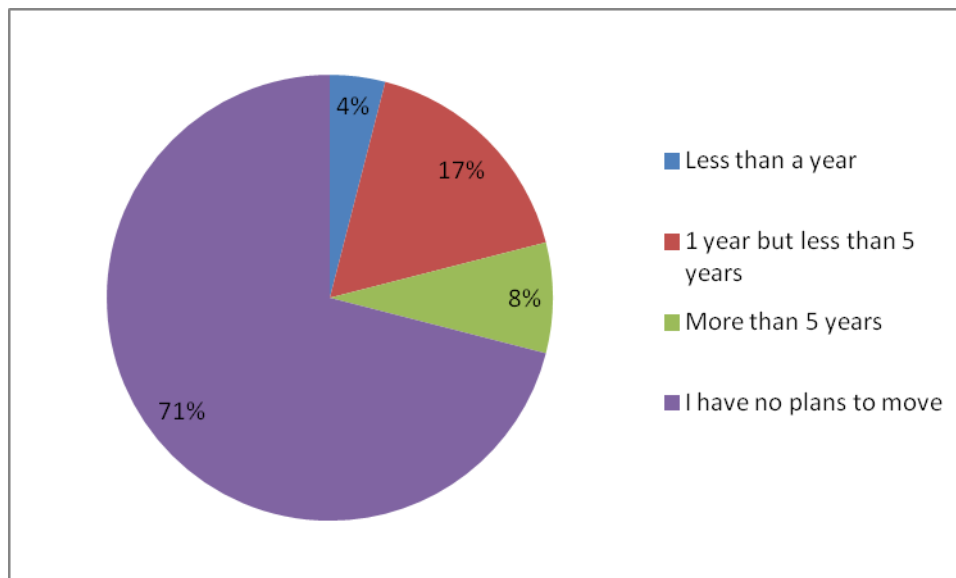
### Q2. How long have you lived at this address? (n=106)

Respondents were asked to tell us how long they have lived at this address. Overall, they were more likely to say they had lived at this address for more than ten years (65%).



**Q3. How long do you intend to remain living at your current address? (n=104)**

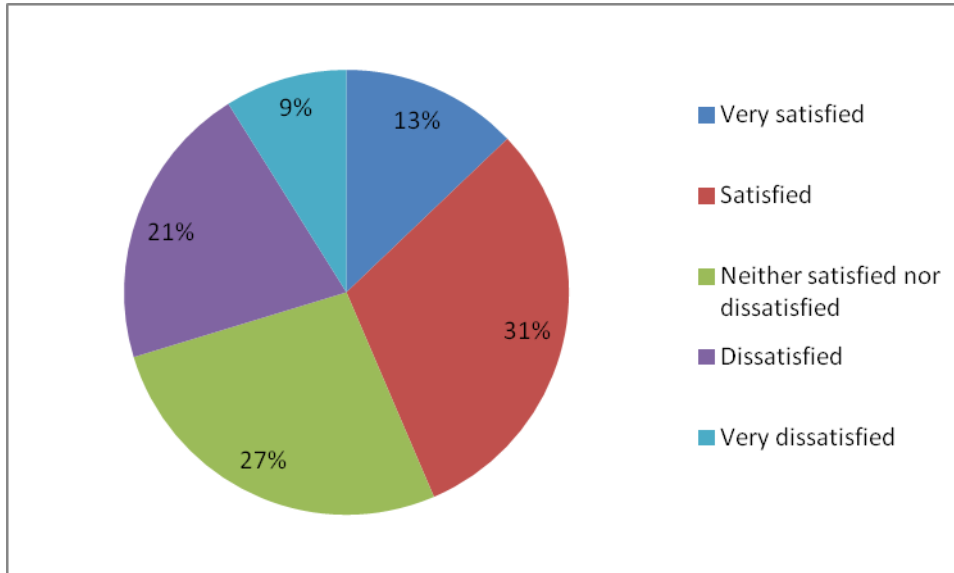
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (71%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=25)**

Respondents were asked to tell us why they intend to move. The majority of respondents told us they wanted to move because of a general feeling of deterioration. Residents did not want to stay in the area because of issues with Anti-social behavior. They felt the area contained too many private rented properties. Some residents wanted to move to a nicer area, or to a bigger property with a garden.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=104)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, results were split, with four out of ten (44%) respondents telling us they were either satisfied or very satisfied with their area as a place to live, and three out of ten (30%) telling us they were dissatisfied.

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=102)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and two thirds (64%) of respondents told us they had.

**Q7 Have the problems / issues been resolved? (n=62)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years, were asked to tell us if the problems had been resolved. Exactly half of respondents told us it had, while the other half told us it hadn't.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=65)**

Respondents were asked to provide details about what had happened. A number of residents reported issues with a young tenant who kept throwing loud parties, where there was drinking in the street, fighting and damage to the property. Residents reported this tenant to the police, and he was soon evicted. There have also been issues in the area with anti-social behaviour, noise nuisance, and disruptive children kicking footballs at people's windows and throwing stones. In addition, criminal activity, litter, dog fouling, cars being scratched, no maintenance to properties, and burglaries were fed back through the survey. Finally, residents told us about drug problems in the area, dealing and using, and reported that one resident was growing cannabis in their property.

**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

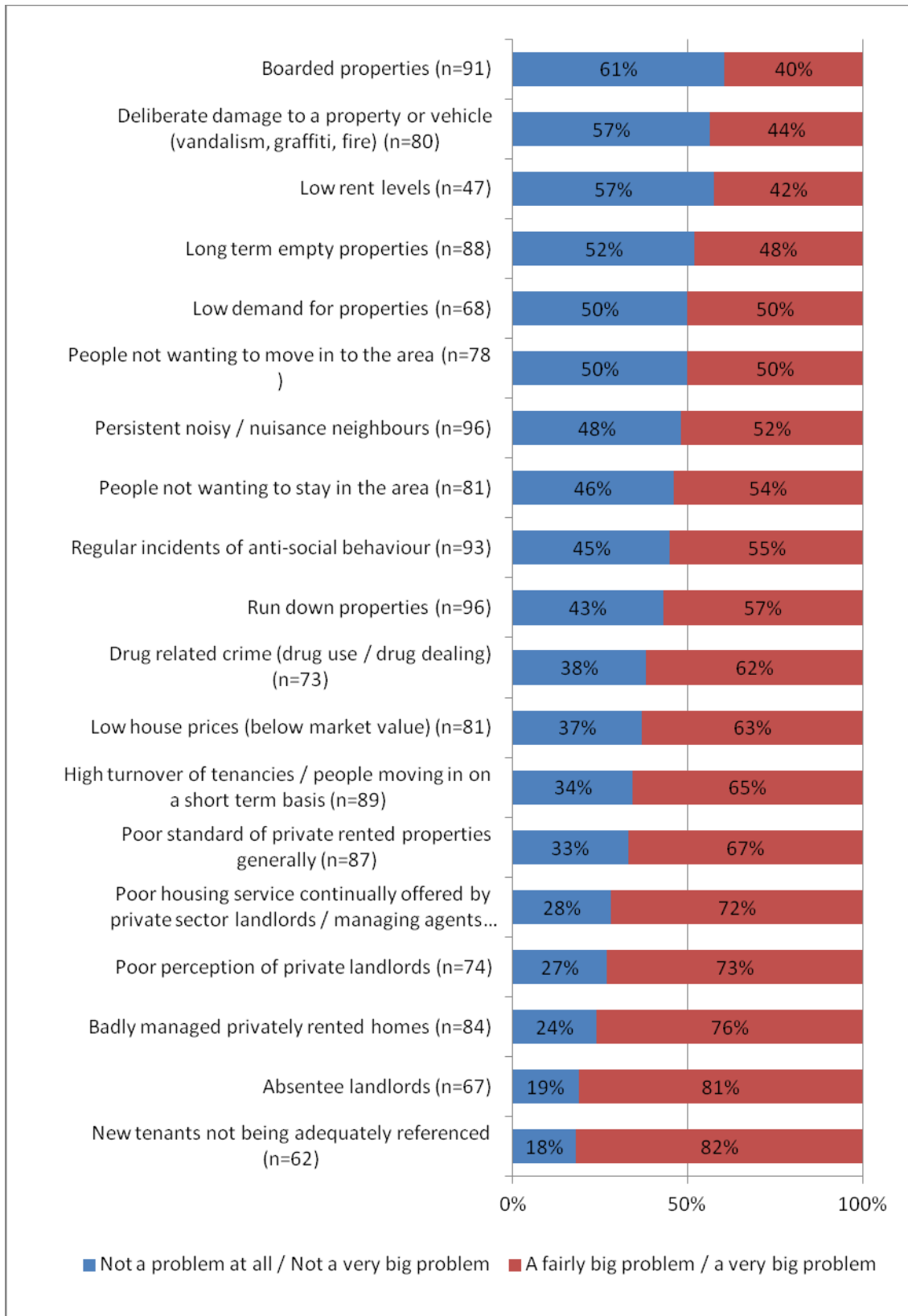
Overall, respondents were more likely to say the following were not problems in this area:

- Boarded properties (61%)
- Deliberate damage to property or vehicles (57%)
- Low rent levels (57%)

Residents in this area were more likely to say the following were problems:

- Tenants not being adequately referenced (82%)
- Absentee landlords (81%)
- Badly managed private rented homes (76%)





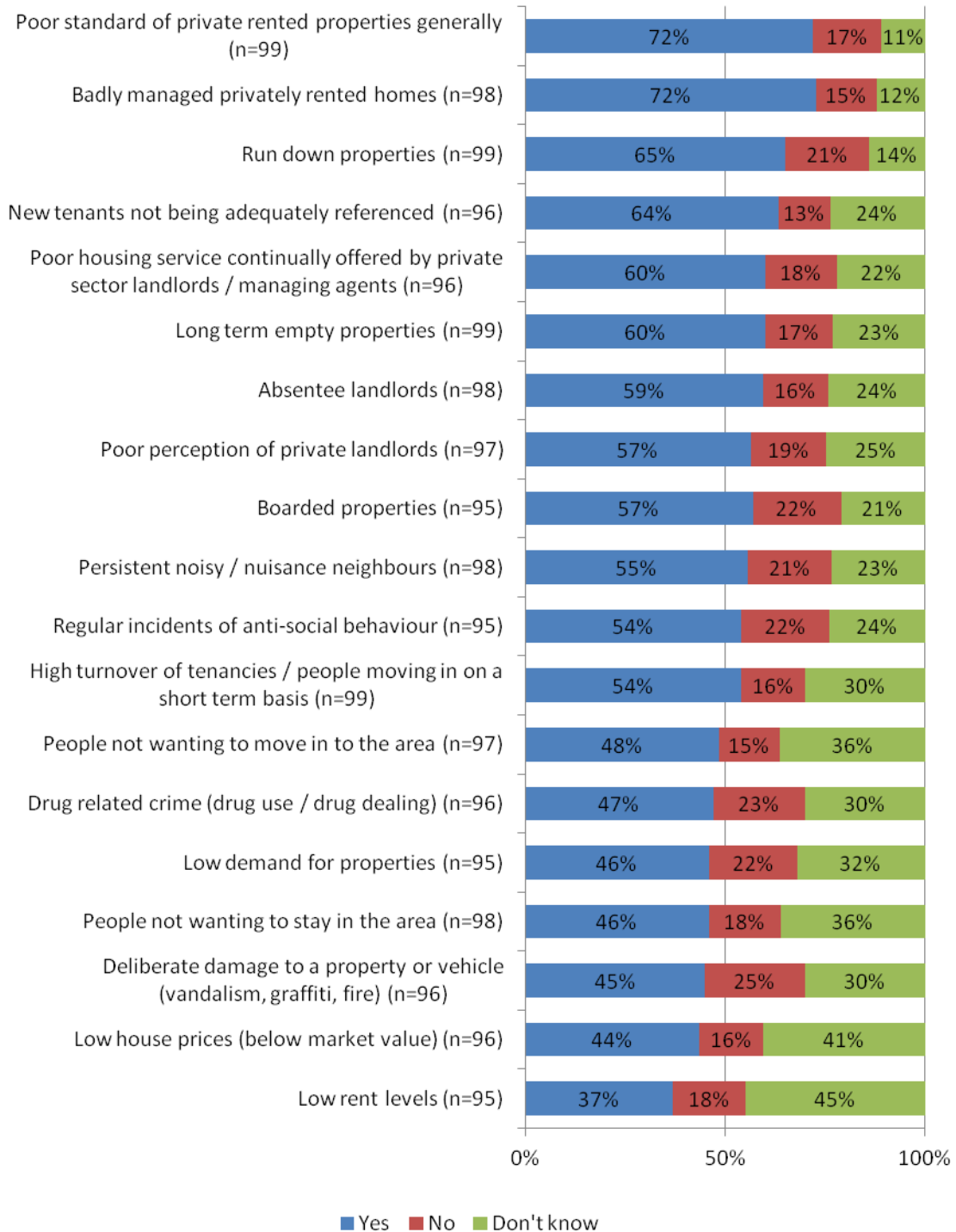
**Q10. If you have answered ‘a fairly big problem’ or ‘ a very big problem’ to Q9, please could you provide some further details. (n=65)**

Residents told us that they are worried about the devalue in property prices, and also about the amount of empty or boarded up properties in disrepair. Residents also told us about the amount of anti-social behaviour, crime, fighting, and about high levels of drug dealing. Through the survey, residents also told us about a high turnover of tenants, which landlords are not vetting, and how people do not want to stay in the area

**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the poor standards of private rented properties in general (72%), and badly managed private rented homes (72%).

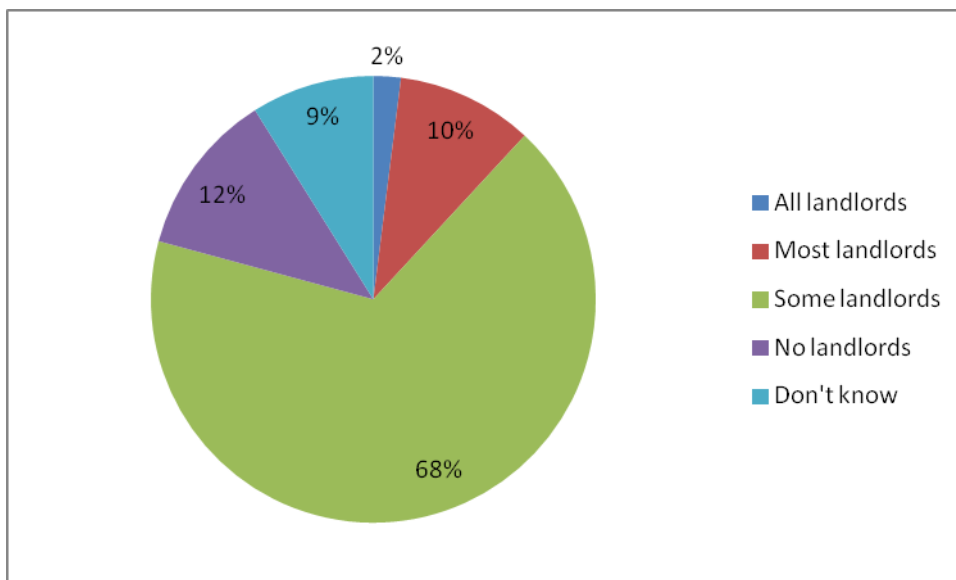
Respondents were unsure if a selective licensing scheme would help with low rent levels (37%).



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=105)**

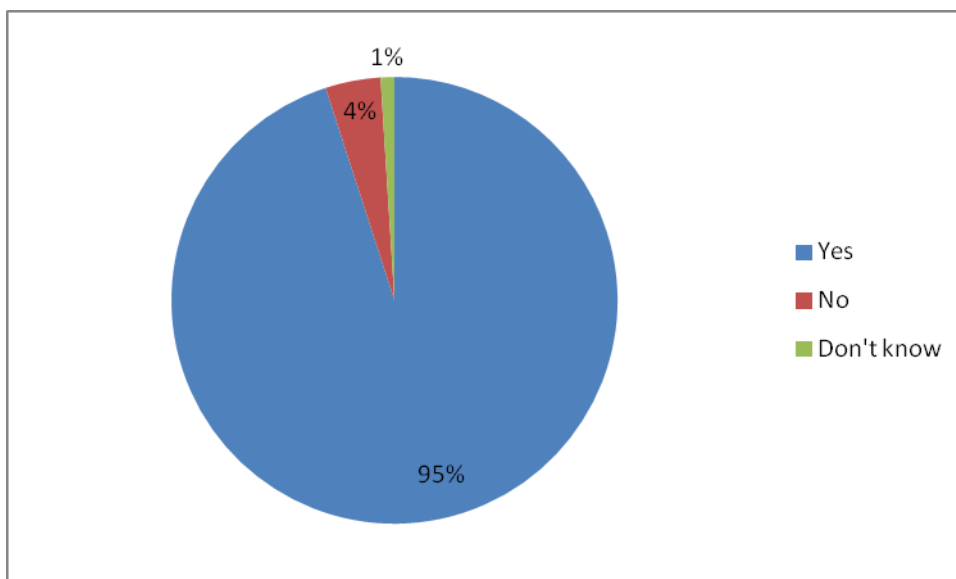
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Two thirds of respondents (68%) told us that some landlords in their area manage their properties responsibly.



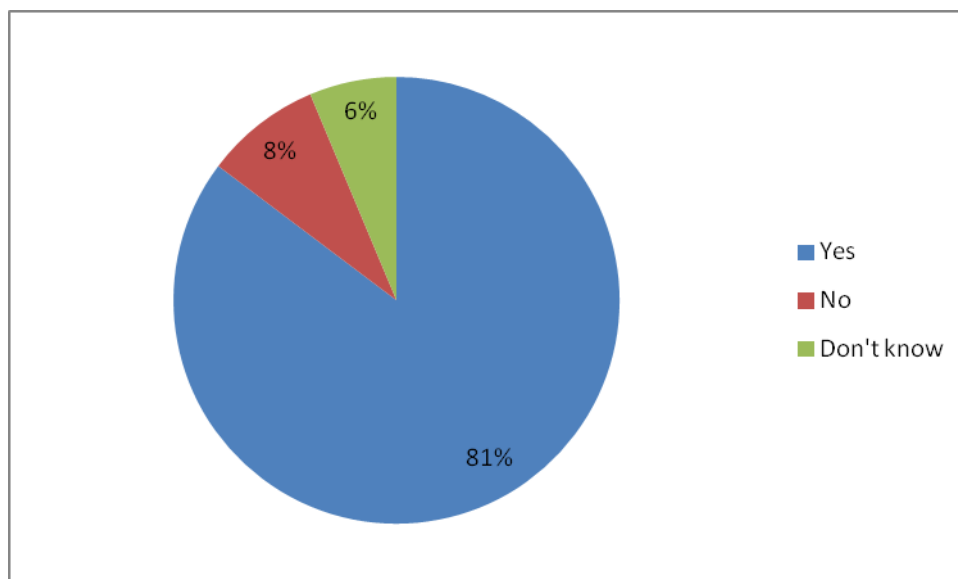
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=105)**

Nearly all (95%) of respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.

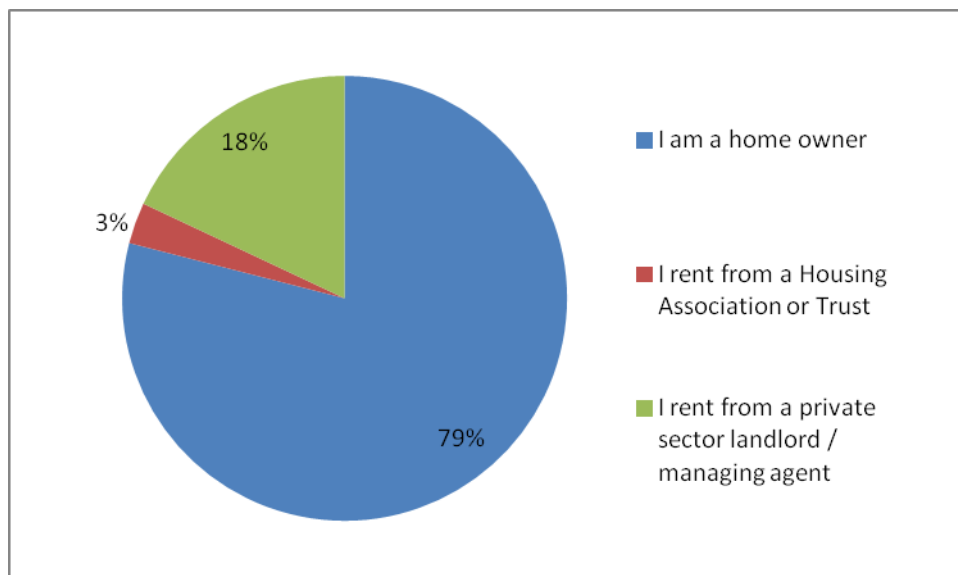


**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=105)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (81%)

**Q15. Please select from the list below the option that best describes you. (n=104)**

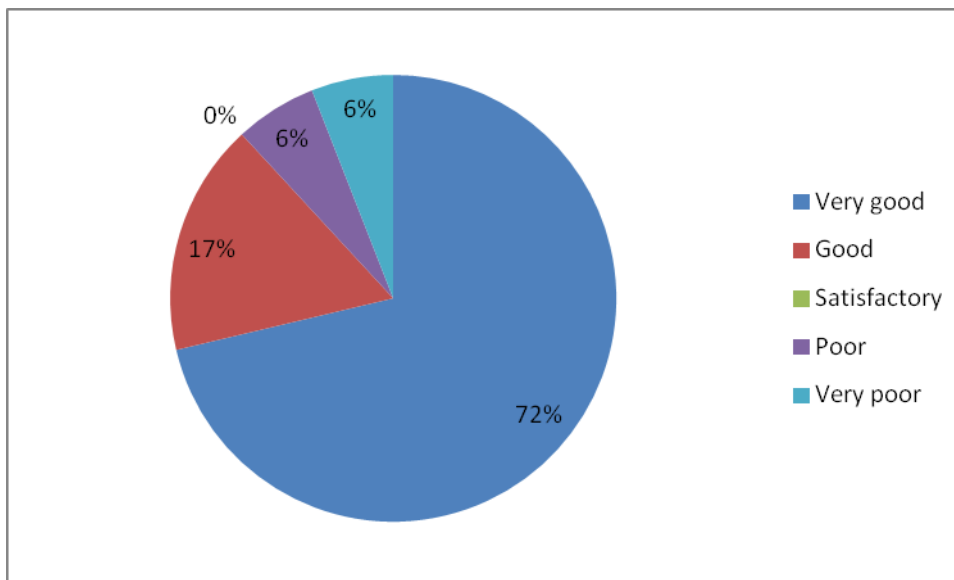
Respondents were asked to tell us if they rented or owned their homes. The majority (79%) of respondents owned their own home. A fifth (18%) rented from a private sector landlord or managing agent.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=18)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, only 18 respondents answered this question.

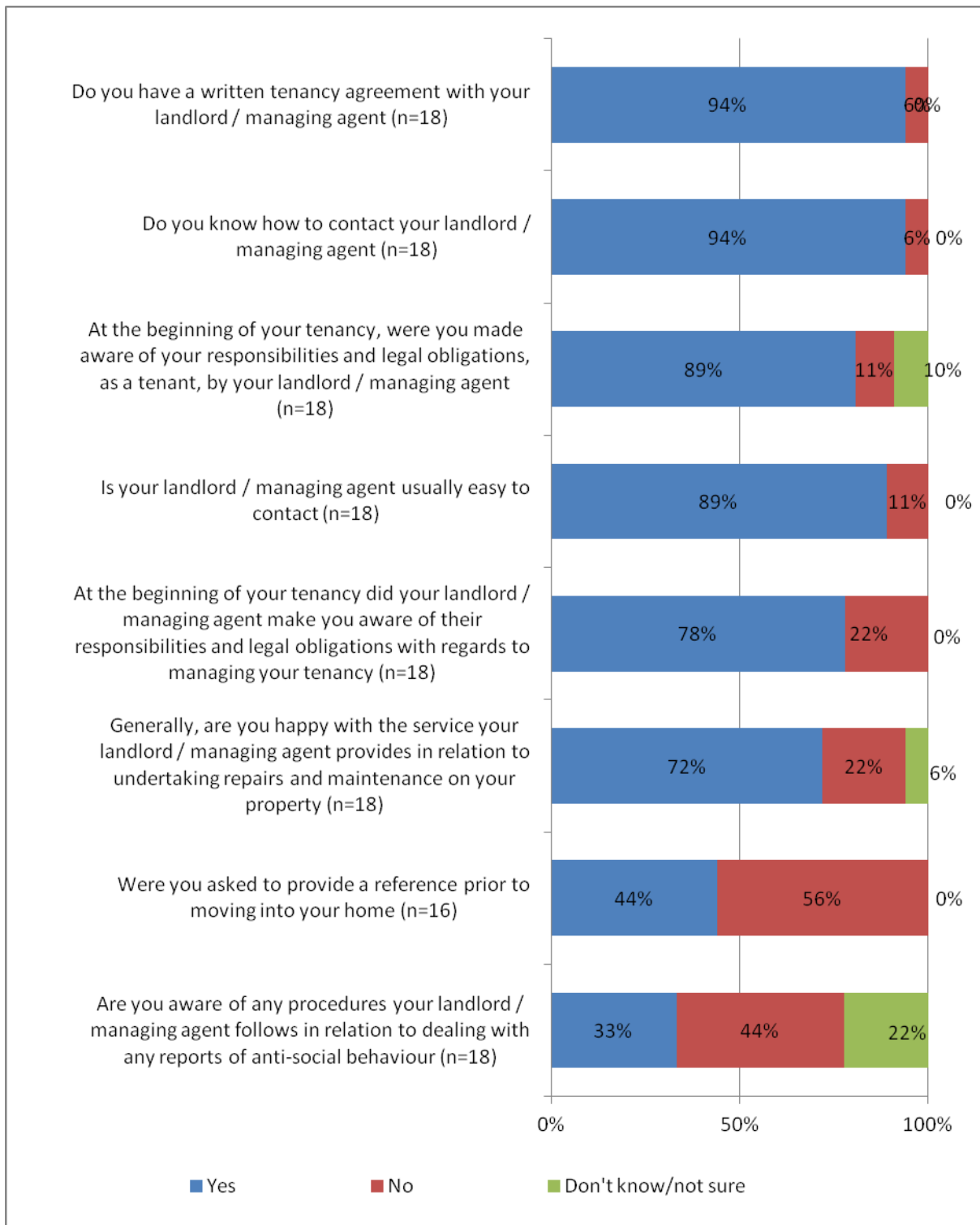
Nine out of ten (89%) respondents told us they had a good or very good relationship with their landlord.



**Q17. Please answer each of the statements below**

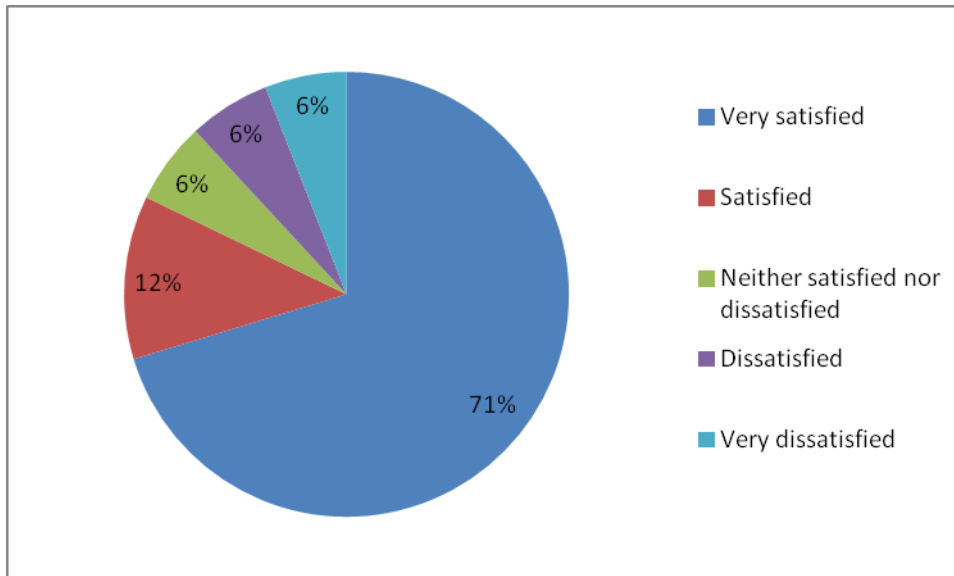
Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell us they were not asked to provide a reference prior to moving into their home (56%), nor were they aware of any procedures their landlord or managing agent follows in relation to dealing with reports of anti-social behaviour (44%).



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=17)**

Overall, eight out of ten (83%) respondents are satisfied or very satisfied with the overall service provided by their landlords or managing agent.



**Q19. If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved. (n=2)**

Tenants in the area told us their landlords won't do repairs. One resident told us through the survey about their landlord using fraudulent gas certificates and is even abusive to his tenant.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 3 which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us of streets which should not be included in the selective licensing Area 3. The below discussion will attempt to separate these responses.

After removing responses which indicated no streets were to be removed or 'don't know' responses, the following valid comments were received.

The streets identified by residents include the Colenso street, the bottom end of Elwick Road, Alston Street, Penrhyn Street, Leyburn Street, Powell Street, and Burn Valley Gardens. Some respondents felt that if Selective Licensing were introduced here, then the problem would simply migrate elsewhere.

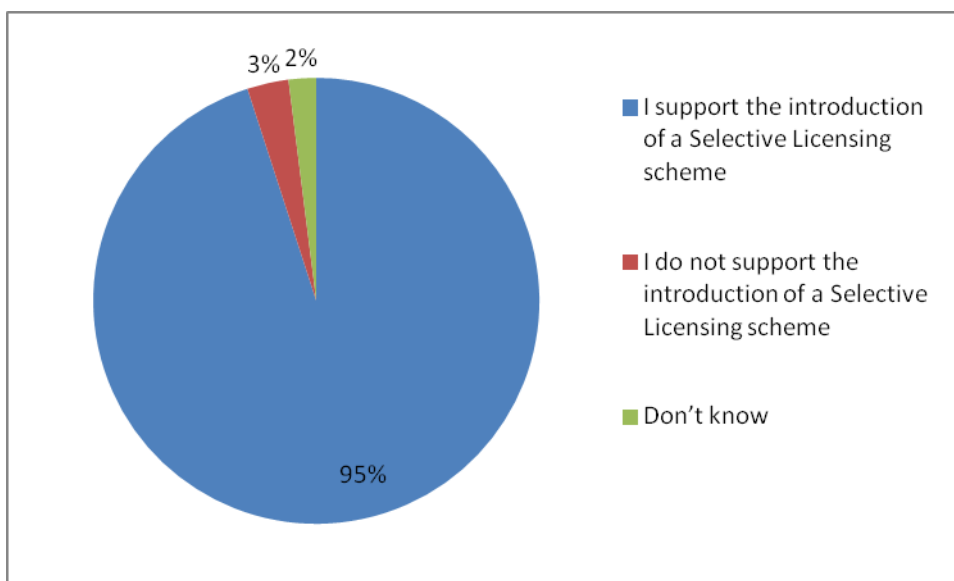


**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area, residents were more likely to suggest the whole Oxford Road area, the Centre of Town, Colwyn Road, Shrewsbury Street, Osbourne Road, Windsor Street, Stranton end of Elwick road, Lister Street, Kimberley Street, Kilwick Street, Holt Street, Haughton Street, Whitburn Street and Grasmere Street.

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=99)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly all (95%) of respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=42)**

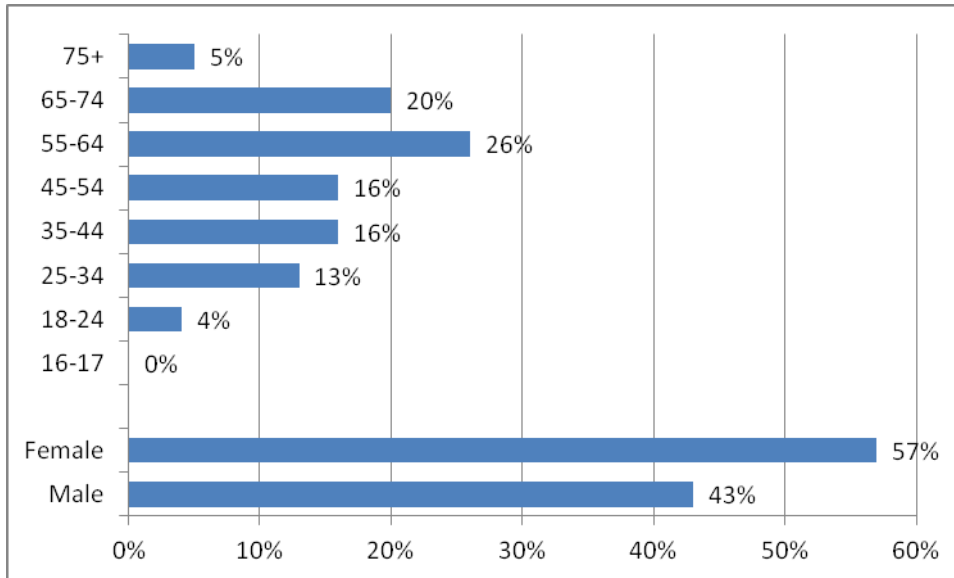
Residents feel that the area is going downhill and house prices are too low for residents to sell as of anti-social behaviour area, would like to see all tenants vetted and monitored properly and, landlords should be prosecuted for poor property management, Selective Licensing should offer extra support to tenants and landlords to show them how to manage the tenancy, Selective licensing should be compulsory not selective, and residents also feel that the tenants and landlords have no respect for the residents who live in the area.

**Q24. Are you male or female? (n=103)**

**AND**

**Q25. What was your age on your last birthday? (n=102)**

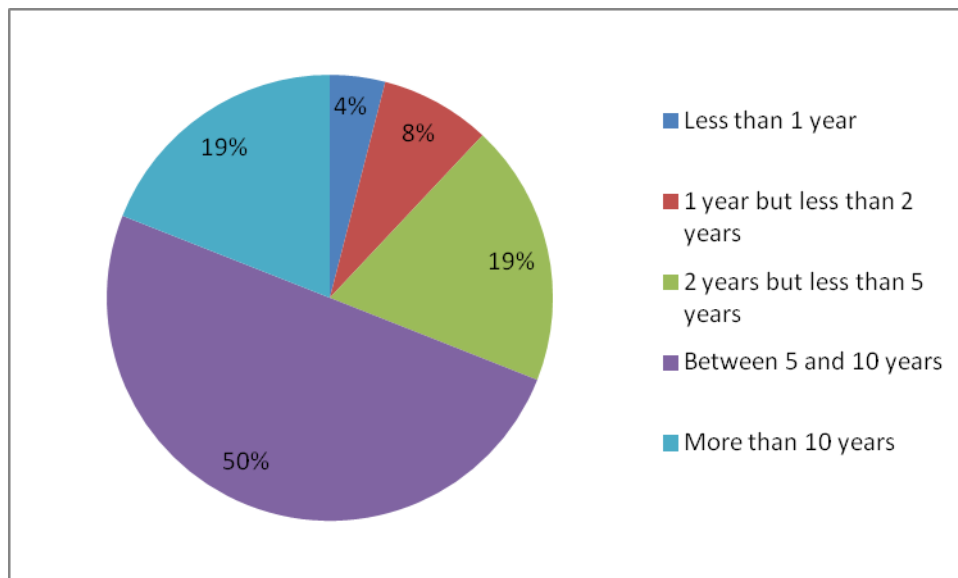
Overall, responses were received from a mix of males and females, with the majority of responses coming from respondents aged between 55 and 74.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=51)

The majority of Landlords have owned or managed property in Area 3 for between five and ten years (50%).



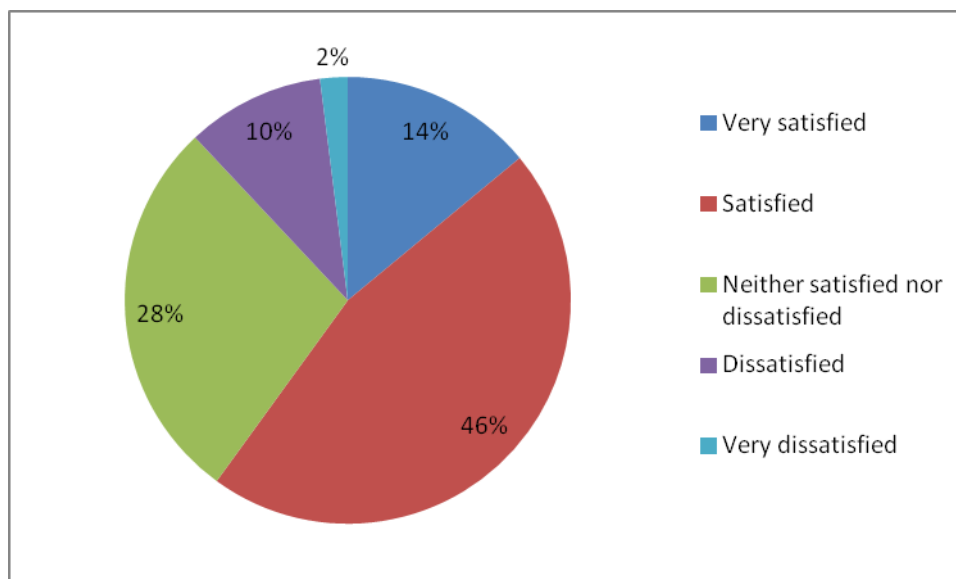
#### Q2. How many properties do you own or manage in this area? (n=50)

The majority of landlords own or manage one property in this area.

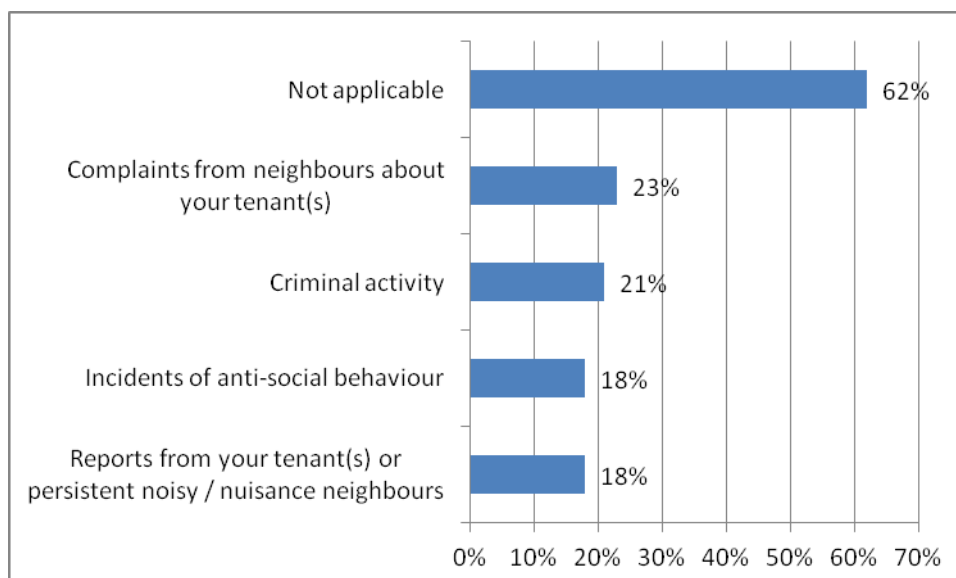
1 property	34
2 properties	7
3 properties	6
4 properties	1
7 properties	1
11 properties	1

**Q3. How satisfied or dissatisfied are you with this area? (n=50)**

Six out of ten (60%) of Landlords were either satisfied or very satisfied with this area. Only twelve per cent were dissatisfied.

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=39)**

The majority of landlords told us this question was not applicable to them (62%). For those who it was applicable to, a fifth (between 18% and 23%) of Landlords selected all the other responses, indicating a range of problems in this area.



Only one landlord from the area reported an issue that their property has been left empty for 4 years.

**Q5. Have the problems / issues been resolved? (n=17)**

Nine out of ten (88%) of the problems identified in question four have been resolved.

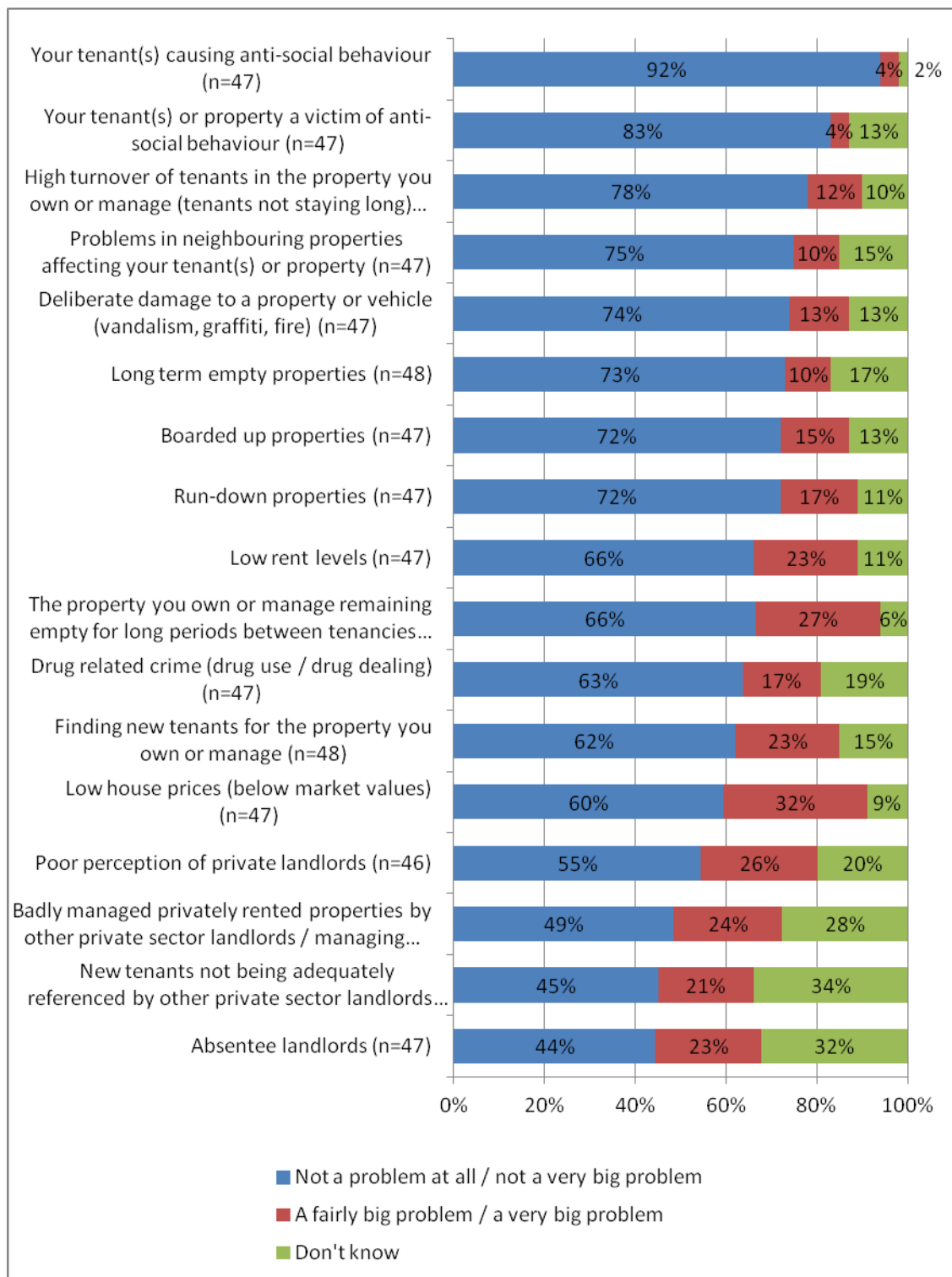
**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=16)**

Landlords in the area have reported issues with break-ins. One landlords stated that houses have been empty for 2+ years because of the reputation for criminal activity and anti-social behaviour in the area. Others quoted persistent noise and disturbances, aggressive behaviour, drunken parties in street, wheelie bins being stolen, cars damaged, lead stolen off roof of property, noisy youths hanging around the streets as issues.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

Landlords predominantly did not find the things listed in question 7 a problem for them or the area. Where an issue did not receive a large response for 'not a problem', this was more due to the fact that landlords had mixed responses on the issue, rather than them finding the issue an actual problem.

In particular, Landlords their tenants causing anti-social behaviour (92%) or their tenants or property being the victim of anti-social behaviour (83%) were not problems for them or this area.



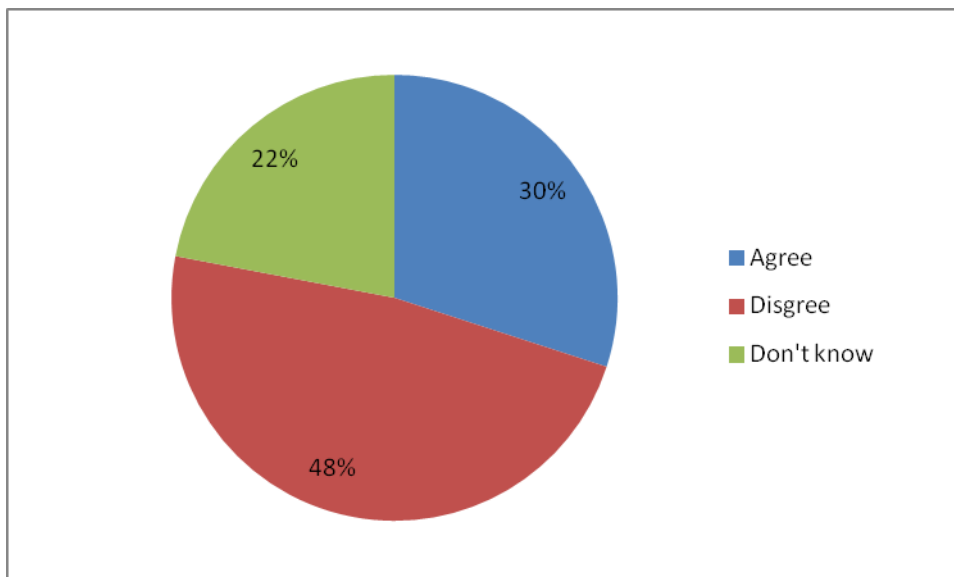
**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=21)**

Respondents feel there are issues with landlords who are not properly selecting tenants, absentee landlords are to blame and some landlords couldn't care less. One respondent feels that Baden Street was allowed to become run down by the Council and the Police by allowing drug dealing to be established and it still has issues despite regeneration. Others feel let down by the Police as drug dealing in the area is reported but nothing gets done. Other landlords commented that drug misuse and damage to properties is widespread in the town and the whole area is deteriorating and licensing does not address such problems, but problems can probably be tackled by agencies, authorities, landlords and residents working together. The reputation of the area is making it difficult to let.

Landlords get a raw deal due to minority of bad landlords and feel they all get tied with the same brush.

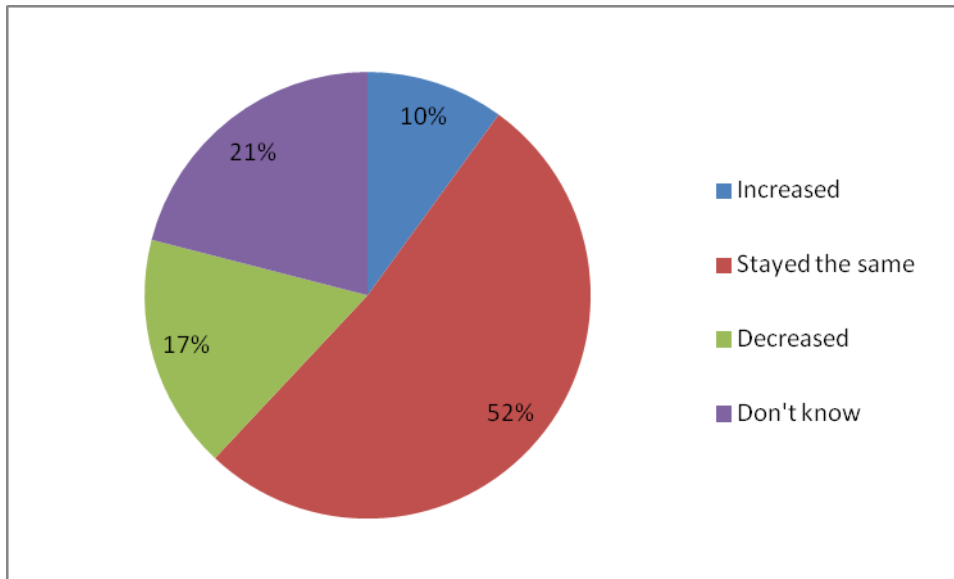
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=50)**

When asked if Landlords felt the area suffered from problems of low demand for housing, the majority (48%) of respondents said no. However, this left half (52%) of respondents who thought it had (30%) or did not know (22%) if there was low demand for housing.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=48)**

Half (52%) of landlords told us the demand for their area had stayed the same over the past two years.



**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=35)**

Landlords state that a lot of their tenants are long term “my tenant has lived here for 10 years she is impeccable” and that there are short void periods between tenancies. There is no problem finding tenants for refurbished properties, it is a nice quiet area with easy access to the park and some good schools and in conclusion there has been no change in the area.

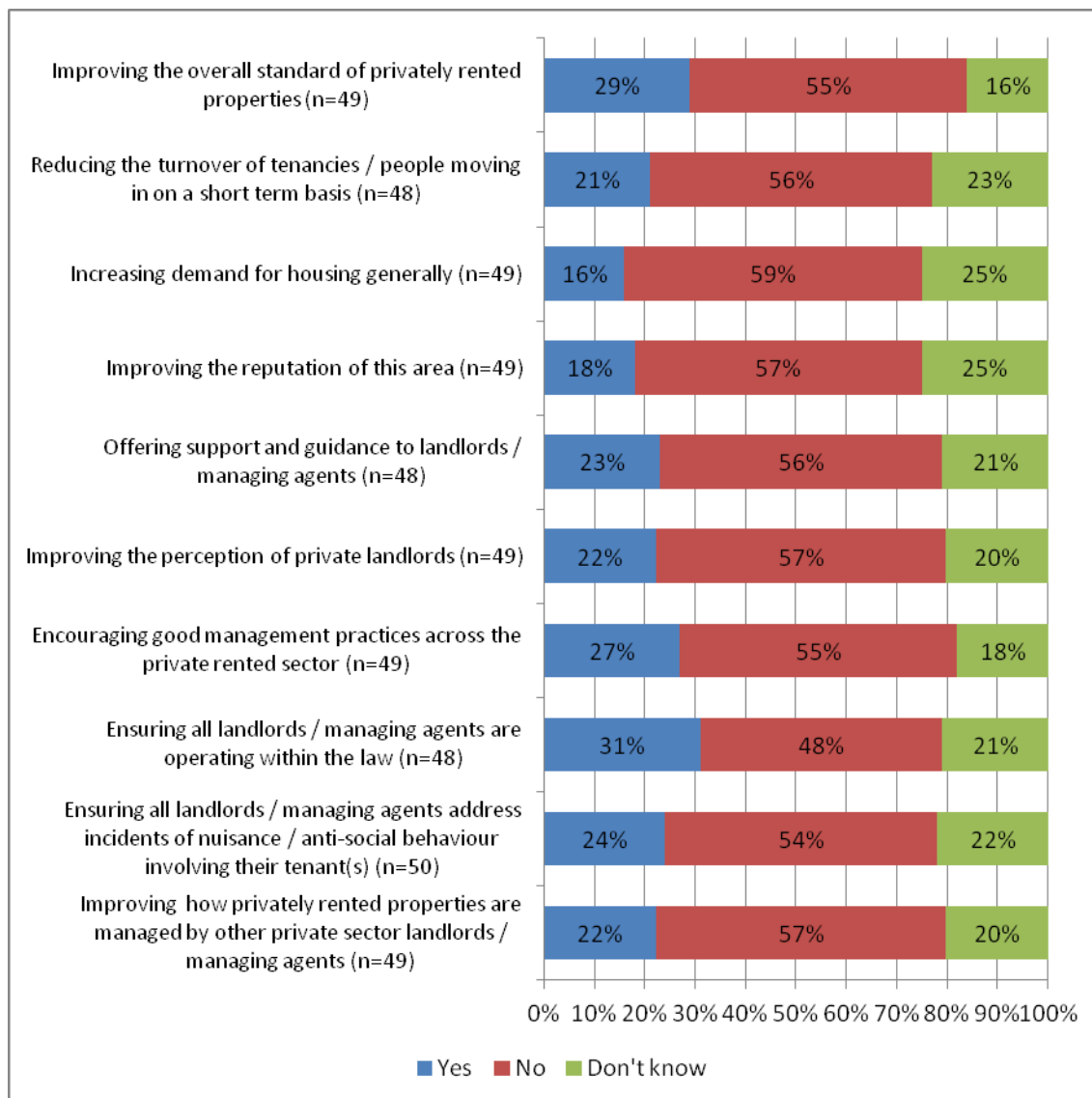
Others say the price of rent for working tenants has decreased, the area has a bad reputation and location and it is becoming harder to find new tenants who are in employment. The area has a reputation for anti-social behaviour and crime problems have resulted in property being left empty. The area has deteriorated due to drug problems not being addressed by the Council or Police quickly enough.

One responded stated that there was no demand for property in Baden Street before the Council instigated the positive changes.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of Landlords did not think the introduction of selective licensing in the area would assist in the things asked about in this question.





**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=47)**

Three quarters (75%) of Landlords disagree with this proposal.

**Q14. Please explain why you agree or disagree with the proposals. (n=37)**

Landlords disagree with the proposed Selective Licensing Scheme as they believe the fee is too large and it should either be a free scheme or have more discounts for good landlords, and feel it is an excuse to get more revenue from landlords and a risk of paying extra fees will put off good landlords from investing in the town. Others say there is not enough conclusive evidence to implement a selective licensing scheme in Hartlepool, but it is recognised that more needs to be done to deal with small minority rogue landlord and the Council should enforce actions under existing powers. Others said that the whole area with the exception of a couple of streets has no problems and it is unnecessary to tar the whole area with one brush which is largely owner occupied.

Some suggest Selective Licensing hasn't changed anything in other areas and will do nothing for landlords, and the Council should instead target individual landlords who have a bad reputation. Other landlords feel that problem tenants are just moved to another area thus creating problems elsewhere and that Selective Licensing reduces property values and the only beneficiary is the Council.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.

- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 4 Consultation Report**

**Lisa Anderson  
December 2014**



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- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 4 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 146 households in Area 4. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 13.1% response rate, with 19 surveys being returned out of a possible sample of 146 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	126
Sample adjacent to proposed boundary areas	20
Total sample	146
<b>Completed questionnaires</b>	<b>19</b>
No response	127
<b>Response rate</b>	<b>13.1%</b>

- 1.7 In addition to the resident's survey, 17 responses were received to the landlord and management agent's survey for Area 4.
- 1.8 No responses were received from businesses in Area 4.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 4. All survey results are attached as appendices.



## 2. Key findings – Resident survey

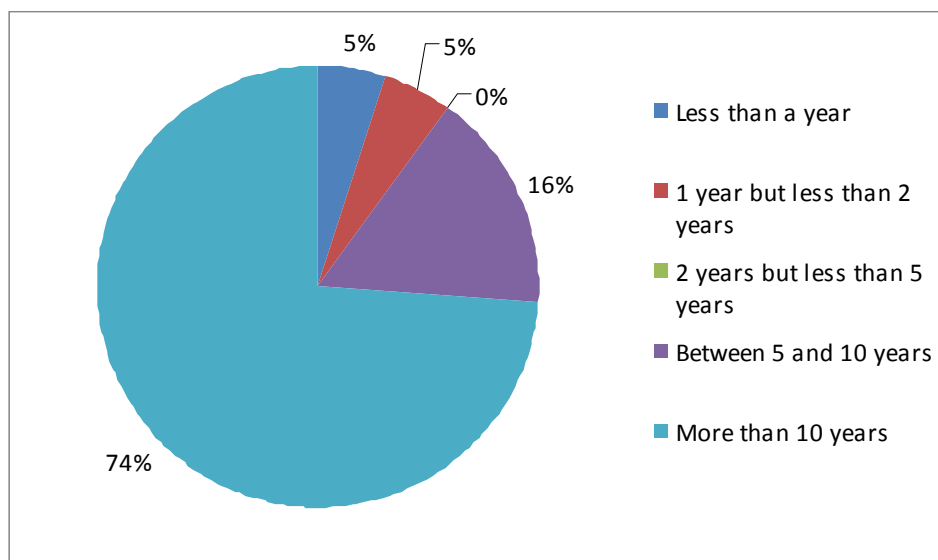
### Q1. What is the name or postcode of the street you live in? (n=19)

In total, responses were received from 4 streets from Selective Licensing Area 4. Most responses were received from Lister Street (7).

Lister Street	7
Holt Street	5
Kilwick Street	4
Waldon Street	3

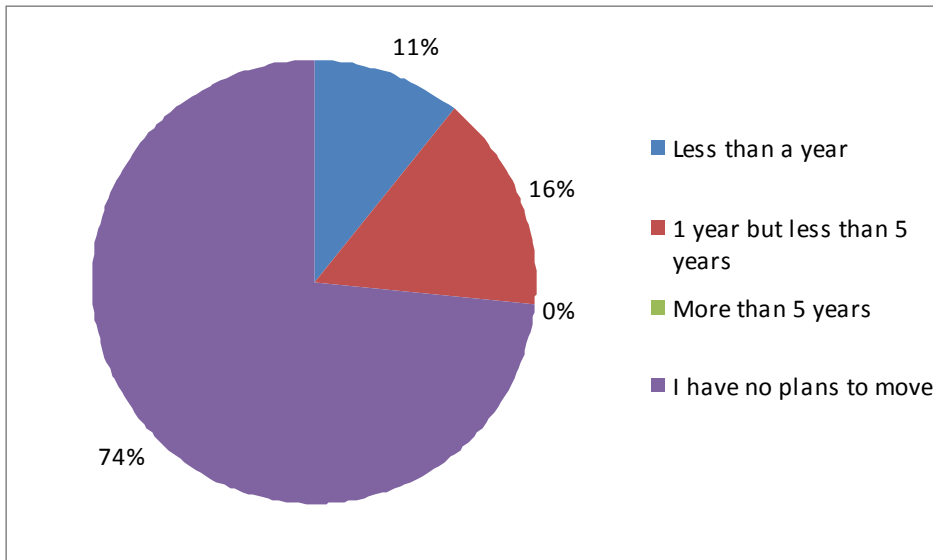
### Q2. How long have you lived at this address? (n=19)

Respondents were asked to tell us how long they have lived at this address. Overall, respondents were more likely to say they had lived at this address for more than ten years (74%).



**Q3. How long do you intend to remain living at your current address? (n=19)**

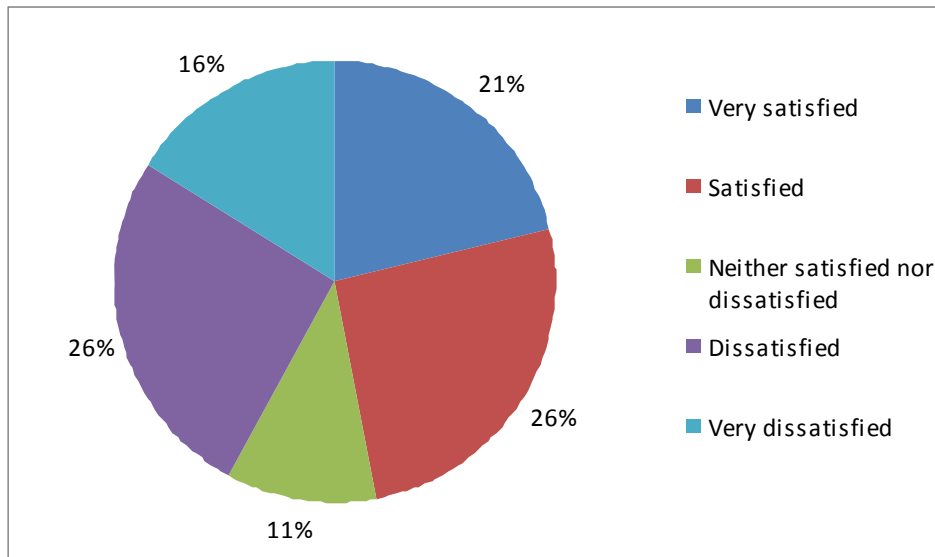
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (74%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=5)**

Respondents were asked to tell us why they intend to move. Overall, residents felt that there was a General feeling of decline, residents wanting to move to bigger properties with gardens or they are fed up with the amount of Anti-social behaviour i.e. children kicking footballs in the streets.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=19)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, results were evenly split with just under half (47%) being satisfied or very satisfied and just over four out of ten (42%) being dissatisfied or very dissatisfied.

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=19)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and over half of respondents (57%) told us they had.

**Q7 Have the problems / issues been resolved? (n=9)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years were asked to tell us if the problems had been resolved. In total, nine respondents answered this question and of these seven said the problems or issues had not been resolved.

**Q8 Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=10)**

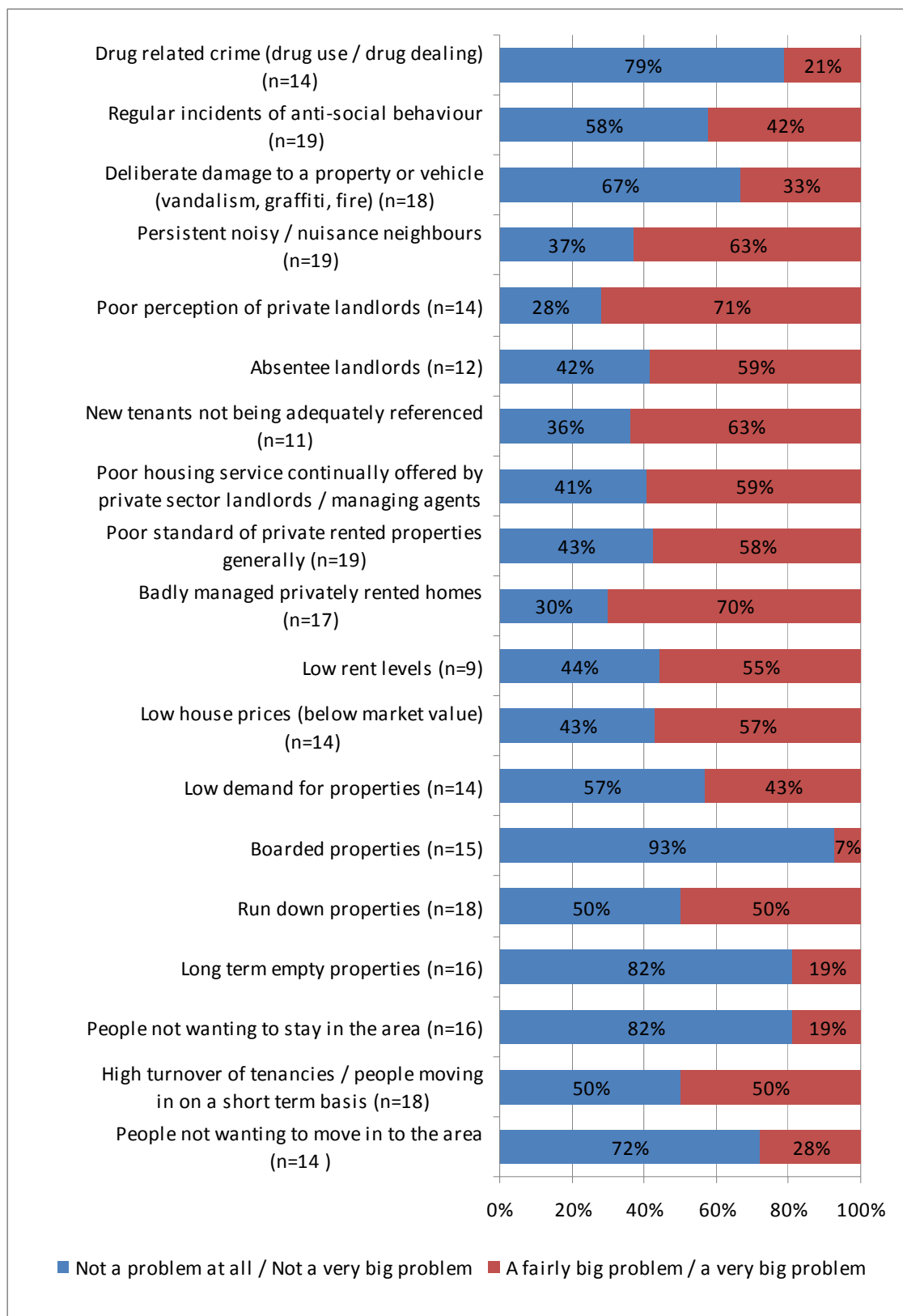
The main issue residents have had is to do with persistent noise nuisance caused by arguing and drinking in the street in properties, loud music late at night and people littering / fly tipping in the back alleys.

**Q9 Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find a number of issues a problem in this area, most notably:

- Poor perception of private landlords (71%)
- Badly managed privately rented homes (70%)
- Persistent noisy/nuisance neighbour (63%)
- New tenants not being adequately referenced (63%)



**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=9)**

Respondents were asked to tell us more about the things they found a problem in their local area, and in total nine respondents answered this question.

Overall, residents feel that a lot of properties in the area are in need of maintenance, there is a lot of Anti-social behaviour, a high turnover of tenants, drunk boy racers racing up and down the street, people drinking on their doorsteps shouting and swearing, residents also feel they never see landlords checking properties in the area..

**Q11. Do you think that the introduction of selective licensing in this area will improve...**

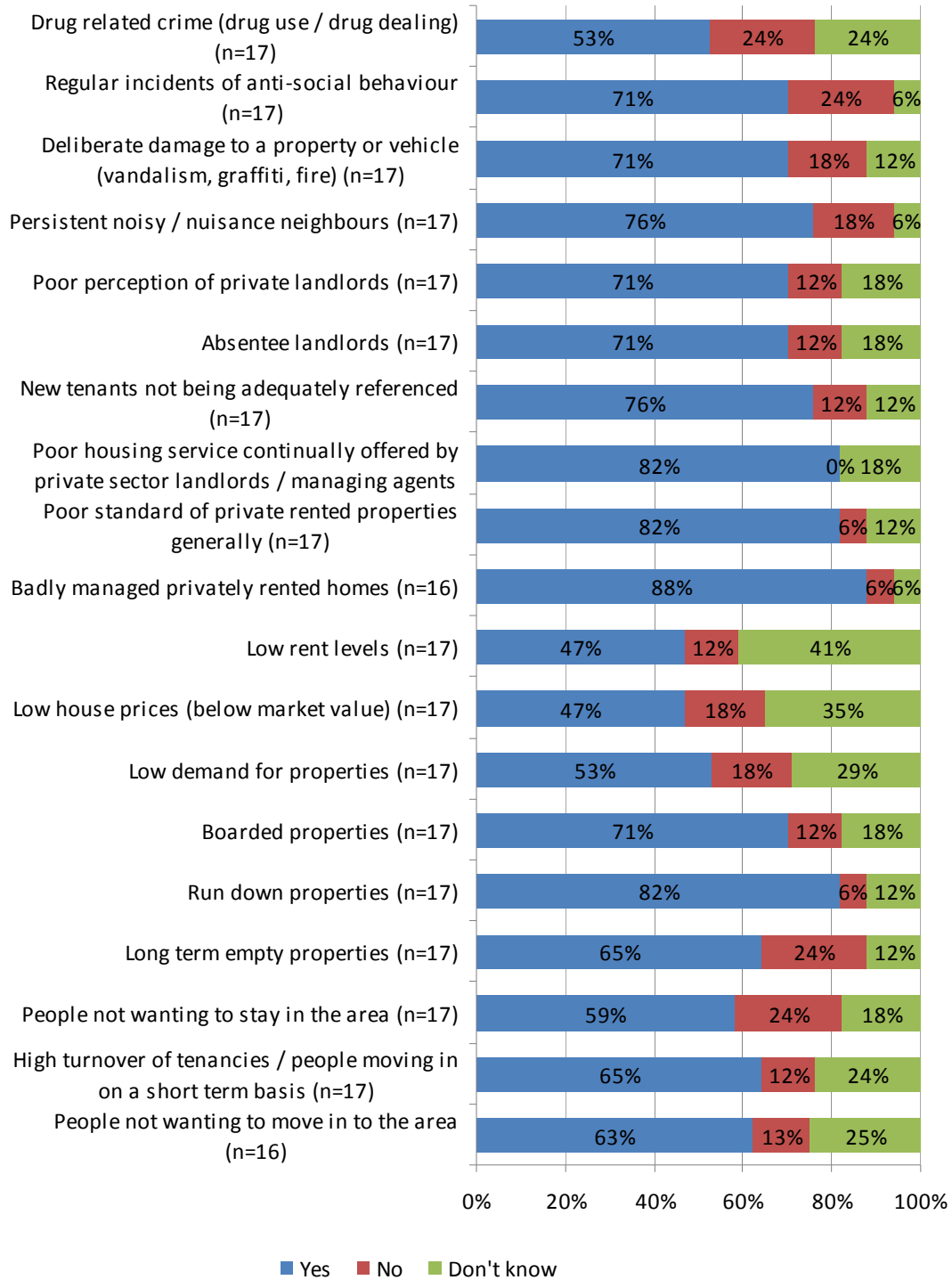
Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9.

Overall, respondents felt a selective licensing scheme would help to improve the following:

- Poor standard of rented properties generally (82%)
- Run down properties (82%)
- Poor housing services continually offered by private landlords/managed agents (82%)
- Badly managed private rented homes (88%)

Respondents were unsure if it would help improve:

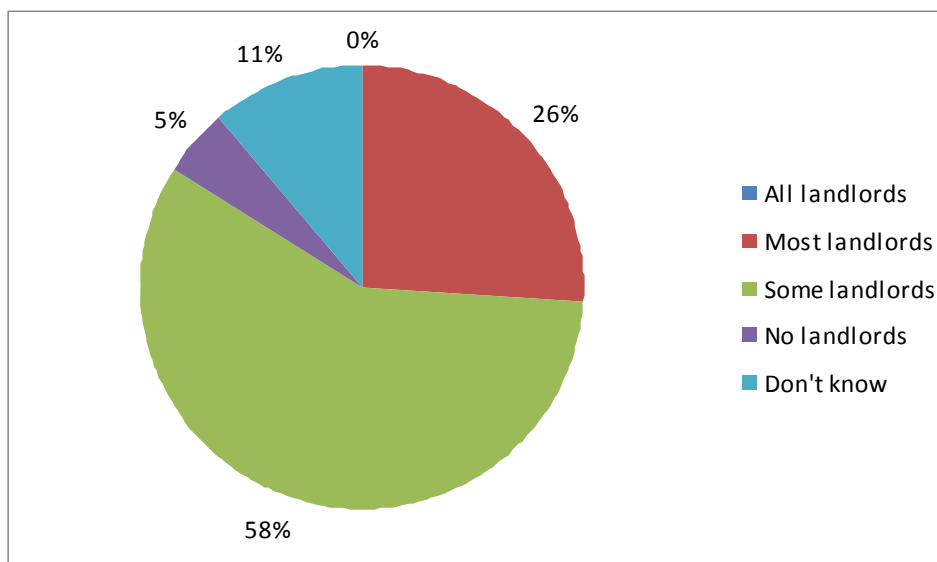
- Low rent levels (12%)
- Boarded properties (12%)



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=19)**

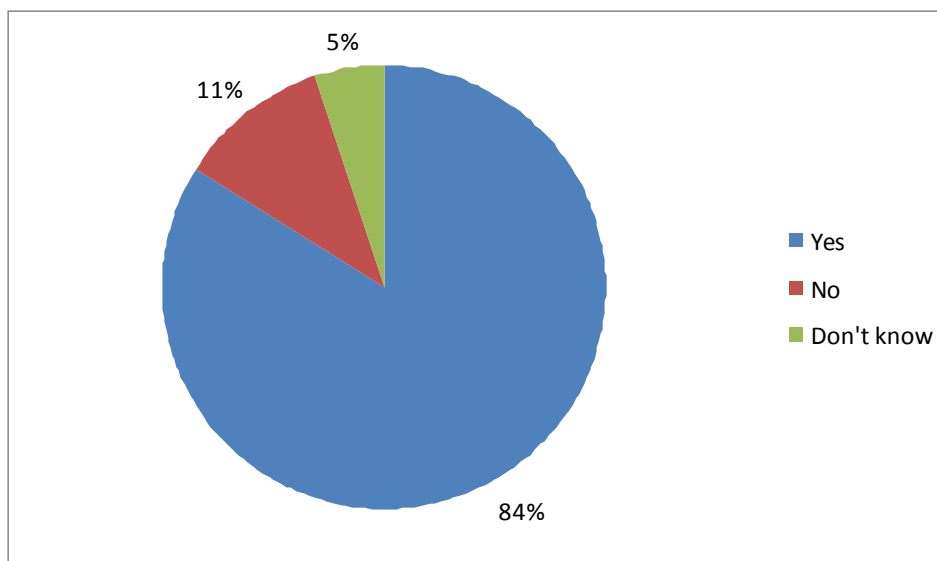
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Three quarters of respondents felt that some or most landlords managed their properties responsibly.



**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=19)**

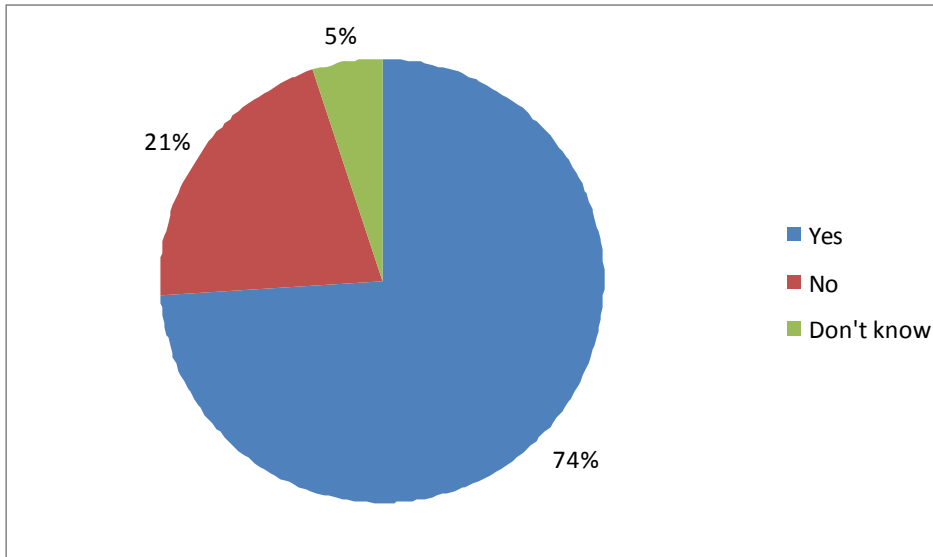
Over eight out of ten (84%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.





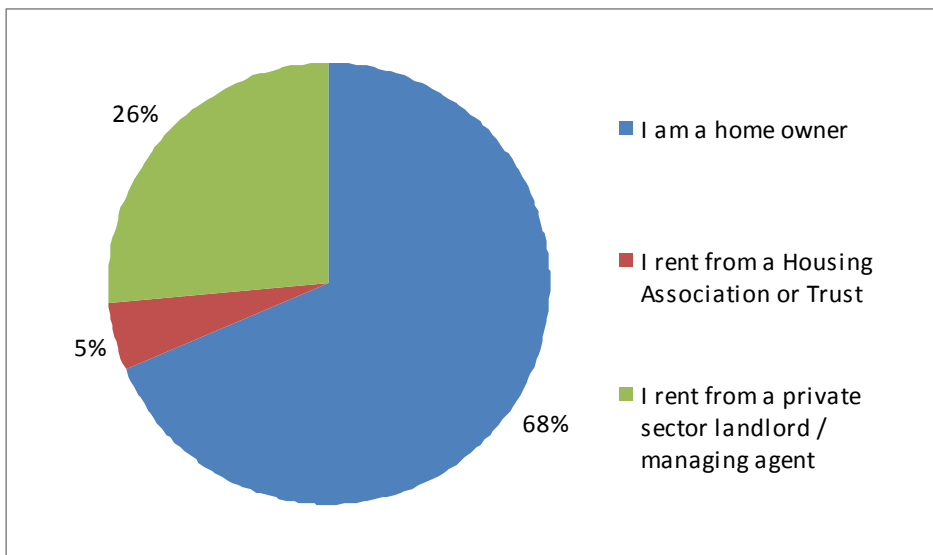
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=19)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (74%).



**Q15. Please select from the list below the option that best describes you. (n=19)**

Respondents were asked to tell us if they rented or owned their homes. Nearly seven out of ten (68%) respondents owned their own home and a quarter (26%) rent from a private sector landlord / managing agent. Just 5% rent from a Housing Association or Trust.



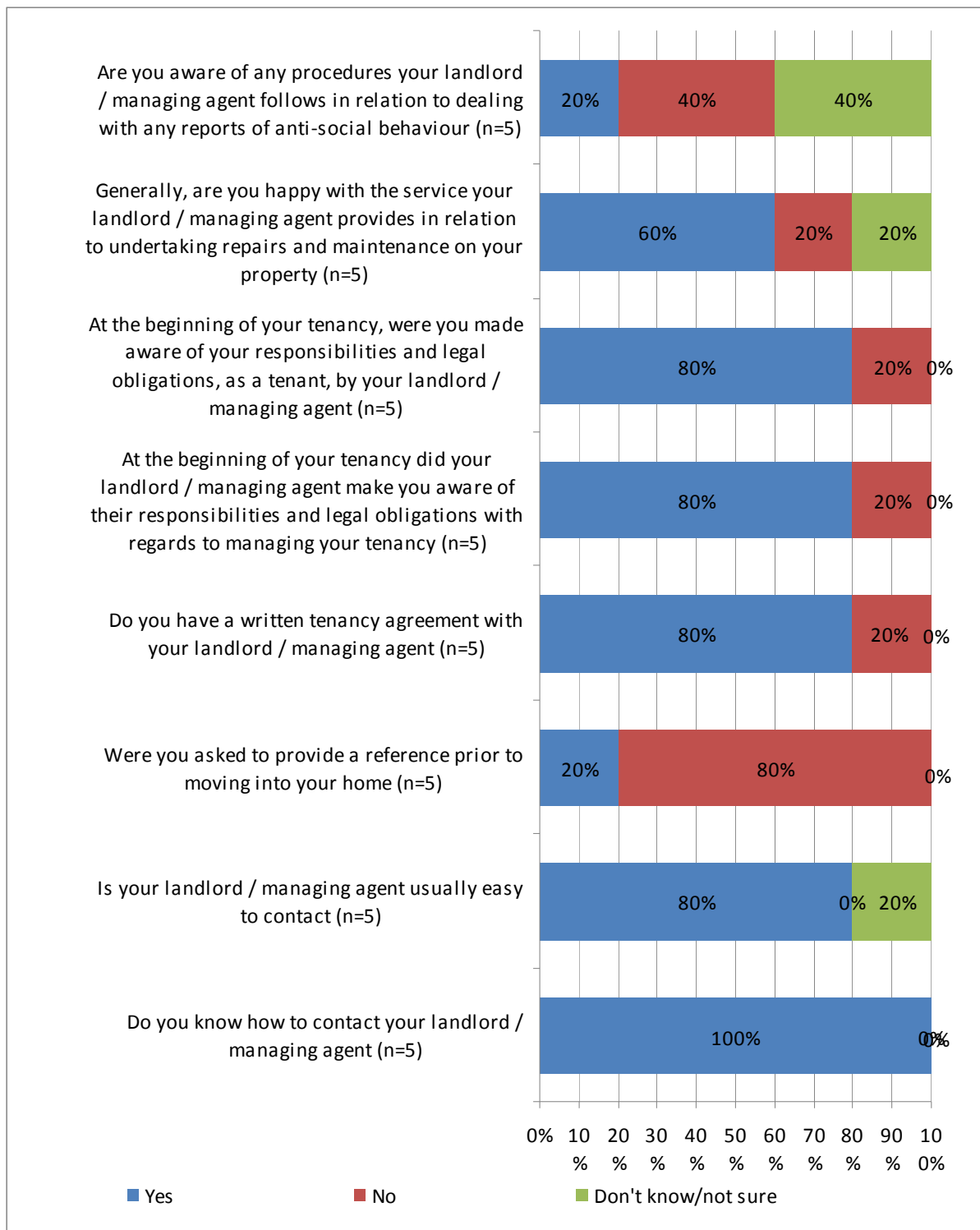
**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=5)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, 5 respondents answered this question.

From these five people, two told us they had a very good relationship with their landlord / managing agent, and two people told us they have a good relationship. One respondent has a poor relationship.

**Q17. Please answer each of the statements below.**

Respondents were asked to answer a number of statements about their tenancy. Knew how to contact their landlord. However, only four of the five respondents were asked to provide a reference when first moving into their homes. Also, only one in five (20%) knew of any procedures their landlord had for dealing with anti-social behaviour.



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=5)**

Out of the five respondents who answered this question, 3 are very satisfied with the overall service provided by their landlord or managing agent, and the remaining respondents were neither satisfied nor dissatisfied.

**Q19. If you have answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18, please tell us why and how you think this can be improved. (n=0)**

No respondents answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed?**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 4 which they thought should be removed:

- Lister Street
- Waldon Street
- Holt Street – as it’s a very nice and fairly quiet street
- Kilwick Street

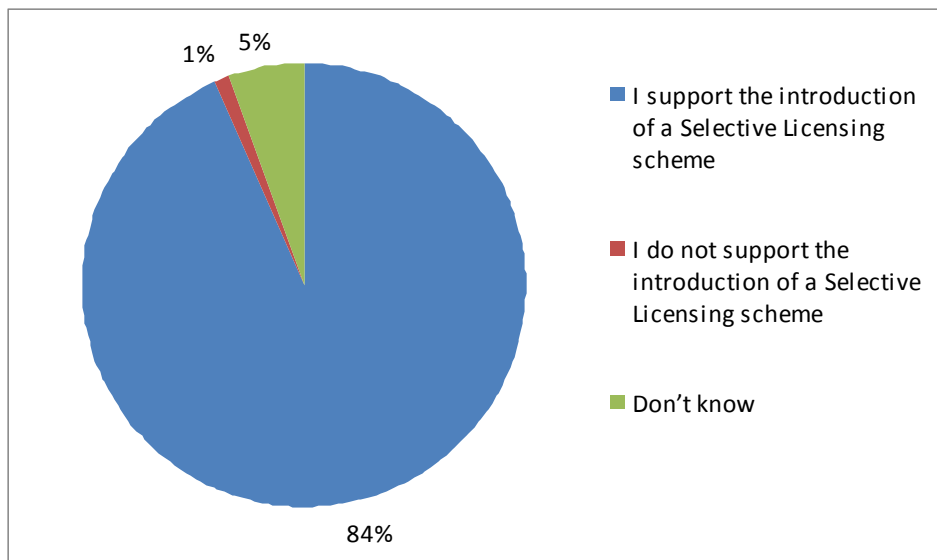
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area the following comments were received:

- All rented properties should have selective licensing.
- All terraced properties should have selective licensing.
- Holt Street, Kilwick Street, Kimberley Street.
- Lister Street issues with anti-social behaviour, Waldon Street looks shabby.

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=19)**

Respondents were asked to tell us if they supported the selective licence scheme, and over eight out of ten (84%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=9)**

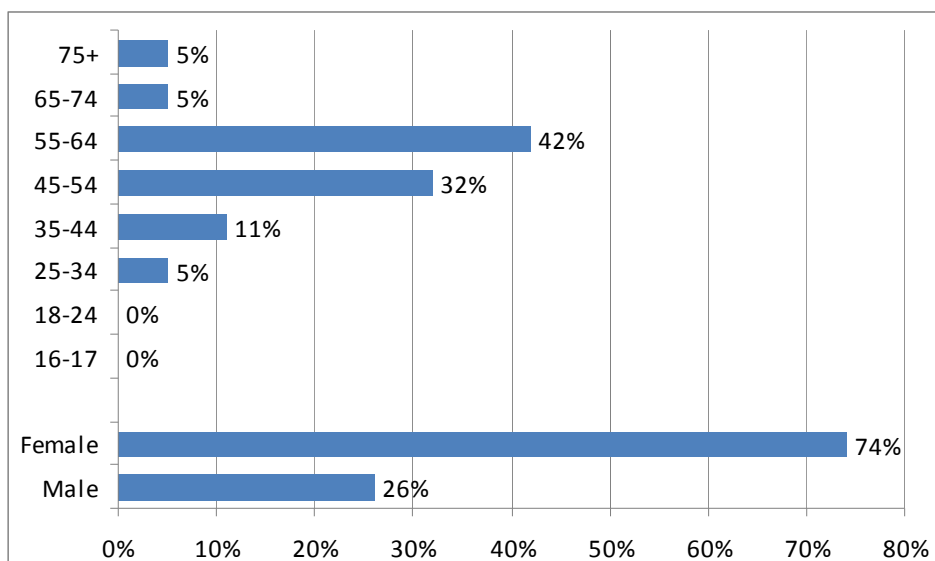
Residents were asked to provide any additional comments about the proposed Selective Licensing scheme. Residents feel that landlords should be contactable when necessary, Selective Licensing should be compulsory across Hartlepool to improve areas and appearance of rented properties and some residents feel that selective licensing can only do good for this area.

**Q24. Are you male or female? (n=19)**

**AND**

**Q25. What was your age on your last birthday? (n=19)**

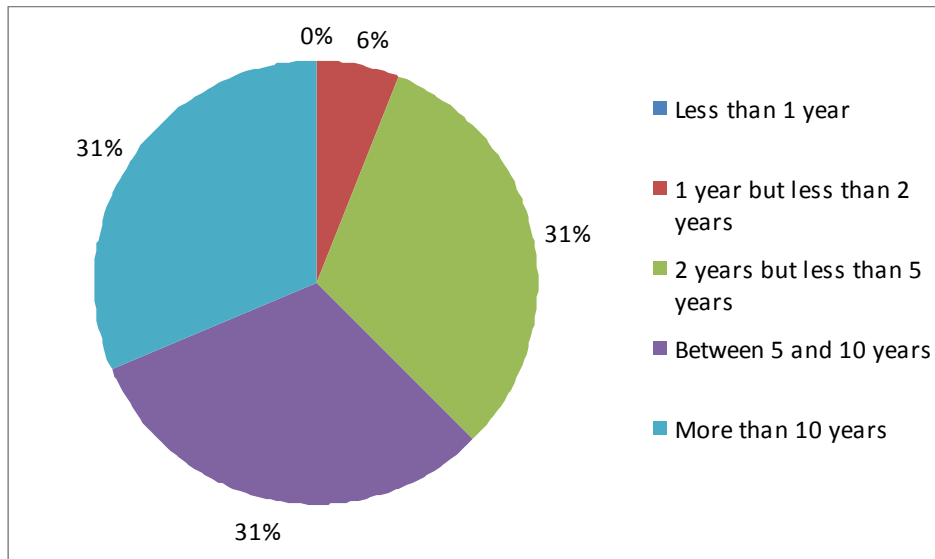
Overall, the majority of responses were received from females, with the majority of responses coming from respondents aged between 45 and 64.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=16)

A third of Landlords have owned or managed property in Area 4 for between five and ten years (31%) and a further third have owned or managed one for between 2 and 5 years (31%)



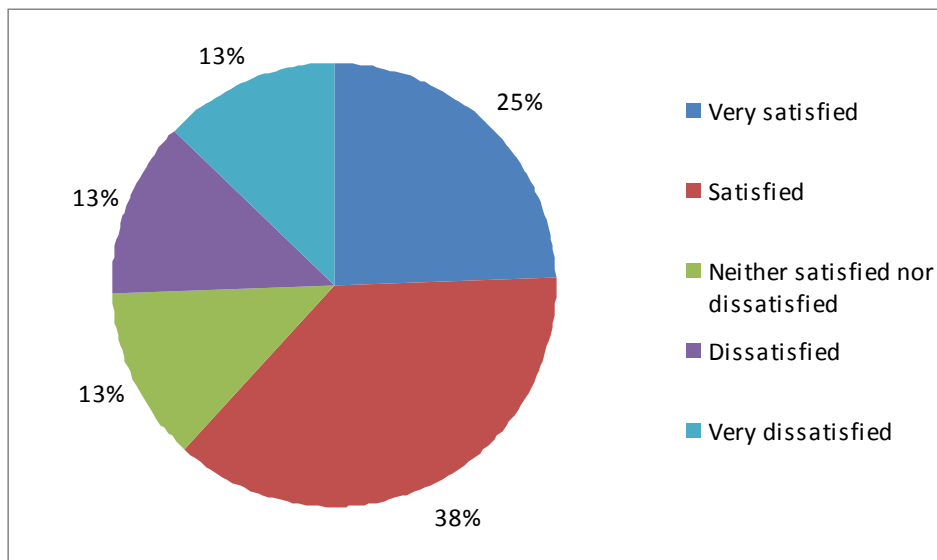
#### Q2. How many properties do you own or manage in this area? (n=16)

The majority of landlords own or manage one property in this area.

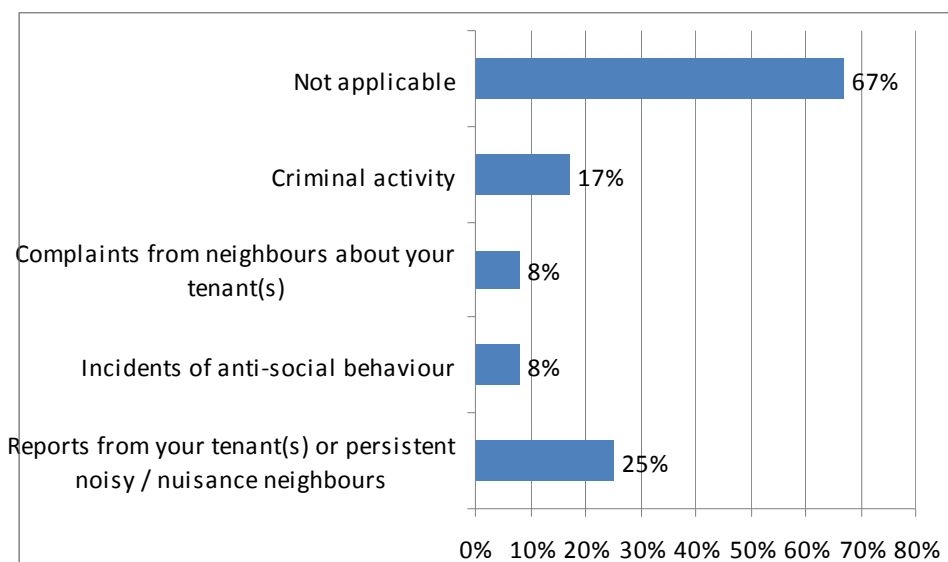
1 property	12
2 properties	1
3 properties	2
7 properties	1

**Q3. How satisfied or dissatisfied are you with this area? (n=16)**

The majority (63%) of landlords were satisfied or very satisfied with this area. Only a quarter (26%) were dissatisfied or very dissatisfied

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=12)**

The majority of landlords told us this question was not applicable to them (67%). For those that it was applicable to, 'reports from tenants or persistent noisy/nuisance neighbours' were more likely to be selected (25%).

**Q5. Have the problems / issues been resolved? (n=3)**

Two thirds (2 out of 3 respondents) of landlords told us the problems identified in question 4 had been resolved.

**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=3)**

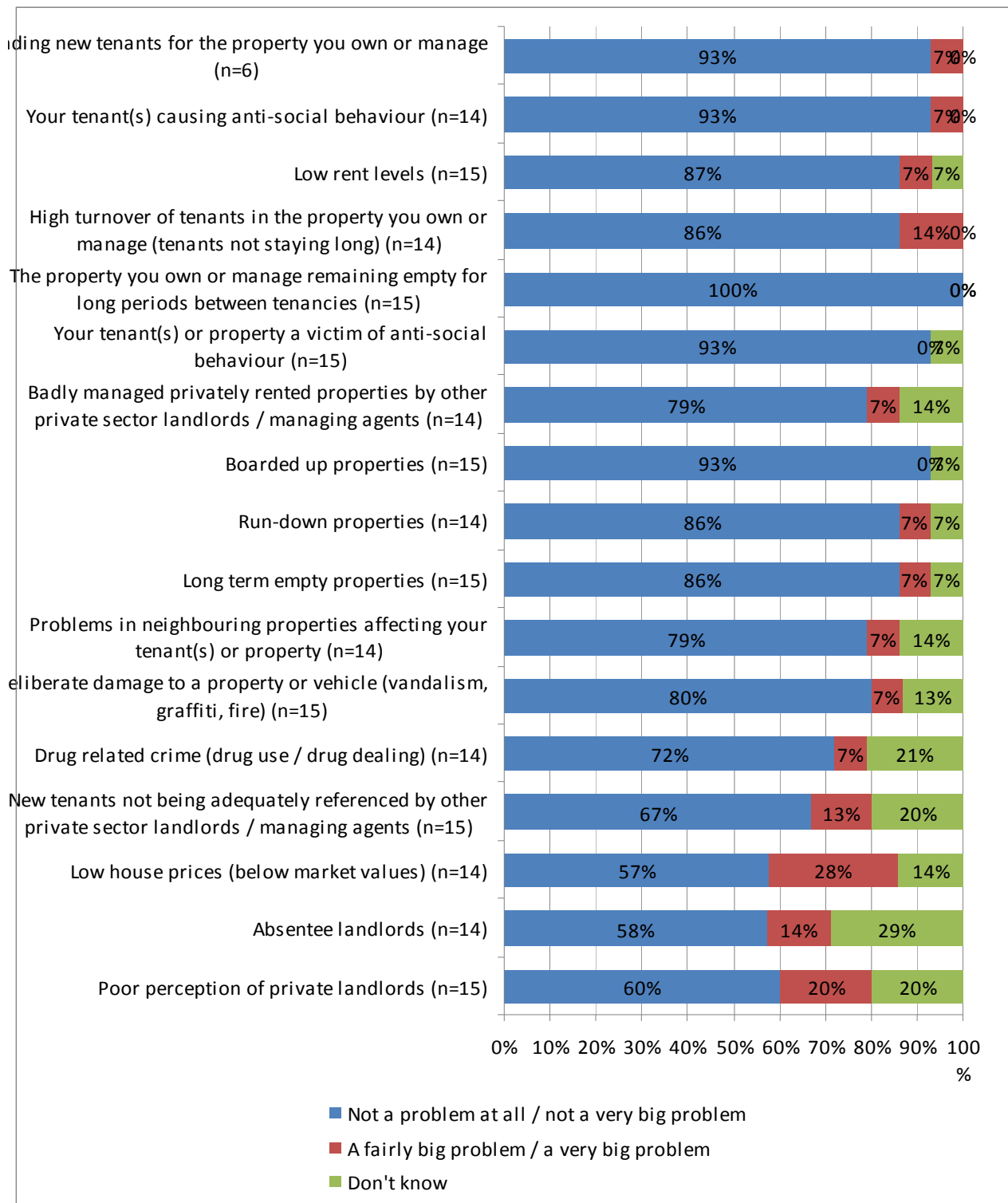
Landlords in the area have reported that a tenant went to prison, there have complaints about neighbours arguing and shouting late at night, although this was resolved between tenants and is no longer an issue) and that some problems are ongoing.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...?**

Landlords told us that they did not think finding new tenants for their property was a problem (71%). Nor did they think their tenant(s) causing anti-social behaviour was a problem in this area (64%).

Responses are more mixed when considering low house prices in the area, absentee landlords, or a poor perception of private landlords.



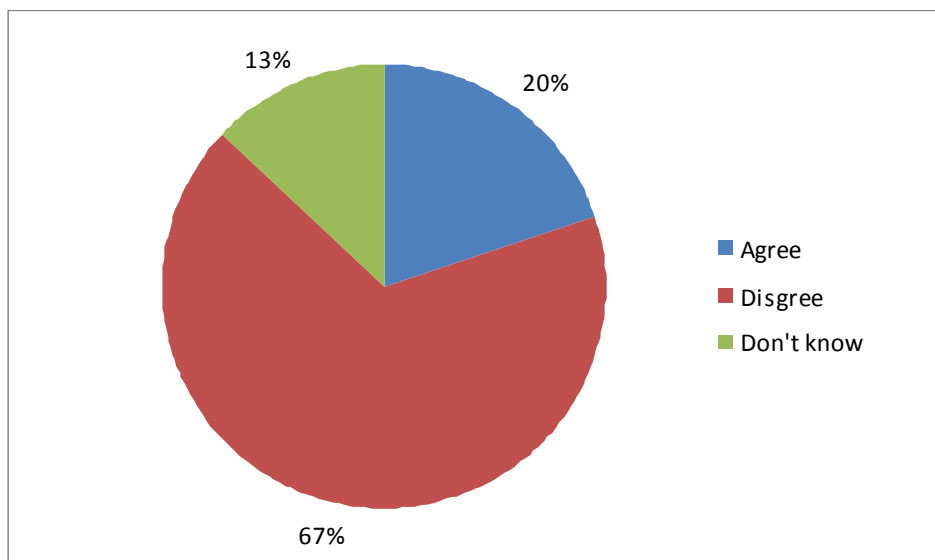


**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=5)**

Landlords in the area feel that it is now a bad area / location, it is a depressed area and there are serious anti-social behaviour problems. It was noted that there is a very high volume of children / teenagers in the street compared to other areas and they cannot understand why house values are so low when the houses are in close proximity to town centre and in relatively good condition.

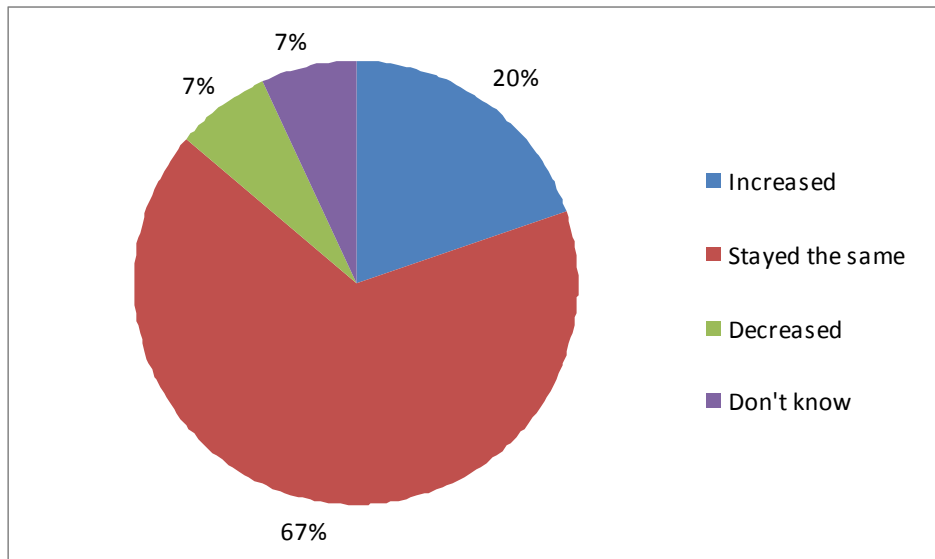
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=15)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand, and results showed two thirds disagreed (67%) and one in five (20%) agreed and the remaining landlords said they didn't know (13%).



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=15)**

Over half (52%) of respondents told us the demand for their area had stayed the same over the past two years. A quarter (24%) of landlords felt demand had decreased.

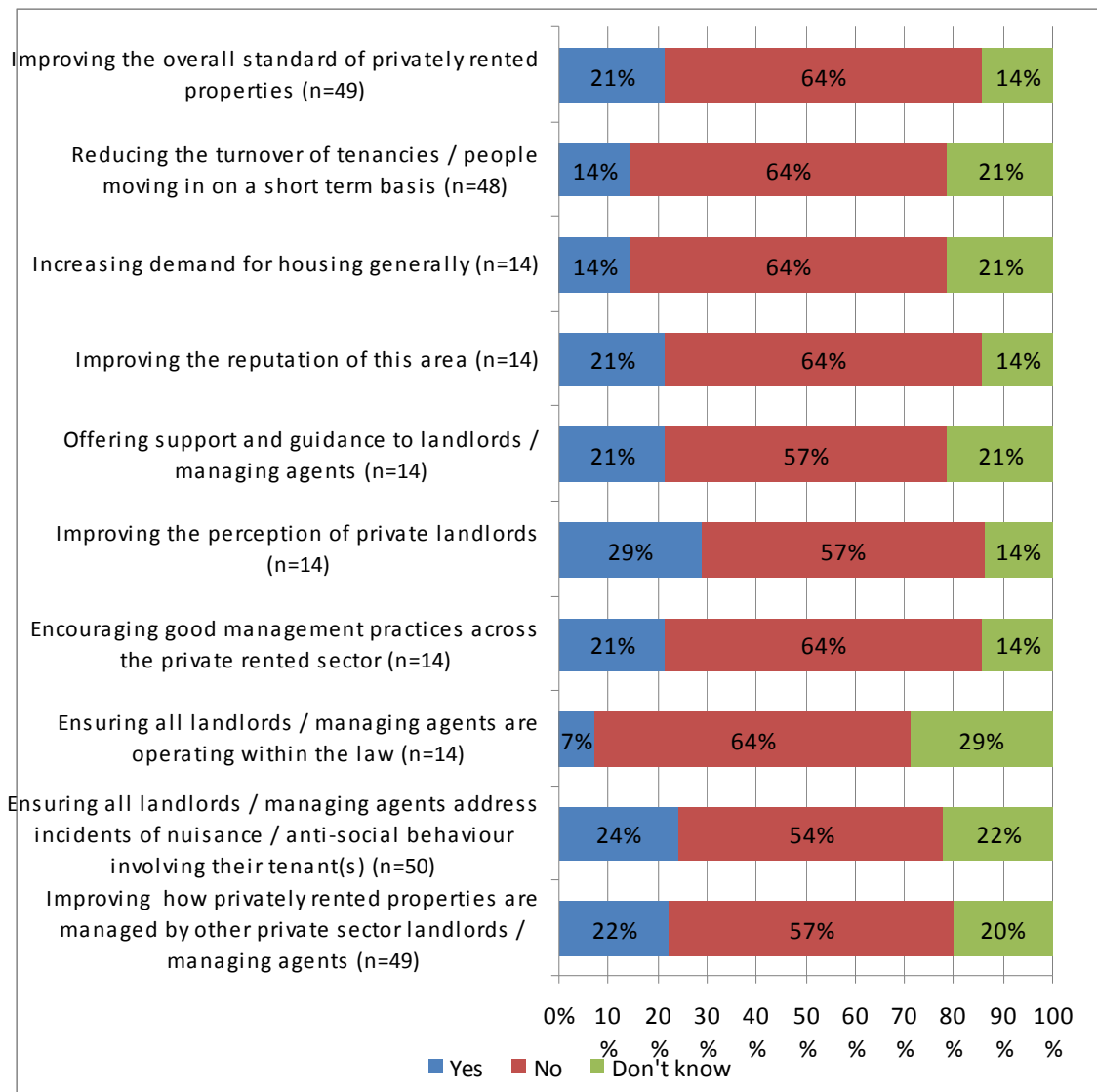


**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=9)**

Landlords feel that the area is poor and less people want to live there, some landlords have long term tenants in the area with no issues, have no problem finding tenants and maintain and manage their properties so should not be penalised for the behaviour of bad landlords “the Council know who the bad landlords are but don’t do anything about it.”

**Q12. Do you think that the introduction of selective licensing in this area will assist in...?**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=14)**

Nearly nine out of ten (86%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining one in ten (14%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=10)**

Some landlords disagree with the proposed Selective Licensing Scheme as they think the fee is extortionate for very little or no benefit to tenants or landlords and state the fee is higher than any other. Some feel good landlords are being punished for the sins of bad landlords and some will put up rents to cover the extra cost and make sure tenants have imposed extra cost on them.

Landlords feel the scheme is a 'paper pushing exercise' and Hartlepool operates a massive paperwork approach to the problem with little benefit, and the introduction of the scheme will further discourage good landlords from investing in the area meaning there

will be less housing to meet the needs and a reduction in property values. Once responded said they has only ever had an issue with owner occupiers.

The Council should enforce existing laws rather than bring in a scheme like this and focus on working with landlords rather than licensing them. Some landlords feel there is not enough conclusive evidence to implement Selective Licensing in Hartlepool.

One of the landlords who agrees with the proposed Selective Licensing Scheme believes it will stop landlords and tenants from allowing / making the area run down.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street

Mapleton Road  
 Milbank Road  
 Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.

- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.
- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 5 Consultation Report**

**Lisa Anderson  
December 2014**





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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 5 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 272 households in Area 5. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 16.9% response rate, with 46 surveys being returned out of a possible sample of 272 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	272
Sample adjacent to proposed boundary areas	0
Total sample	272
<b>Completed questionnaires</b>	<b>46</b>
No response	226
<b>Response rate</b>	<b>16.9%</b>

- 1.7 In addition to the residents survey, 26 responses were received to the landlord and management agent's survey for Area 5.
- 1.8 No responses were received from businesses in Area 5.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 5. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

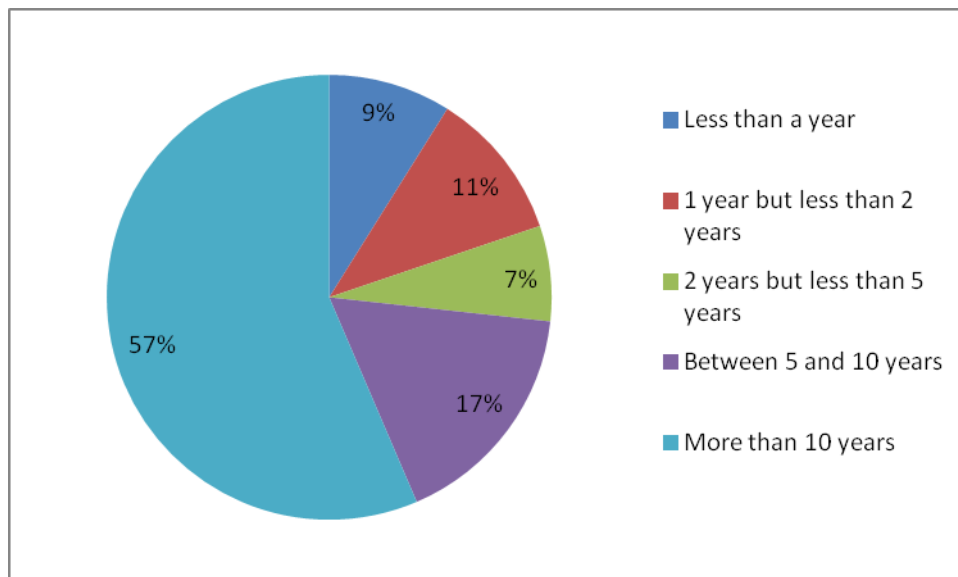
### Q1. What is the name or postcode of the street you live in? (n=46)

In total, responses were received from 11 streets from Selective Licensing Area 5. Most responses were received from Sydenham Road (11).

Sydenham Road	11
Borrowdale Street	7
Patterdale Street	6
Wensleydale Street	6
Brenda Road	4
Kendal Road	4
Boundary 5	3
Kent Avenue	2
Haswell Avenue	1
Marmion Close	1
Worcester Gardens	1

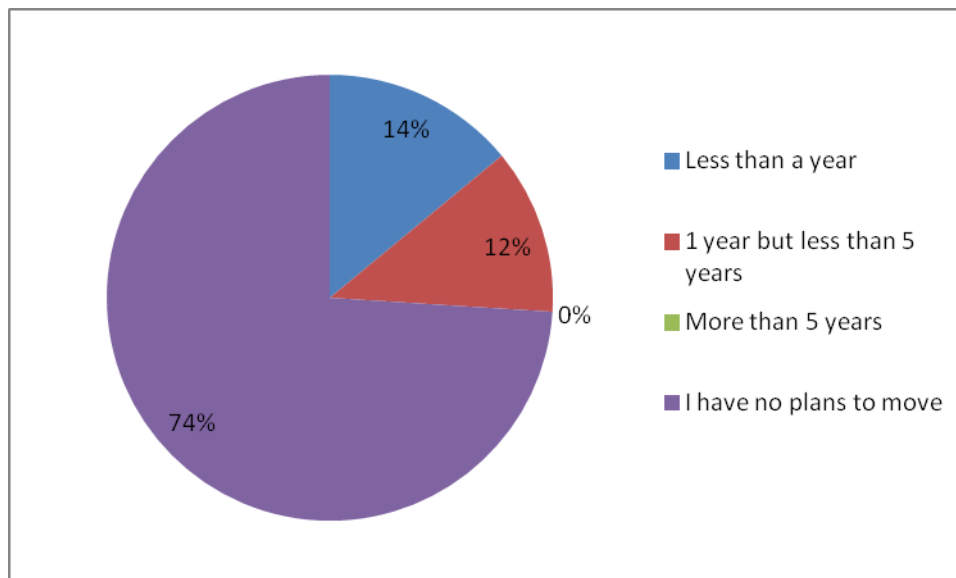
### Q2. How long have you lived at this address? (n=46)

Respondents were asked to tell us how long they have lived at this address. Overall, they were more likely to say they had lived at this address for more than ten years (57%).



**Q3. How long do you intend to remain living at your current address? (n=42)**

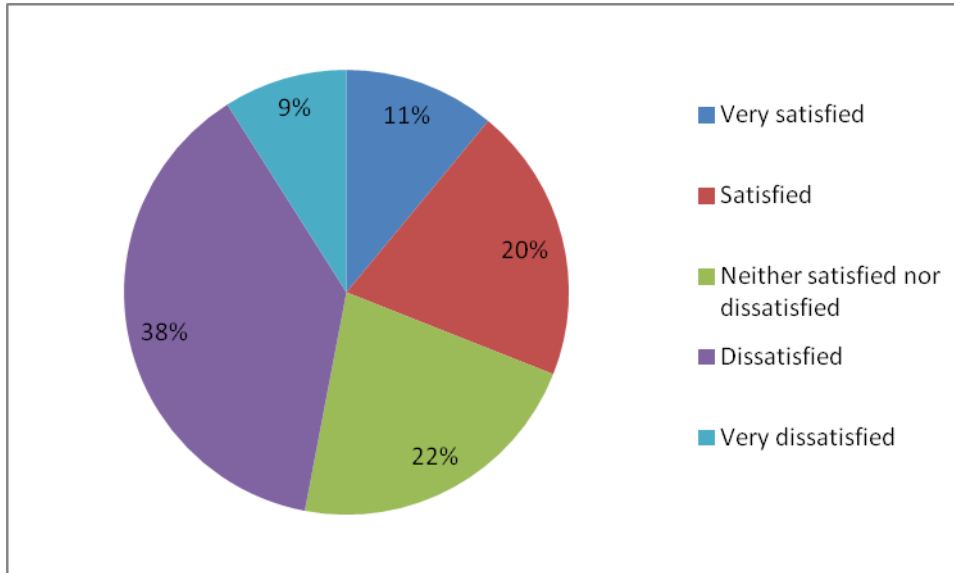
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (74%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=14)**

Respondents were asked to tell us why they intend to move, and the general feedback received through the survey was that residents wanted to move to bigger properties with gardens. Residents also told us that their main concern with this area was drug dealing, drug use, and badly managed areas.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=45)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, the majority (47%) of respondents were dissatisfied or very dissatisfied with their area as a place to live. Only three out of ten (31%) respondents told us they were satisfied or very satisfied.

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=44)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and seven out of ten respondents (70%) told us they had.

**Q7. Have the problems / issues been resolved? (n=29)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years, were asked to tell us if the problems had been resolved. Half (52%) of respondents told us they had. Half (48%) told us the problem or issue had not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=27)**

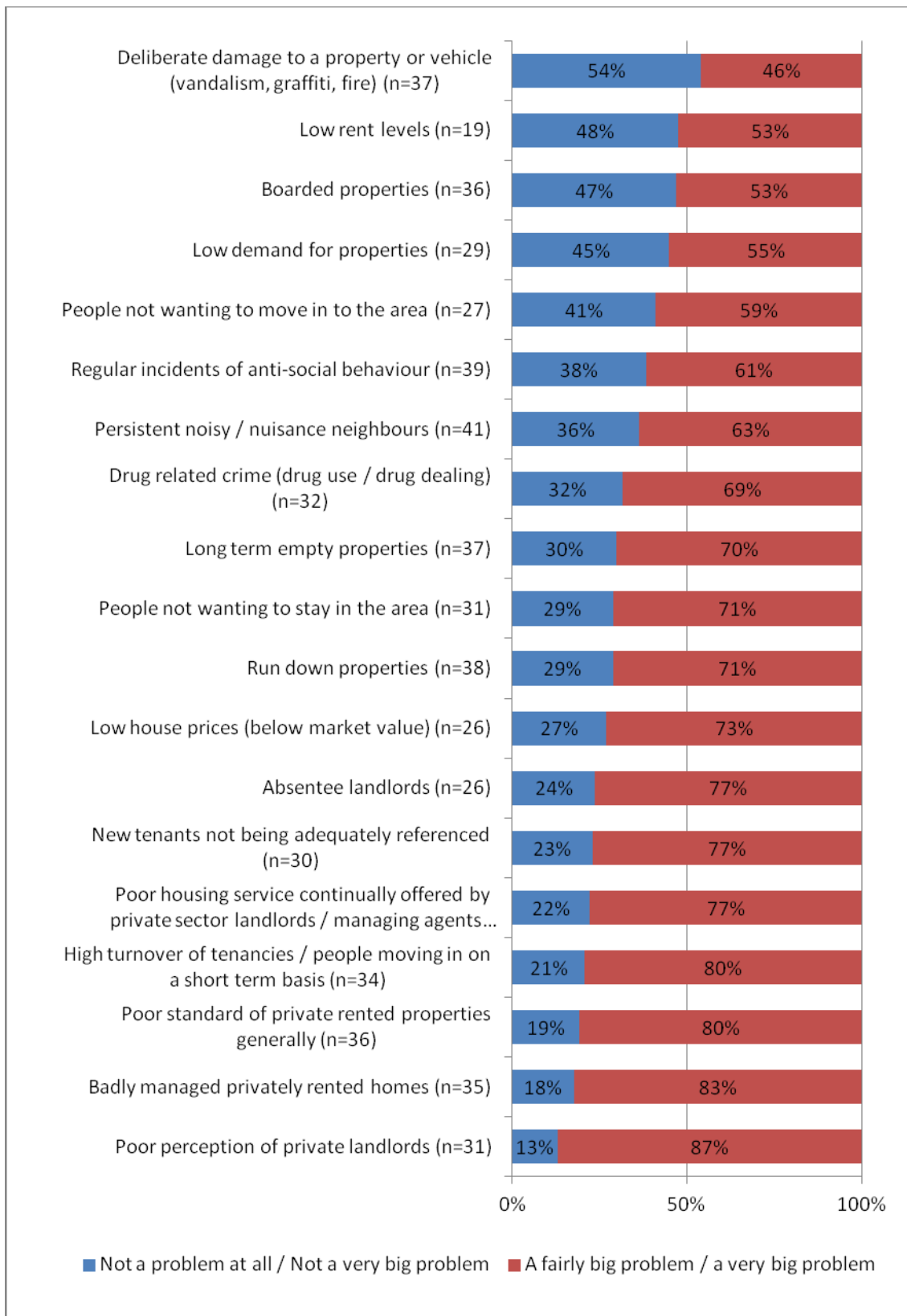
Respondents were asked to provide details about what had happened. The main issues reported by residents were to do with drug dealing and use, the poor condition of properties, which have fallen into states of severe disrepair. Criminal activity and anti-social behaviour, such as cars being damaged in the street, children braking windows with footballs, lead stolen off roofs, a lot of litter/rubbish, noise nuisance and a constant police presence in the street.

**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, residents were more likely to find a number of issues a problem in this area, most notably:

- A poor preception of private landlords (87%)
- Badly managed private rented homes (83%)
- Poor standard of private rented properties generally (80%)





**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=31)**

Respondents were asked to tell us more about the things they found a problem in their local area.

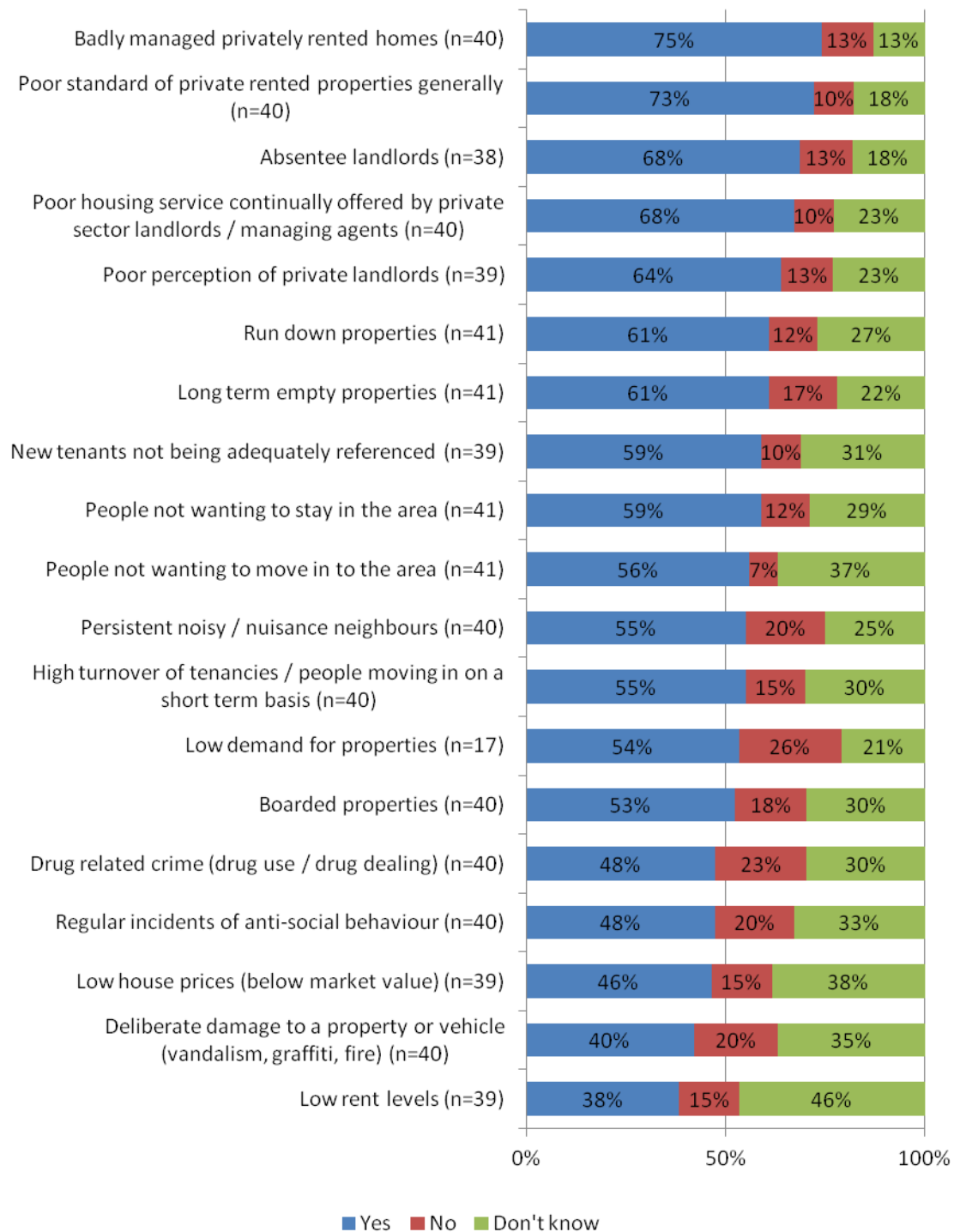
Residents reported issues with anti-social gangs in Sydenham Road, properties looking very untidy, and how not all residents have their own bins, therefore leading to lots of rubbish/litter and dog dirt on pavement. They also reported lots of poorly maintained properties, drug dealing, shouting/screaming, new neighbours every 3 months, youths hanging around local shop, and a police presence. Residents also feel that landlords in the area have made it impossible for them to sell their properties.

**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve:

- Badly managed private rented homes (75%)
- Poor standard of private rented properties generally (73%)
- Absentee landlords (68%)
- Poor housing service continually offered by private sector landlords / managing agents (68%)

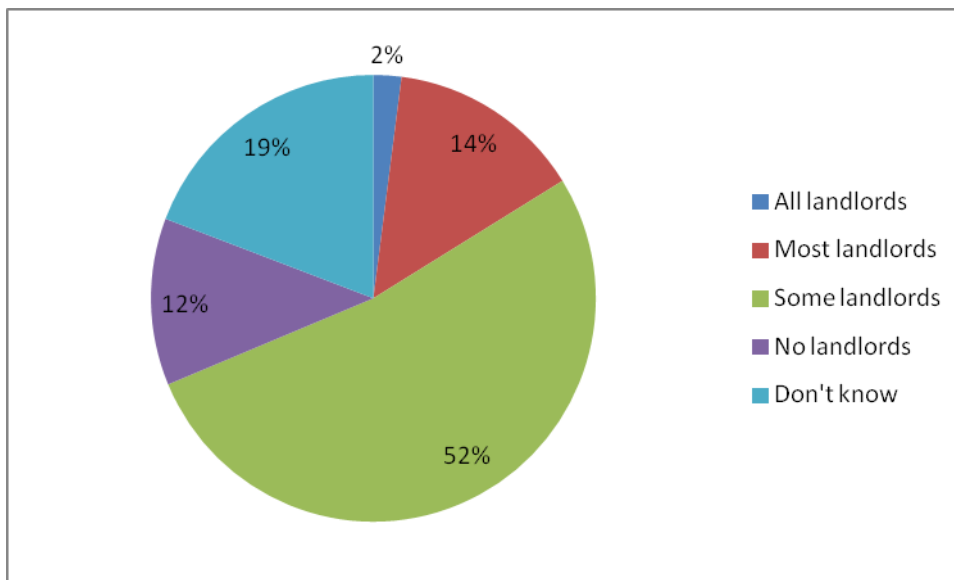
Respondents were unsure if a selective licensing scheme would help with low rent levels (38%).



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=42)**

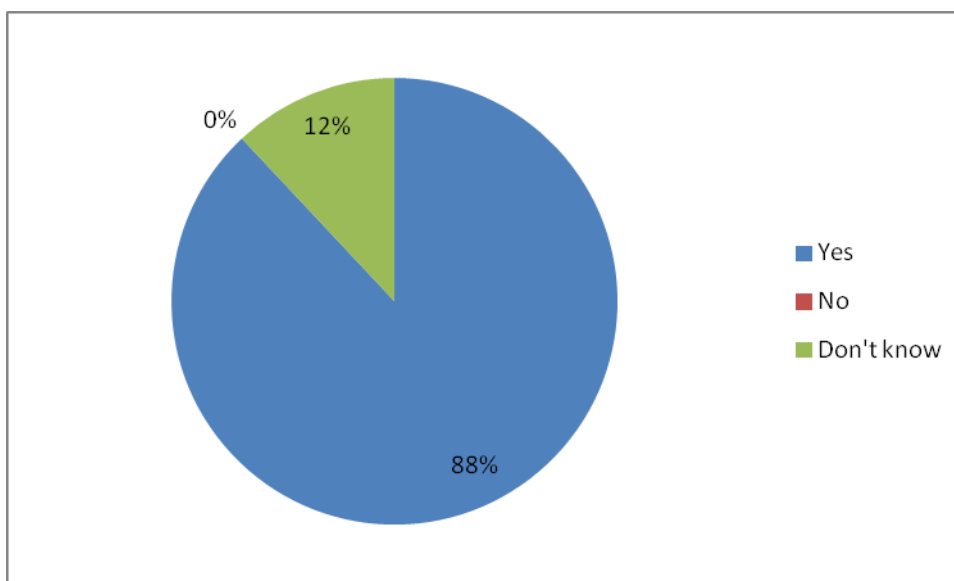
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Over half (52%) of respondents told us that some landlords in their area manage their properties responsibly, with twelve per cent of respondents saying no landlords manage their property responsibly.



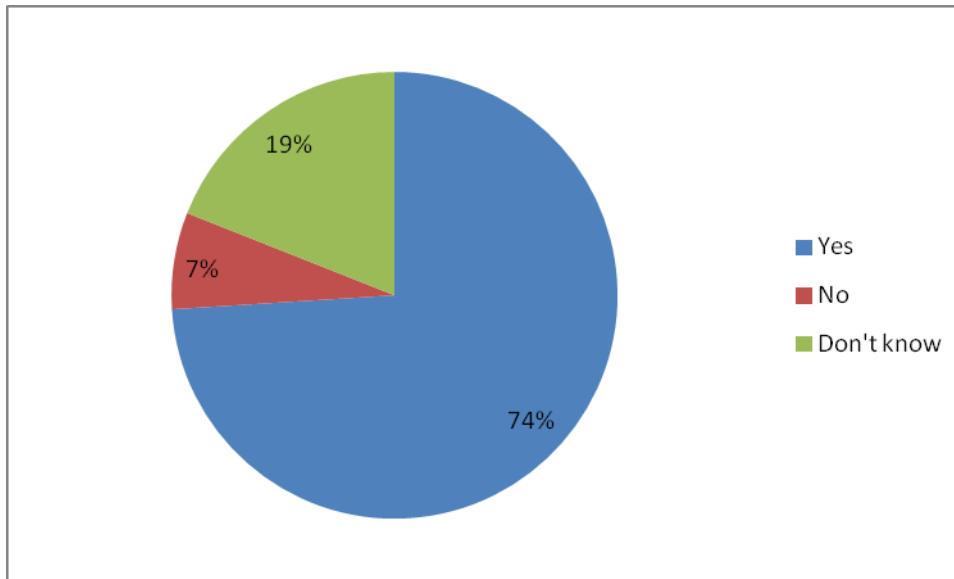
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=42)**

Nearly nine out of ten (88%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.



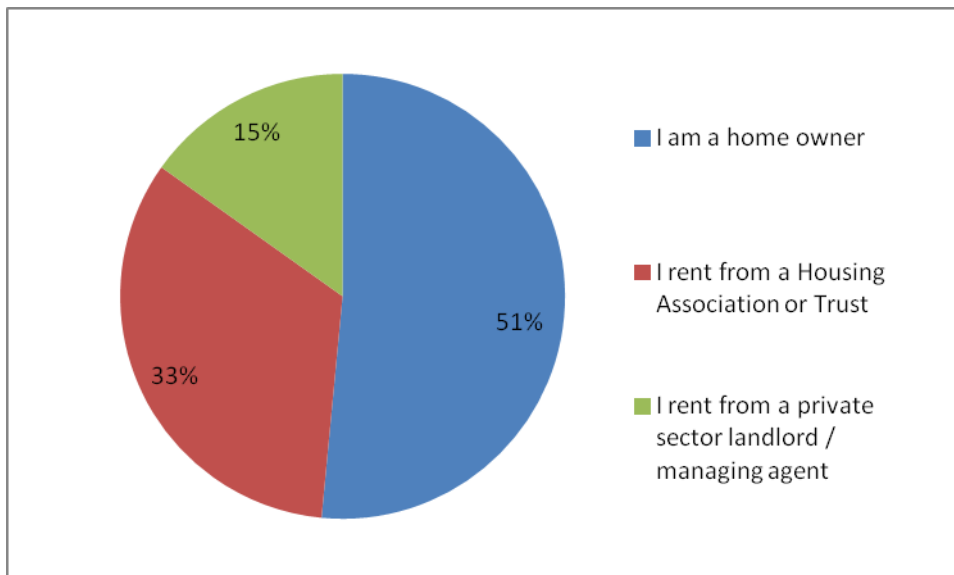
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=42)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (74%)



**Q15. Please select from the list below the option that best describes you. (n=39)**

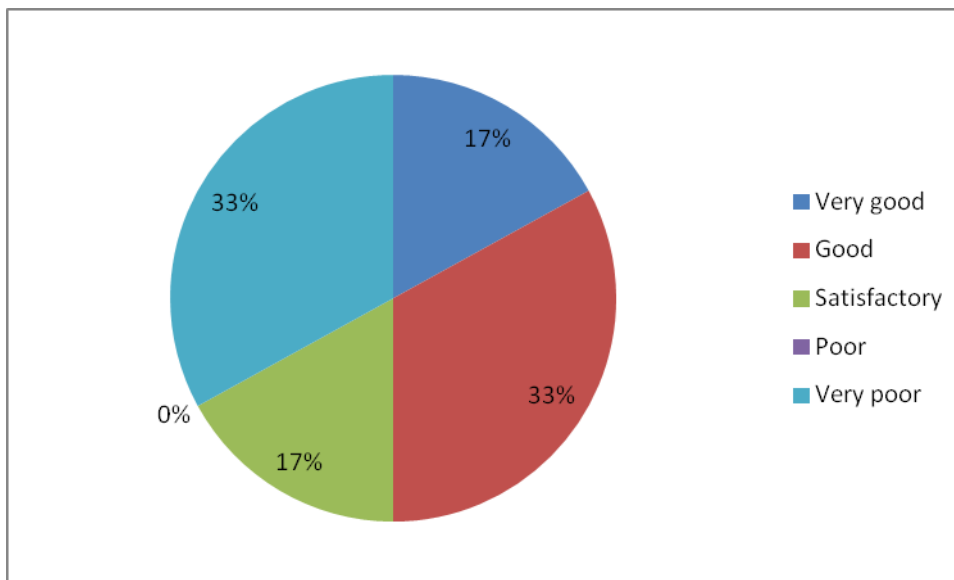
Respondents were asked to tell us if they rented or owned their homes. Half (51%) of respondents owned their own home. A third (33%) rented from a housing association or trust.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=6)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, only 6 respondents answered this question.

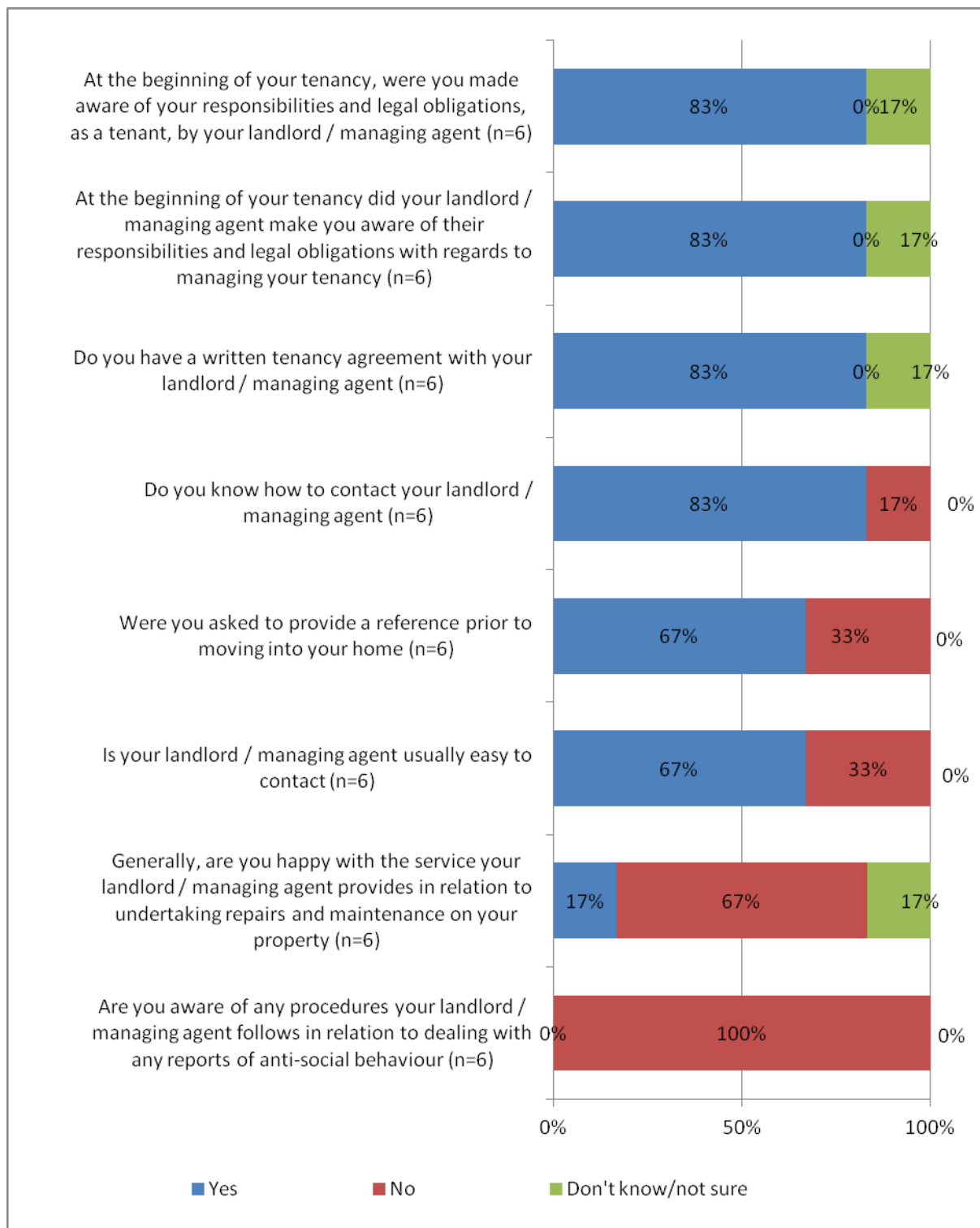
Because of the low number of responses received to this question, we can see that opinions were mixed.



**Q17. Please answer each of the statements below.**

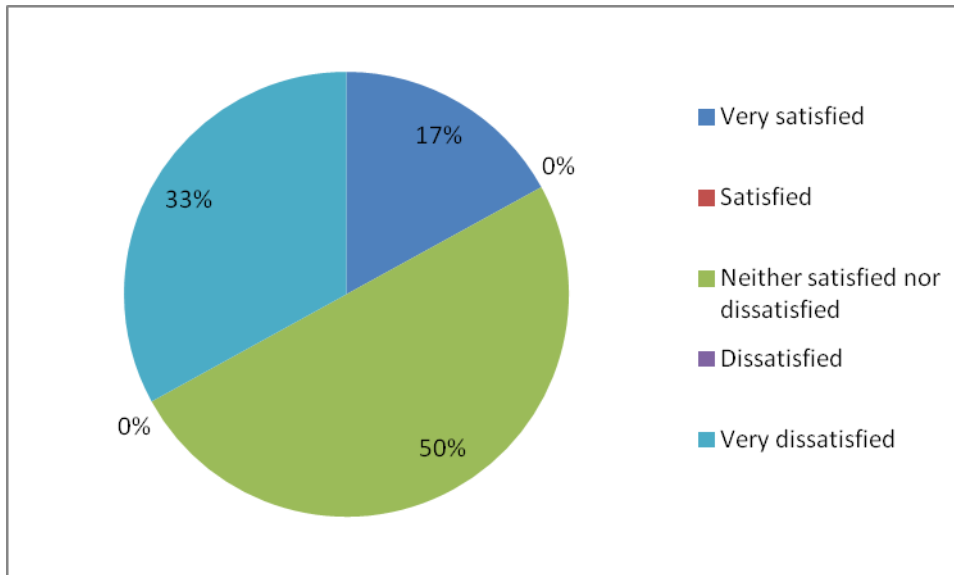
Residents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell us they were not aware of any procedures their landlord or managing agent follows in relation to dealing with reports of anti-social behaviour (100%). Also, residents were unhappy with the service provided by their landlord or managing agent in relation to making repairs to their property (67%)



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=6)**

Overall, half (505) of respondents are neither satisfied nor dissatisfied with the overall service provided by their landlord or managing agent. A third (33%) of respondents are very dissatisfied



**Q19. If you have answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18, please tell us why and how you think this can be improved (n=3)**

Residents reported that repairs in the area are not being done, or are done to a poor standard. One tenant provided the example of their gas boiler being connected incorrectly.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 5 which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us of streets which should not be included in the selective licensing Area 5.

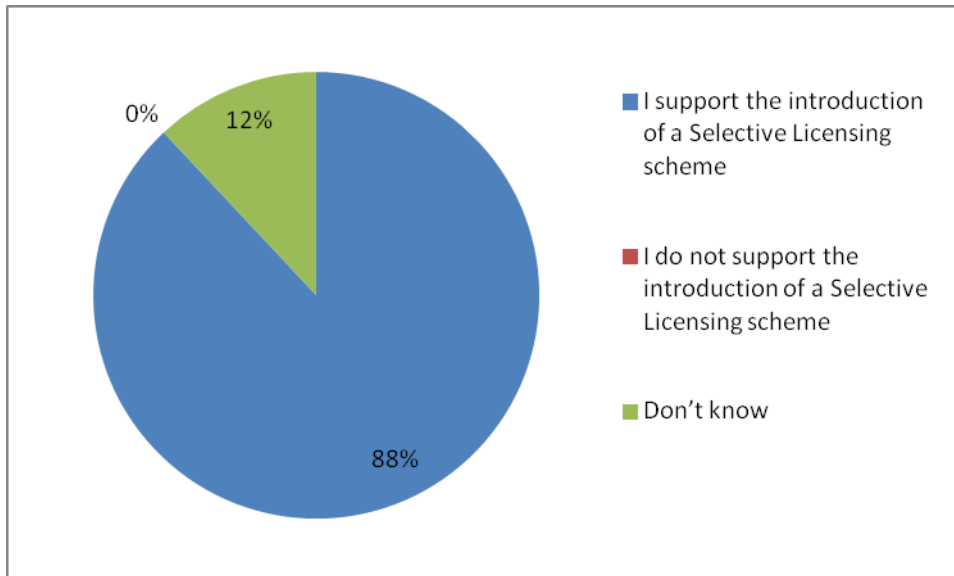
Respondents in this area only listed areas which they thought should be demolished, including Borrowdale Street, and Sydenham.

**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area, residents suggested the following areas: Worcester Gardens, old part of Kendal Road, Wensleydale Street, Hereford Street, Sydenham Road, Borrowdale Street, and the new estate south of Kathleen Street.

**Q22. Please select one of the statements below based on your overall assessment of our proposals (n=41)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly nine out of ten (88%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=17)**

Residents feel that landlords should be made to do repairs to properties, properties should not be rented out without a bond and Selective Licensing has had a huge beneficial effect on the Belle Vue Estate, also some residents worry that the fee will push up rent costs.

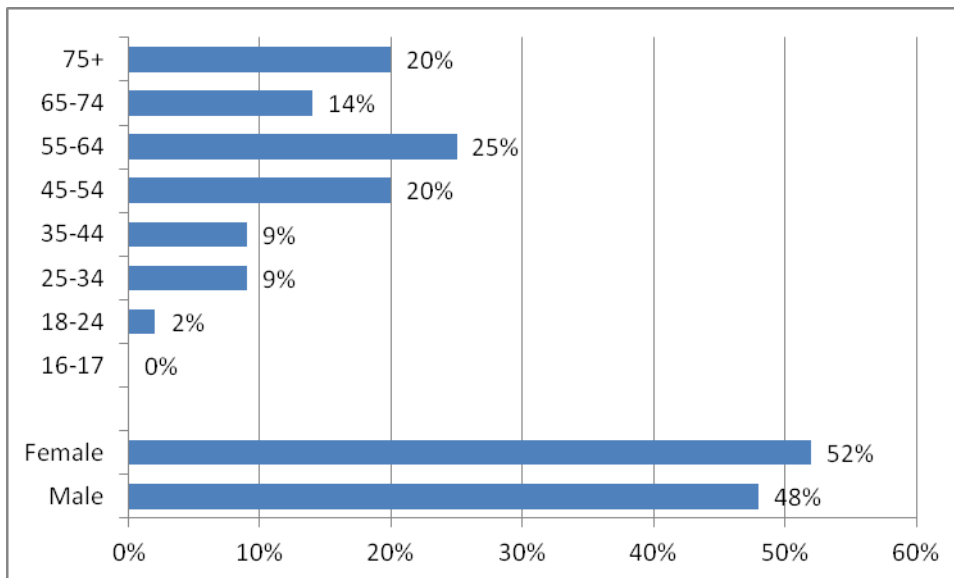
**Q24. Are you male or female? (n=44)**

**AND**

**Q25. What was your age on your last birthday? (n=44)**

Overall, responses were received from a mix of males and females, with a generally even spread of responses from different age groups.

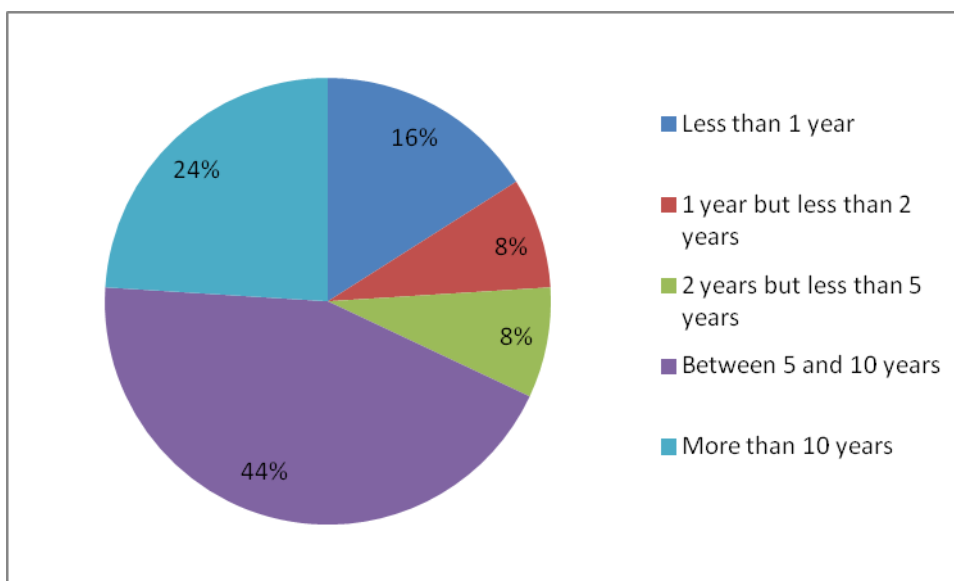




### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=25)

The majority of Landlords have owned or managed property in Area 5 for between five and ten years (44%).



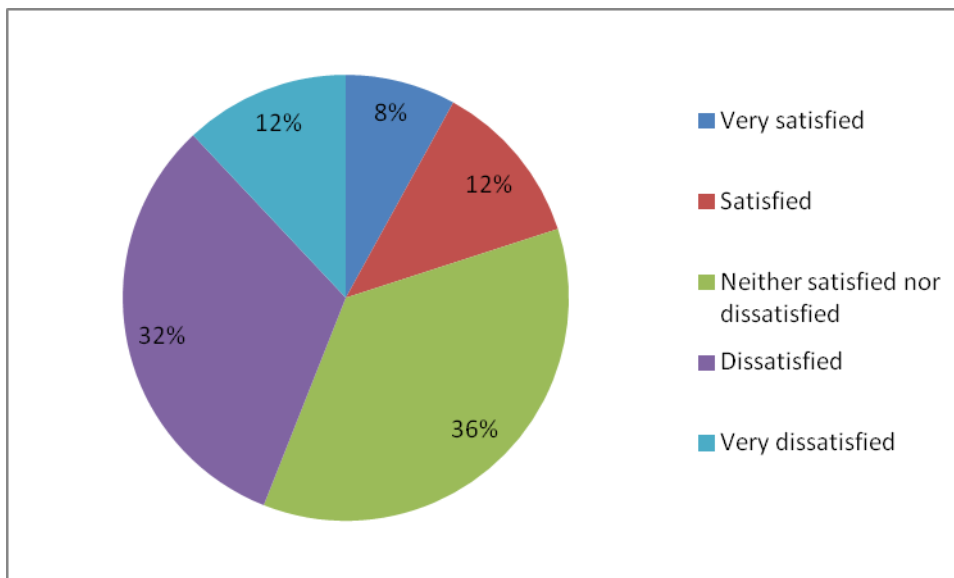
#### Q2. How many properties do you own or manage in this area? (n=25)

The majority of landlords own or manage one property in this area.

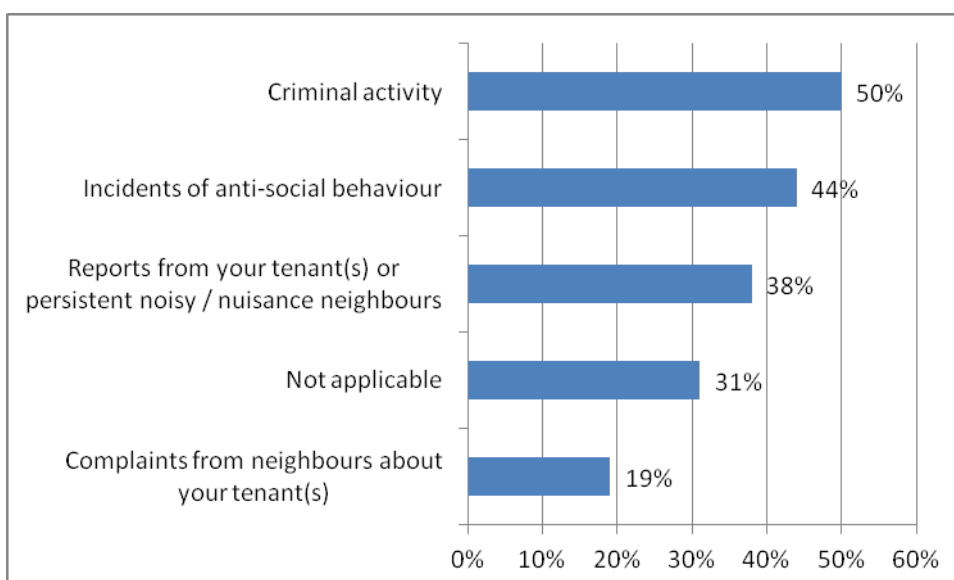
1 property	17
2 properties	7
12 properties	1

**Q3. How satisfied or dissatisfied are you with this area? (n=25)**

More respondents in Area 5 were dissatisfied with this area (44%) then satisfied (20%). A third (36%) of respondents were neither satisfied nor dissatisfied.

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=16)**

The majority of landlords told us that criminal activity (50%) was something they had experienced with their tenant in the last three years in this area, as was incidents of anti-social behaviour (44%).



Landlords in the area have had problems with drug dealers and a tenant sub-letting without permission.

**Q5. Have the problems / issues been resolved?**

Seven out of ten (69%) of landlords told us the problems identified in question 4 had been resolved.

**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=12)**

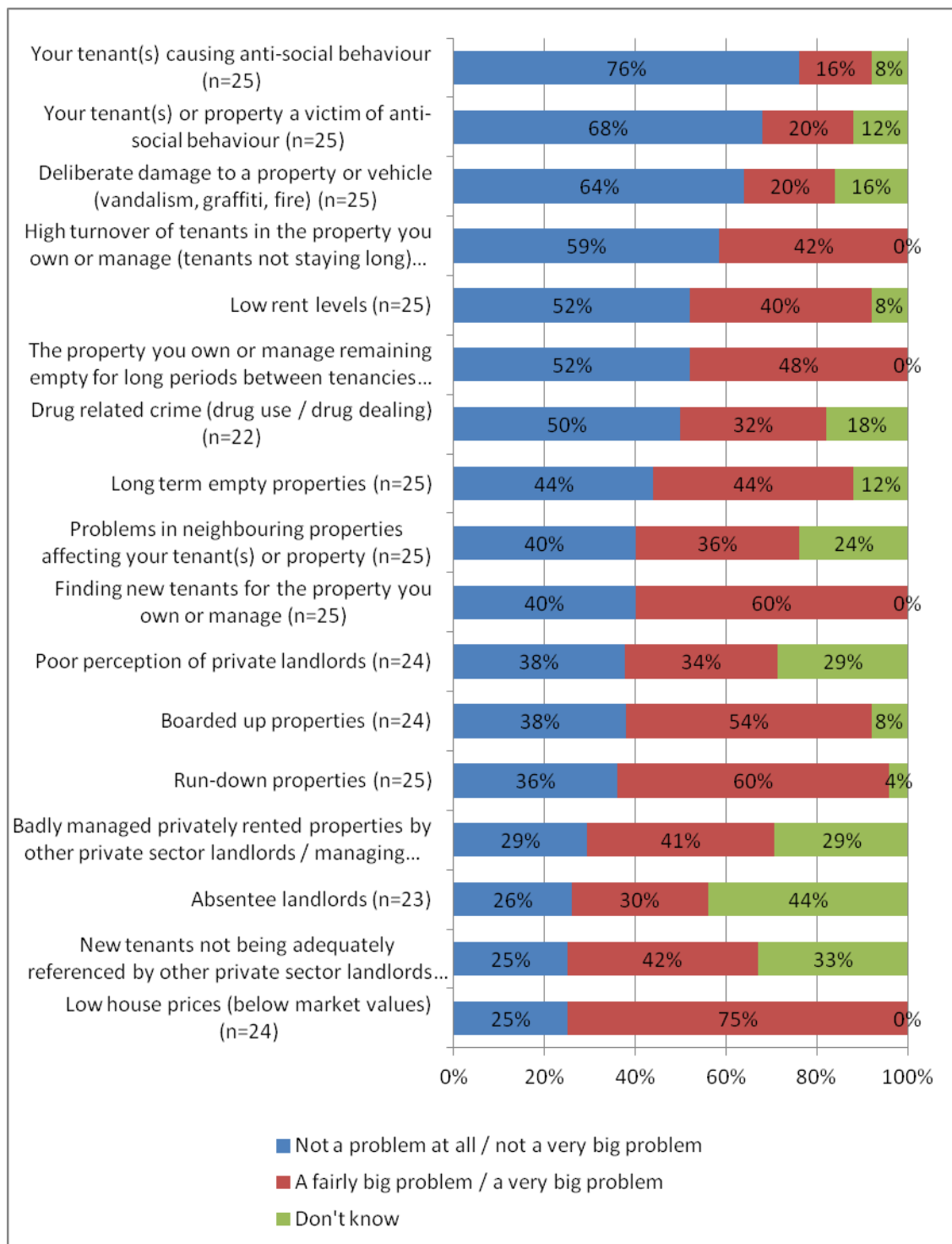
Landlords in the area have reported issues with break-ins, phone lines being cut, rowdy anti-social behaviour from neighbours, neighbours drinking on the streets, loud music, rubbish / litter in back yards and vandalism. One landlord feels the regular presence of patrol officers has made a huge beneficial difference to the area and another has decided to join the Housing Hartlepool, Thirteen Group lease scheme.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

In particular, Landlords felt their tenants causing anti-social behaviour was not a problem, or not a problem at all (76%). In addition, they felt their tenant or property being a victim of anti-social behaviour was not a problem or a very big problem (68%).

Responses are more mixed when considering absentee landlords, or a poor perception of private landlords, problems in neighbouring properties affecting their tenants or property, and badly managed privately rented properties by other private sector landlords or managing agents.

Landlords did feel, however, that low house prices (75%) was a problem in this area, as was finding new tenants for the property they own or manage (60%), and run-down properties (60%).



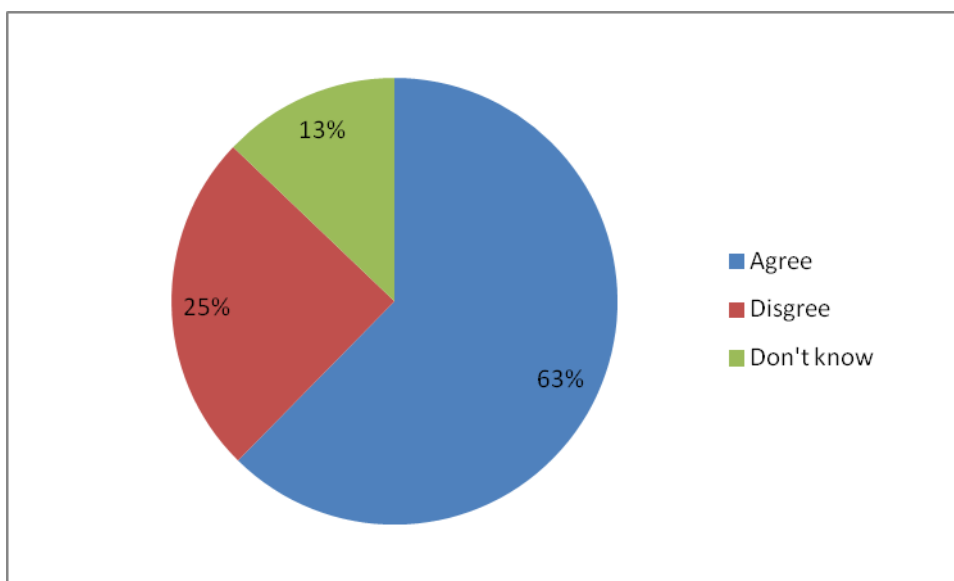
**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=14)**

Landlords feel there are problems in the area as the number of empty properties is letting the neighbourhood down and more generally the area looks run down. There is a high turnover of short-term tenants and landlords are unable to keep tenants due to a range of social reasons and factors. Recently refurbished properties are having to be let at low rent prices to ensure they aren't left empty. Other issues reported include drug related activity in the area, anti-social behaviour and windows being smashed.

Suggestions on how the problems can be addressed included more police patrols and a better referencing scheme to ensure deposits are taken by landlords / managing agents to control tenants.

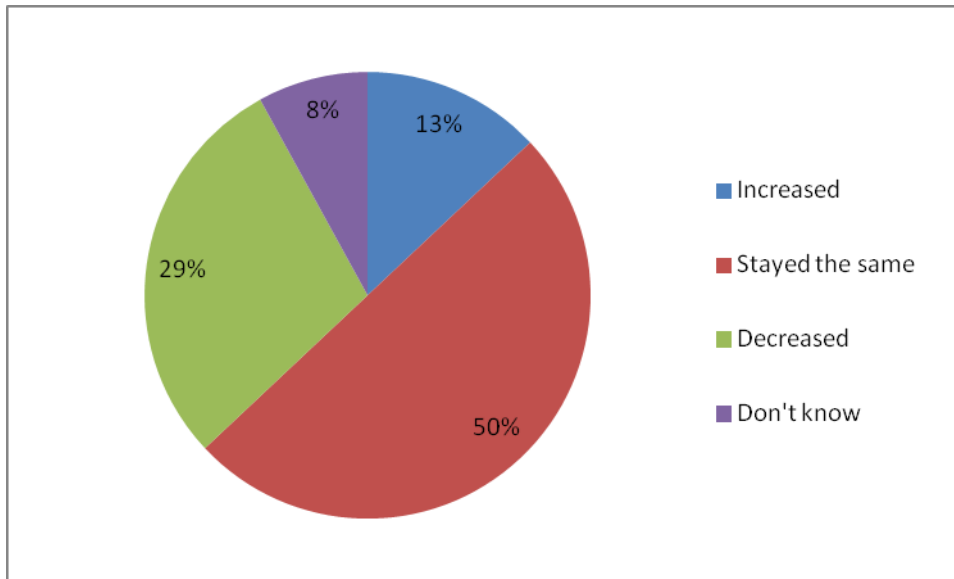
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=24)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand, two thirds of Landlords told agreed it did. (63%)



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=24)**

Half (50%) of landlords told us the demand for their area had stayed the same over the past two years. Three out of ten (29%) felt demand had decreased.



**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=12)**

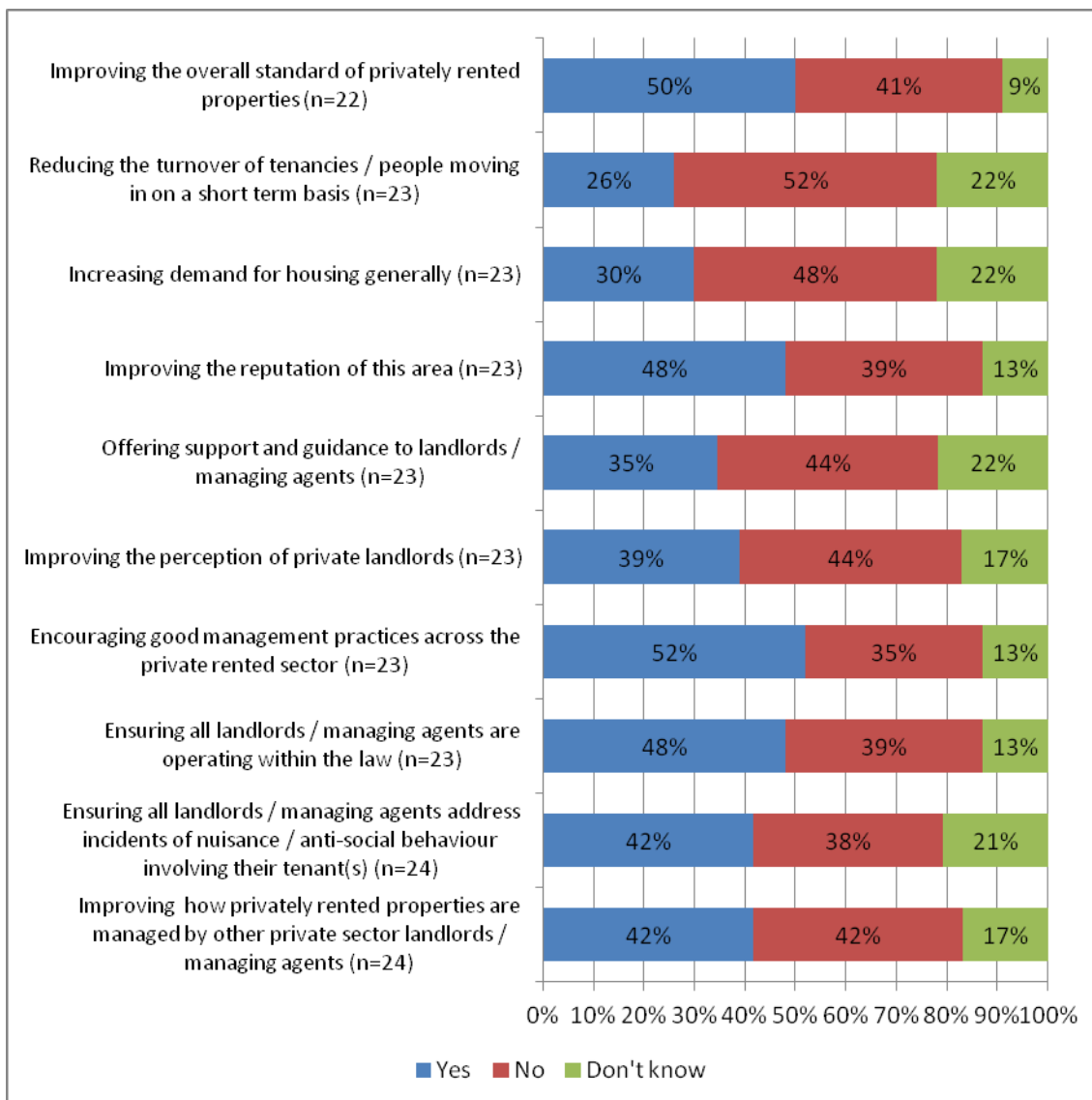
Landlords feel that the new build properties have helped the area, but there are still streets that need attention. The area has been allowed to deteriorate and is no longer attractive to good tenants. It was reported that tenants in Borrowdale Street do not always respect other people's properties and allow their children to run the streets. There is also nuisance, criminal and anti-social behaviour and problems re-letting properties.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

Responses from Landlords were more mixed when asked if they felt the introduction of selective licensing in the area would assist with various issues.

Landlords particularly thought Selective Licensing would encourage good management practices across the private rented sector (52%) and would improve the overall standard of privately rented properties (50%).

Landlords did not think the scheme would reduce the turnover of tenancies or people moving in on a short-term basis (52%) or increase demand for housing generally (48%).



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=23)**

Six out of ten (61%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining four out of ten (39%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=19)**

Landlords disagree with the proposed Selective Licensing Scheme as some were in the last scheme and feel they got nothing beneficial out of it, it was badly managed and introduced in an ineffective manner. Landlords have reported a reduction in property values in the area and state that licensing will not solve the wider social problems and there is no problems in the area to justify Selective Licensing.

Respondents indicated that they have worries about the fees and others request that consideration is given to joining landlords who are members of a nationally recognised organisation such as the National Landlord's Association (NLA), but wavering the fee.

Landlords would like to see more effective Policing and enforcement action taken instead. Some landlords agree with the proposed Selective Licensing Scheme, as they believe the area has always had a bad reputation and if the licensing scheme was implemented it would hopefully mean less nuisance tenants moving into the area. Others suggested they would agree to the proposals if the scheme was managed and administrated in a reasonable and beneficial way with more Policing and enforcement action taken as hopefully this would make living standards better.

Some also feel that if the scheme was free they would be a lot more favourable whilst others say

Selective Licensing will make small improvements, but needs to be part of a bigger scheme.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.



The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".

- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.
- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 6 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 6 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 129 households in Area 6. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 13.2% response rate, with 17 surveys being returned out of a possible sample of 129 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	48
Sample adjacent to proposed boundary areas	81
Total sample	129
<b>Completed questionnaires</b>	<b>17</b>
No response	112
<b>Response rate</b>	<b>13.2%</b>

- 1.7 In addition to the resident's survey, 12 responses were received to the landlord and management agent's survey for Area 6.
- 1.8 No responses were received from businesses in Area 6.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 6. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

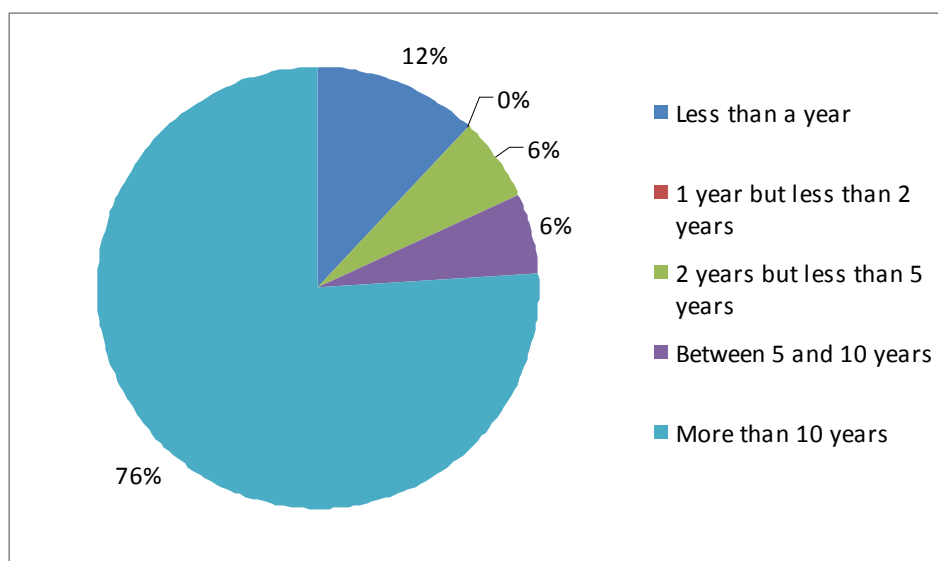
### Q1. What is the name or postcode of the street you live in? (n=17)

In total, responses were received from 5 streets from Selective Licensing Area 6. Most responses were received from Burbank Street (7).

Burbank Street	7
Goodwin Walk	5
Lizard Walk	2
Spurn Walk	2
James Street	1

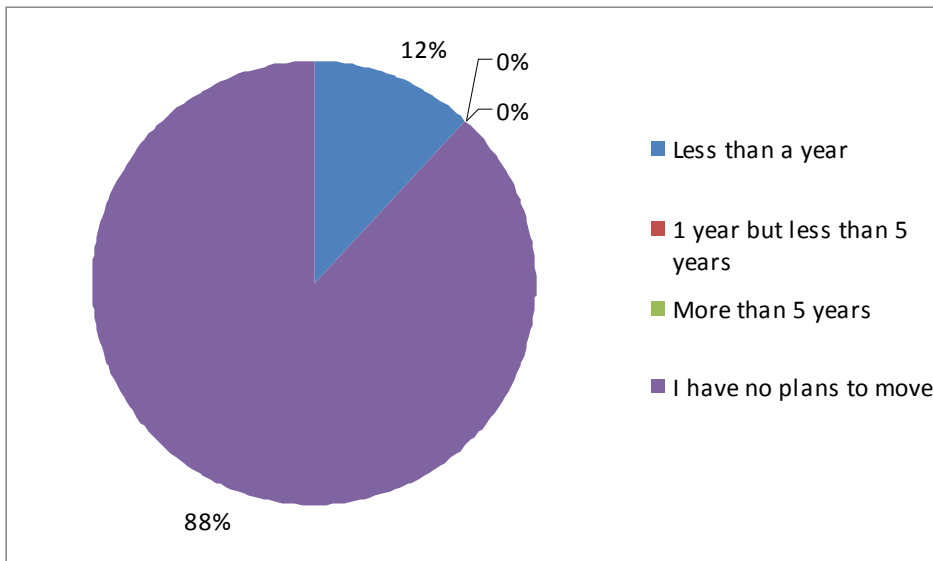
### Q2. How long have you lived at this address? (n=7)

Respondents were asked to tell us how long they have lived at this address. Overall, respondents were more likely to say they had lived at this address for more than ten years (76%).



**Q3. How long do you intend to remain living at your current address? (n=17)**

Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (88%) told us they had no plans to move.

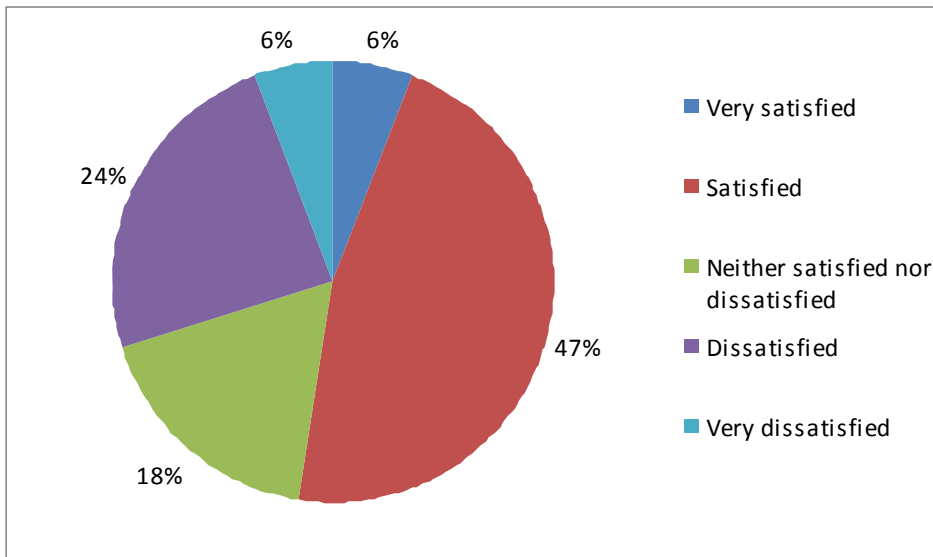
**Q4. Please use the space provided below to let us know why you intend to move. (n=2)**

Respondents were asked to tell us why they intend to move, and 2 responses were received. Overall, residents wanted to move out of the area because of issues with Anti-social behaviour and crime or wanting work outside of Hartlepool.



**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=10)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, half of respondents were more likely to be satisfied or very satisfied (53%) with three out of ten (30%) being dissatisfied or very dissatisfied.

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=16)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and ten of the sixteen respondents have (63%) told us they had.

**Q7. Have the problems / issues been resolved? (n=5)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years were asked to tell us if the problems had been resolved. In total, five respondents answered this question and two respondents told us 'no', the problems or issues had not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=10)**

A number of residents in the area have reported issues within the area such as Noise nuisances i.e. Loud music, drug problems, domestic violence issues and a lot of criminal activity i.e. burglaries, street damage etc.

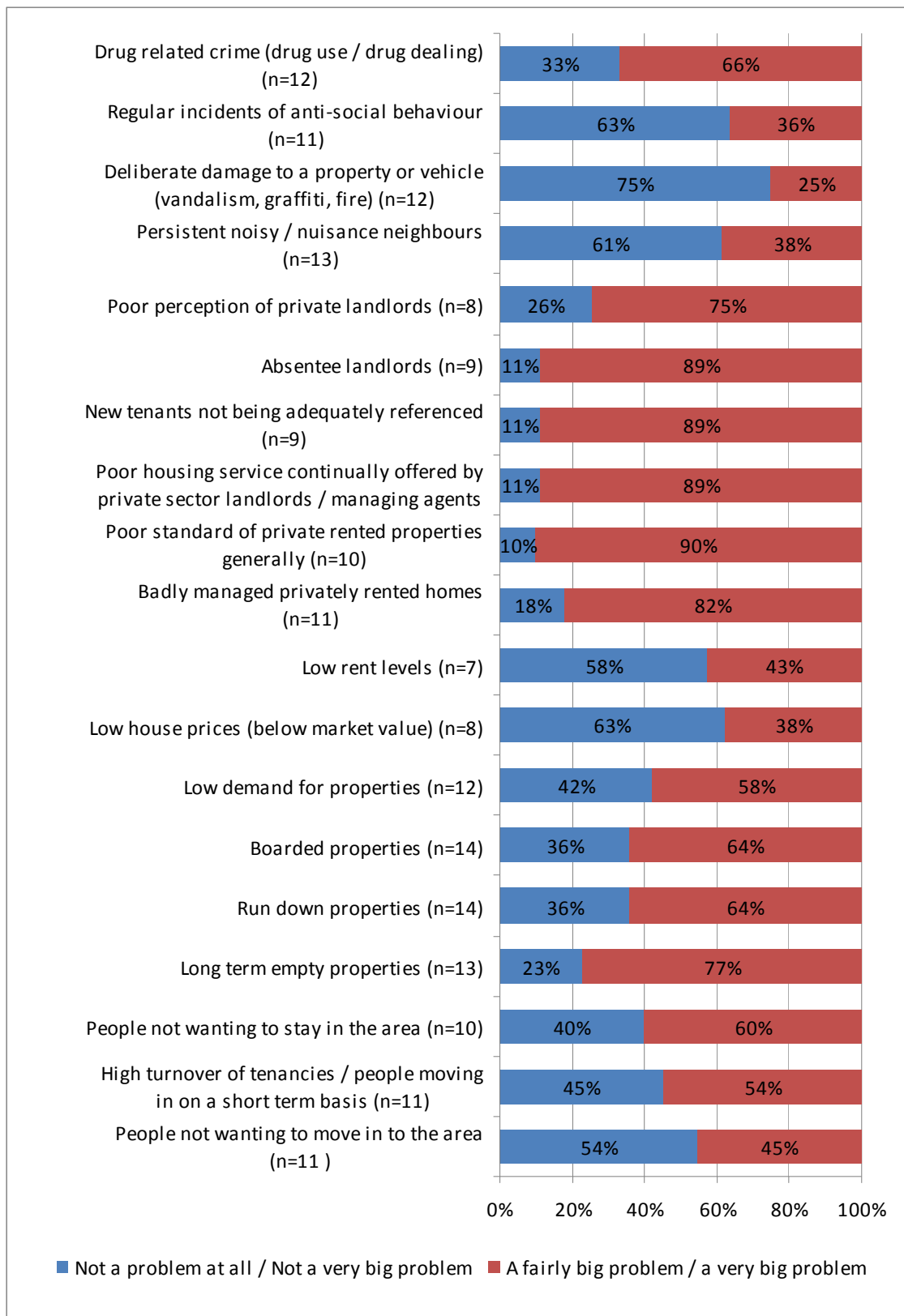
**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at

all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find a number of issues a problem in this area, most notably:

- Absentee Landlords (89%)
- New tenants not being adequately referenced (89%)
- Poor standard of private rented properties generally (90%)
- Poor housing services continually offered by landlords/managing agents (89%)



**Q10. If you have answered ‘a fairly big problem’ or ‘ a very big problem’ to Q9, please could you provide some further details. (n=9)**

Respondents were asked to tell us more about the things they found a problem in their local area, and in total 9 respondents answered this question.

Overall, residents worry about people with ASBO's being given houses in the area and about landlords who are letting anybody in their properties. Also the amount of rubbish and litter that is dumped in the alleys and streets, boarded empty houses being broken into along with residents and gangs drinking in the streets and the lack of people wanting to move into the area.

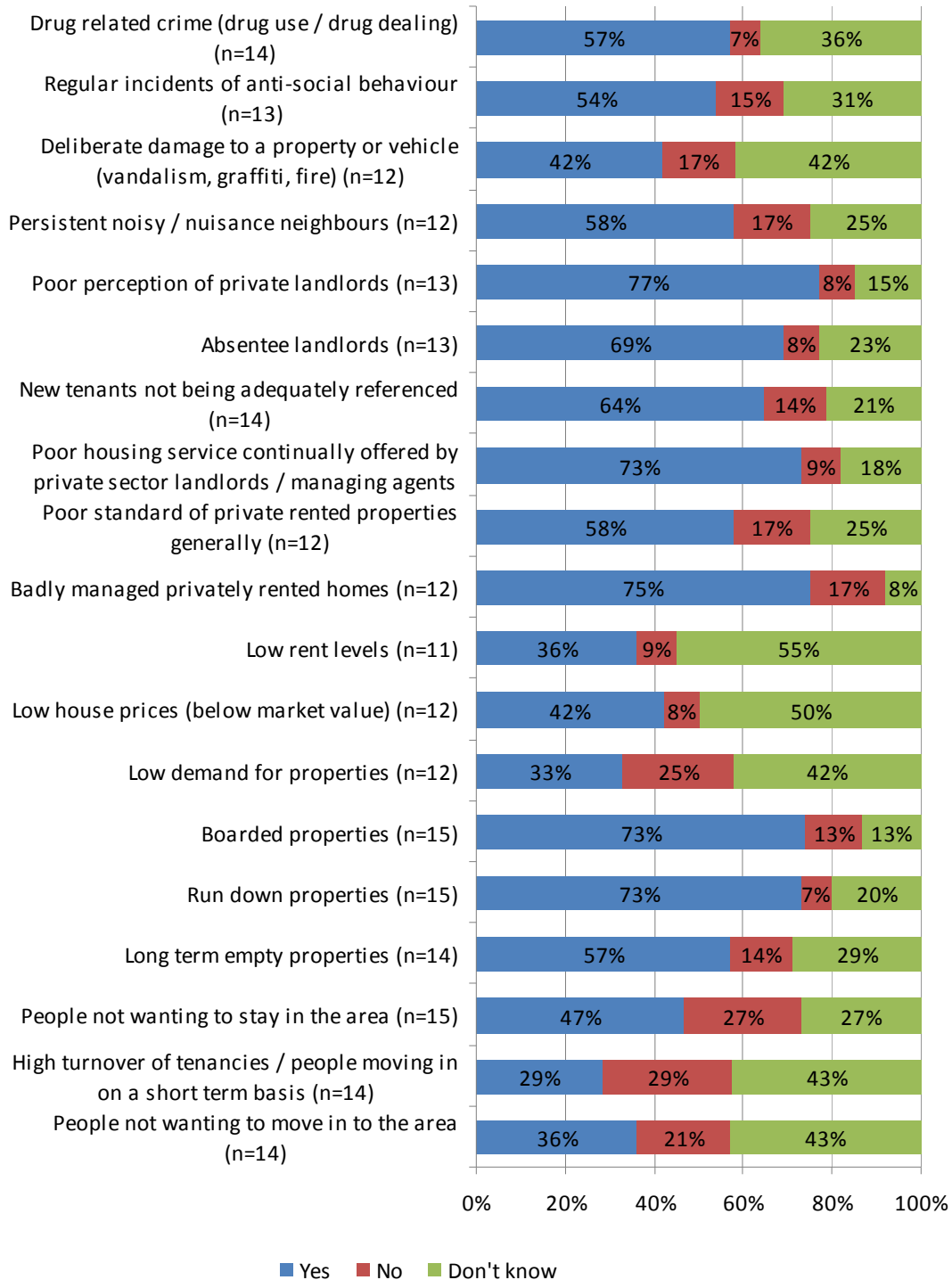
**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the following:

- Poor perception of private landlords (77%)
- Badly managed private rented homes (75%)

Respondents were unsure if it would help improve:

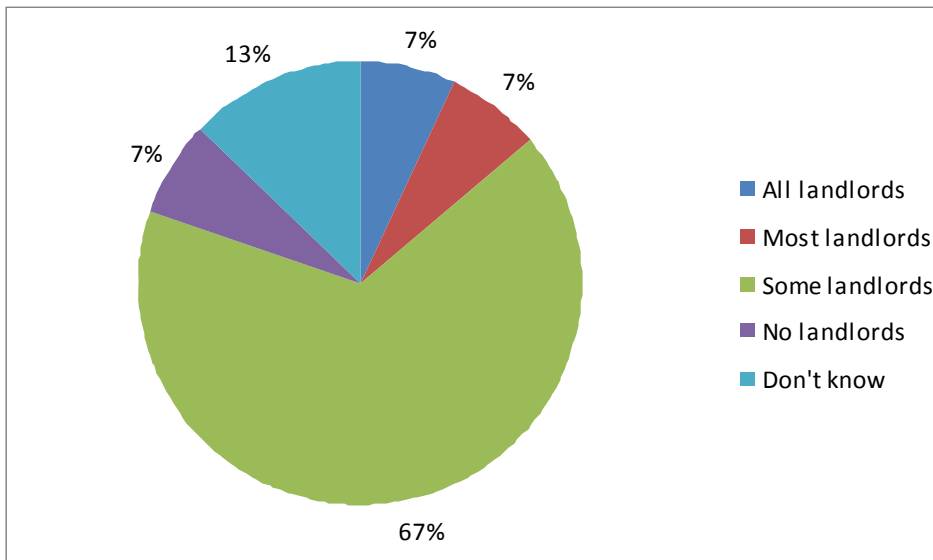
- High turnover/people moving in on a short term basis (29%)
- People not wanting to stay in the area (27%)
- Low demand for properties (25%)



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=10)**

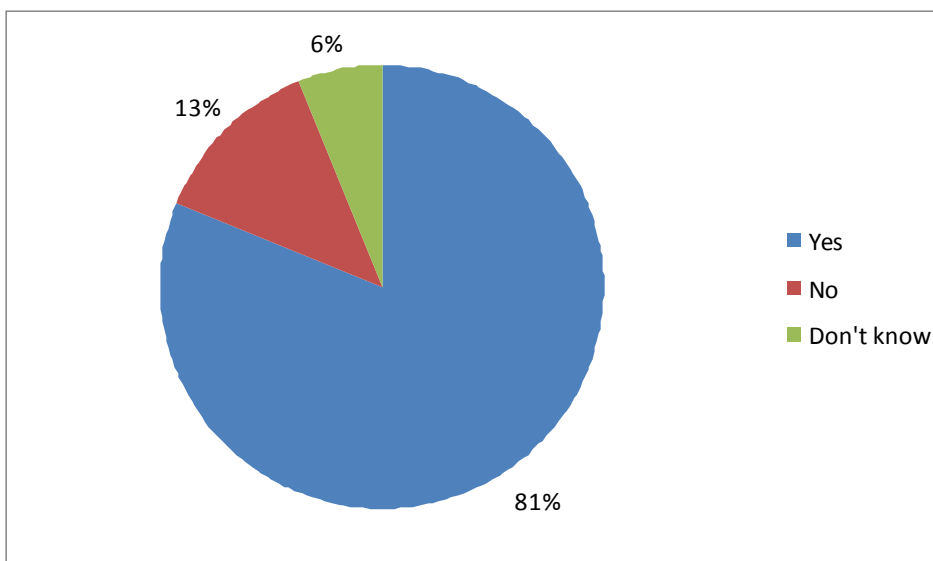
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Two thirds of respondents (67%) felt that some landlords acted responsibly. Responses were relatively evenly split across all landlords, most landlords and no landlords (all 7%).



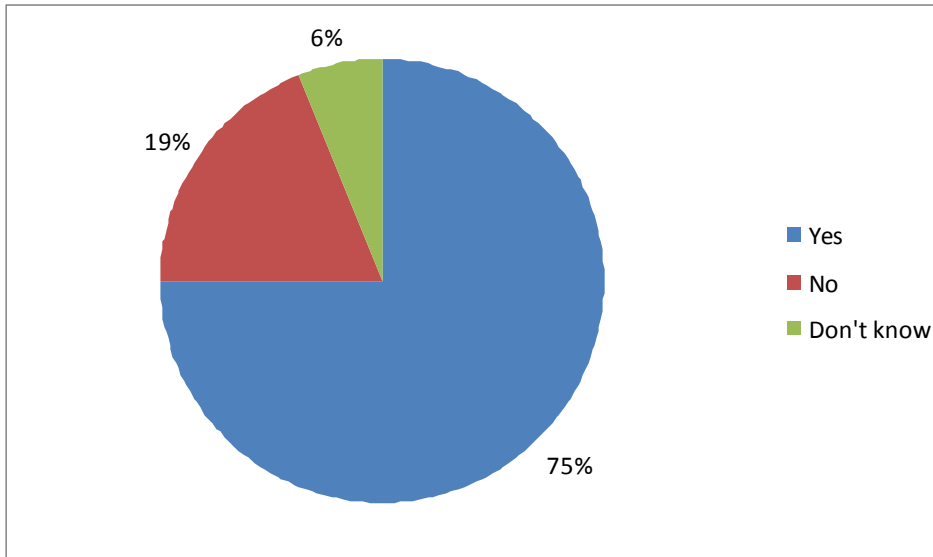
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=16)**

Eight out of ten (81%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.



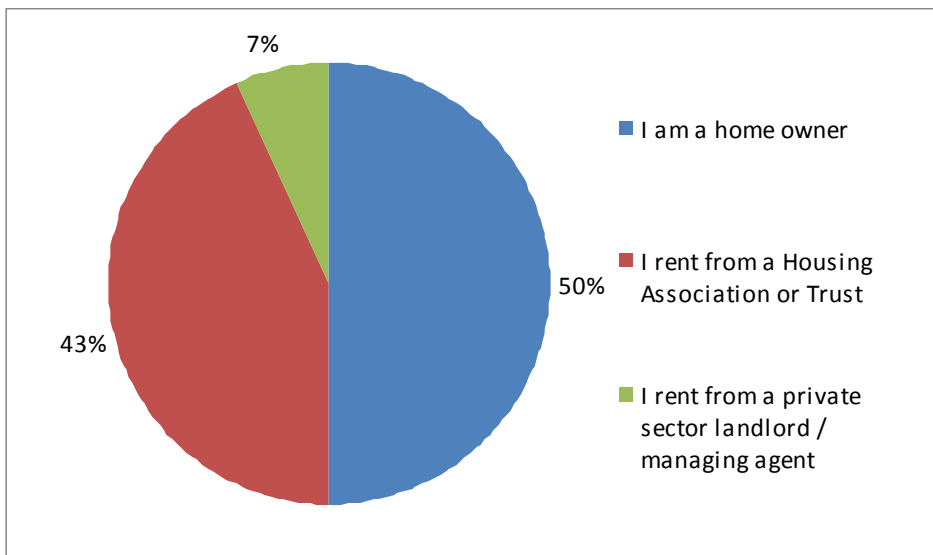
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=16)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (75%).



**Q15. Please select from the list below the option that best describes you. (n=14)**

Respondents were asked to tell us if they rented or owned their homes. Half respondents owned their own home, four in ten (43%) rent from a Housing Association or Trust and the remaining 7% rented from a private sector landlord/managing agent.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=1)**

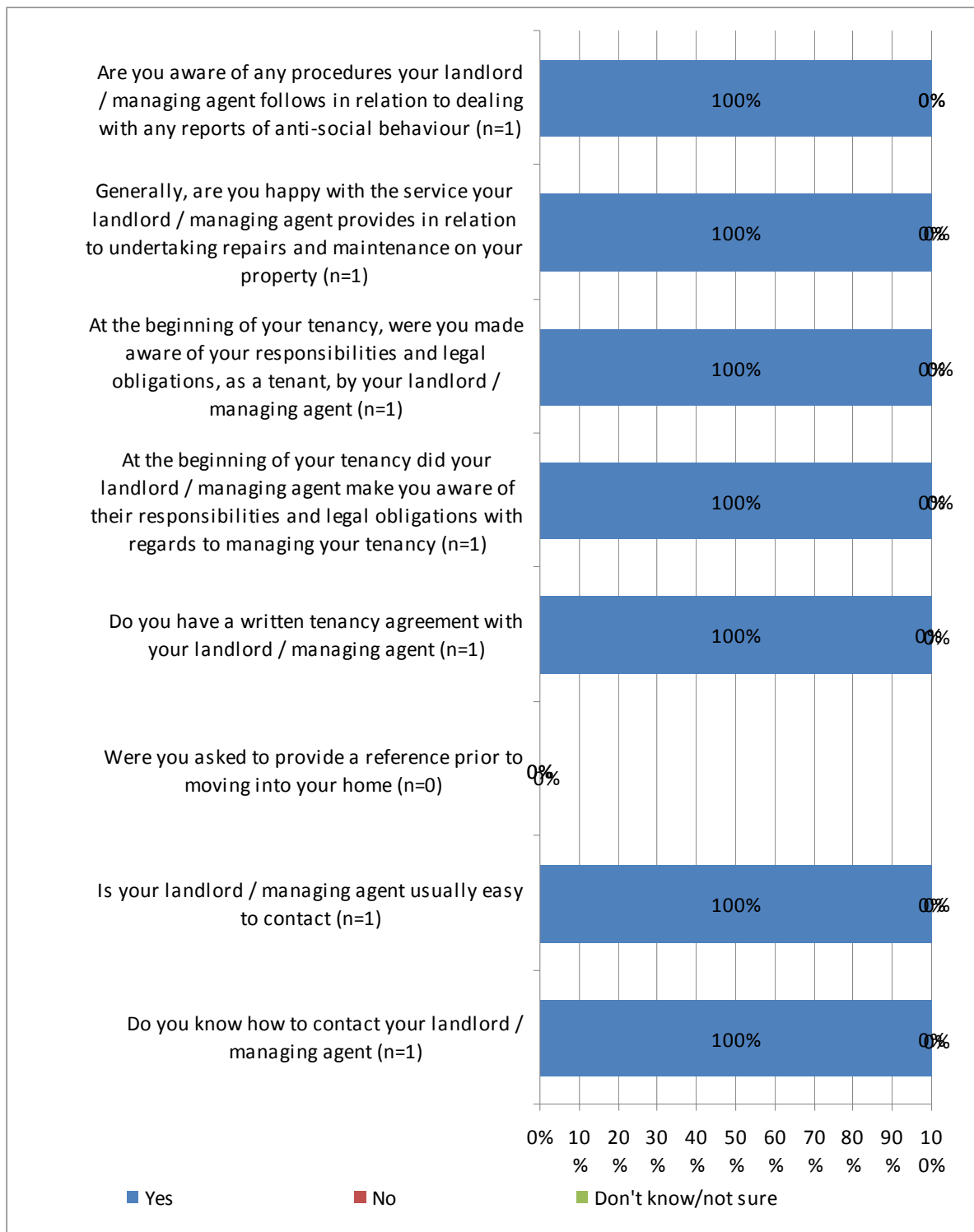
Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, only one respondent answered this question but it was in a positive manner.

**Q17. Please answer each of the statements below.**

Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell answer 'yes' to all questions asked about in this question.





**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=1)**

Only one respondent answered this question but it was in a positive manner as they were very satisfied.

**Q19. If you have answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18, please tell us why and how you think this can be improved. (n=0)**

No respondents answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 6 which they thought should be removed. The only suggestion was that all areas should be removed from the proposed selective licensing.

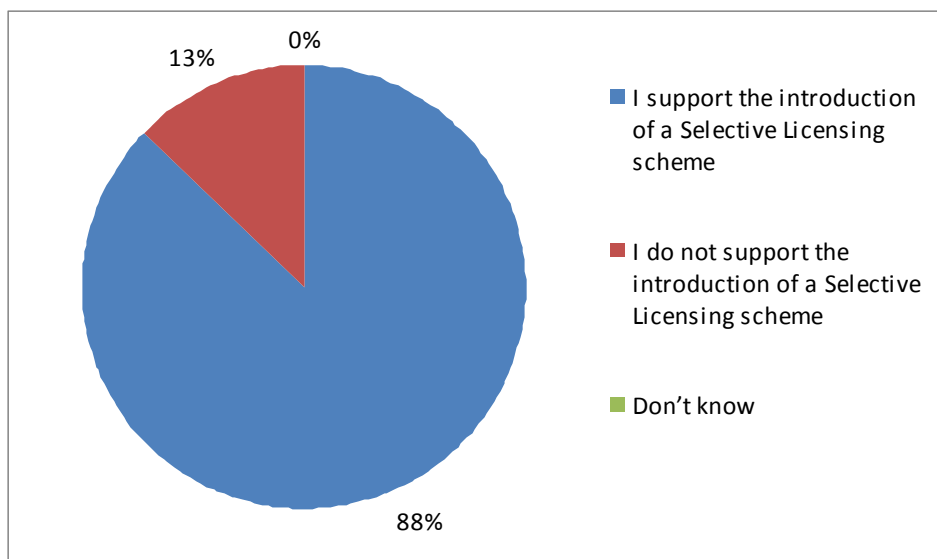
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area the following suggestion were made:

- Staindrop Street
- Lower Burbank – privately owned properties

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=16)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly nine out of ten (88%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=5)**

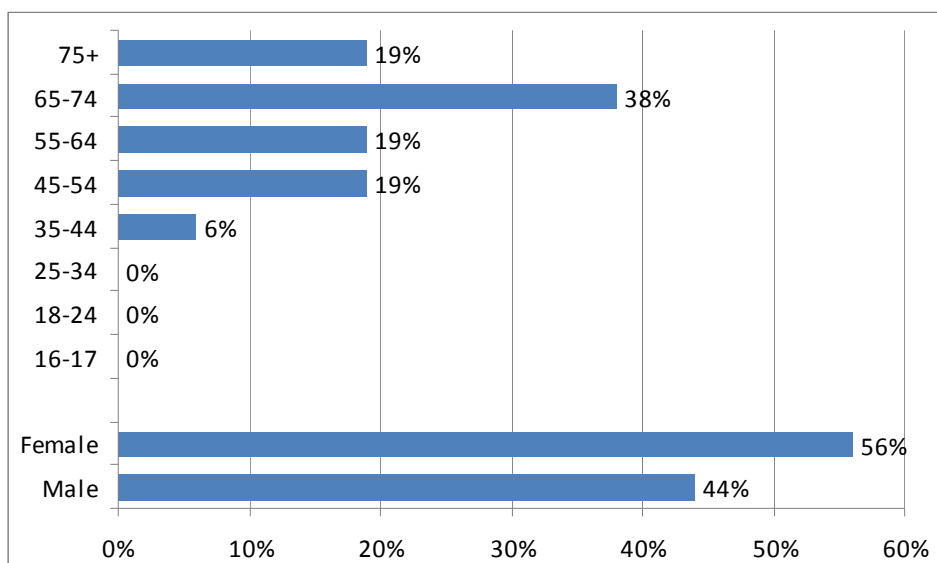
Residents have expressed concern that properties in the area are not looked after very well, some residents are not sure about Selective Licensing but hope it works and some residents feel that certain areas need to be demolished and start again i.e. Burbank Street.

**Q24. Are you male or female? (n=16)**

**AND**

**Q25. What was your age on your last birthday? (n=16)**

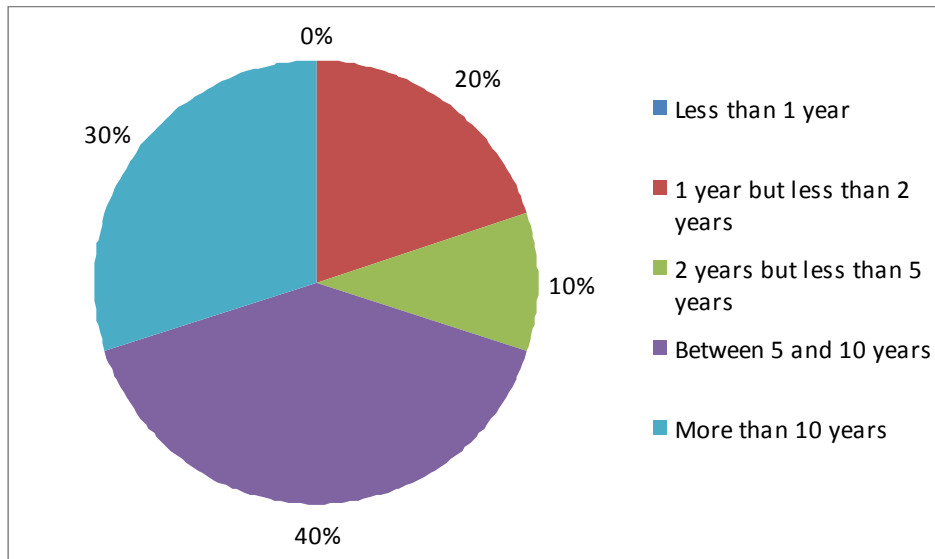
Overall, responses were received from a mix of males and females, with a good spread across the majority of age groups.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=10)

Four out of ten Landlords have owned or managed property in Area 6 for between five and ten years (40%) and three out of ten have had properties for more than 10 years.



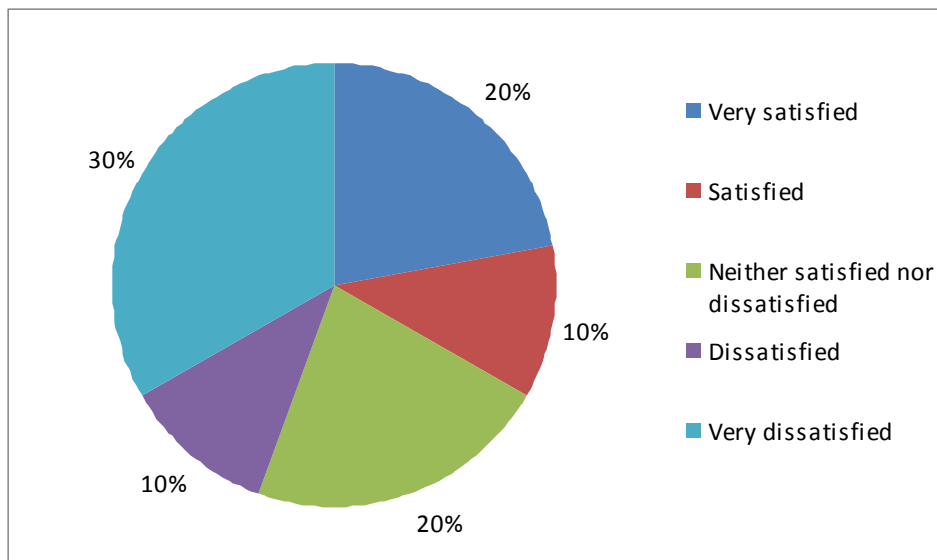
#### Q2. How many properties do you own or manage in this area? (n=10)

The majority of landlords own or manage one property in this area.

1 property	8
2 properties	2

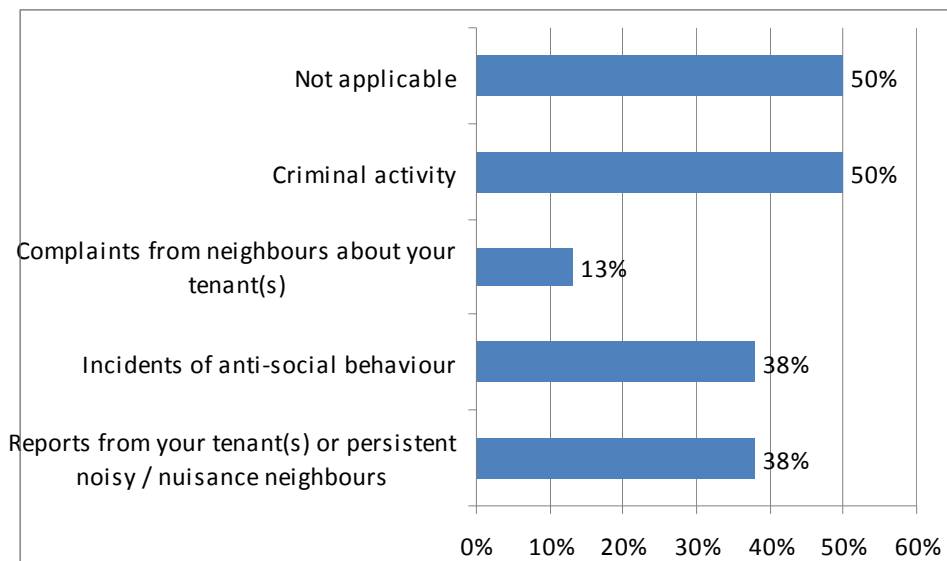
#### Q3. How satisfied or dissatisfied are you with this area? (n=10)

The responses are split with four out of ten being dissatisfied or very dissatisfied and three out of ten being satisfied or very satisfied.



**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=8)**

Half of the landlords told us this question was not applicable to them (50%). For those that it was applicable to, 'criminal activity' was more likely to be selected (50%).



Landlords in the area have experienced issues with anti-social behaviour, rubbish / litter, vandalism, verbal abuse, burglaries and commented on the number of boarded properties.

**Q5. Have the problems / issues been resolved? (n=5)**

Six out of ten of landlords told us the problems identified in question 4 had not been resolved.

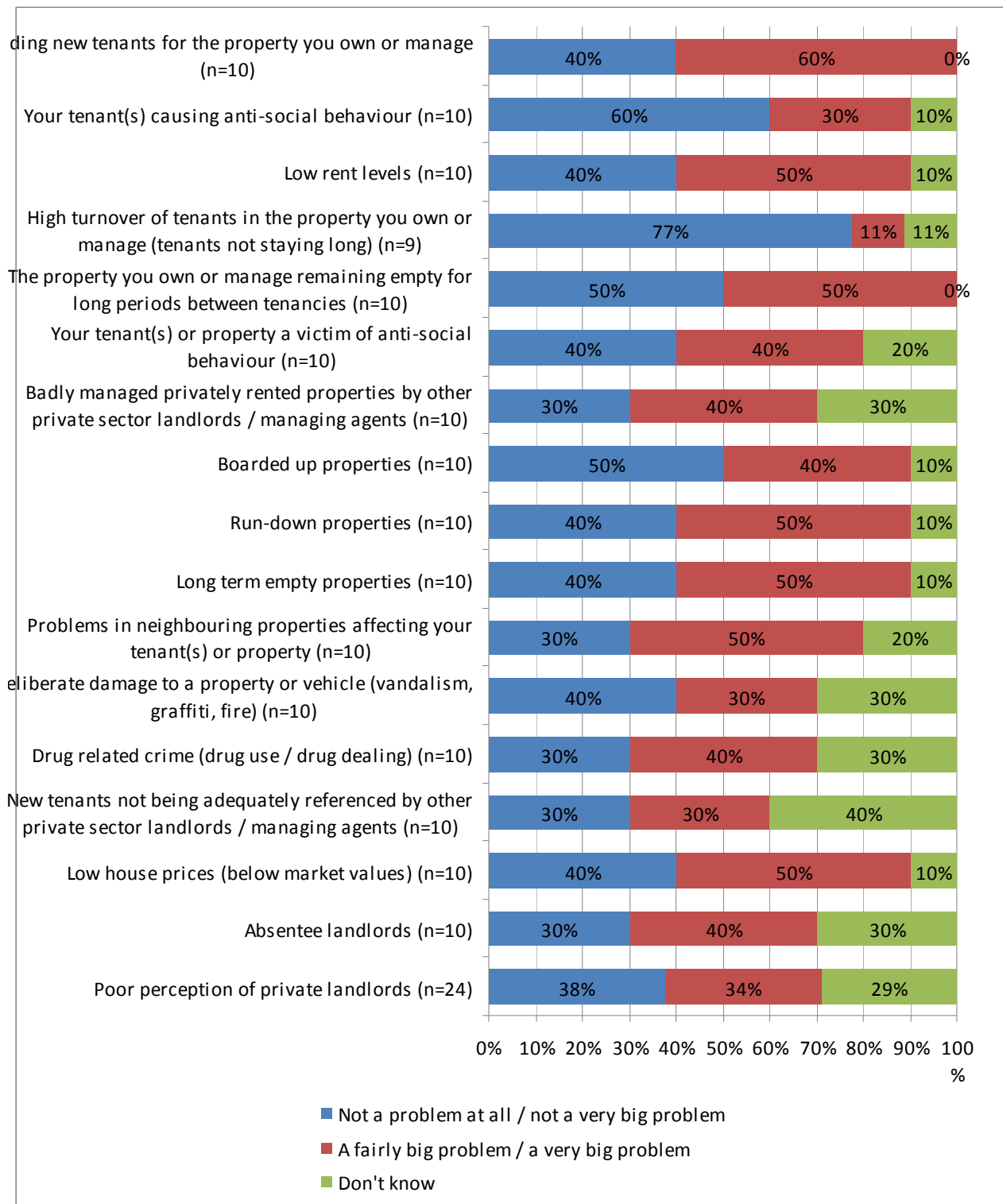
**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken (n=4)**

Break-ins were noted by landlords, as well as vandalism and houses boarded up. Anti-social behaviour also occurs on a regular basis.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

Landlords told us that high turn over of tenants was not a problem (77%). Nor did they think their tenant(s) causing anti-social behaviour was a problem in this area (60%).

Responses are more mixed when considering low house prices in the area, properties remaining empty for long periods and finding new tenants for properties.

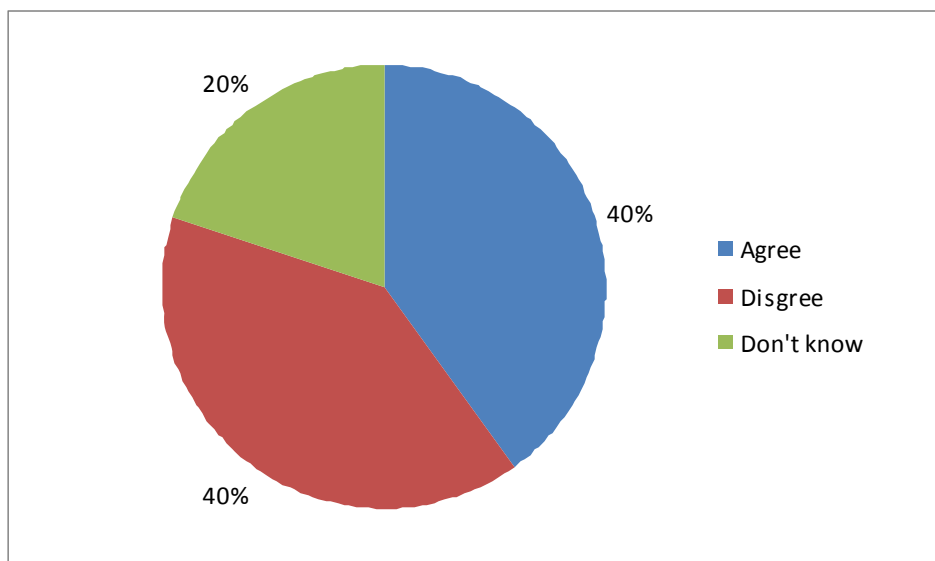


**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=5)**

Landlords feel there are issues with the number of boarded properties in the area, empty properties, drug dealing, anti-social behaviour, vandalism and low rent levels, which make it difficult to rent and sell properties. There are also too many overheads for landlords and not enough support from local Police and the Council. Landlords believe that the person responsible for the incidents of anti-social behaviour should be challenged not the landlord and that Selective Licensing is not a fair system.

**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=10)**

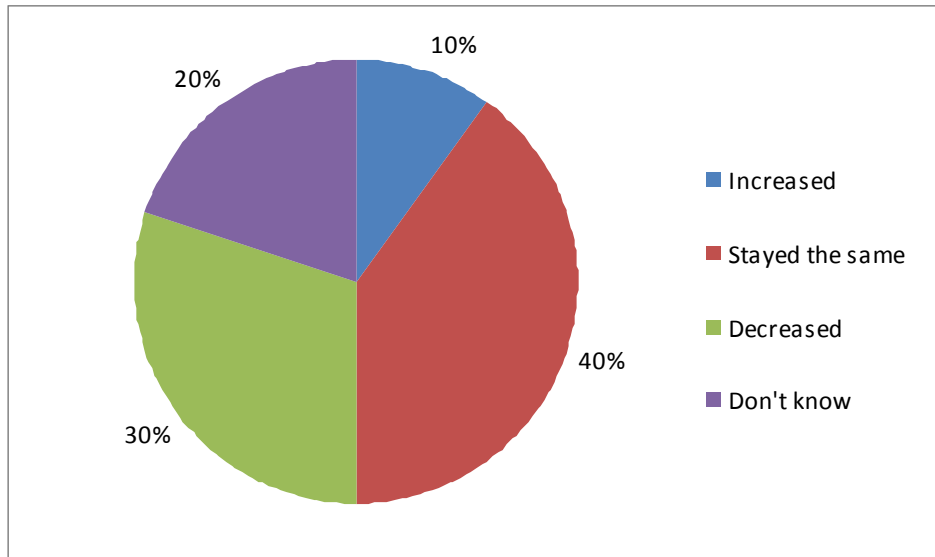
Landlords were asked if they agree or disagree that the area suffers from problems of low demand, and results were almost even split, with four out of ten (40%) answering yes, four out of ten (40%) answering 'no', and the remaining two out of ten (20%) saying they don't know.





**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=10)**

A third (30%) of respondents told us the demand for their area had decreased over the past two years and four out of ten (40%) felt it had stayed the same. One in ten (10%) felt demand had increased .

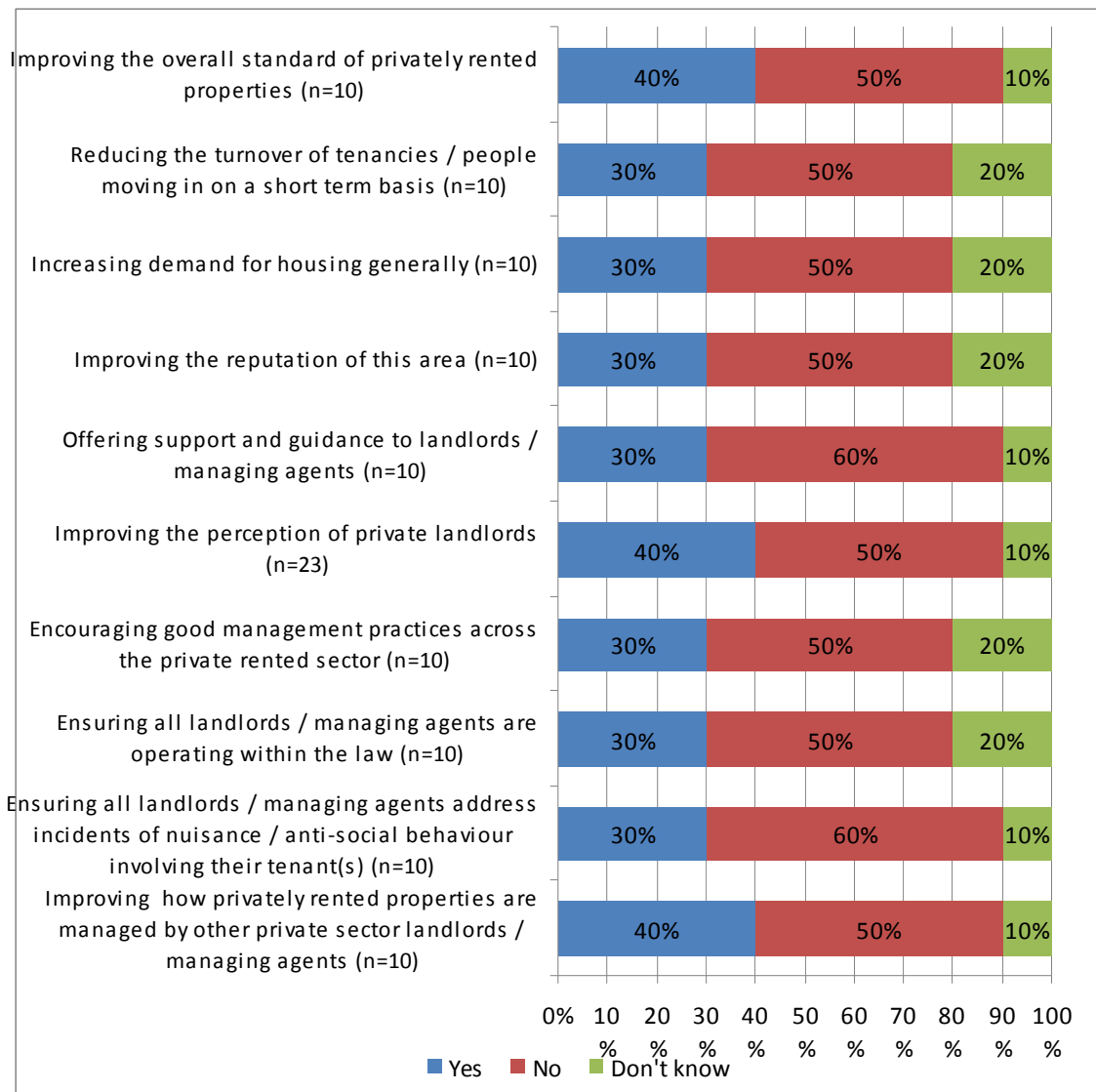


**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=6)**

Respondents believe that landlords who don't live in Hartlepool don't care; they just want the rent. Landlords wonder if house prices will rise with Selective Licensing or will licensing make things worse. Some landlords feel the area has a stigma and more Neighbourhood Policing is required, but some landlords think that the area is fine the way it is and the quality of property is very good.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=9)**

Two thirds (67%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining third of respondents (33%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=5)**

Some landlords disagree with the proposed Selective Licensing Scheme as they feel they have no rights against tenants who vandalise properties and behave anti-socially. Landlords don't want the extra expense and the extra cost would be pushed on to tenants or force landlords to evict tenants and leave properties empty. More policing is required not licensing.

Some landlords agree with the proposed Selective Licensing Scheme and feel that the area needs to be controlled and policed better and selective licensing will offer that. Others feel it might improve the status quo, however landlords feel they should not have to pay.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.

- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 7 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 7 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 355 households in Area 7. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 12.1% response rate, with 43 surveys being returned out of a possible sample of 355 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	341
Sample adjacent to proposed boundary areas	14
Total sample	355
<b>Completed questionnaires</b>	<b>43</b>
No response	312
<b>Response rate</b>	<b>12.1%</b>

- 1.7 In addition to the residents survey, 20 responses were received to the landlord and management agent's survey for Area 7.
- 1.8 1 response was received from business in Area 7.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 7. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

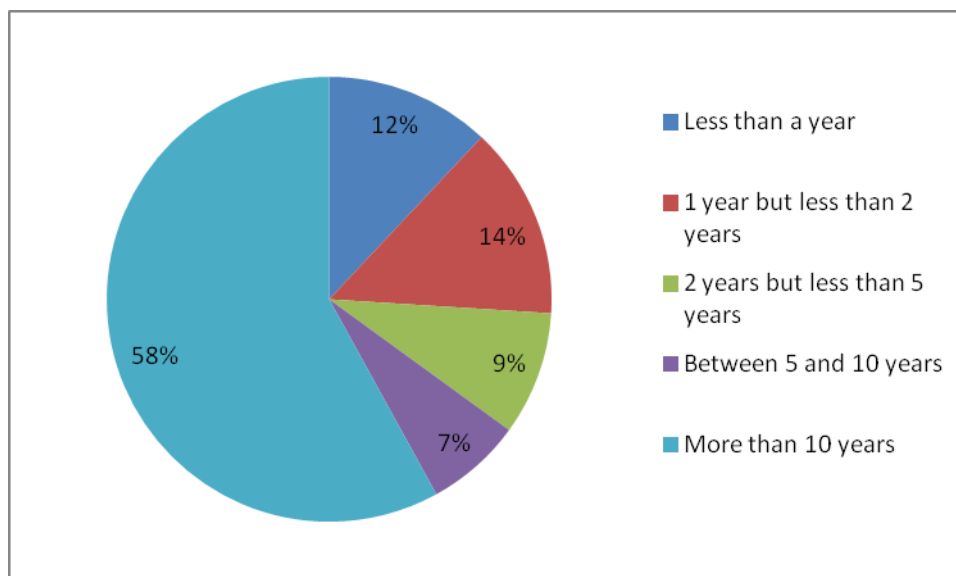
### Q1. What is the name or postcode of the street you live in? (n=43)

In total, responses were received from 9 streets from Selective Licensing Area 7. Most responses were received from Wharton Terrace (15).

Wharton Terrace	15
Brougham Terrace	7
Avondale Gardens	5
Parton Street	4
St Oswald's Street	4
Lancaster Court	3
Mapleton Road	3
Ashley Gardens	1
Milbank Road	1

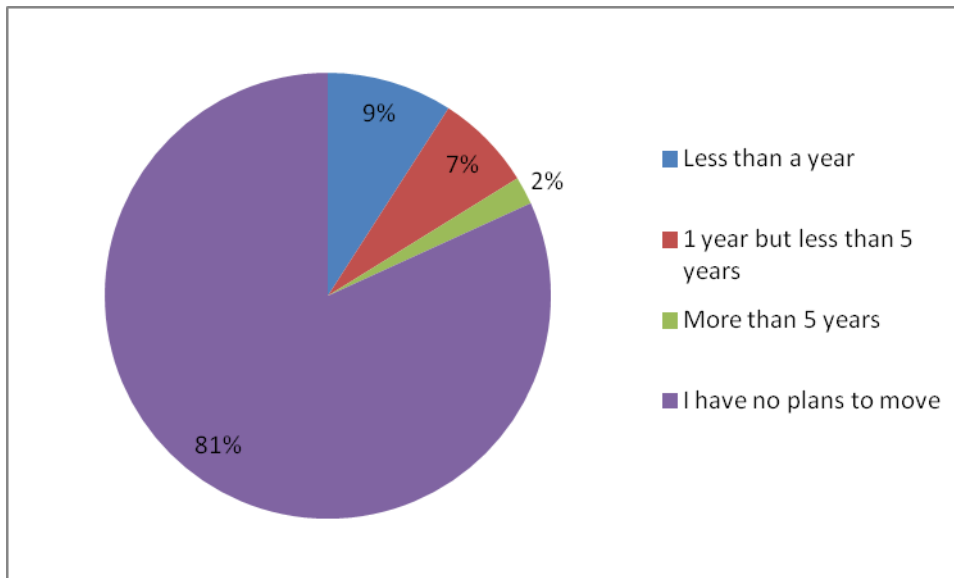
### Q2. How long have you lived at this address? (n=43)

Respondents were asked to tell us how long they have lived at this address. Overall, they were more likely to say they had lived at this address for more than ten years (58%).



**Q3. How long do you intend to remain living at your current address? (n=43)**

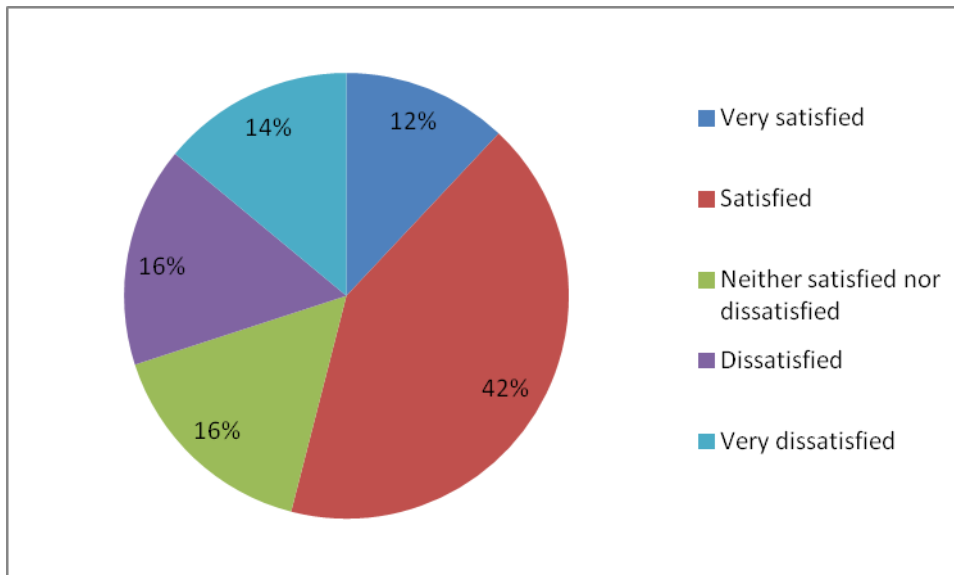
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (81%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=9)**

Respondents were asked to tell us why they intend to move. Residents in this area were more likely to tell us they want to move out of the area because of issues with anti-social behaviour, drug dealing and using, and dog dirt.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=43)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, respondents told us they were satisfied or very satisfied (52%) with their area as a place to live. Three out of ten (30%) respondents told us they were dissatisfied or very dissatisfied.

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=41)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and two thirds (63%) told us they had.

**Q7. Have the problems / issues been resolved? (n=26)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years, were asked to tell us if the problems had been resolved. Four out of ten (38%) respondents told us they had. The remaining six out of ten (62%) of respondents told us they had not.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=31)**

Respondents were asked to provide details about what had happened. Many residents had reported problems in the area to do with anti-social behaviour. They also reported empty or boarded up properties, vandalism, rubbish, piles of black bags in the back streets, and noise nuisance such as loud music. Residents also told us about episodes of drinking in the street, particularly in the summer nights until early morning.

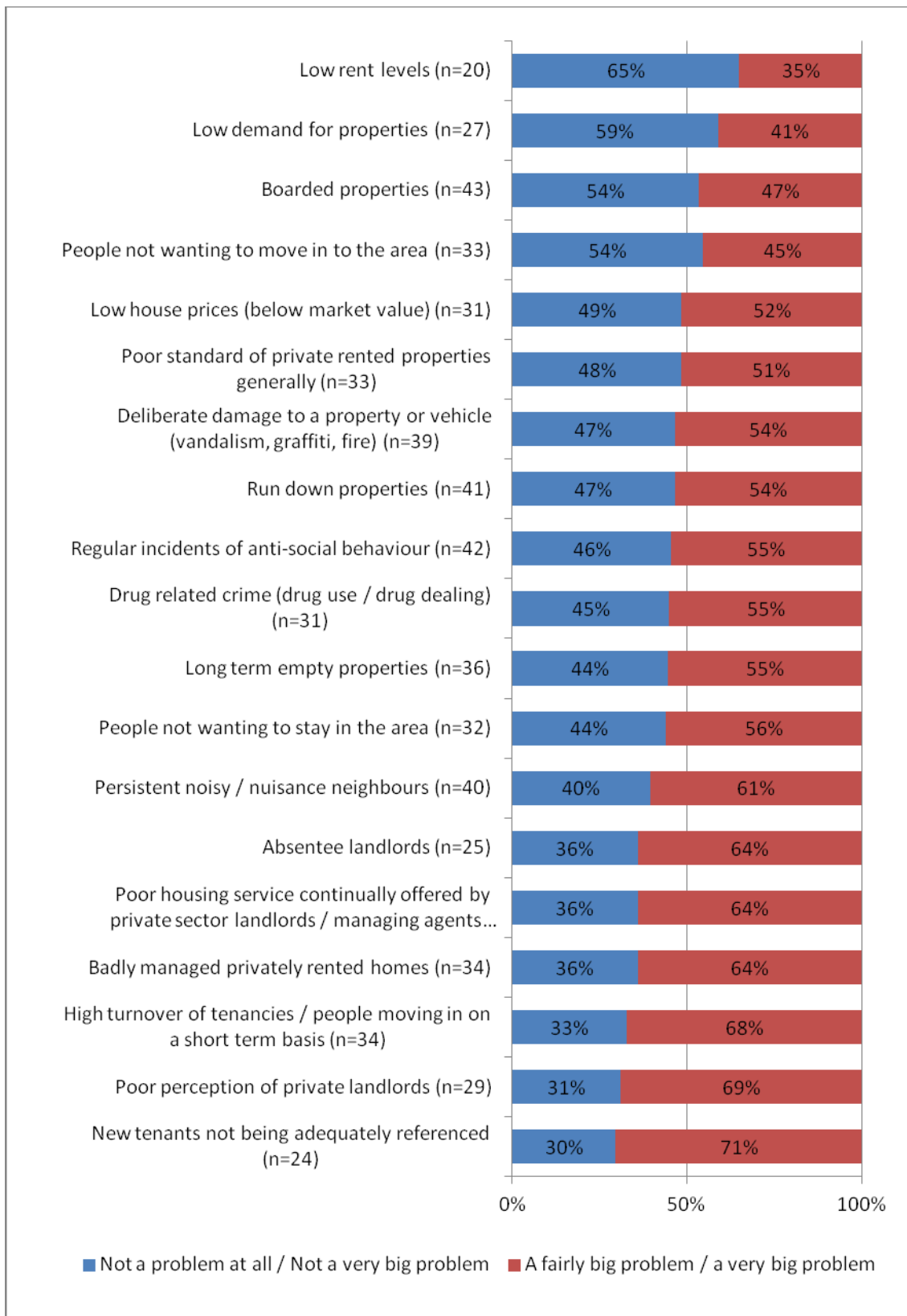
**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find the following a problem in this area:

- New tenants not being adequately referenced (71%)
- Poor perception of private landlords (69%)
- High turnover of tenancies / people moving in on a short term basis (68%)

Respondents did not feel that low rent levels was a problem in this area (35%).



**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=29)**

Respondents were asked to tell us more about the things they found a problem in their local area.

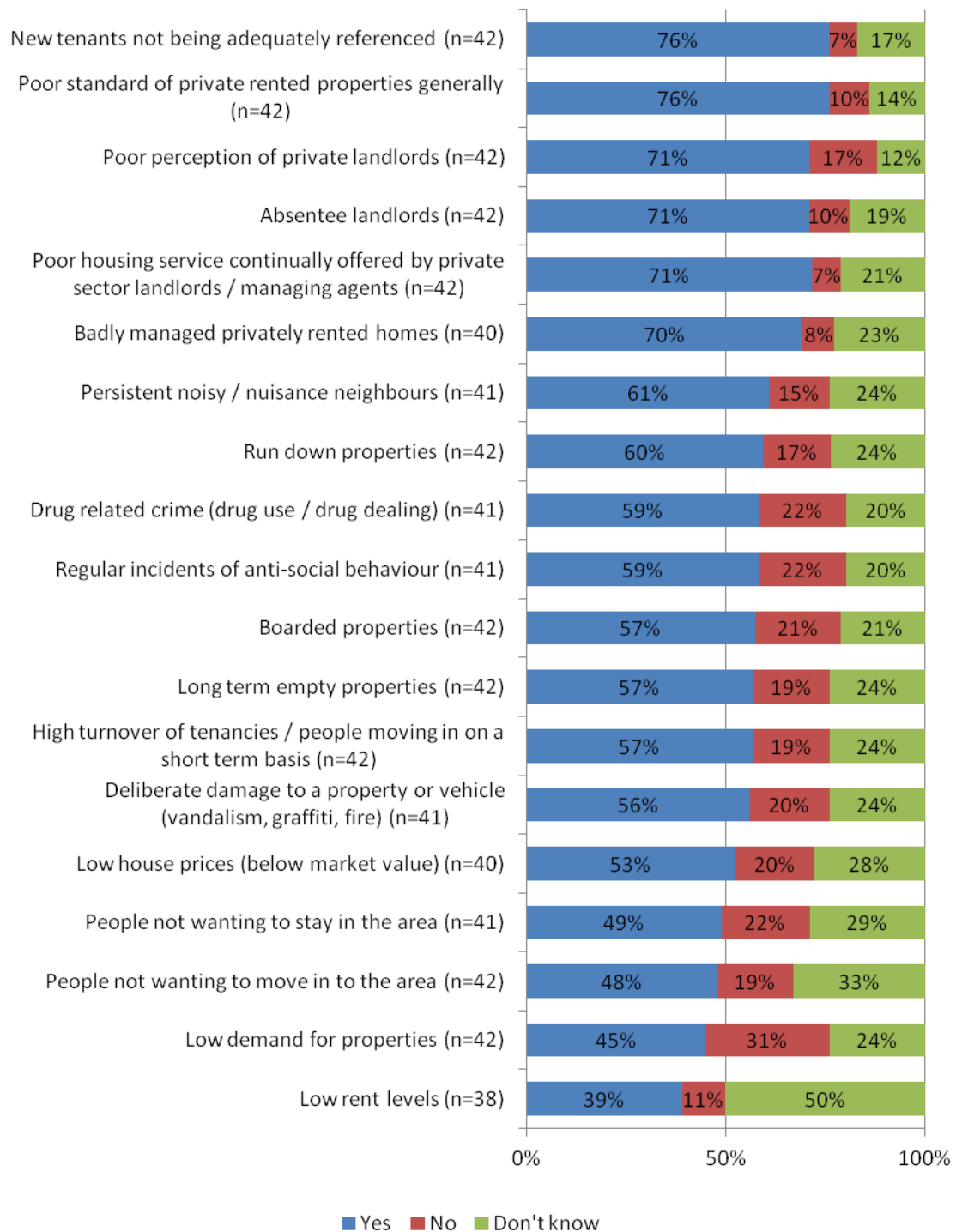
Residents felt that the area is run down with a lot of empty and boarded-up properties. There are a lot of issues with anti-social behaviour, a lot of noise nuisances, such as loud music, shouting, dogs barking. Residents also told us about children creating nuisance in the street by throwing stones, kicking footballs, swearing at passersby and how their parents find it funny. Residents continue to tell us about, youths smoking cannabis on street corners, vandalism to cars, drug and alcohol problems. Residents said there needs to be more of a police presence in the area to prevent such incidents. Also residents should be able to contact landlords to discuss grievances.

**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve:

- New tenants not being adequately referenced (76%)
- Poor standard of private rented properties generally (76%)
- Poor perception of private landlords (71%)
- Absentee landlords (71%)

Respondents were unsure if a selective licensing scheme would help with low rent levels (39%).

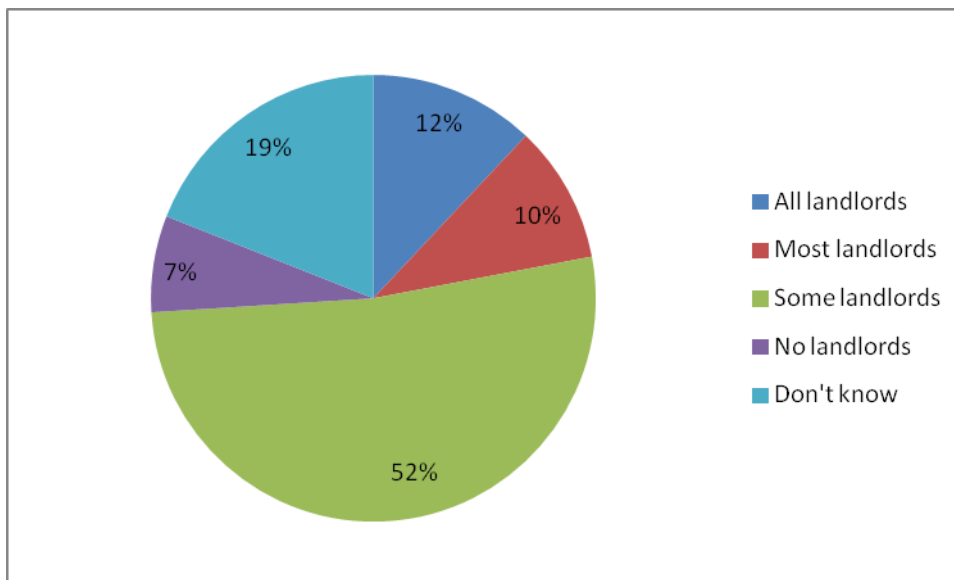




**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=42)**

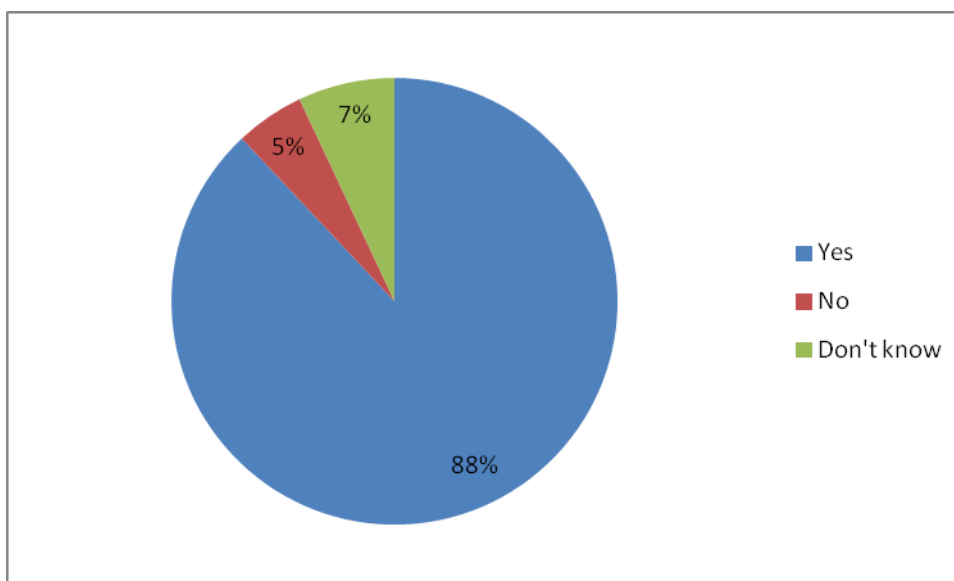
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Half of respondents (52%) told us that some landlords in their area manage their properties responsibly, with a quarter (26%) of respondents saying no landlords manage their property responsibly.



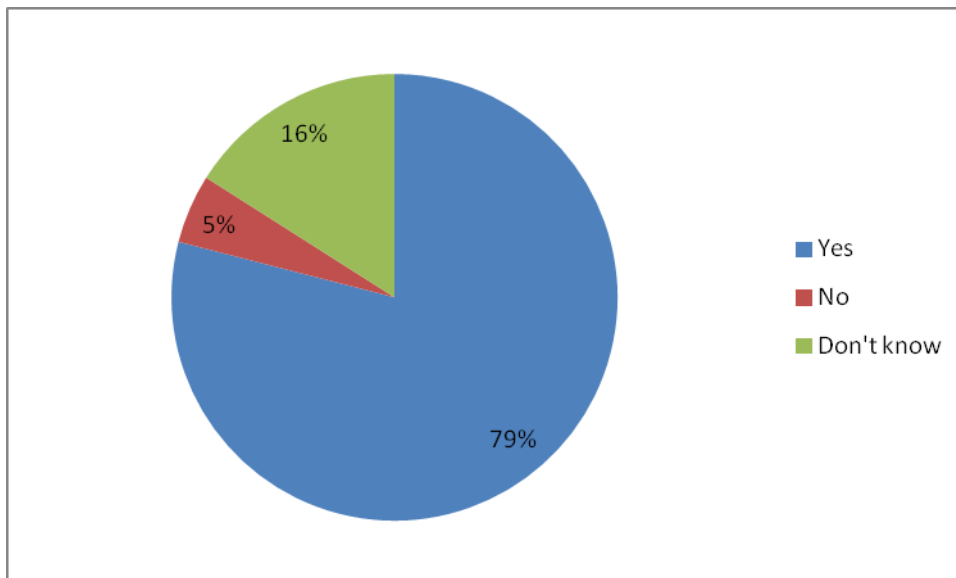
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=43)**

Nearly nine out of ten (88%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.



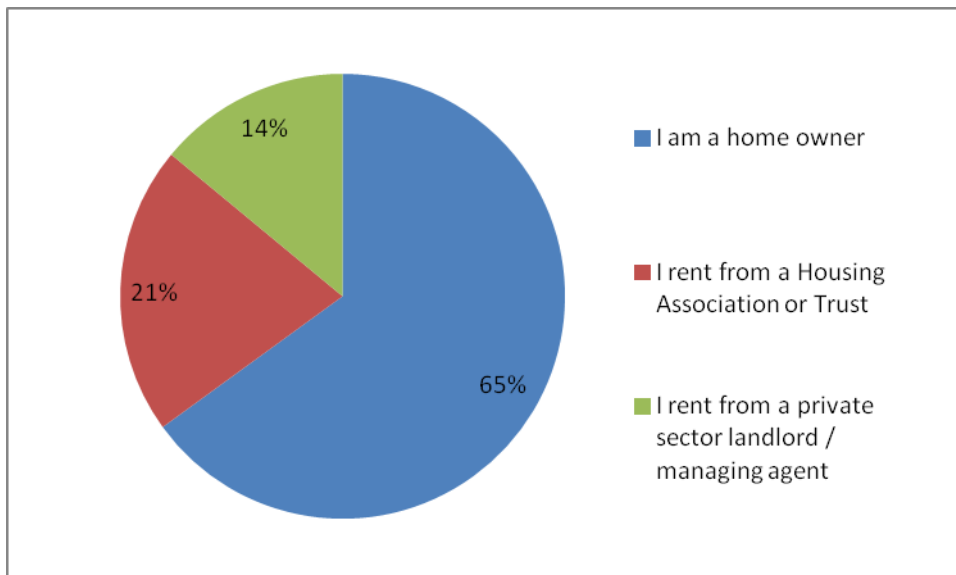
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=43)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (79%).



**Q15. Please select from the list below the option that best describes you. (n=43)**

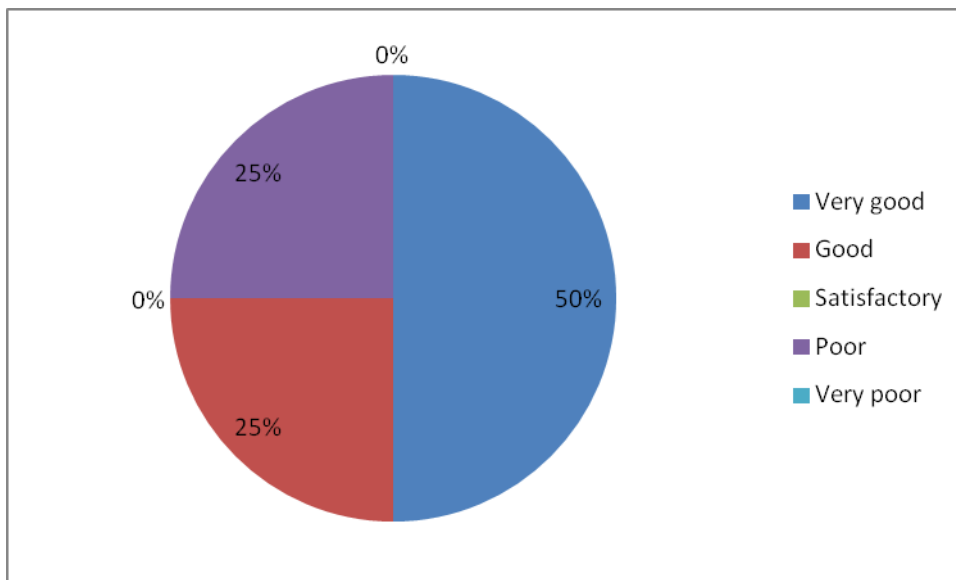
Respondents were asked to tell us if they rented or owned their homes. The majority (65%) of respondents owned their own home. A fifth (21%) rented from a housing association or trust.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=4)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, only 4 respondents answered this question.

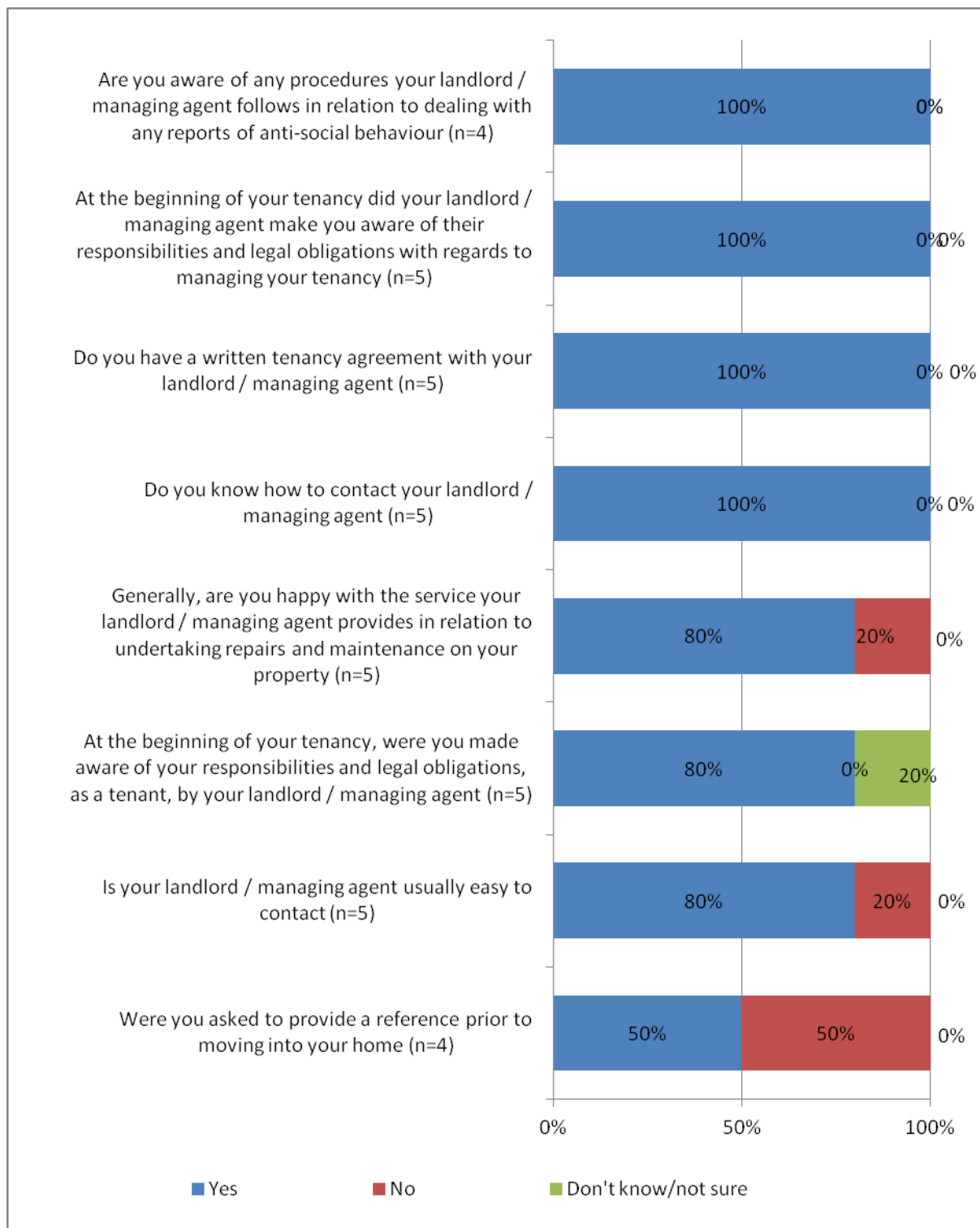
Two residents felt their relationship between them and their landlord was very good. One felt it was good, and one felt it was poor.



**Q17. Please answer each of the statements below.**

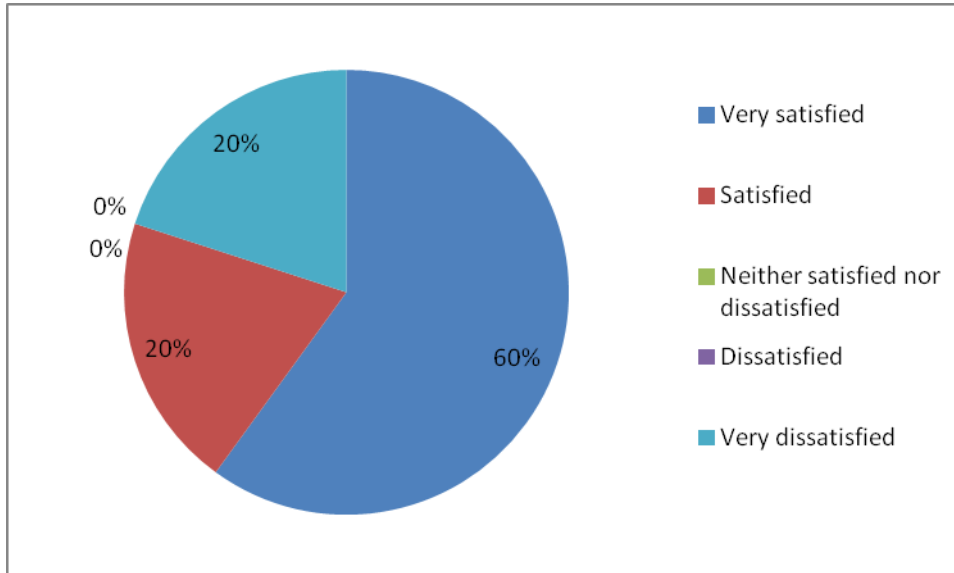
Respondents were asked to answer a number of statements about their tenancy.

Half (50%) of residents told us they were not asked to provide a reference when they moved into their home.



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=5)**

Overall, three residents (60%) are satisfied or very satisfied with the overall service provided by their landlords or managing agent, one resident was satisfied (20%). One resident (20%) was very dissatisfied.



**Q19. If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved. (n=1)**

One resident in particular told us about an issue with their landlord who would not do repairs on the property.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 7 which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us of streets which should not be included in the selective licensing Area 7. The below discussion will attempt to separate these responses.

Residents in this street only reported the areas they felt should be demolished, including St Oswalds Street, and Mapleton Road.

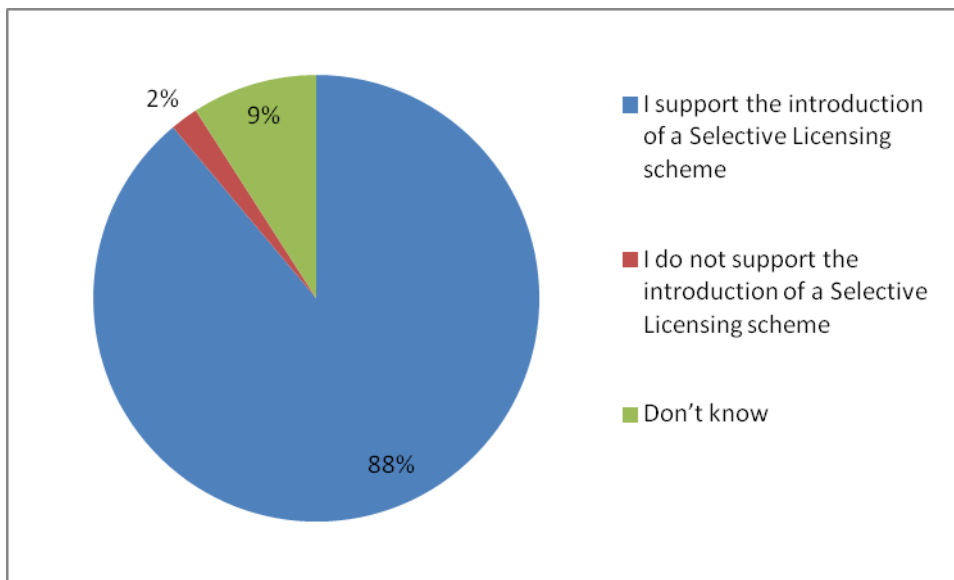
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced? (n=56)**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area, the following suggestions were made: Oakly Gardens, the top end of Wharton Street, Parton Street, and surrounding area, Suggitt Street and

Stephen Street, St Oswald's Street, Mapleton Road, Brougham Terrace, and Dyke House area.

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=43)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly nine out of ten (88%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=13)**

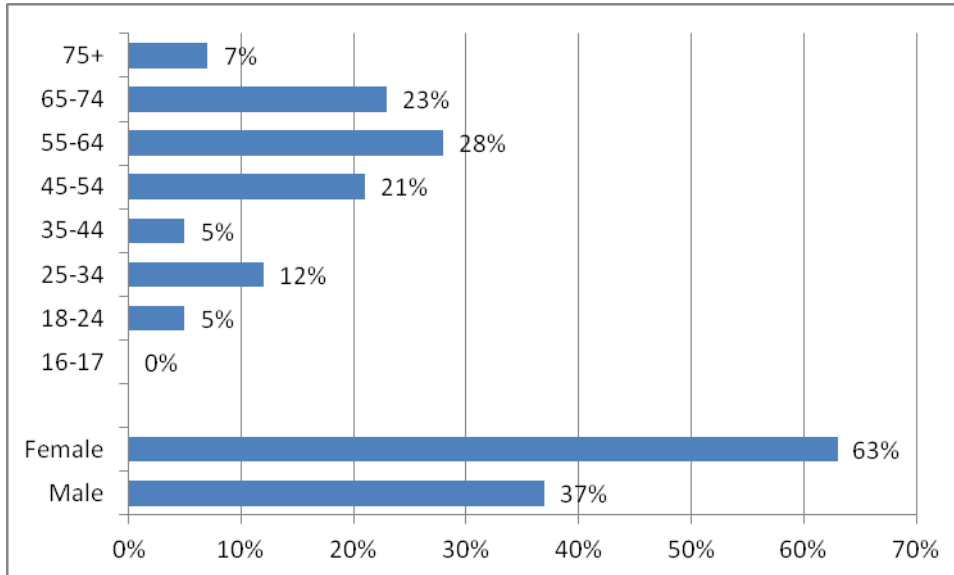
Residents worry that costs will be passed onto tenants who may struggle to pay and end up homeless, also that the properties landlords have improved in the area have been vandalised before tenants even move in, The area is full of ill kept rented properties. Some residents feel trapped as the property values are now so low because of the reputation of the area they cannot afford to move.

**Q24. Are you male or female? (n=43)**

**AND**

**Q25. What was your age on your last birthday? (n=43)**

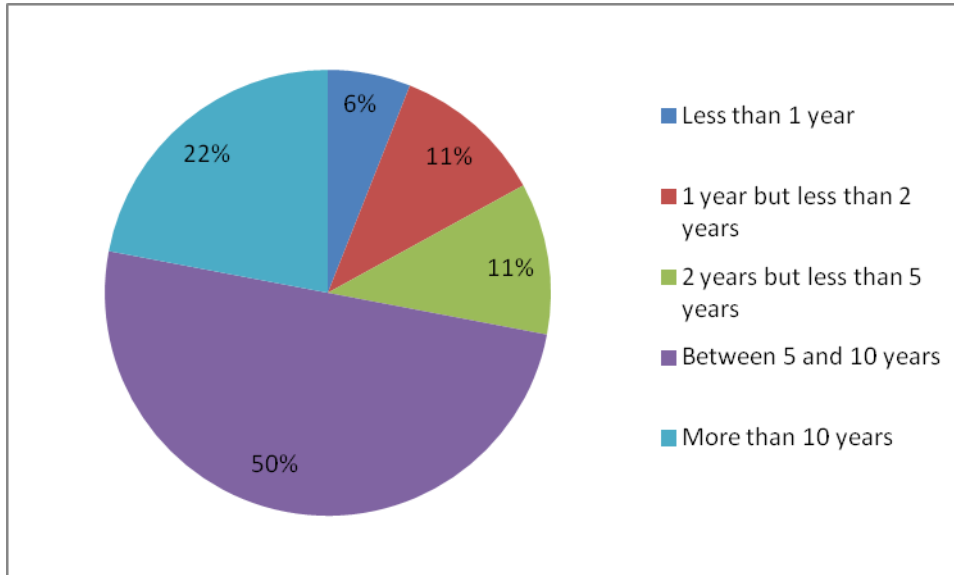
The below graph shows the proportion of responses received from male and female respondents, and the different age groups.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=18)

The majority of Landlords have owned or managed property in Area 7 for between five and ten years (50%).



#### Q2. How many properties do you own or manage in this area? (n=19)

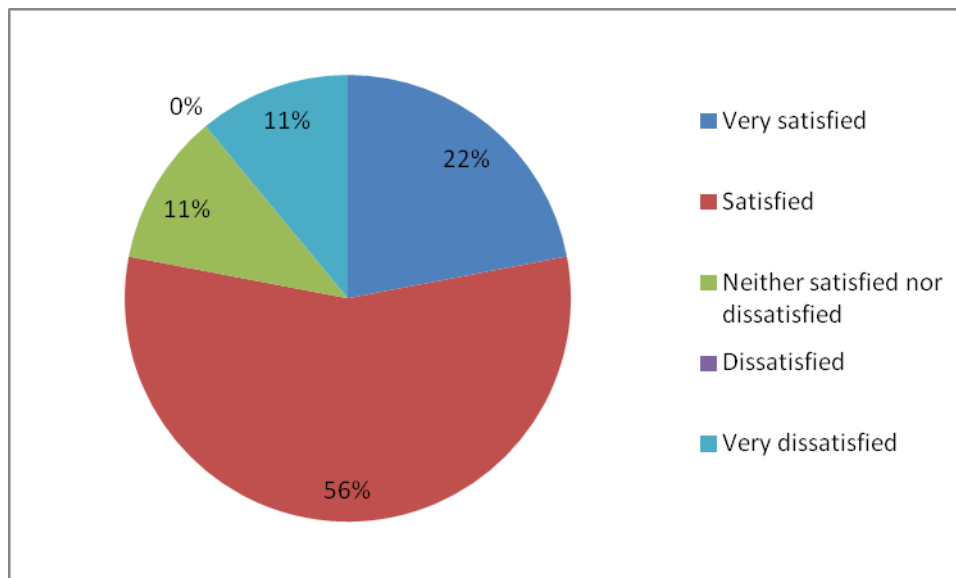
The majority of landlords own or manage one property in this area.

1 property	14
2 properties	2
3 properties	2
16 properties	1

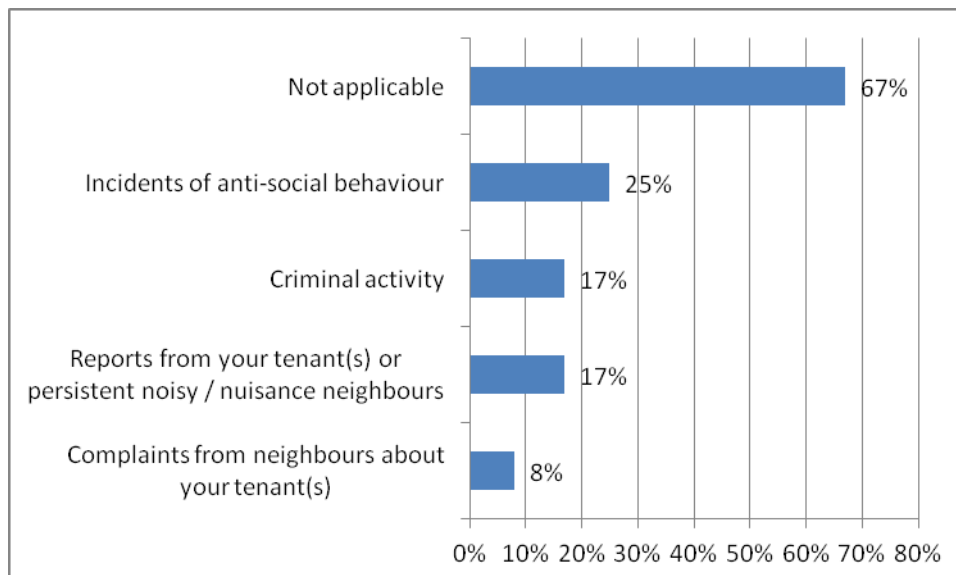


**Q3. How satisfied or dissatisfied are you with this area? (n=18)**

More respondents in Area 7 were satisfied with this area (78%) than dissatisfied (11%).

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=12)**

The majority of landlords told us this question was not applicable to them (67%). For those who it was applicable to, incidents of anti-social behaviour was most prominent (25%).

**Q5. Have the problems / issues been resolved? (n=6)**

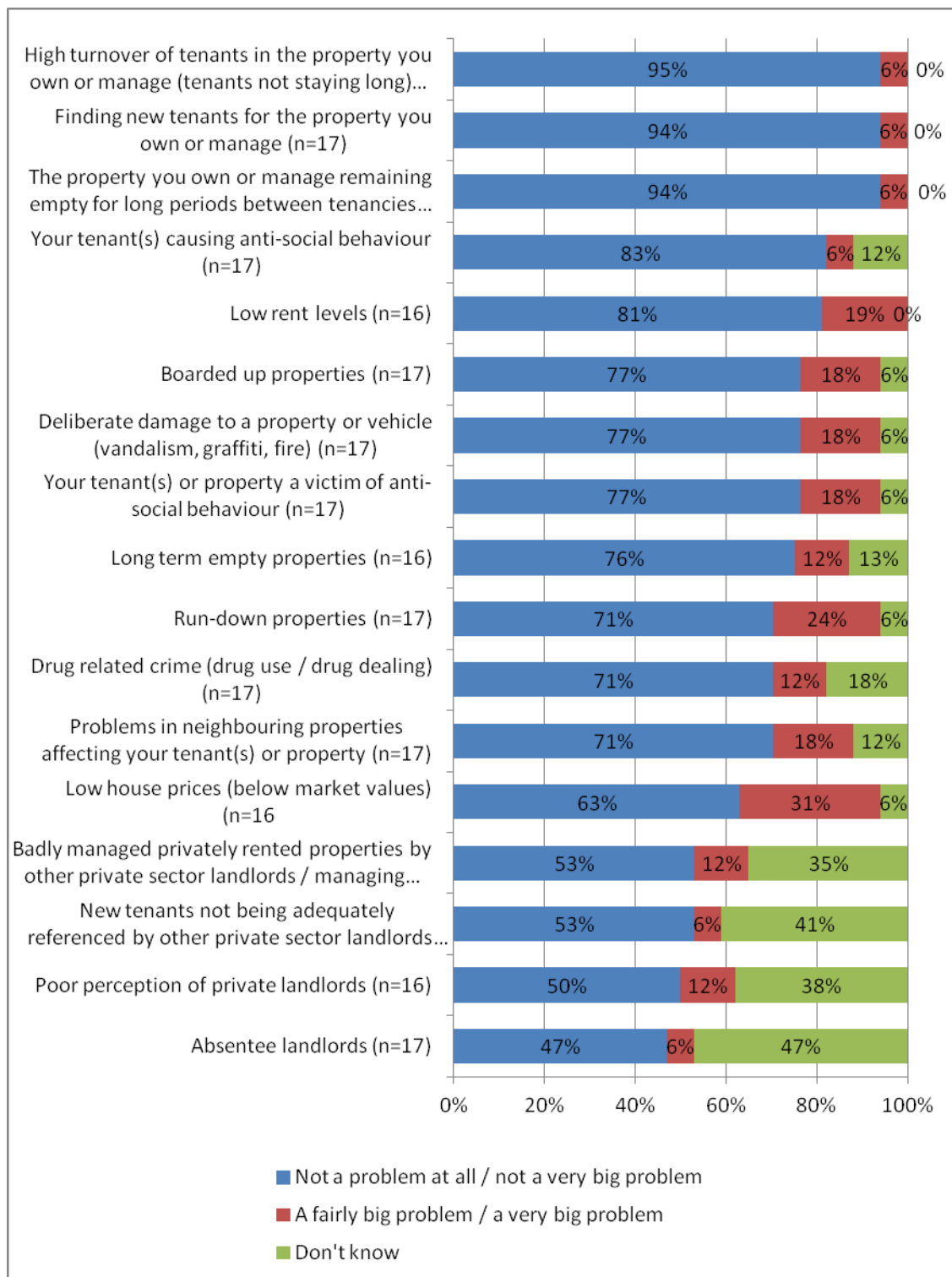
Half of the incidents described in question four had been resolved (three out of six cases), the other half had not been resolved.

**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=4)**

Landlords in the area have reported issues with cars being broken into, drug addicts causing damage, noise nuisances i.e. music till early hours (noise issues resolved between neighbours), tenants not wanting to live in the area, tenants getting into trouble with drugs and alcohol because of the area, tenants damaging properties and windows broken.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

In particular, landlords felt a high turnover of tenants in the property they own or manage was a problem in this area (95%), as was finding new tenants for the properties they own or manage (94%) and the properties they own or manage being vacant for long periods between tenancies (94%).

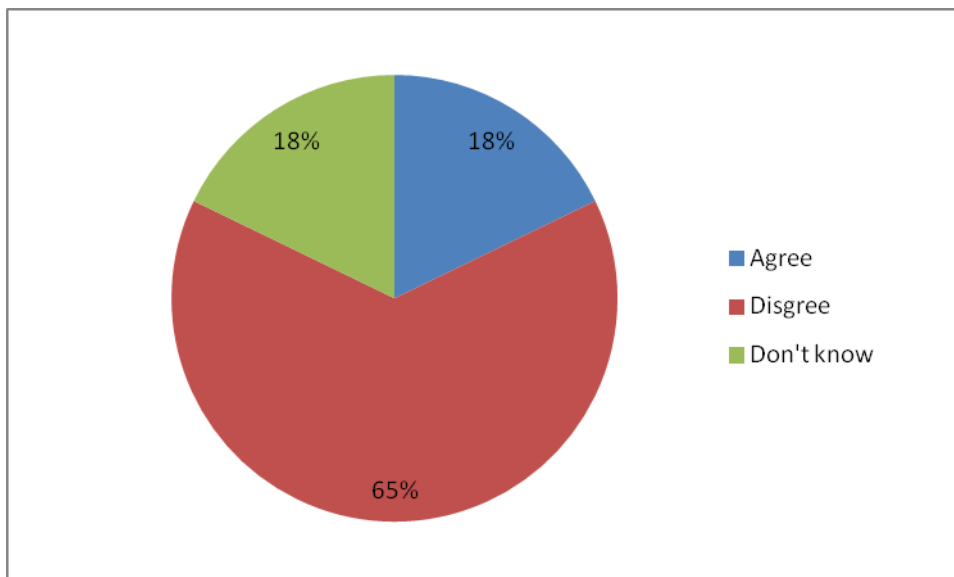


**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=6)**

Landlords feel that there are issues in the area with drug dealing, properties being generally more difficult to rent due to boarded up neighbouring houses, anti-social behaviour and run down properties. Landlords would like to see more Police presence/CCTV and state that the Council should buy all properties and rejuvenate them like in other areas. Boarded houses are causing residents to move out of the area however one landlord reported specifically that they have never had any problems letting their property.

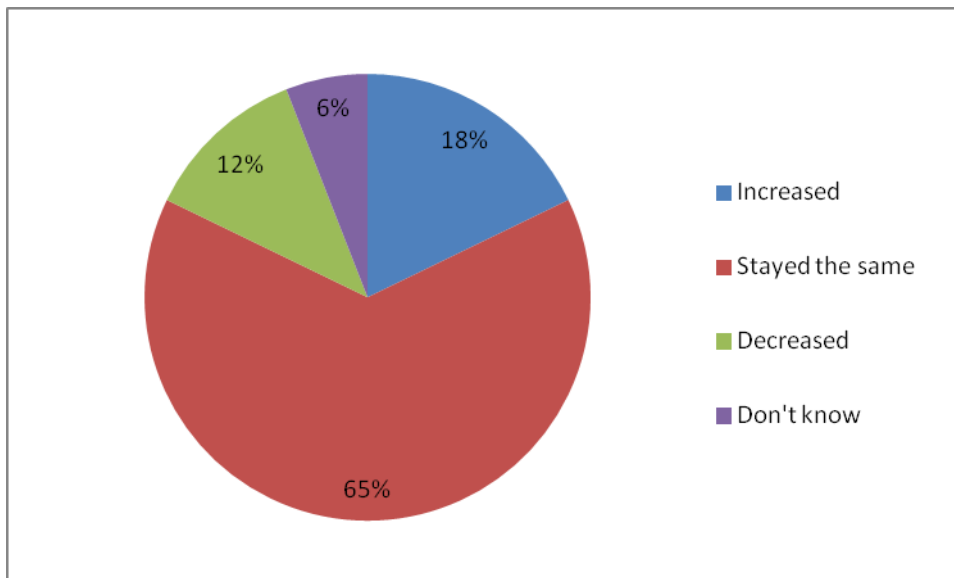
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=17)**

Despite the responses to question 7, two thirds (65%) of Landlords disagreed that this area has a problem with low demand.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=17)**

Two thirds (65%) of landlords told us the demand for their area had stayed the same over the past two years.

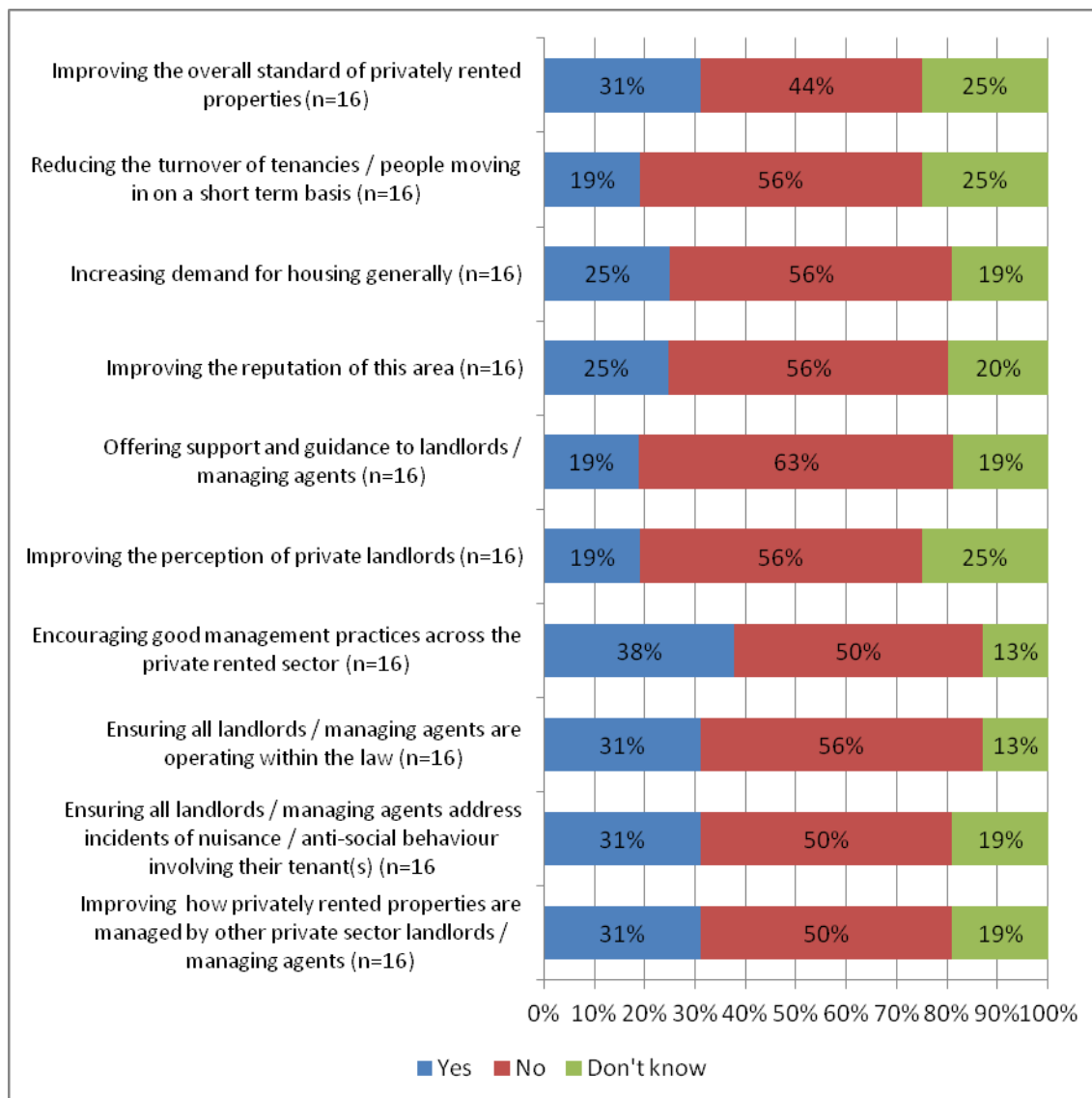


**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=12)**

Landlords feel that although there is investment in the area it doesn't seem to have a positive effect on the type of tenants. Voids are increasing and difficult to find good tenants. A landlord suggested it would be cheaper to board up property and not rent than covering the cost of damage caused by a bad tenant. A number of landlords did report having long term tenants with no issues, having regular interest in his property even though it is already rented out and has renovated the property to a high standard at considerable cost and the tenant is very happy.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of Landlords did not think the introduction of selective licensing in the area would assist in the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=15)**

Nine out of ten (87%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining thirteen per cent agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=13)**

Some landlords disagree with the proposed Selective Licensing Scheme, as they feel the last scheme made no difference. Some don't agree that good landlords should have to pay and instead, the Council should target the bad landlords; they don't see why good landlords should be penalised for doing a good job. All landlords should not be tarred with the same brush. Landlords don't see why they should pay money to get what is naturally expected of the Council.

There are responses saying that there are no problems to resolve in the area and that properties are run as a business and landlords cannot afford to have properties empty, therefore have to be less stringent about who they accept as tenants.

Some landlords agree with the proposed Selective Licensing Scheme and feel that anything that can be done to improve the life of tenants and the surrounding areas is long overdue. If there are issues with bad landlords or agents these should be dealt with and if it means introducing a scheme then it is deemed 'fair enough' with an agreement that bad landlords / letting agents should be fined.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road

## Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.



- Consider if a member of SLC, housing benefits to be paid direct to landlords.
- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 8 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 8 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 117 households in Area 8. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 36.8% response rate, with 43 surveys being returned out of a possible sample of 117 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	58
Sample adjacent to proposed boundary areas	59
Total sample	117
<b>Completed questionnaires</b>	<b>43</b>
No response	74
<b>Response rate</b>	<b>36.8%</b>

- 1.7 In addition to the resident's survey, 15 responses were received to the landlord and management agent's survey for Area 8.
- 1.8 No responses were received from businesses in Area 8.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 8. All survey results are attached as an appendices.

## 2. Key findings – Resident survey

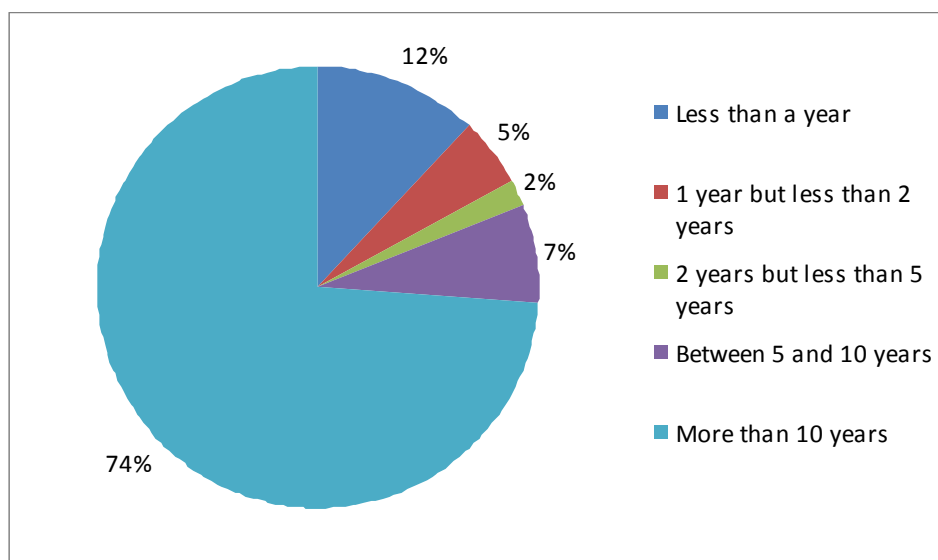
### Q1. What is the name or postcode of the street you live in? (n=41)

In total, responses were received from 4 streets from Selective Licensing Area 8. Most responses were received from Hart Lane (14).

Duke Street	1
Hart Lane	14
Stephen Street	13
Welldeck Road	13

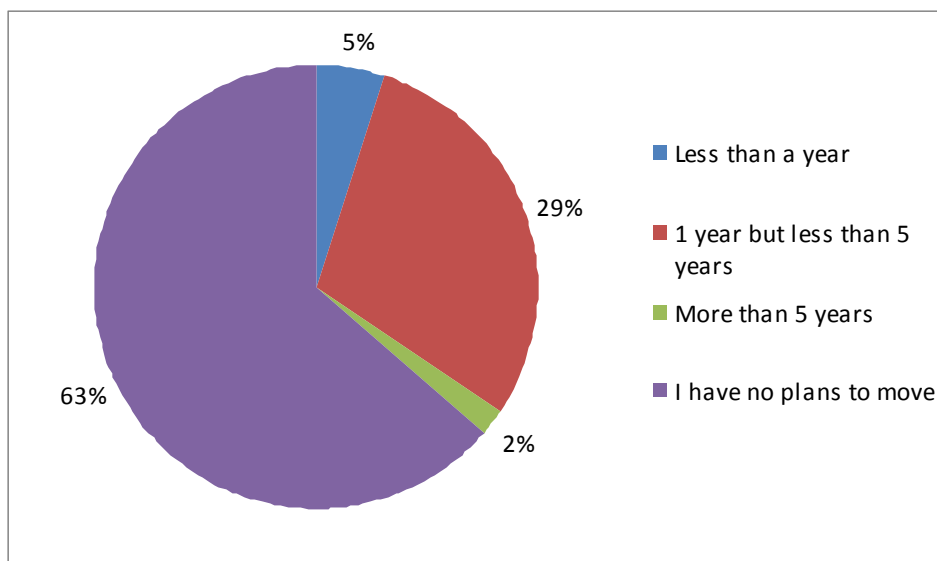
### Q2. How long have you lived at this address? (n=42)

Respondents were asked to tell us how long they have lived at this address. Overall, respondents were more likely to say they had lived at this address for more than ten years (74%).



**Q3. How long do you intend to remain living at your current address? (n=41)**

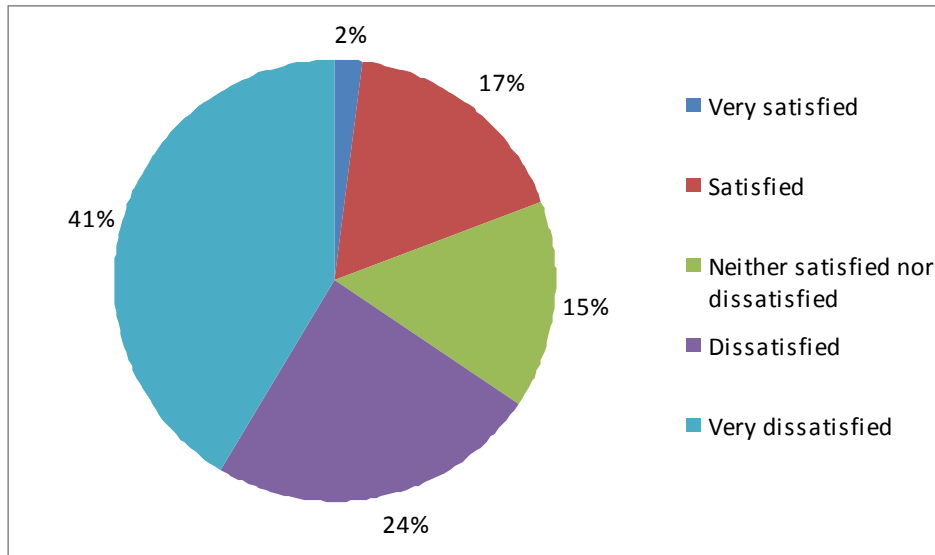
Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (63%) told us they had no plans to move.

**Q4. Please use the space provided below to let us know why you intend to move. (n=13)**

Respondents were asked to tell us why they intend to move, and 13 responses were received. Overall, the general feeling of residents is that the area is run down and getting worse, there are issues with people taking and dealing drugs, drinking in the streets, litter, and dog fouling and noise nuisance.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=41)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, respondents were more likely to be dissatisfied or very dissatisfied (63%).

**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=40)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and nearly eight out of ten respondents (78%) told us they had.

**Q7. Have the problems / issues been resolved? (n=31)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years were asked to tell us if the problems had been resolved. In total, nine out of ten of the respondents to this question said that the issues have not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=32)**

Residents have reported incidents in the area of Anti-social behaviour i.e. a lot of drug problems, cars racing up and down the streets, a lot of litter and rubbish, drinking and arguing in the street, groups of kids hanging around the corner shop. Criminal behaviour for example Drug raids, garages broken into (Hart Lane). Noise nuisance's were also prevalent i.e. loud music, arguing, shouting, parties, all hours of the morning. Also a lot of empty or poorly kept properties with boarded windows and doors in the area.

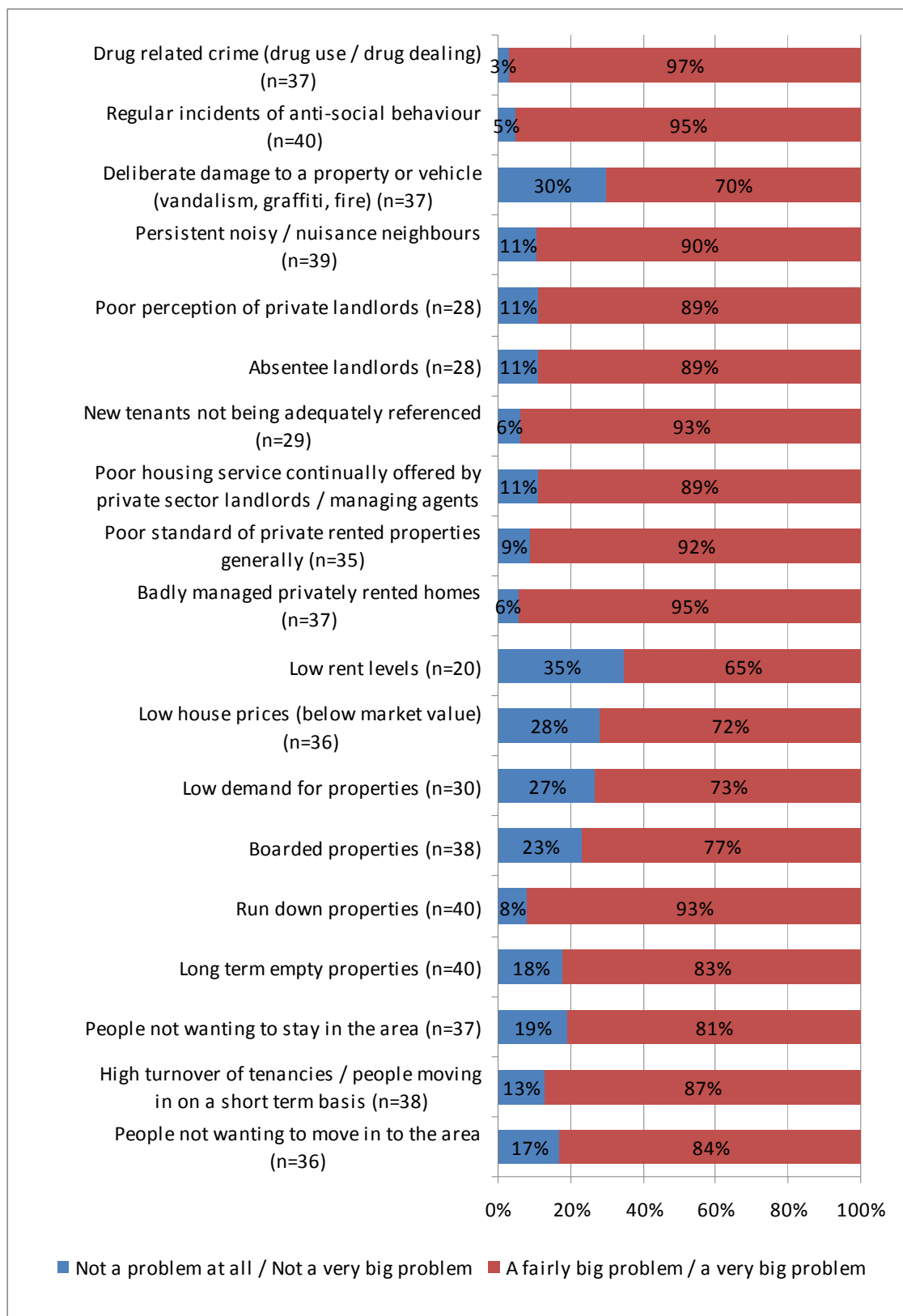


**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents indicated that most problems were prevalent in the area, most notably:

- Drug related crime (97%)
- Regular instances of anti social behaviour (95%)
- Badly managed privately rented homes (95%)
- Run down properties (93%)



**Q10. If you have answered ‘a fairly big problem’ or ‘ a very big problem’ to Q9, please could you provide some further details. (n=10)**

Respondents were asked to tell us more about the things they found a problem in their local area, and in total 10 respondents answered this question.

Overall, residents have concerns that the appearance of some of the houses in Stephen Street is really bad, a high amount of noise nuisances i.e. shouting, arguing, swearing etc., A number of properties are poorly maintained or empty, there are issues with anti-social behaviour, drug use, dealing and alcoholics, There seems to be a lot of strangers coming and going, gangs hanging around corner near shop. No one wants to move into the area and the increase in theft in the area.

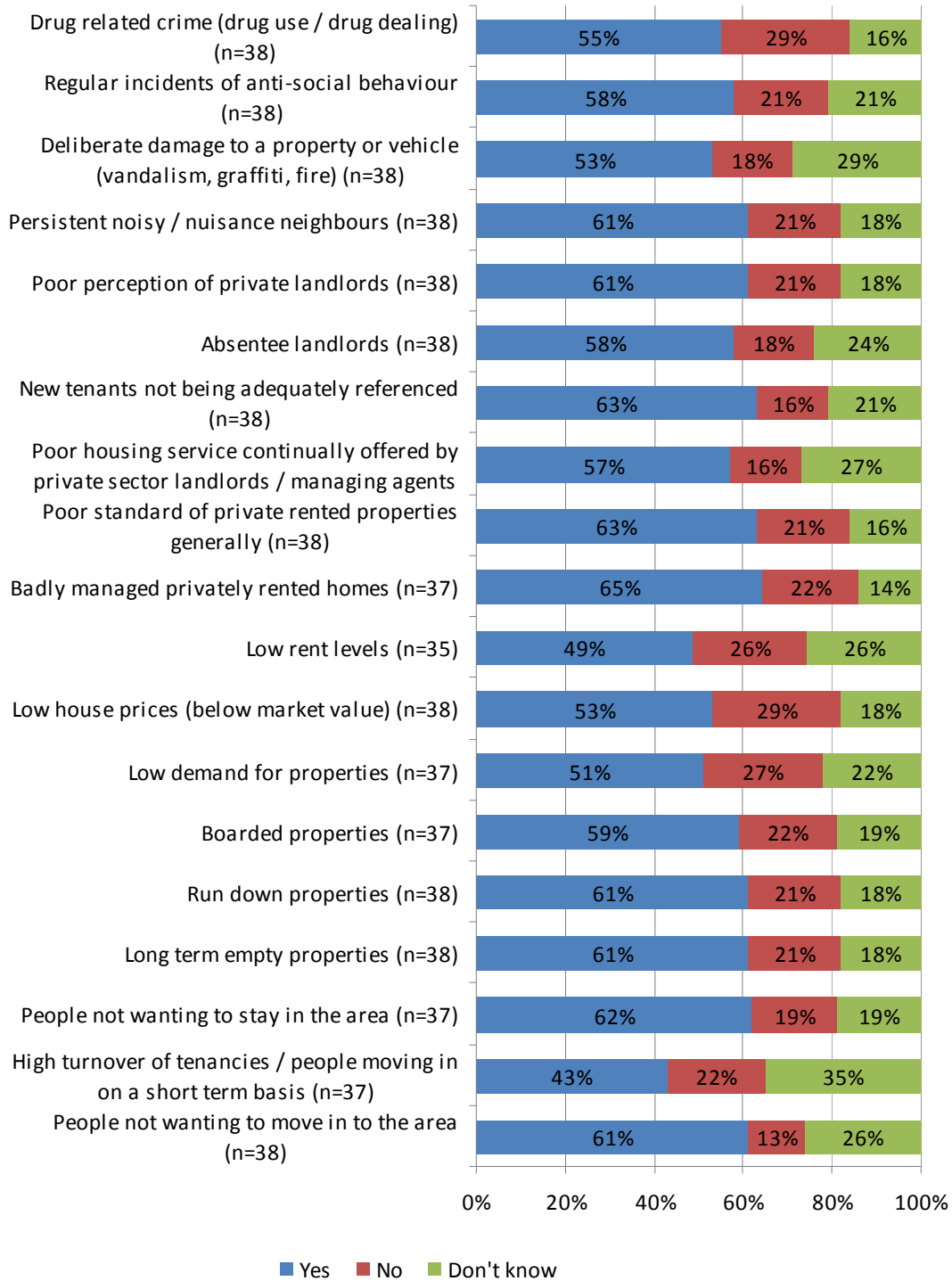
**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the following:

- Poor standard of rented properties generally (63%)
- Badly managed private rented homes (63%)

Respondents were unsure if it would help improve:

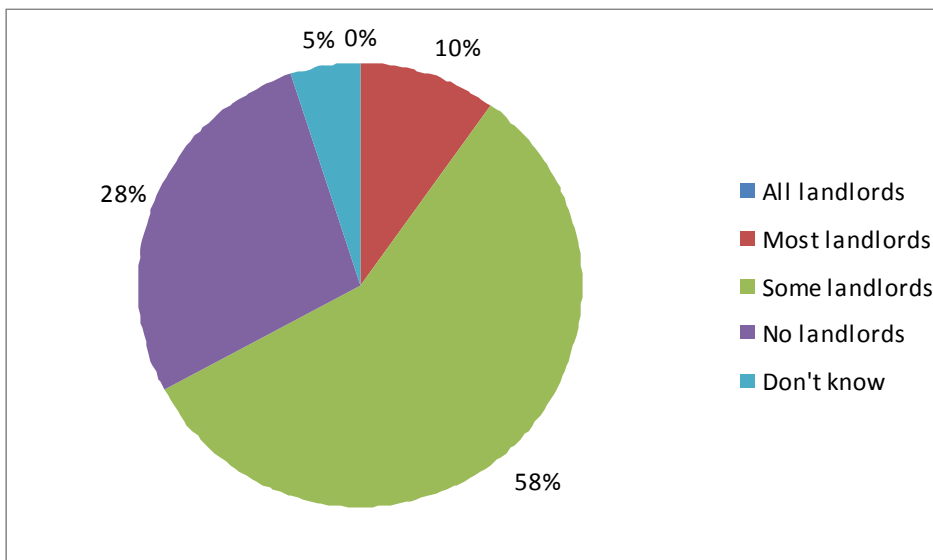
- Low rent levels (26%)
- Low prices of properties (29%)
- Low demand for properties (27%)



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=40)**

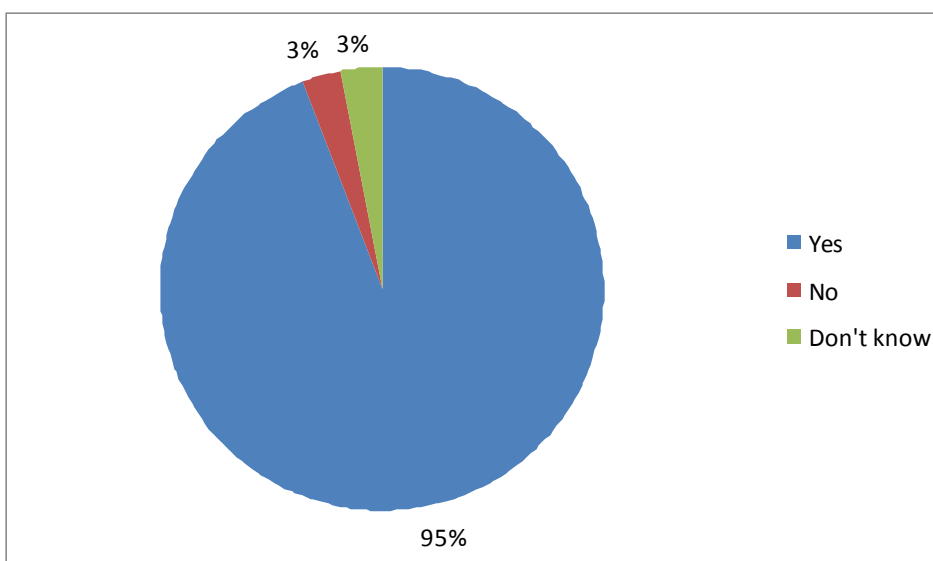
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Nearly six out of ten felt that some landlords managed their properties properly however nearly three in ten (28%) said no landlords act responsibly in managing their properties.



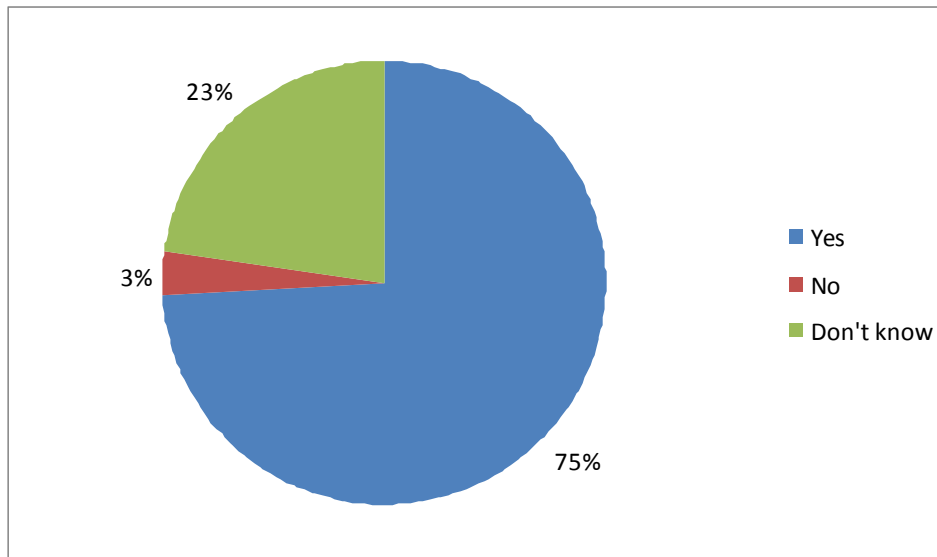
**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=40)**

Nearly all of the respondents (95%) thought the introduction of selective licensing in this area would have a positive impact on private rented properties.

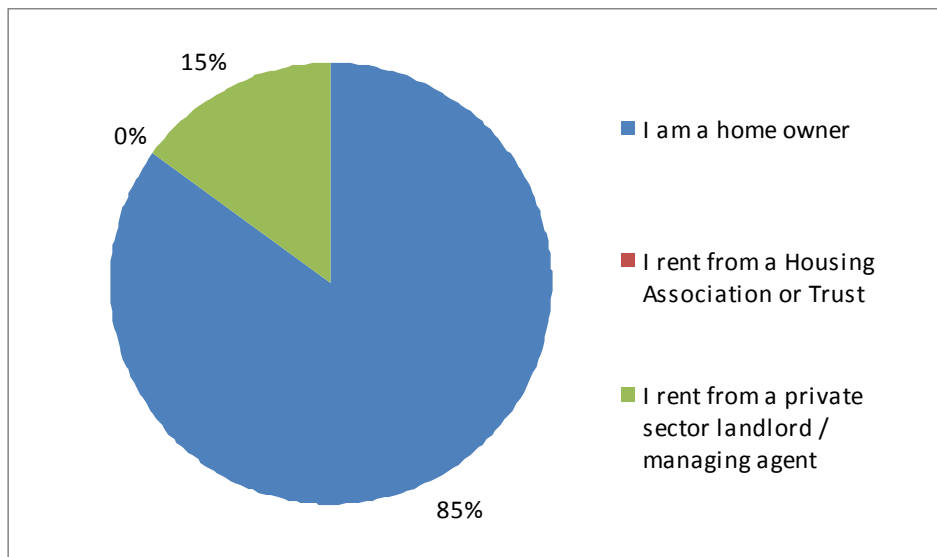


**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=40)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (75%).

**Q15. Please select from the list below the option that best describes you. (n=40)**

Respondents were asked to tell us if they rented or owned their homes. The majority of respondents (85%) owned their own home with the remaining (15%) renting from a private sector landlord / managing agent.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=5)**

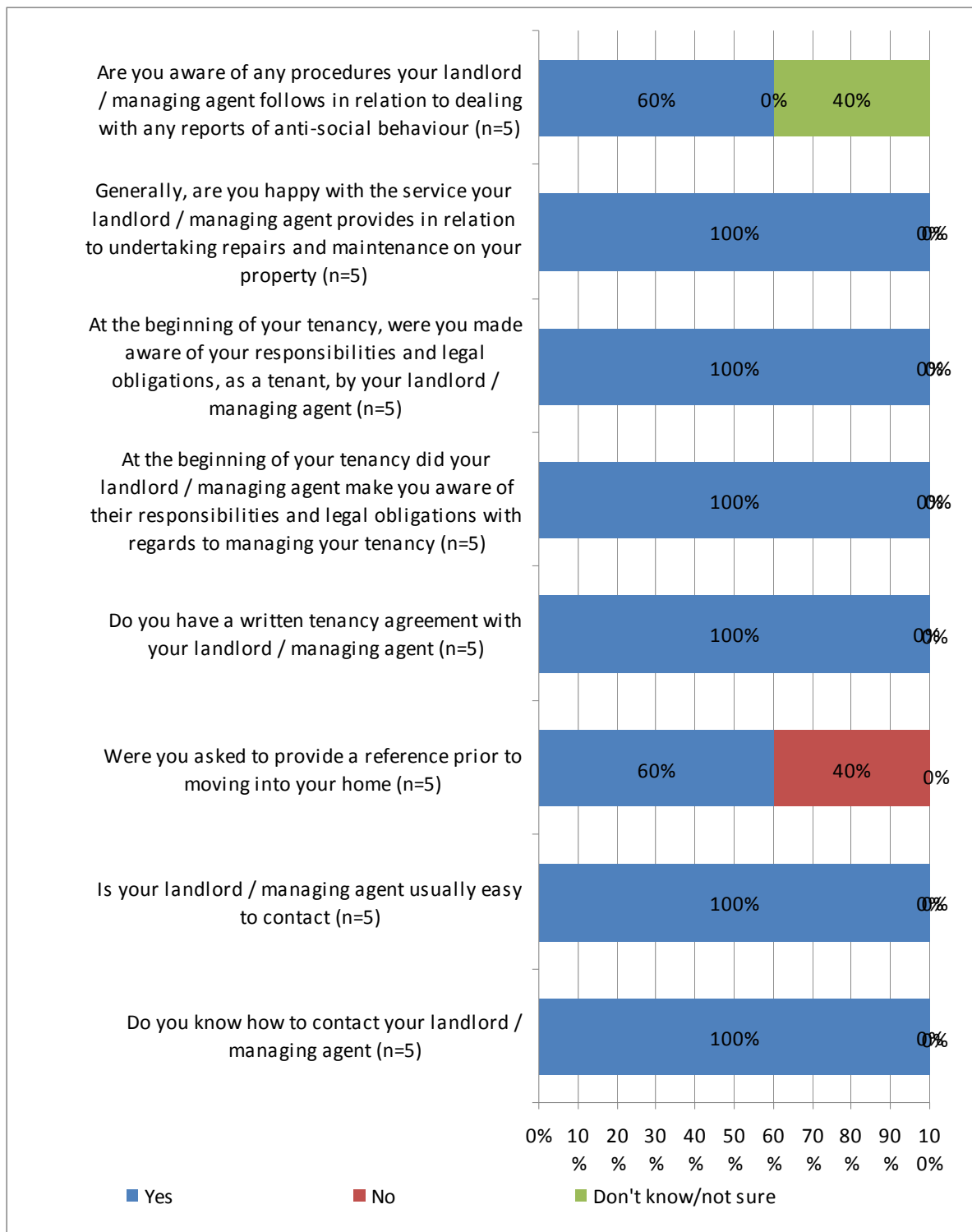
Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, 5 respondents answered this question.

From these five people, three told us they had a very good relationship with their landlord / managing agent, and the remaining two people told us they have a good relationship.

**Q17. Please answer each of the statements below.**

Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell answer 'yes' to all questions asked about in this question. However, only three of the five respondents were asked to provide a reference when first moving into their homes.





**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=5)**

Out of the five respondents who answered this question, three are very satisfied with the overall service provided by their landlord or managing agent and two respondents was satisfied.

**Q19. If you have answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18, please tell us why and how you think this can be improved. (n=5)**

No respondents answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed**

Respondents were asked to tell us if there were any streets in the proposed selective licensing Area 8 which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us of streets which should not be included in the selective licensing area 1. The below discussion will attempt to separate these responses.

After removing responses which indicated no streets were to be removed or ‘don’t know’ responses, the following streets were suggested:

- Suggitt Street
- Topcliffe Street
- Harcourt Street
- All private landlords should be registered
- Nowhere – landlords should not be held responsible for their residents behaviour

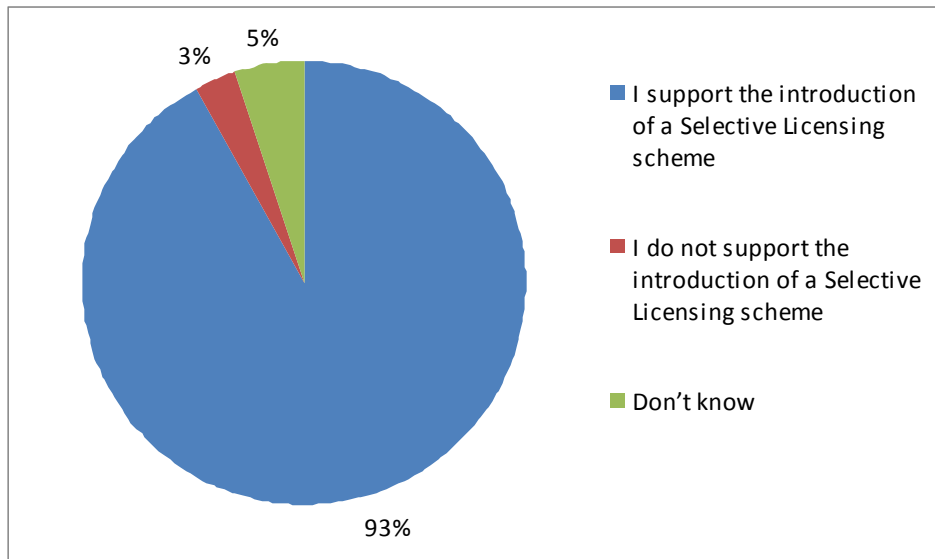
**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced?**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area the follow areas where suggested:

- Stephen Street – get rid of bad tenants, properties are not looked after
- Rodney Street – Lots of people homeless and the whole street is boarded up
- Parts of Hart Lane and Duke Street
- Park Square – police presence at one property – drug related

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=9)**

Respondents were asked to tell us if they supported the selective licence scheme, and over nine out of ten (93%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=15)**

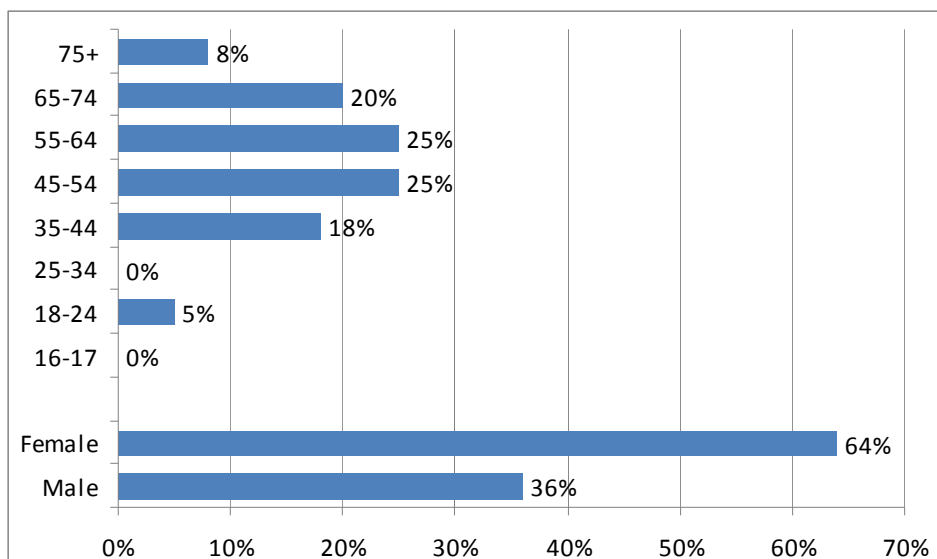
Residents would like to get rid of anti-social, druggies and alcoholic tenants from the area and feel that radical action is needed to be taken in Stephen Street as it is getting worse by the day. There is a constant police activity; houses need to be managed properly, repairs done as soon as possible and proper vetting of tenants. Residents also feel that “landlords have no respect for owner occupier as long as they get their money”.

**Q24. Are you male or female? (n=10)**

**AND**

**Q25. What was your age on your last birthday? (n=10)**

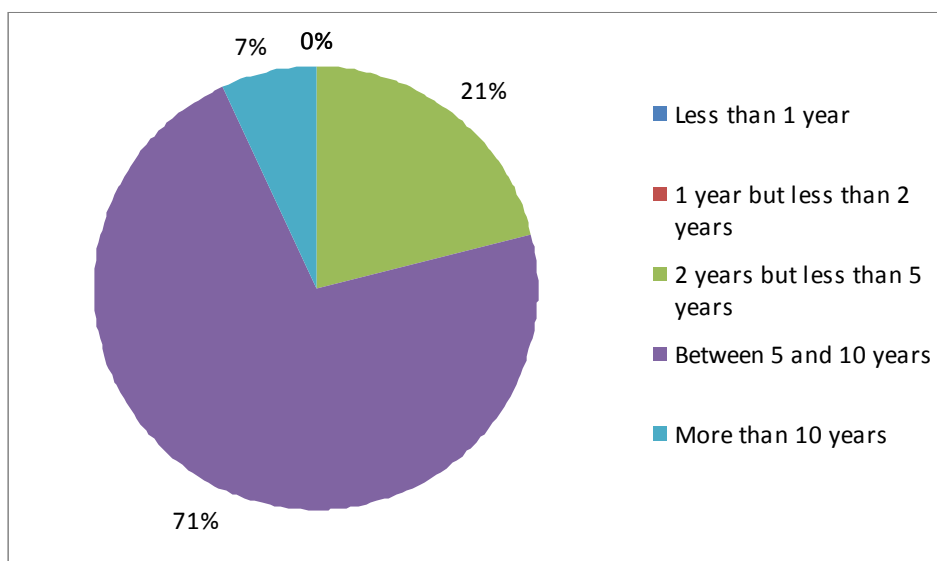
Overall, responses were received from a mix of males and females but with slightly more female responses. With regards to age the majority of responses were coming from respondents aged between 45 and 64.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=14)

The majority of Landlords have owned or managed property in Area 8 for between five and ten years (71%).



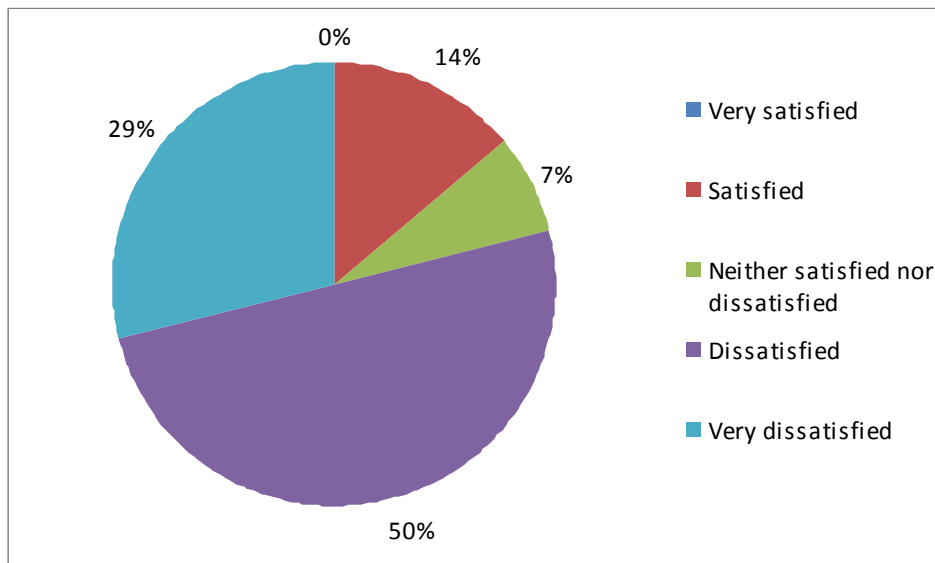
#### Q2. How many properties do you own or manage in this area? (n=14)

The majority of landlords own or manage one property in this area.

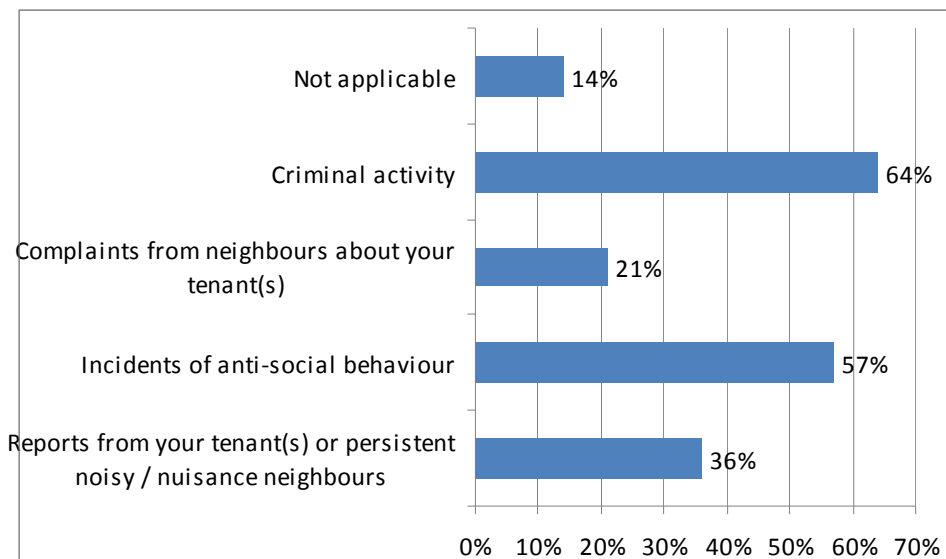
1 property	10
2 properties	3
4 properties	1

**Q3. How satisfied or dissatisfied are you with this area? (n=14)**

The majority (79%) of landlords were dissatisfied or very dissatisfied with this area.

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=14)**

Criminal activity (64%) was the most common problem that landlords in this area come across which was closely followed by incidents of anti social behaviour (57%).

**Q5. Have the problems / issues been resolved? (n=12)**

Two thirds (6 out of 9) of landlords told us the problems identified in question 4 had been resolved.

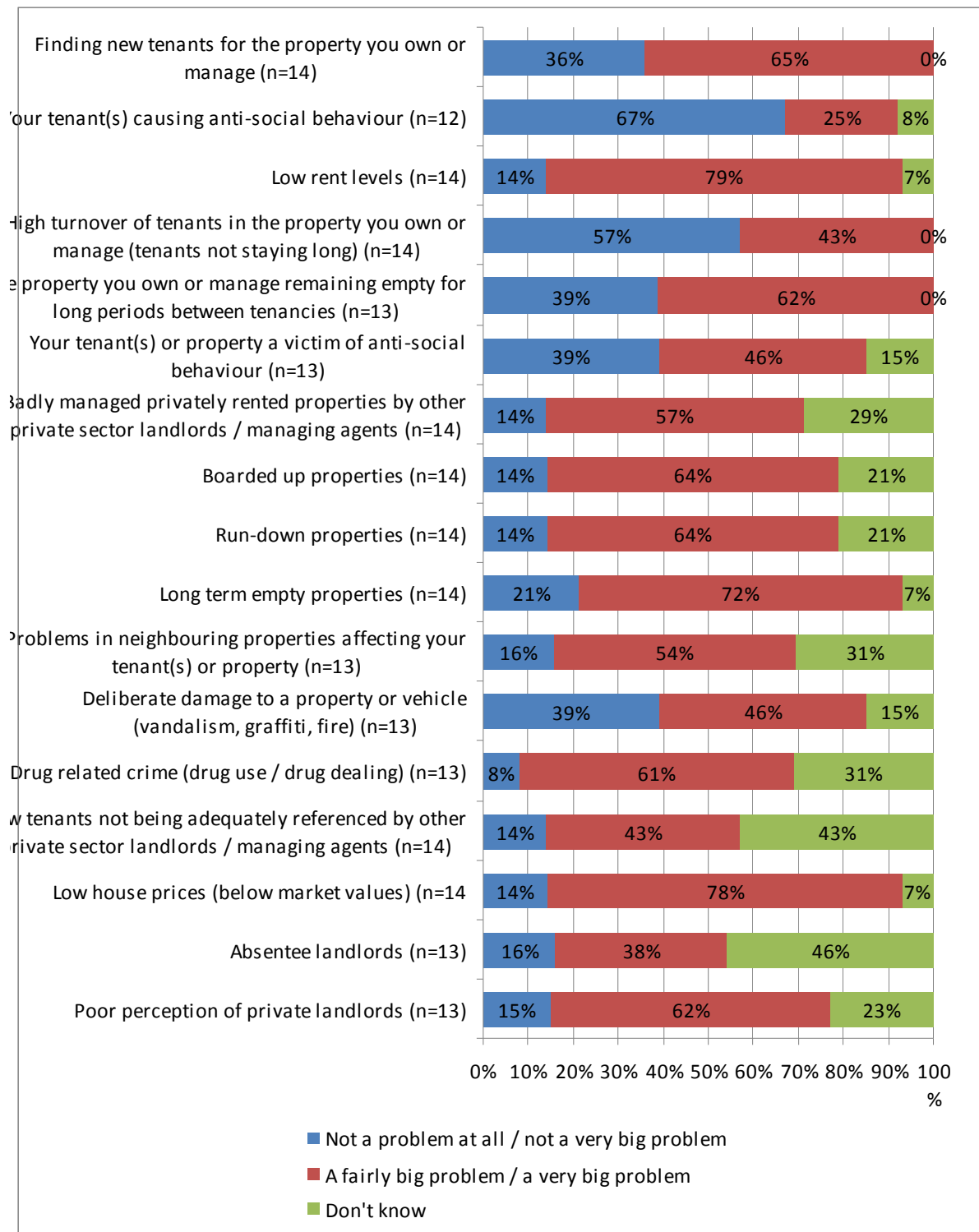
**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=9)**

Landlords reported problems in the area with anti-social behaviour, drug dealing and drink problems, a house was set on fire, house burgled, vandalism, damage to the exterior of the property with drain pipes being pulled off, the rear gate being broken and rubbish being dumped in the back yard. There is alcohol and drug use at all hours of the day and night and people do not want to live in Stephen Street.

**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...?**

Landlords told us that they did not think tenants causing anti social behaviour (67%) were a problem for them and neither was a high turnover of tenants across the area (57%).

Responses from landlords showed that low house prices in the area, low rent levels and long term empty properties were a problem in their area.

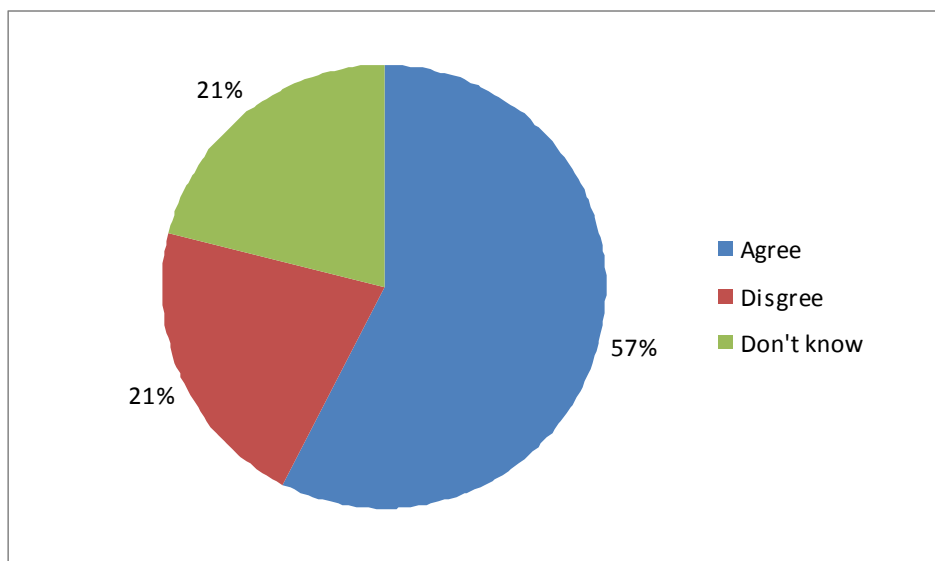


**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=9)**

Landlords feel there are issues with absentee owners putting tenants into their properties without adequate vetting, some landlords don't care who is living in their properties as long as the rent is being paid by the Council. The street and area is in decline and it's particularly difficult to attract tenants. There is drug dealing in houses that affect the whole street. There are high levels of rent arrears and tenants don't stay long. There should be proper screening on tenants including Police checks and problems can be addressed with other landlords making sure their property is maintained.

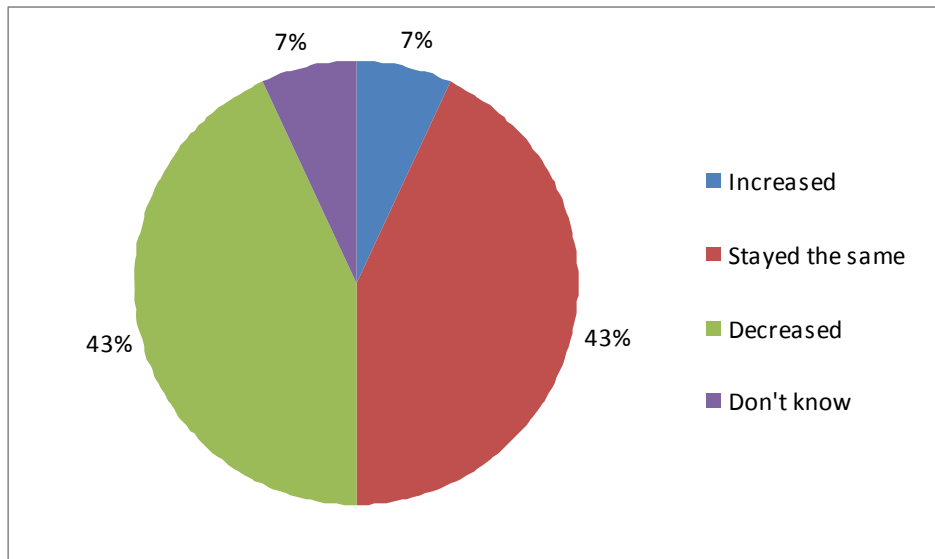
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=14)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand with just over half (57%) agreeing that it was a problems but two in ten (21%) disagreeing that low demand is a problem. A further two in ten landlords did not know if there was a problem.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=14)**

Four in ten (43%) landlords told us the demand for their area had stayed the same over the past two years however the same proportion (43%) felt that demand had decreased.



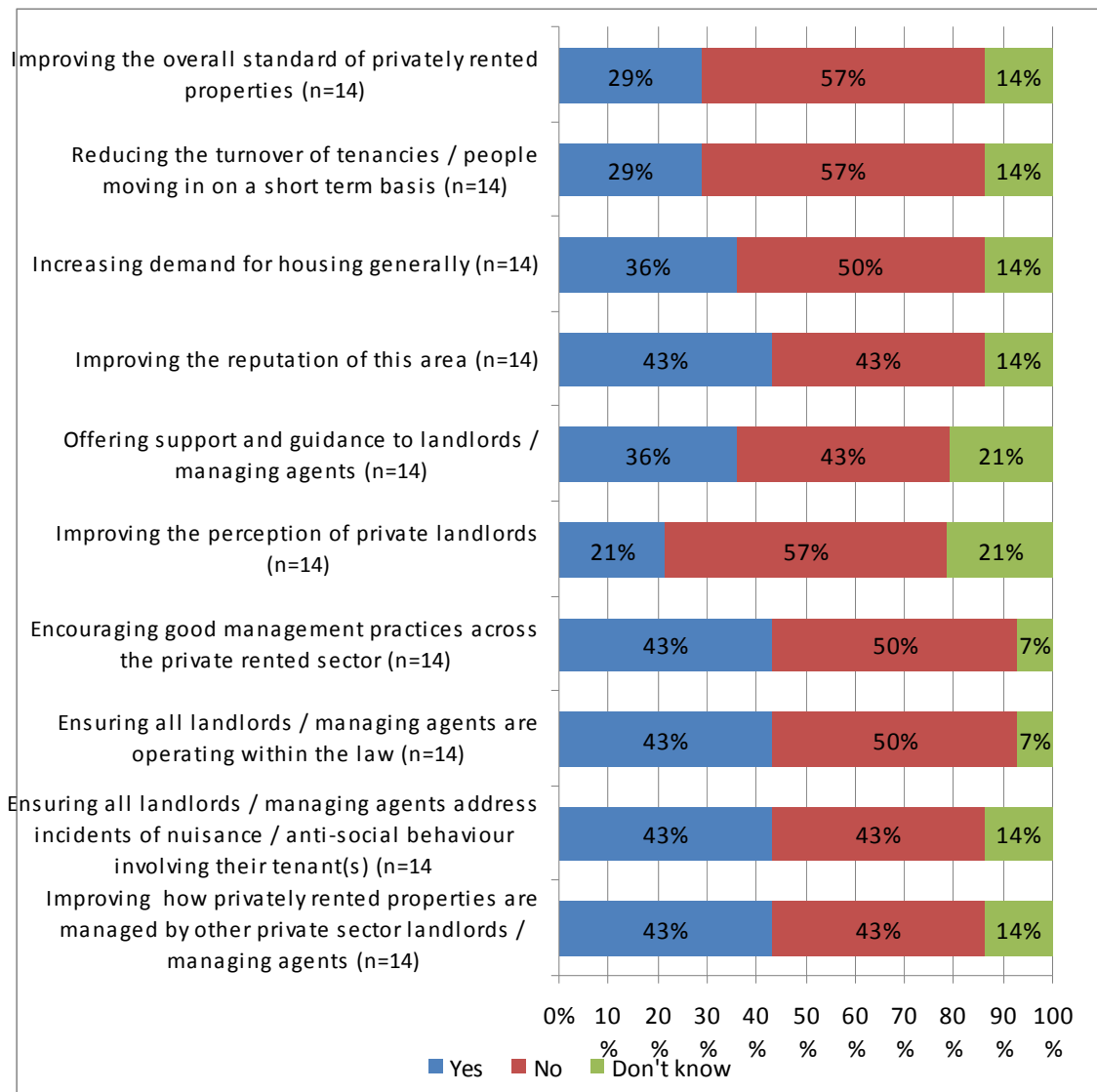
**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=9)**

Landlords feel there is a lot of alcohol / drug use and petty crime in the area and, as a result, the reputation of the area has become increasingly poor with many houses unoccupied and it is difficult to attract people to the area. Market values keep dropping and rents are below market average. There was a suggestion that formed part of a response that suggested the Council seems to be doing everything to prevent landlords getting tenants by permitting new housing estates to be built and cutting benefits.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...?**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.





**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=14)**

Over half of respondents (57%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining four out of ten (43%) agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=11)**

Landlords disagree with the proposed Selective Licensing Scheme as some were in the last scheme and feel they got nothing beneficial out of it; “it’s been tried before and failed why try again”. It was badly managed and does not improve the area. Some would like to see more effective policing and enforcement measures instead and noted that there are no initiatives for landlords.

Some landlords agree with the proposed Selective Licensing Scheme, as experience with other areas that have been improved with such schemes improve living standards, rents

and property values. Landlords would like to see better vetted tenants move into the area. Some landlords agree, but have doubts about how effective it will be.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	
Newer houses Hart Lane end of Murray Street		

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- "As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords".
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the 'shotgun' approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.

- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don't do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- "I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license".
- "I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down".
- "I have had no benefit from the existing licensing".
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- "If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.
- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## **Corporate Strategy**



### **Proposed Landlord Licensing Scheme Area 9 Consultation Report**

**Lisa Anderson  
December 2014**



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## 1. Introduction

- 1.1 This report presents the findings from the 2014 consultation to introduce a new licensing scheme. It summarises the results of the consultation questionnaire with local residents who live in Area 9 and with landlords and managing agents who own and / or manage property in this area.
- 1.2 In July 2014, a paper survey was distributed to 980 households in Area 9. Respondents were given 12 weeks to complete the survey. In certain areas of low response, the Council encouraged a better response rate through a targeted door knocking exercise. Landlords were given a similar amount of time to complete their surveys. The deadline for questionnaire responses was 28th September 2014.
- 1.3 An online link and QR code (Quick Response code) were also printed on the survey, allowing respondents the chance to complete their survey online. An interactive PDF document was also sent electronically to landlords and managing agents with an email address on file.
- 1.4 The consultation ran from 1st July 2014 until 24th October 2014.
- 1.5 The survey offered residents the chance to enter into a free prize draw. In total, three winners were independently selected at random to win a high street gift voucher to the value of £75 (1<sup>st</sup> prize), £50 (2<sup>nd</sup> prize), and £25 (3<sup>rd</sup> prize).

### Response rates

- 1.6 The survey achieved a 15.5% response rate, with 152 surveys being returned out of a possible sample of 980 households.

**Table 1.1 Response rates**

	Number of cases
Sample within proposed boundary areas	786
Sample adjacent to proposed boundary areas	194
Total sample	980
<b>Completed questionnaires</b>	<b>152</b>
No response	828
<b>Response rate</b>	<b>15.5%</b>

- 1.7 In addition to the residents survey, 59 responses were received to the landlord and management agent's survey for Area 9.
- 1.8 3 responses were received from businesses in Area 9.
- 1.9 What will follow will be an analysis of each question included in the consultation for Area 9. All survey results are attached as an appendices.
- 1.10 It should also be noted that a petition comprising 45 signatures has been received. It has been signed by a significant number of residents from Furness Street (64%),



which equates to 45% of households in the street. It asks the Council “*not to proceed with any new selective landlord licensing proposals as previously landlord licensing has not worked in Hartlepool but has drastically reduced home values in Hartlepool to the extent of making many homes unmortgageable, so creating ever more problems but instead to concentrate on attracting jobs into Hartlepool and reducing the cost of living in Hartlepool by reducing the Council Tax.*”

## 2. Key findings – Resident survey

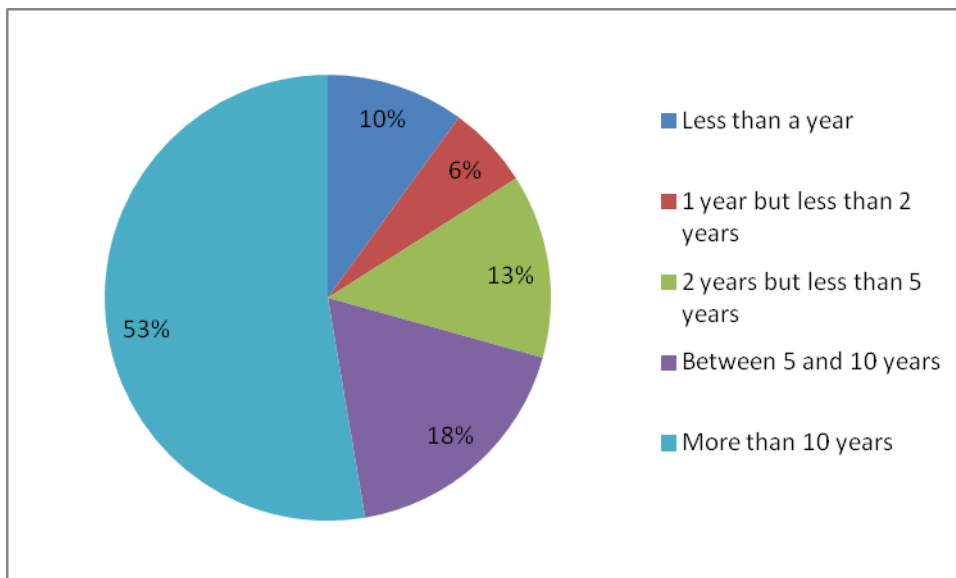
### Q1. What is the name or postcode of the street you live in? (n=152)

In total, responses were received from thirty-five streets from Selective Licensing Area 9. Most responses were received from Sheriff Street (21) and from Sandringham Road (13).

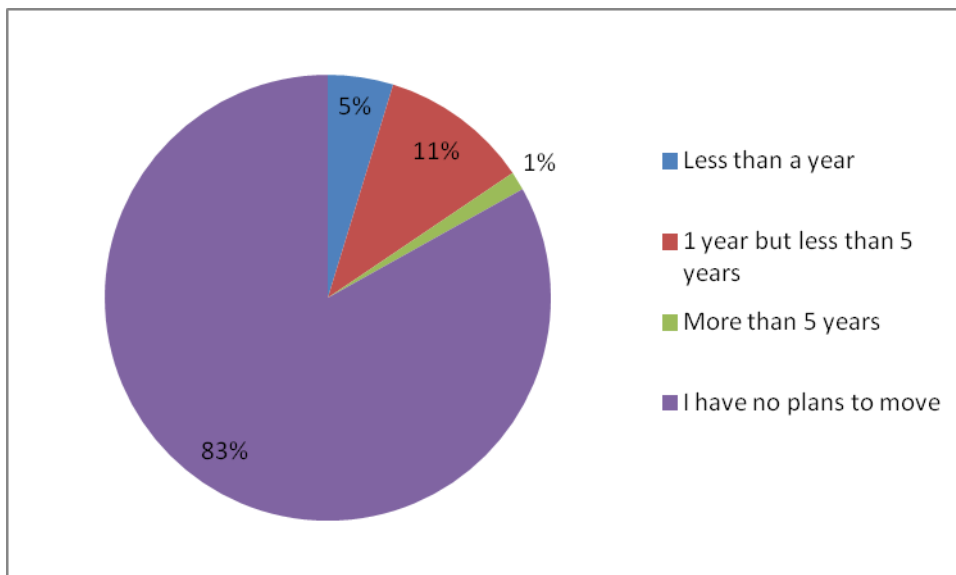
Addison Road	3	Laburnum Street	8
Albany Court	2	Lowthian Road	5
Avenue Road	1	Mary Street	1
Barbara Mann Court	4	Mitchell Street	1
Belk Street	6	Murray Street	3
Boundary 9 (unidentified streets)	4	Raeburn Street	1
Cameron Road	5	Ridley Court	4
Christopher Street	2	Sandringham Road	13
Collingwood Road	4	Sheriff Street	21
Collingwood Walk	1	Straker Street	2
Dent Street	6	Suggitt Street	6
Derwent Street	5	Tankerville Street	3
Elliott Street	8	Thornton Street	1
Errol Street	1	Thornville Road	2
Furness Street	8	Wharton Street	4
Hartley Close	3	York Road	4
Hawkridge Close	2	Young Street	5
Joicey Court	3		

**Q2. How long have you lived at this address? (n=150)**

Respondents were asked to tell us how long they have lived at this address. Overall, they were more likely to say they had lived at this address for more than ten years (53%).

**Q3. How long do you intend to remain living at your current address? (n=148)**

Respondents were asked to tell us how long they intend to remain living at their current address, and the majority of respondents (81%) told us they had no plans to move.



**Q4. Please use the space provided below to let us know why you intend to move. (n=24)**

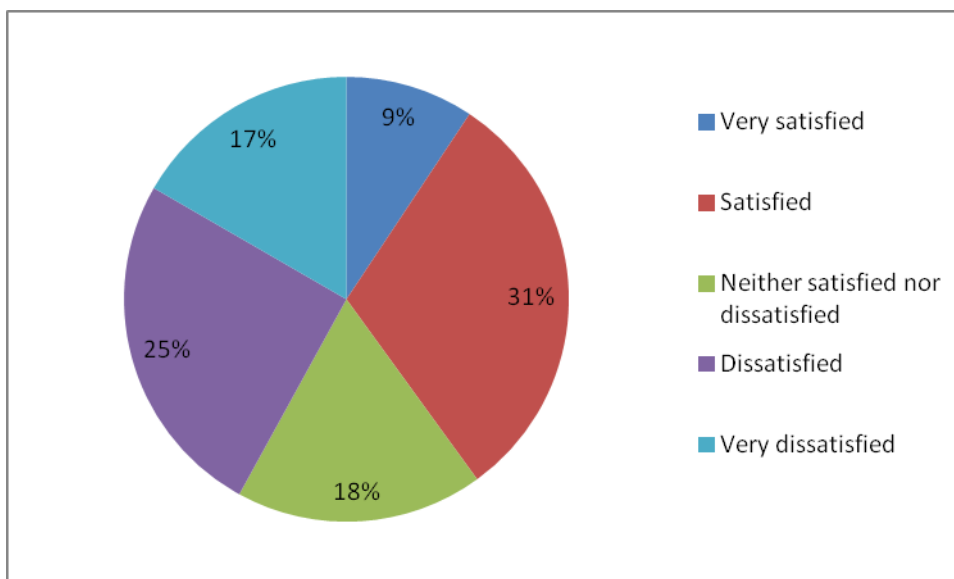
Respondents were asked to tell us why they intend to move, and 24 responses were received. The majority of respondents told us they wanted to move because of the decline of the area, with issues of anti-social behaviour, noise nuisance, litter, drinking and drugs. This can be summed up in the following quote:

*The area is noisy, full of anti-social people and I do not feel safe here.*  
(Resident, Area 9)

There were also a number of residents who wanted to move because of illness or disability, meaning they are now in need of smaller properties such as bungalows. Other wanted to move to be closer to family, or for a bigger property.

**Q5. How satisfied or dissatisfied are you with your area as a place to live? (n=150)**

Respondents were asked to tell us how satisfied or dissatisfied they are with their area as a place to live. Overall, results were split, with two thirds of respondents (40%) telling us they were either satisfied or very satisfied with their area as a place to live, and a similar proportion (42%) telling us they were dissatisfied.



**Q6. Have you experienced any problems or issues with a neighbouring property or resident in your area over the last 3 years? (n=149)**

Residents were asked to tell us if they had experienced any problems or issues with a neighbouring property or resident in the last three years, and six out of ten respondents (62%) told us they had.

**Q7. Have the problems / issues been resolved? (n=91)**

The respondents who told us they had experienced problems or issues with a neighbouring property or resident in the last three years, were asked to tell us if the problems had been resolved. Only a third (37%) of respondents told us they had. Two thirds (63%) told us the problem or issue had not been resolved.

**Q8. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=83)**

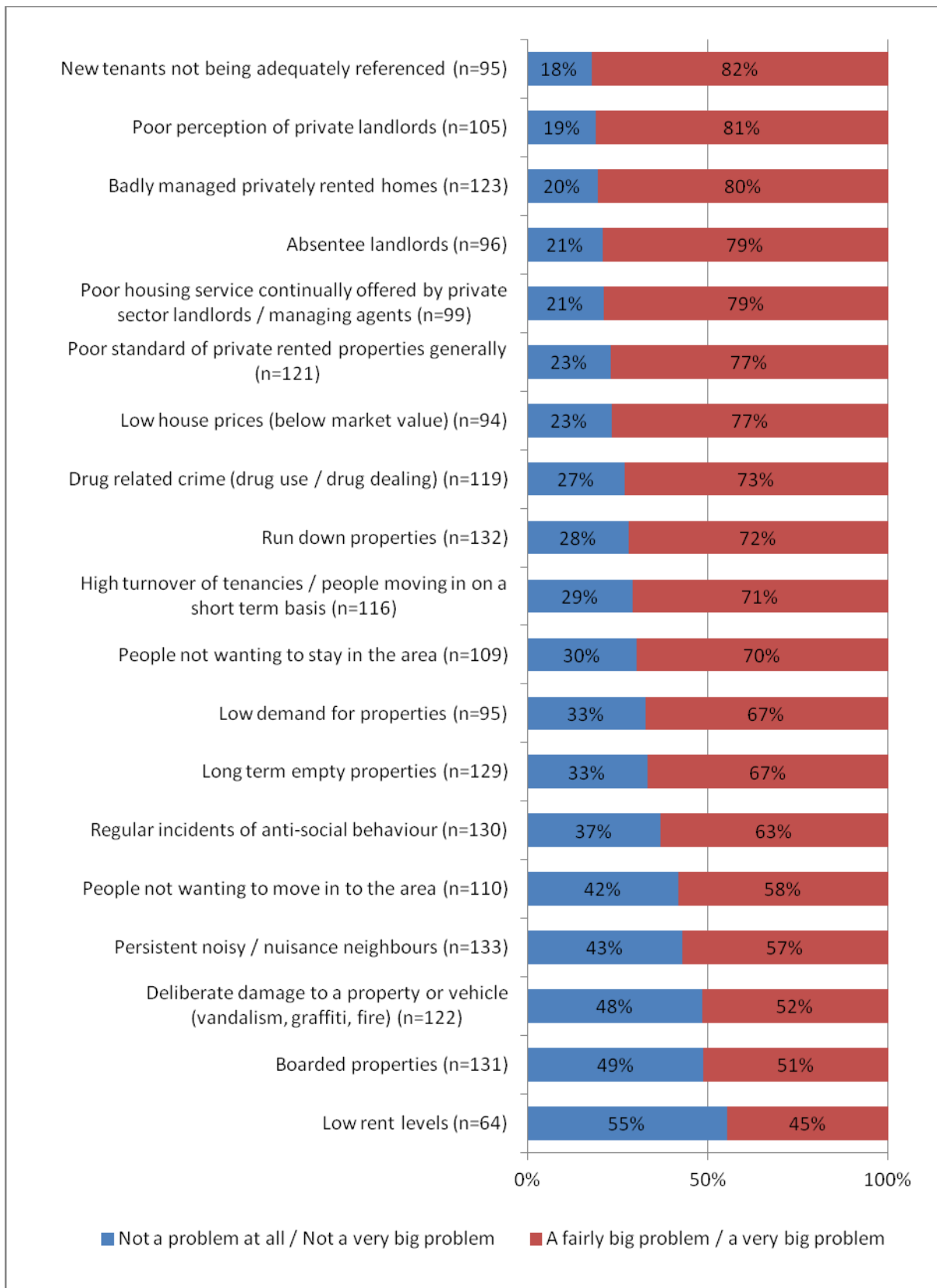
Respondents were asked to provide details about what had happened, and eighty-three residents from this area did.

Residents have reported issues in the area around anti-social behaviour, for example fighting, arguing and drinking in the street, litter and rubbish, drug and alcohol problems, dog fouling and intimidating gangs hanging around the area. There were a high amount of complaints about noise nuisance in the area from barking dogs, drunk people, fighting, arguing, shouting and parties late at night. Residents also reported issues of criminal activity in the area such as vandalism to cars, frequent break-ins and drug dealing. Also residents reported issues with parking, tenants sub-letting properties and the condition of some of the properties, including about empty properties which are in dilapidated state.

**Q9. Thinking about your area, do you feel any of the following are a problem?**

Respondents were presented with a list of things which could be considered problems in local areas, and were asked to tell us which they felt were not a problem (not a problem at all / not a very big problem) and which they felt were a problem (a fairly big problem / a very big problem).

Overall, respondents were more likely to find a number of issues a problem in this area, most notable new tenants not being adequately referenced (82%) and a poor perception of private landlords (81%). Respondents were also more likely to find badly managed private rented homes (80%), absentee landlords (79%) and a poor housing service continually offered by private sector landlords / managing agents (79%) problems in this area.



**Q10. If you have answered ‘a fairly big problem’ or ‘a very big problem’ to Q9, please could you provide some further details. (n=88)**

Respondents were asked to tell us more about the things they found a problem in their local area, and in total eighty-eight respondents answered this question.

Overall, residents felt that the area is run down, house prices have dropped, and that the properties are in a poor condition, with empty or boarded up properties and evidence of vandalism. There is a lot of drug activity and paraphernalia on the streets as well as a lot of alcohol use, noise nuisances i.e. dogs barking, banging on doors at all hours, shouting, and children kicking footballs at gates. There are also issues with anti-social behaviour, a lot of rubbish, litter and fly tipping, youths hanging around drinking. Residents think that landlords should vet tenants better, which can be demonstrated in the following quote:

*“Landlords don’t care who they put in properties”*

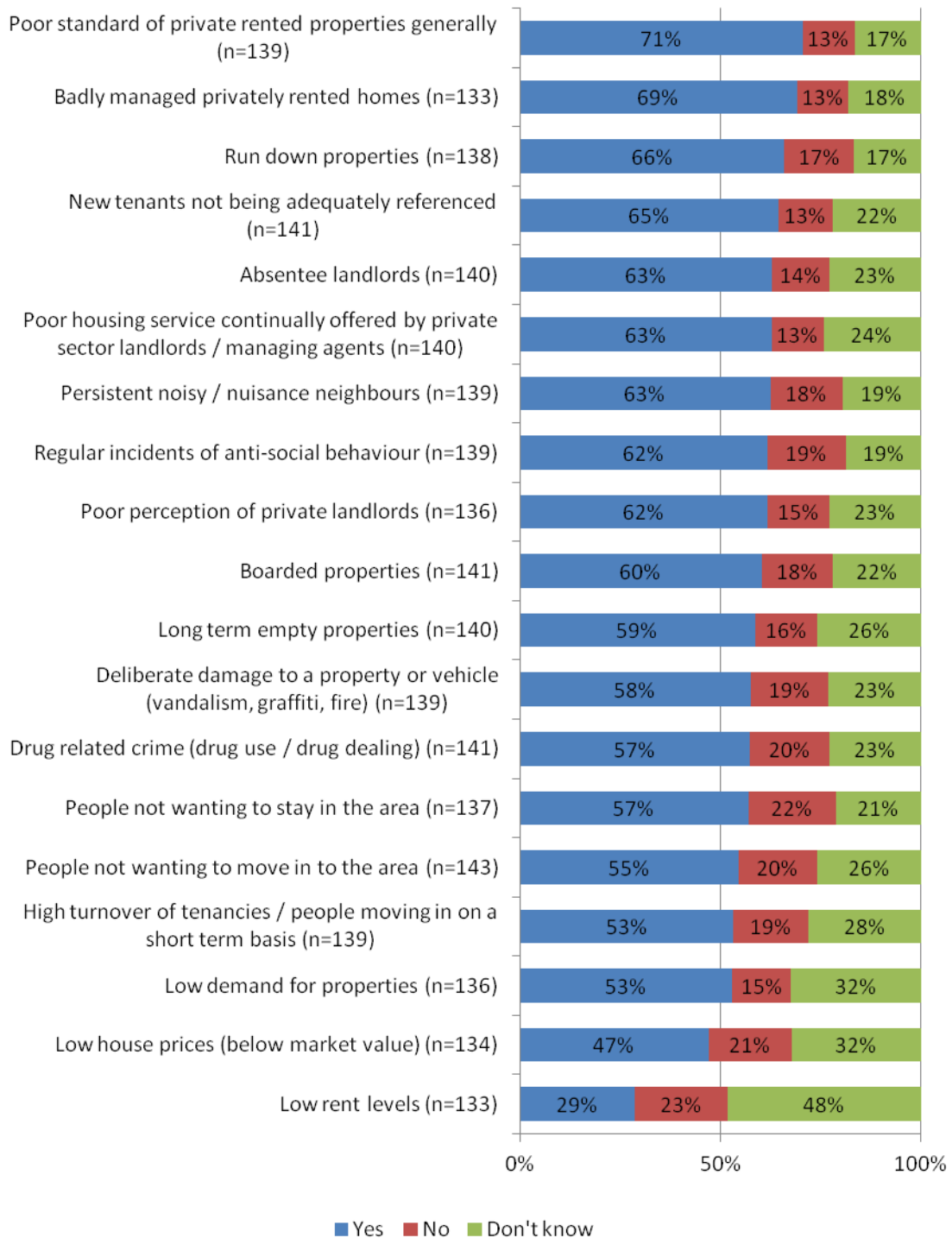
Resident, Area 9

Residents feel that landlords aren’t doing any repair or maintenance work, and that the area looks scruffy. Some residents think that the properties should be demolished and the area rebuilt.

**Q11. Do you think that the introduction of selective licensing in this area will improve...**

Respondents were asked to tell us if they felt the introduction of a selective licensing scheme in this area would help improve some of the issues identified in question 9. Overall, respondents felt a selective licensing scheme would help to improve the poor standards of private rented properties in general (71%), and badly managed private rented homes (69%).

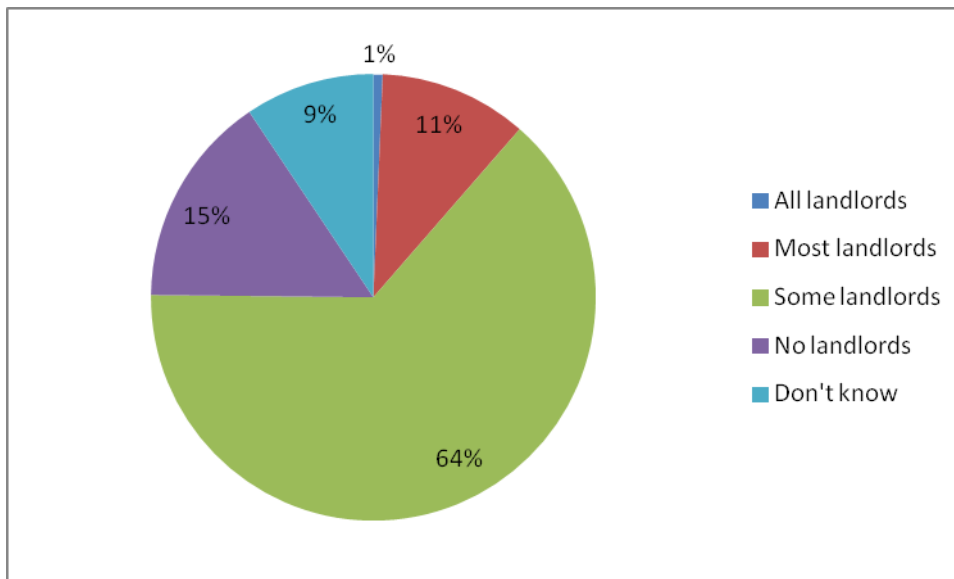
Respondents were unsure if a selective licensing scheme would help with low rent levels (43%).



**Q12. Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=149)**

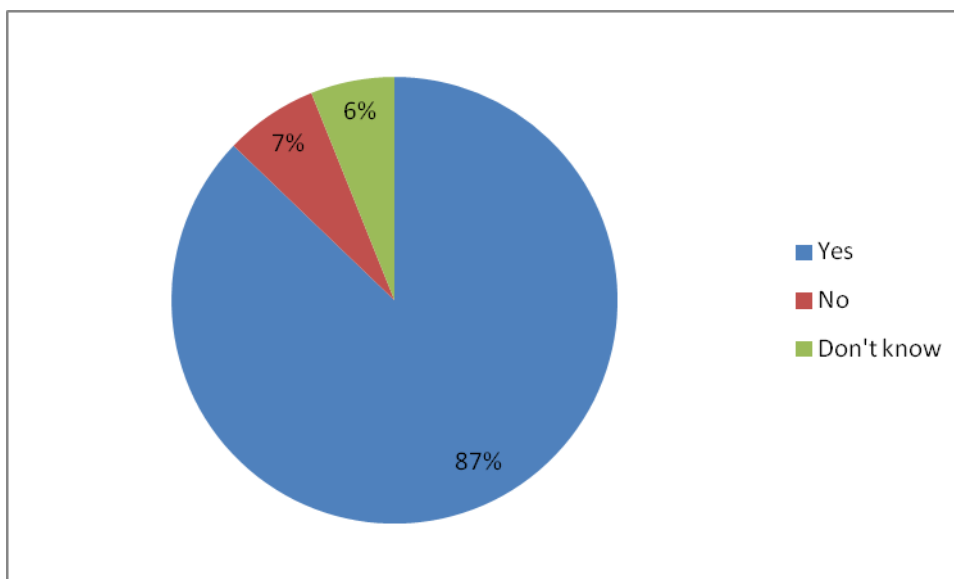
Respondents were asked to tell us how many of the landlords in their local area manage their properties responsibly.

Two thirds of respondents (64%) told us that some landlords in their area manage their properties responsibly, with fifteen per cent of respondents saying no landlords manage their property responsibly.



**Q13. Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=148)**

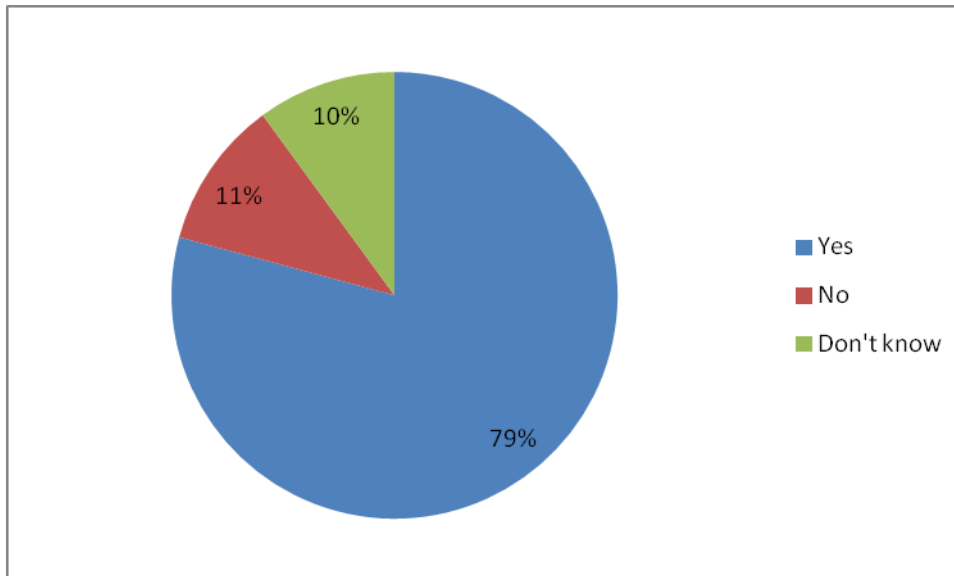
Nearly nine out of ten (87%) respondents thought the introduction of selective licensing in this area would have a positive impact on private rented properties.





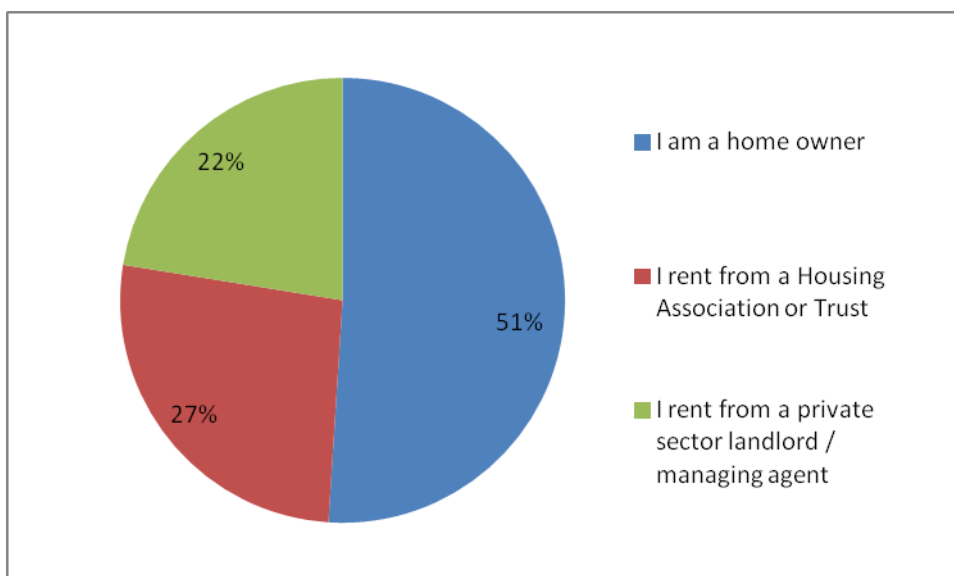
**Q14. Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=149)**

Respondents were also more likely to think that selective licensing would have a positive impact on private rented properties in their local area (79%)



**Q15. Please select from the list below the option that best describes you. (n=147)**

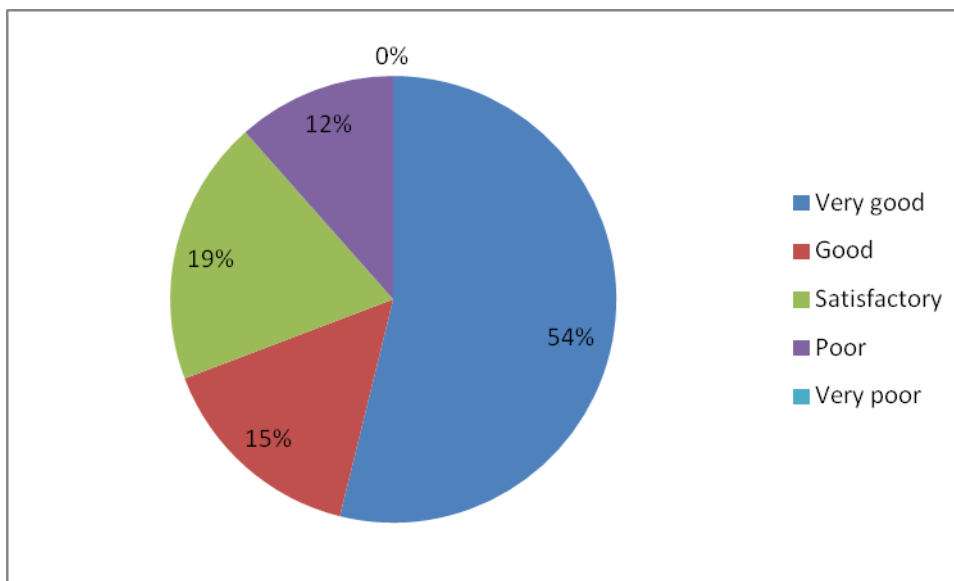
Respondents were asked to tell us if they rented or owned their homes. The majority (51%) of respondents owned their own home. Over a quarter (27%) rented from a housing association or trust, and a fifth (22%) rented from a private sector landlord or managing agent. Some respondents told us they are living with their parents.



**Q16. How would you describe the relationship between you and your landlord / managing agent? (n=26)**

Respondents who told us they rent their property from a private landlord or managing agent were asked to tell us how they would describe the relationship between themselves and the landlord / agency. Overall, only 26 respondents answered this question.

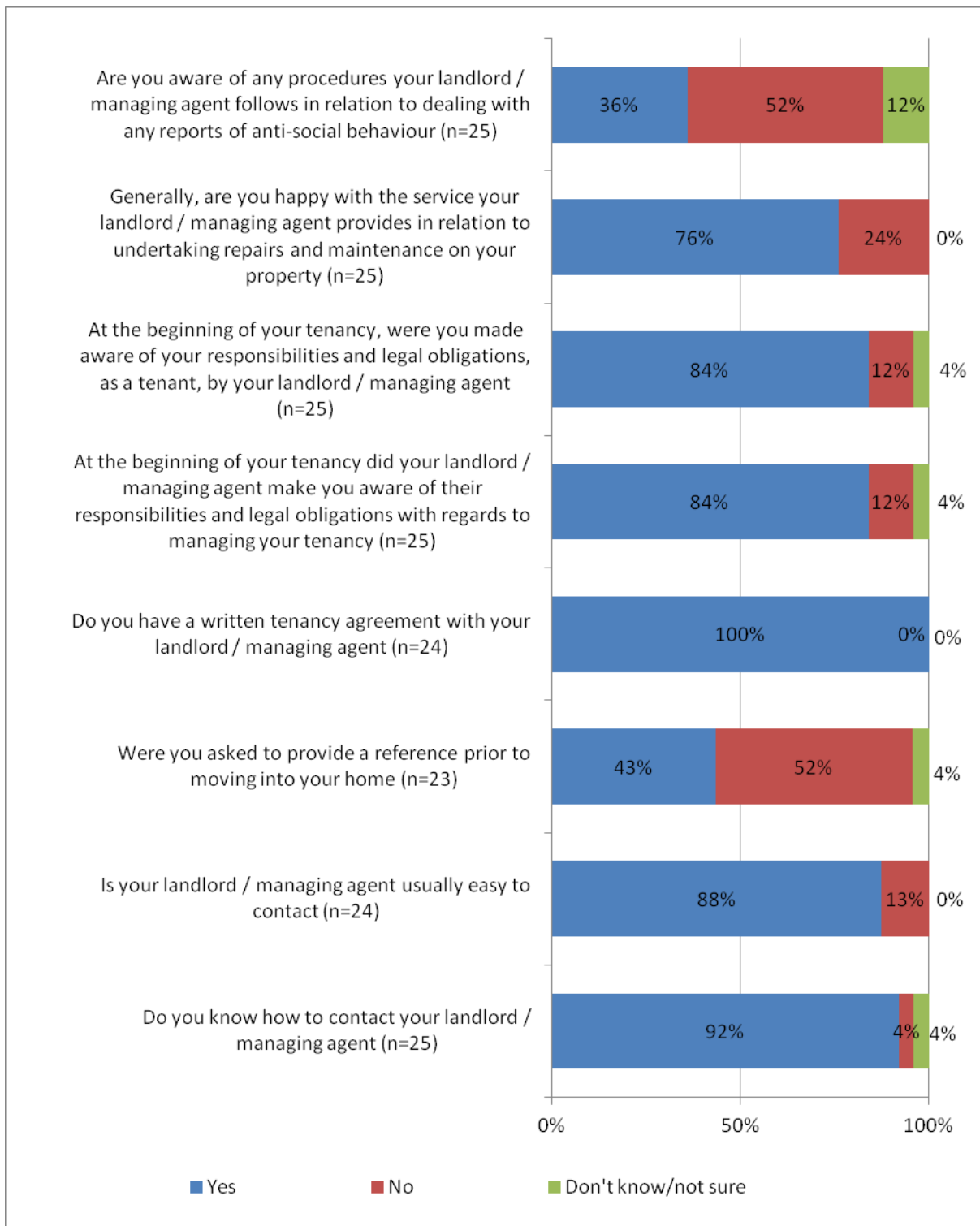
Seven out of ten (69%) respondents told us they had a good or very good relationship with their landlord. Twelve per cent of respondents said they had a poor relationship, with no respondents saying they had a very poor relationship.



**Q17. Please answer each of the statements below.**

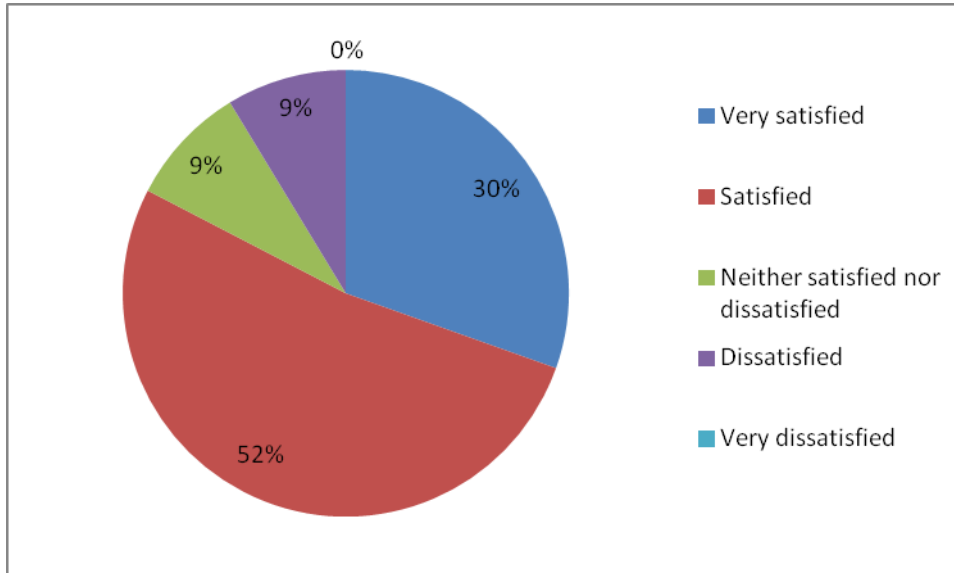
Respondents were asked to answer a number of statements about their tenancy.

Overall, respondents were more likely to tell us they were not asked to provide a reference prior to moving into their home (52%) and that they were not aware of any procedures their landlord or managing agent follows in relation to dealing with reports of anti-social behaviour.



**Q18. How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides? (n=23)**

Overall, eight out of ten respondents are satisfied or very satisfied with the overall service provided by their landlords or managing agent. Only nine per cent of respondents were dissatisfied.



**Q19. If you have answered ‘dissatisfied’ or ‘very dissatisfied’ to Q18, please tell us why and how you think this can be improved. (n=4)**

Overall, four people responded to this question. Tenants in the area told us their landlords won’t do necessary repairs, and when work is completed, it is cheap and to a poor standard, which ultimately causes more problems. One tenant also reported having to wait longer for repairs to be done as her landlord lives out of town.

**Q20. Are there any streets in the proposed selective licensing area that you think should be removed. (n=27)**

Respondents were asked to tell us if there were any streets in the proposed selective licensing area which they thought should be removed. Please note, some respondents misunderstood this question, and responded as if the streets should be demolished. Other respondents answered the question as it was intended and told us of streets which should not be included in the selective licensing area. The below discussion will attempt to separate these responses.

After removing responses which indicated ‘no streets were to be removed’ or ‘don’t know’ responses, 12 valid comments were received.

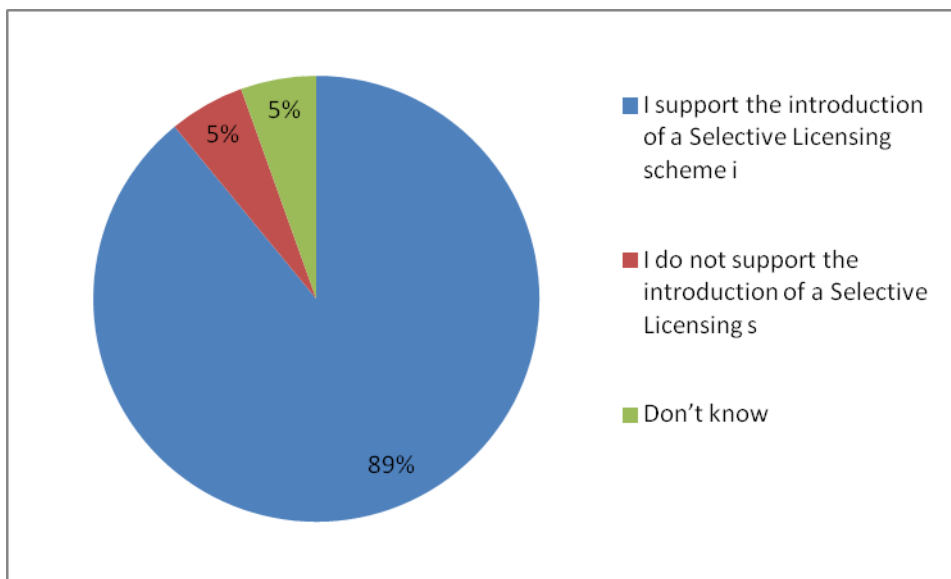
Four respondents felt that all private landlord properties should be included in such schemes. Other areas identified included York Road, Sheriff Street, Ridley Court and Joicey Court, Straker Street, Dent Street and Derwent Street. One resident felt that Oxford Road to Cornwall Street was “crying out for Selective Licensing” and another suggested Tankerville Street should be added to the list.

**Q21. Are there any additional streets which you think may benefit from selective licensing being introduced? (n=56)**

When asked if respondents felt there were some additional areas that should be included in the selective licensing area, fifty-six responses were received (after removing 'don't knows', 'no', and 'N/A'). Eight respondents thought that selective licensing should cover all private landlords. Other respondents identified York Road, Tankerville Street, Suggitt Street, streets off Duke Street, Milton Road, Grange Road, Raeburn Street, Duke Street, Straker Street, Derwent Street, Dent Street, Milbank Road, Belk Street, Cameron Road, and Greenwood Road.

**Q22. Please select one of the statements below based on your overall assessment of our proposals. (n=146)**

Respondents were asked to tell us if they supported the selective licence scheme, and nearly nine out of ten (89%) respondents told us they did.



**Q23. Please use the space provided below for any further comments about our proposed Selective Licensing scheme. (n=57)**

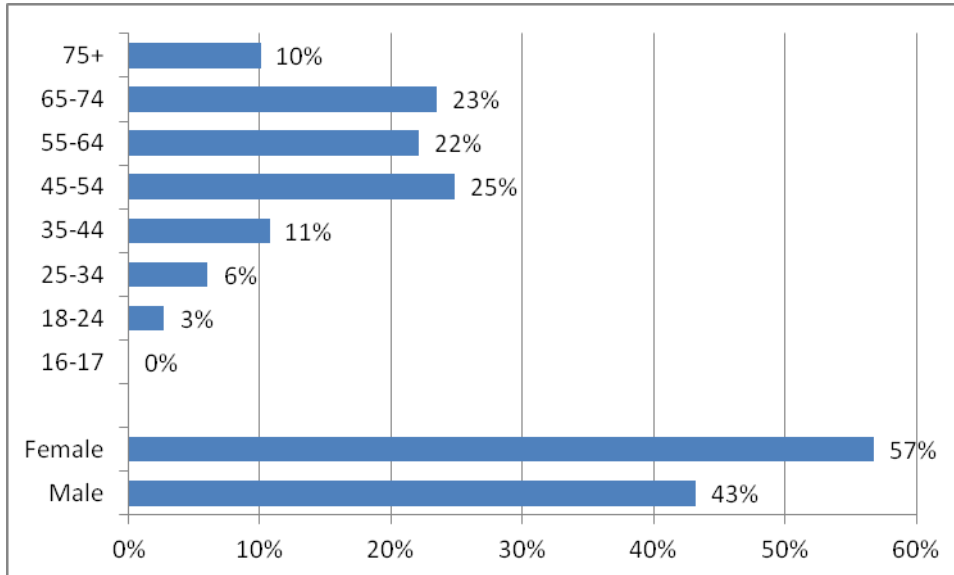
Residents have expressed concern at people speeding and would like to introduce a speed limit in Elliott Street, Dent Street and Derwent Street. Residents indicated that landlords are letting to anti-social tenants into the area and feel that these landlords should be responsible for their tenants behaviour and they should vet their tenants properly and have regular inspections of properties and fix repairs asap, as well as showing a lot more interest in their tenants. There are also reports of issues with the amount of rubbish and litter in the area, some residents would like to know why Selective Licensing hasn't been introduced earlier and why it is selective and not compulsory i.e. will all tenants have to have a GTS reference. A minority of residents think that Selective Licensing is a waste of time and financial resources or that the area should be demolished and rebuilt.

**Q24. Are you male or female? (n=148)**

**AND**

**Q25. What was your age on your last birthday? (n=149)**

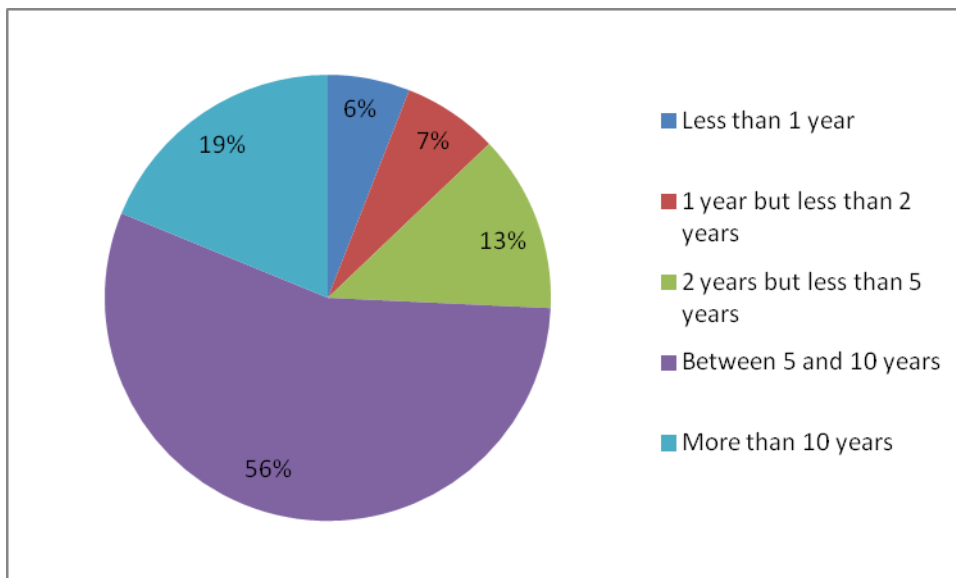
Overall, responses were received from a mix of males and females, with the majority of responses coming from respondents aged between 45 and 74.



### 3. Key findings – Landlord and Managing Agent survey

#### Q1. How long have you owned or managed property in this area? (n=54)

The majority of Landlords have owned or managed property in Area 1 for between five and ten years (56%).



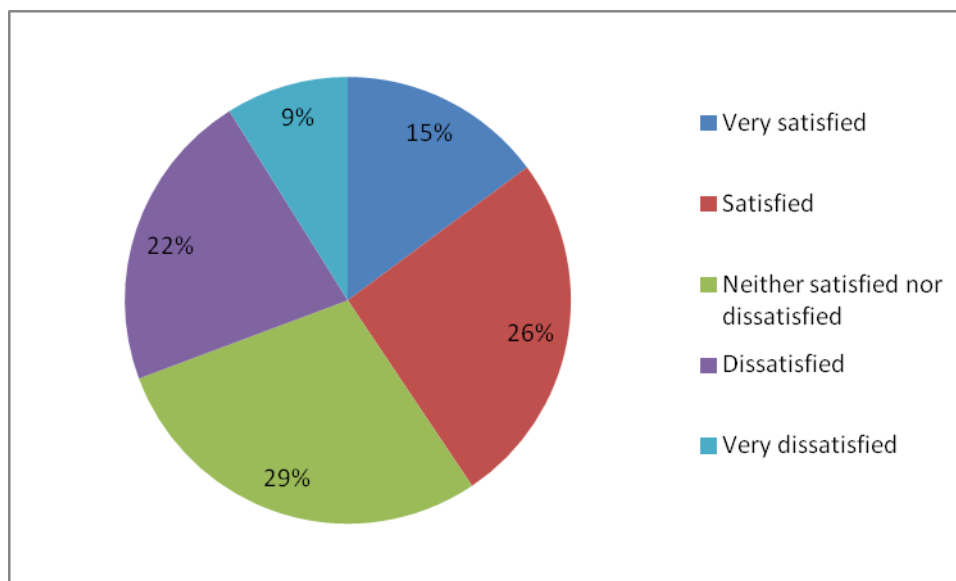
#### Q2. How many properties do you own or manage in this area? (n=54)

The majority of landlords own or manage one property in this area.

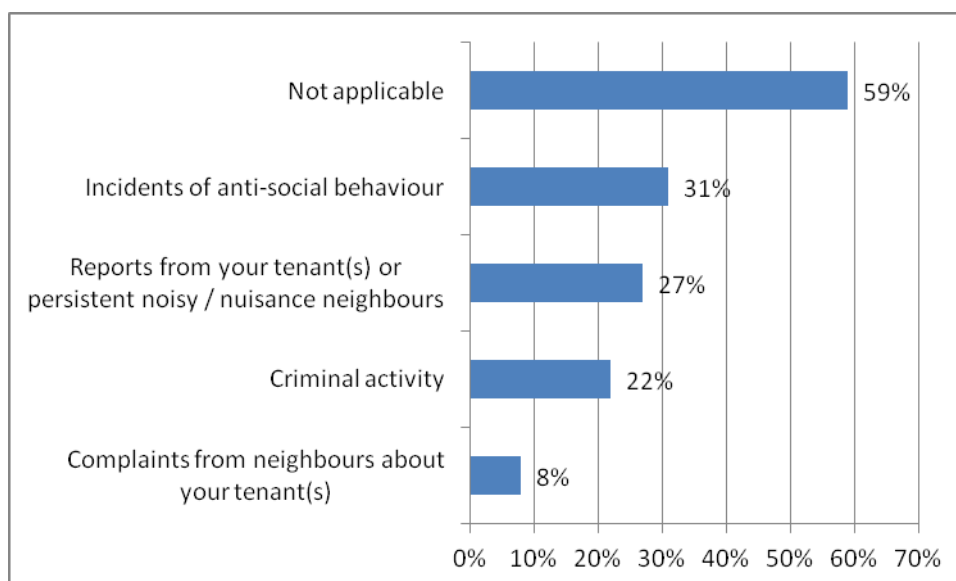
1 property	36
2 properties	6
3 properties	7
4 properties	1
5 properties	1
6 properties	1
9 properties	1
13 properties	1

**Q3. How satisfied or dissatisfied are you with this area? (n=55)**

There was a relatively even split between landlords being either satisfied or very satisfied (41%), being neither satisfied nor dissatisfied (29%) and with being either dissatisfied or very dissatisfied (31%)

**Q4. Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=49)**

The majority of landlords told us this question was not applicable to them (59%). For those that it was applicable to, reports of persistent noisy or nuisance neighbours (27%) and of criminal activity (22%) were most prominent.



Respondents in the area have also reported issues with tenants in rental arrears and rubbish in the area as well as unsecure properties.



**Q5. Have the problems / issues been resolved? (n=18)**

Six out of ten (61%) of landlords told us the problems identified in question 4 had been resolved.

**Q6. Please describe what happened in as much detail as possible, including whether the incident(s) was reported, to who, and any action that was taken. (n=18)**

Respondents reported issues with drug dealing and a cannabis farm, have had tenants complain about anti-social behaviour, groups hanging around the street looking intimidating, drunk and disorderly neighbours drinking in the street, property broken into and serious damage occurred, as they tried to steal radiators and boiler. One landlord had tenants melting the plastic off copper wire into the drains, there have been disputes between neighbours resulting in aerial wires being cut, tenants have moved because of the area, landlords have had to evict a number of tenants either because of rent arrears or anti-social behaviour, owner occupiers complaining about tenants, windows have been broken, theft, tenants being harassed and a perception that the Police wouldn't do anything.

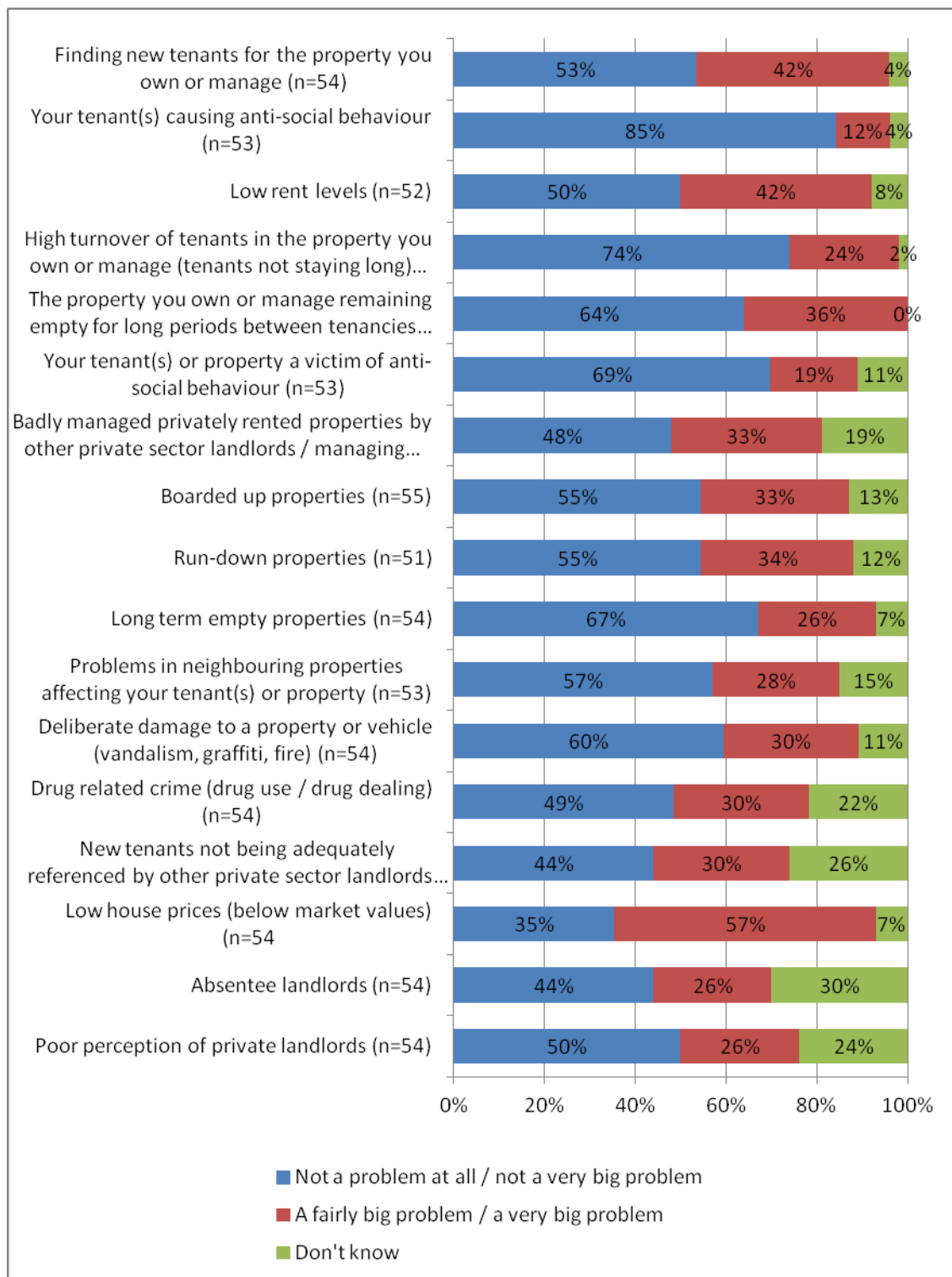
**Q7. Thinking about this area, do you feel any of the following are currently a problem for you and this area...**

Landlords were not inclined to find many of the things asked about in this question problems in this area.

In particular, landlords felt their tenants causing anti-social behaviour was not a problem, or not a problem at all (85%). In addition, a high turnover of tenants in the property they own or manage was considered not a problem at all or a big problem (74%)

Responses are more mixed when considering absentee landlords, or a poor perception of private landlords.

Landlords did feel, however, that low house prices (57%) and low rent levels (42%) were problems in this area, as was finding new tenants for the property they own or manage (42%).



**Q8. If you have answered 'a fairly big problem' or 'a very big problem' to Q7, please could you provide some further details, for example, the specific location(s), the impact this has on the area and you as a landlord / managing agent, how you think the problem(s) can be addressed. (n=32)**

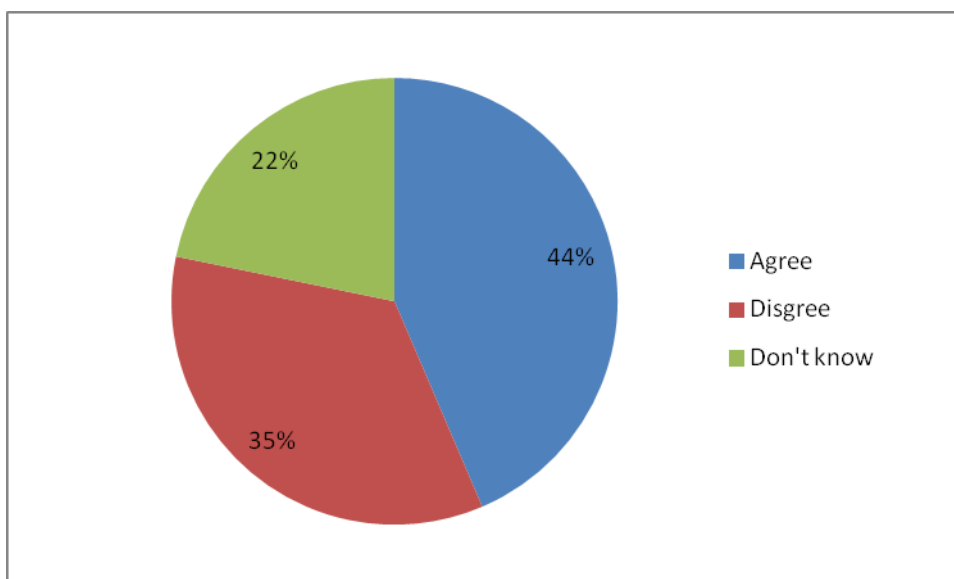
Landlords feel there are issues in the area with long term boarded properties, rats, drinking in the streets and low level crime; noting that the problems in Dent and Derwent Streets often involve Police. Landlords have experienced delays in finding tenants due to low demand for the type and location of properties and that rental values have decreased and as a result feel new tenants are not being adequately referenced.

The Council should encourage more family based rental properties, increase recreational activities and parks and increase PCSO/Community Police presence in area. Some landlords feel that the perception of landlords is poor due to local Council's attitude towards landlords.

One landlord was disgruntled that a tenant in rent arrears, not been managed appropriately by the local managing agent, complained to the Council that repairs do not get done quickly "... how dare they! They don't even pay rent."

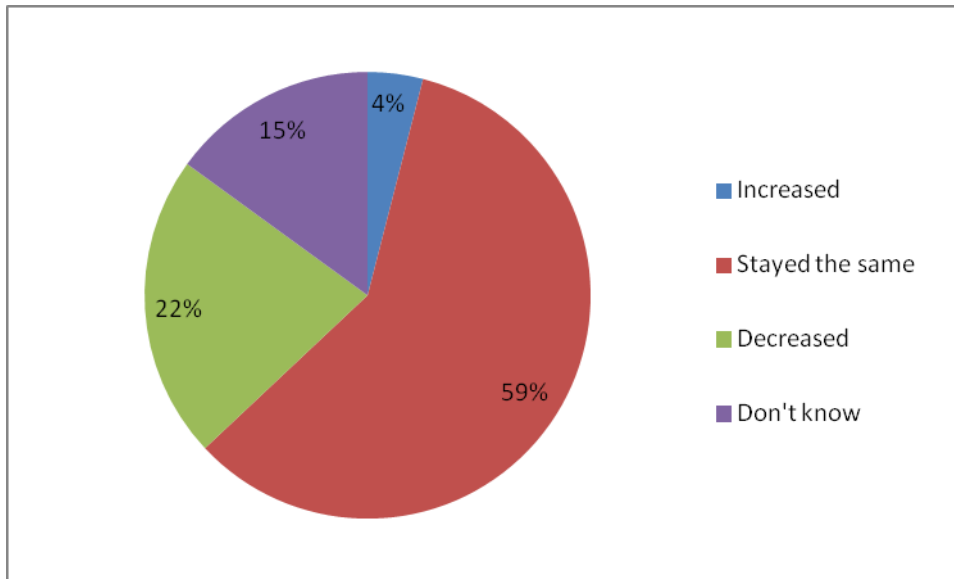
**Q9. Do you agree or disagree that this area suffers from problems of low demand for housing? (n=25)**

Landlords were asked if they agree or disagree that the area suffers from problems of low demand, and results were almost even split, with a two fifths (44%) answering yes, a third (35%) answering 'no', and a fifth (22%) saying they don't know.



**Q10. Thinking about this area, has the demand for your property over the last 2 years... (n=25)**

Six out of ten (59%) of respondents told us the demand for their area had stayed the same over the past two years. A fifth (22%) of landlords felt demand had decreased.



**Q11. Further to your response to Q10, please use the space provided below to explain why you think this is the case. (n=36)**

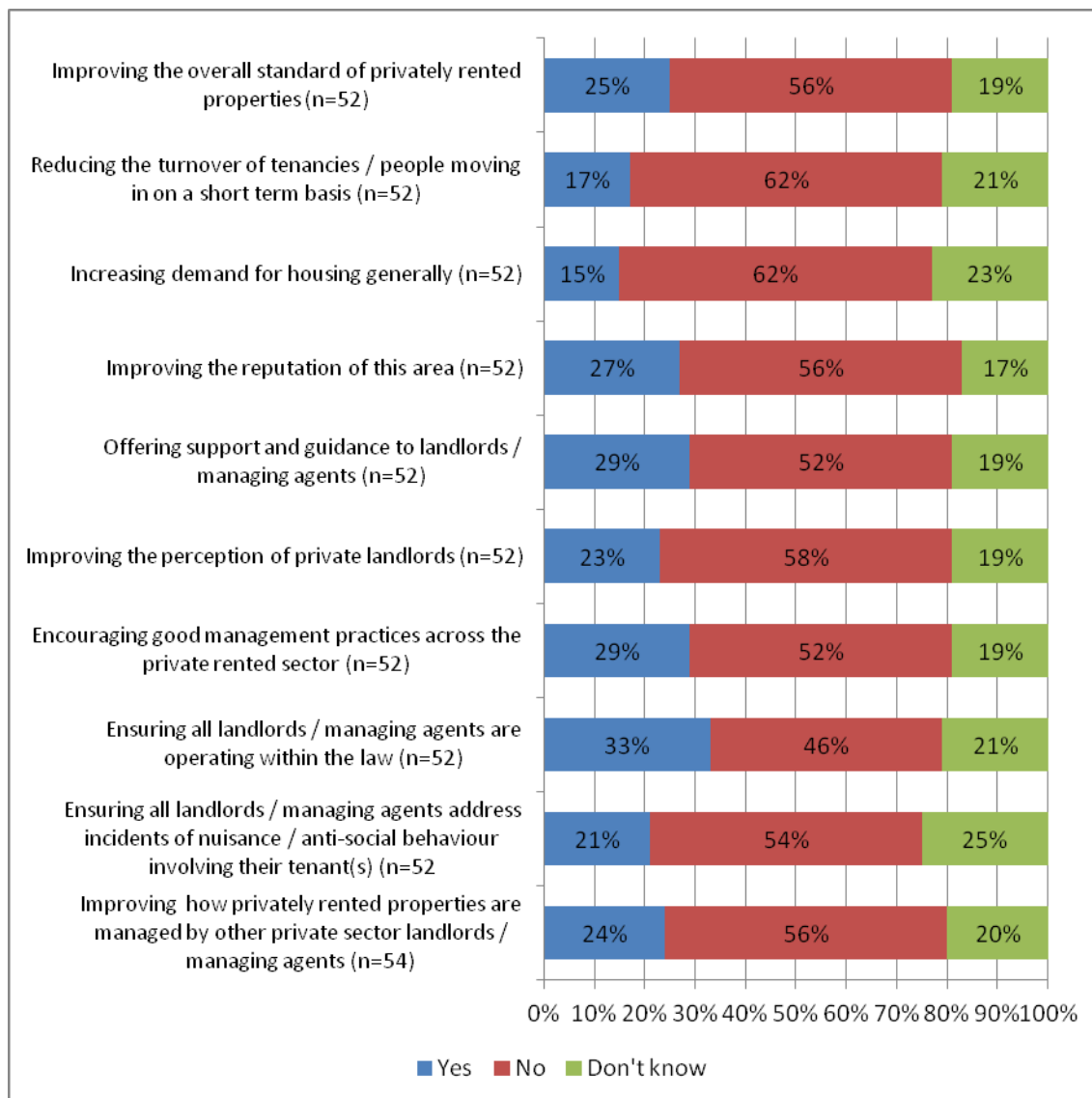
Some landlords feel there is an issue with supply and demand, as a result of the economical / financial crisis in the purchase and rental markets. Others feel tenants tend to avoid selective licensing areas and good tenants are put off by the area and its reputation, but others reported that they have always been able to find tenants or they have seen few changes of tenant.

Murray Street was identified as an area that has much improved over the past few years and that there are no problems whatsoever in Hawkrig Close and Murray Street.

The current licensing scheme does not help in any way and won't solve the lack of police patrols. A greater focus on creating jobs is needed and tenants need to take equal responsibility.

**Q12. Do you think that the introduction of selective licensing in this area will assist in...**

The majority of landlords did not think that the introduction of selective licensing in the area would assist in any of the things asked about in this question.



**Q13. Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=48)**

Seven out of ten (71%) respondents disagreed with the proposal to introduce a Selective Licensing Scheme in this area. The remaining three out of ten (29%), agreed.

**Q14. Please explain why you agree or disagree with the proposals. (n=48)**

Landlords disagree with the proposed selective licensing scheme as they feel it is another money generation scheme, the cost of which will be passed on to tenants. A respondent commented that it will not address the issues of a Local Authority that has significantly under-invested in housing in the area.

Other respondents noted that they have no objection to selective licensing as long as it is introduced, managed and administered in a reasonable, efficient and cost effective way, but the experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords. Others don't see where the value is and feel it is expensive to implement, and in

a current financial climate is an extra burden on landlords who have no spare cash to spend on fees. One responded commented that “landlords need help not just another bill for a scheme that does nothing.”

Landlords were critical of the administration of the previous scheme commenting that they “have had selective licensing for years and nothing has changed” “all I have experienced is heavy handed demands from disjointed council departments...” “there is no improvement in 5 years so it has been proven a waste of money.” “I already have license and agree with the theory of the proposal, but there has been no visibility or communication about any improvement in the area.”

“the Straker Street area is already part of the licensing scheme HAS IT WORKED? Partially yes, but Hartlepool Council MUST put in resources – legislation alone is not sufficient – the scheme was under-manned and nothing seemed to happen.”

Other landlords agree with the proposed Selective Licensing Scheme and feel that having the Local Authority controlling the area is not a bad thing at all and a scheme will improve the overall area. Monitoring and improving the quality of landlords and their obligations can only be a good thing and the proposal will provide a framework for better / improved management in the sector. Landlords agreed to the proposal on the basis it benefits both landlords and tenants and improves and regenerates areas. It should keep a standard for all areas and prevent deterioration. Others agree with the principles of the scheme, but state that it should be a lower cost to landlords.

Whilst others say it should only be charged against irresponsible landlords/tenants.

**Q15. Are there any streets that you think should be removed from the proposed scheme? Please list these streets and explain the reason(s) for this.**

Some landlords believe that all streets should be removed as they do not agree with the scheme and feel it should be scrapped. Some felt that it offers no benefits and seriously reduces the value of properties in the area (and adjacent areas), and felt that from past experiences it does not work.

Others stated that the Council does not help landlords and should offer more support and exercise existing powers. Some landlords feel that as they don't live in Hartlepool they can't say, others say all streets should be included whilst others feel selective licensing should be replaced with landlord accreditation.

The list below identifies the streets that landlords feel should be removed from the proposed scheme, as they have had no reported issues from their tenants or experienced themselves and feel there are no problems to justify selective licensing.

Lister Street	Stranton	Parton Street
Sydenham Road	Lowthain Road	Wharton Terrace
Kimberley Street	Raby Road	Baden Street
Burbank Street	Avondale Gardens	Wynyard Mews
Leyburn Street	York Road	Brougham Terrace
Westbourne Road	Avenue Road	Erroll Street
Belk Street	Cameron Road	Boundary 3
Colwyn Road	Dent Street	Derwent Street
Elwick Road Ladder	Holt Street	

Newer houses Hart Lane end of Murray Street

**Q16. Are there any additional streets across the town which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**

Some respondents feel that licensing should not be selective and therefore introduced in all areas across Hartlepool to avoid stigmatisation and to stop bad tenants moving from one street to another. Others feel they can't say as they do not know the area.

The list below identifies the additional streets that landlords feel would benefit from selective licensing.

Avondale Gardens  
Parton Street  
Mapleton Road  
Milbank Road  
Brougham Terrace

**Q18. What other action do you consider the Council and/or its partners could take to ensure all landlords are acting within the law and taking all reasonable steps to manage their properties effectively?**

It was suggested that the Council should work with the Police more closely to stop drug dens starting up in areas. Respondents felt that the Council is missing the fact that tenants have responsibility to how and where they live. Others suggested that the Council and its partners should put the proposed scheme and other schemes into action, by using the systems and resources they already have and ensure the scheme is properly monitored. Regular visits to properties should be performed to help monitor areas especially for tenants who are vulnerable, encourage better neighbourhood policing, improve and encourage the 'Good Tenant Scheme', get the Police walking the streets again, have a Landlords Group/Forum for landlords to join with regular meetings, have tenants fill in questionnaire about landlords, hold landlords responsible for damage – vandalism for their tenants, enforce existing laws, fine landlords for poorly kept properties, try to provide employment/training in disadvantaged areas. Respondents also suggested the Council could offer a Housing Management Scheme, introduce Landlord Accreditation, make tenants aware of how they can make a complaint, demand all landlords keep their properties in good condition and license all areas, offer more support to landlords, spot checks and penalise those breaking the law, make sure all tenants are referenced properly and have a guarantor in place, monitor letting agents, provide help to fill empty properties, take over houses as social housing where landlords fail to meet standards and target individual problem properties, tenants and landlords rather than all within area.

**Q19. Do you have any further comments about the proposed selective licensing scheme?**

Respondents were asked to note any further comments about the proposed scheme. The following points were raised.

- Take action against the obviously run down property owners
- Agents should be reviewed yearly on like licensing, checks on adequate works done by workmen for agents.
- “As a responsible landlord\letting agent I have no objection to selective licensing as long as it is introduced, managed and administrated in a reasonable, efficient and cost effective way. Sadly my experience with the previous designation was that it was badly managed and introduced in a haphazard and ineffective manner with no thought to minimise cost to landlords”.
- Selective licensing should concentrate all resources on completing licensing one street at a time, not the ‘shotgun’ approach.
- The authority needs to build better ties with local landlords and letting agents.
- The Good Tenant Scheme lost all credibility when it was transferred from anti-social behaviour to housing staff and is now practically worthless, and should be replaced or the given back to anti-social behaviour.
- I would prefer to see a slimmed down scheme where there is a real chance of success, implemented on a street by street basis.
- Consider if a member of SLC, housing benefits to be paid direct to landlords.
- Do not charge Council Tax on empty properties, as a house without income and payment of Council Tax makes it uneconomic to run – hence no money to maintain and repair.
- Do not make this scheme just another tax revenue scheme.
- Do not penalise the good landlords.
- Do not start this scheme, it is an ill thought through tax on good landlords while it will have no effect on poor landlords.
- Don’t do it as there is nothing for the landlord or for the normal tenant, why licence a landlord to house a scum bag.
- We would not be able to afford it out of our low income and we only receive £82.00 a week rent and question what the £600 fee would be used for.
- “I already have property in selective licensing area and I am an accredited landlord and I have received no benefit or support for buying this license”.
- “I have always maintained my property to a good standard; however it has been untrustworthy tenants who have let me down”.
- “I have had no benefit from the existing licensing”.
- Council should offer to buy properties and regenerate the property when owners are not able to sustain the property.
- If anti-social behaviour in Hartlepool is because of private landlords; why selective, why not across town, every landlord should be licensed.
- Council should invest in the high street and concentrate on re-building Hartlepool into a place at which to thrive.
- Selective licensing does not address the real problem and is a complete waste of time.
- “If Hartlepool Council is looking to address anti-social behaviour issues I would suggest that we start with the tenants.
- Unless action is actively taken to upgrade areas – these problems will persist.
- If scheme goes ahead the condition of licensing will be challenged by legal appeal.



- The main impact of selective licensing is that it devalues property which mainly has an impact on owner occupiers.

## What is this consultation about?

The Council is considering whether to introduce a new licensing scheme, which would require private landlords owning properties in certain areas of the town to obtain a licence to rent out their property.

There are nine areas across the town that we are proposing should be in the Selective Licensing scheme. The map over the page shows the area that is likely to affect you the most.

It is important we understand any problems in the area resulting from the way private rented properties are managed and whether local residents who live in this area, who are over the age of 16, feel a Selective Licensing scheme is required. It is also important to establish if the introduction of a scheme is the most appropriate action to take, to assist with reducing or eliminating the problems.

As a thank you for completing this questionnaire and taking part in this consultation you will be entered into a free prize draw to win High Street Gift Vouchers. You have three chances to win:-

### 1ST PRIZE:

£75 High Street Gift Voucher

### 2ND PRIZE:

£50 High Street Gift Voucher

### 3RD PRIZE:

£25 High Street Gift Voucher

## How do I have my say?

We are seeking to engage with all those who could be affected by the proposed licensing scheme and welcome your views and opinions. We would therefore be very grateful if you could spare around **ten minutes** to complete the questionnaire and return it in the pre-paid envelope provided (no stamp required).

Alternatively the questionnaire can be filled in online at:  
[www.surveymonkey.com/s/hbc-selectivelicensing-resident14](http://www.surveymonkey.com/s/hbc-selectivelicensing-resident14)



The deadline for all responses is **31st August 2014**.

Everything you tell us in your answers to this questionnaire will be kept **confidential** and **anonymous**. The information you provide will be held securely and will not be passed on to anyone else or disclosed to any other organisations. It will not be used for any purposes other than this consultation. Please rest assured that no-one will be able to identify you or your views in the analysis of this consultation or the final report.

Your answers will help the Council form a decision about the way forward with the proposed scheme.

**If you would like this information in another language or format please ask us.**

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## **What is Selective Licensing?**

Selective licensing can be used by the Council where it can be proven that an area is suffering significant and persistent problems caused by anti-social behaviour and some or all of the private landlords within the area are failing to take appropriate action to combat the problem and / or the area is, or likely to become, an area of low housing demand.

All private landlords renting properties in the specific areas covered by the scheme would need to hold a licence, for each property, in order to begin to or continue to operate. A landlord would be charged a fee for a licence for each property covered by the scheme. Anyone that lives in a house or flat that they own would not need a licence.

To qualify for a licence, a landlord must be able to demonstrate that they are acting within the law and are taking all reasonable steps to manage their properties effectively.

Penalties for either renting out a property without a licence, or failing to comply with the licence conditions imposed, can be pursued by the Council. This can include a fine and in extreme circumstances, the Council can take over the management of the property.

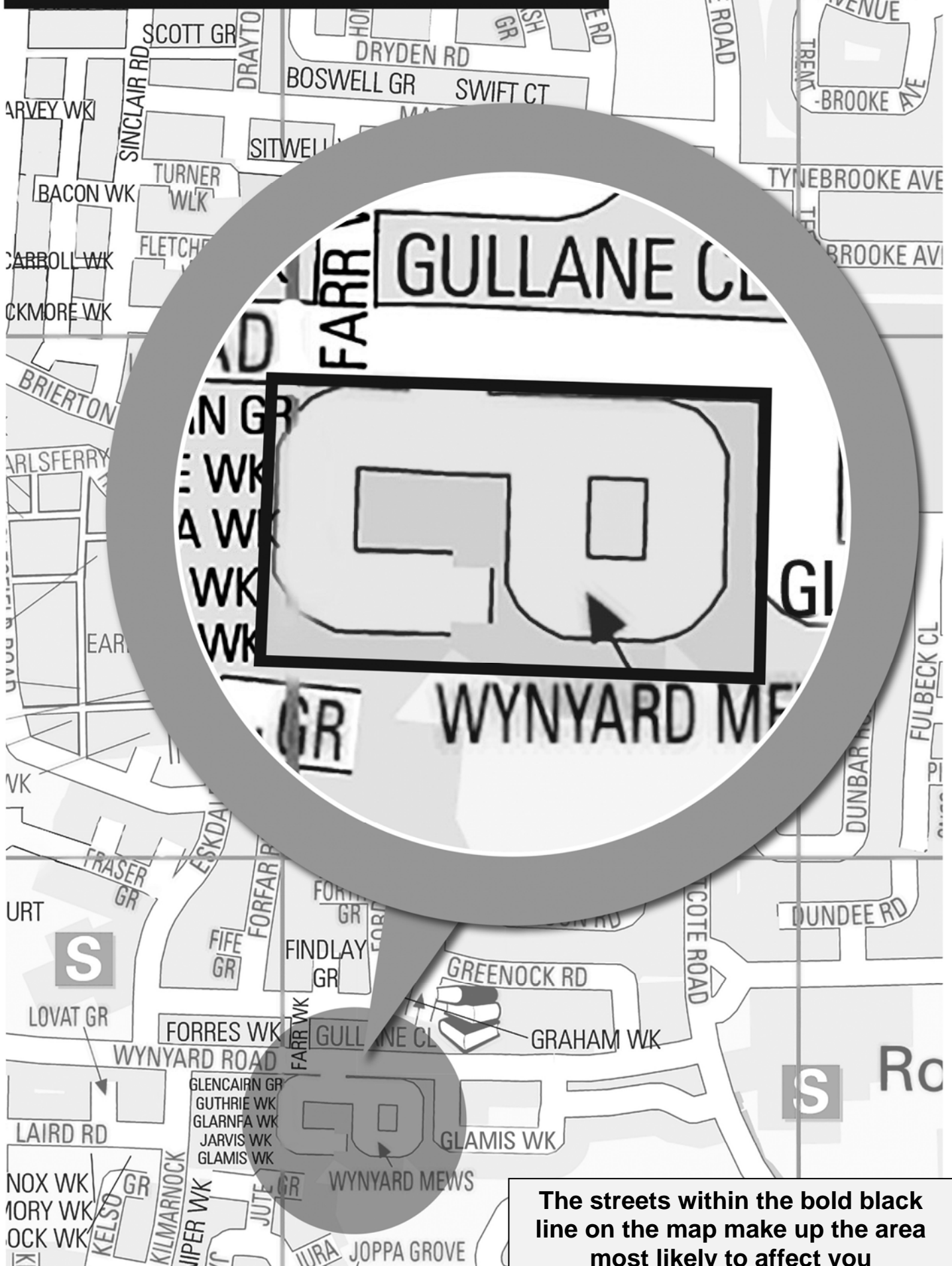
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to manage their properties effectively.

Selective licensing can be used alongside other initiatives to help improve the way private rented properties are managed by landlords and encourage best practice.

Please visit the Council's website for further details about selective licensing and to find out what other areas are being proposed: [www.hartlepool.gov.uk/selectivelicensing](http://www.hartlepool.gov.uk/selectivelicensing)

# Selective Licensing - Proposed Area

## Boundary 1 Manor House Ward



The streets within the bold black line on the map make up the area most likely to affect you

## Part 1: Consultation Questionnaire

**Q1 What is the name of the street you live in?**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW (HOUSE NO. NOT REQUIRED)

PB1

for office use only

**Q2 How long have you lived at this address? (n=10)**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	1 year but less than 2 years	2 years but less than 5 years	Between 5 and 10 years	More than 10 years
20%	0%	10%	10%	60%

**Q3 How long do you intend to remain living at your current address? (n=10)**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	0%	(please continue to Q4)
1 year but less than 5 years	30%	(please continue to Q4)
More than 5 years	20%	(please continue to Q4)
I have no plans to move	50%	(please continue from Q5)

**Q4 Please use the space provided below to let us know why you intend to move.**

PLEASE WRITE IN THE SPACE PROVIDED BELOW

5 comments

*(continue on a separate sheet if necessary)*

**Q5 How satisfied or dissatisfied are you with your area as a place to live? (n=10)**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
10%	10%	20%	30%	30%

**Q6 Have you experienced any problems or issues with a neighbouring property or resident, in your area, over the last 3 years (for example, persistent noisy / nuisance neighbours, anti-social behaviour, criminal activity)? (n=10)**

PLEASE TICK (✓) ONE BOX ONLY

Yes	80%	(please continue to Q7)
No	20%	(please continue from Q9)

**Q7 Have the problems / issues been resolved? (n=7)**

PLEASE TICK (✓) ONE BOX ONLY

Yes	0%
No	100%

**Q8 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

8 comments

*(continue on a separate sheet if necessary)*

**Q9 Thinking about your area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
People not wanting to move in to the area (n=9)	11%	11%	22%	56%	*
High turnover of tenancies / people moving in on a short term basis (n=9)	22%	22%	11%	44%	*
People not wanting to stay in the area (n=8)	13%	0%	38%	50%	*
Long term empty properties (n=10)	10%	20%	40%	30%	*
Run down properties (n=10)	20%	10%	30%	40%	*
Boarded properties (n=10)	20%	20%	30%	30%	*
Low demand for properties (n=9)	22%	22%	11%	44%	*
Low house prices (below market value) (n=9)	11%	22%	11%	56%	*
Low rent levels (n=7)	43%	43%	0%	14%	*
Badly managed privately rented homes (n=10)	10%	20%	20%	50%	*
Poor standard of private rented properties generally (n=9)	11%	11%	22	56%	*
Poor housing service continually offered by private sector landlords / managing agents (n=8)	13%	13%	25%	50%	*
New tenants not being adequately referenced (n=9)	11%	11%	11%	67%	*
Absentee landlords (n=7)	14%	14%	0%	71%	*
Poor perception of private landlords (n=7)	14%	14%	29%	43%	*
Persistent noisy / nuisance neighbours (n=10)	0%	30%	30%	40%	*
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=9)	11%	33%	22%	33%	*
Regular incidents of anti-social behaviour (n=10)	20%	20%	30%	30%	*
Drug related crime (drug use / drug dealing) (n=10)	0%	30%	20%	50%	*

*(\*omitted from % calculations)*

**Q10** If you have answered 'a fairly big problem' or 'a very big problem' to Q9 please could you provide some further details for example, the specific location(s), the impact this has on the area and local residents, how you think the problem(s) can be addressed.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

9 comments

*(continue on a separate sheet if necessary)*

**Q11** Do you think that the introduction of selective licensing in this area will improve ...  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Yes	No	Don't know
People not wanting to move in to the area (n=10)	4%	50%	10%
High turnover of tenancies / people moving in on a short term basis (n=10)	50%	40%	10%
People not wanting to stay in the area (n=10)	30%	60%	10%
Long term empty properties (n=10)	40%	60%	0%
Run down properties (n=10)	40%	60%	0%
Boarded properties (n=10)	40%	60%	0%
Low demand for properties (n=10)	50%	50%	0%
Low house prices (below market value) (n=9)	44%	44%	11%
Low rent levels (n=9)	22%	56%	22%
Badly managed privately rented homes (n=10)	60%	30%	10%
Poor standard of private rented properties generally (n=10)	60%	30%	10%
Poor housing service continually offered by private sector landlords / managing agents (n=10)	40%	30%	30%
New tenants not being adequately referenced (n=9)	44%	33%	22%
Absentee landlords (n=10)	50%	40%	10%
Poor perception of private landlords (n=10)	40%	40%	20%
Persistent noisy / nuisance neighbours (n=10)	50%	40%	10%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=10)	50%	40%	10%
Regular incidents of anti-social behaviour (n=10)	50%	40%	10%
Drug related crime (drug use / drug dealing) (n=10)	50%	40%	10%

**Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

All landlords	Most landlords	Some landlords	No landlords	Don't know
10%	30%	40%	20%	0%

**Q13 Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	60%
No	20%
Don't know	20%

**Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	60%
No	10%
Don't know	30%

**Q15 Please select from the list below the option that best describes you. (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

I am a home owner	40%	(please continue from Q20)
I rent from a Housing Association or Trust (for example, Housing Hartlepool (Thirteen), Accent Foundation, Three Rivers, Home Group or Endeavour)	20%	(please continue from Q20)
I rent from a private sector landlord / managing agent	40%	(please continue to Q16)
Other (please specify below in the space provided)		(please continue from Q20)

7 comments

**PLEASE ONLY ANSWER QUESTION 16 TO 19 IF YOU RENT FROM A PRIVATE SECTOR LANDLORD / MANAGING AGENT**

**Q16 How would you describe the relationship between you and your landlord / managing agent? PLEASE TICK (✓) ONE BOX ONLY (n=4)**

Very good	Good	Satisfactory	Poor	Very poor
75%	25%	0%	0%	0%



**Q17 Please answer each of the statements below.**  
PLEASE TICK (✓) ONE BOX ONLY ON EACH LINE

	Yes	No	Don't know / not sure	Not applicable
Do you know how to contact your landlord / managing agent (n=4)	100%	0%	0%	*
Is your landlord / managing agent <u>usually</u> easy to contact (n=4)	100%	0%	0%	*
Were you asked to provide a reference prior to moving into your home (n=4)	50%	50%	0%	*
Do you have a written tenancy agreement with your landlord / managing agent (n=4)	40%	0%	0%	*
At the beginning of your tenancy did your landlord / managing agent make you aware of <u>their</u> responsibilities and legal obligations with regards to managing your tenancy (n=4)	40%	0%	0%	*
At the beginning of your tenancy, were you made aware of <u>your</u> responsibilities and legal obligations, as a tenant, by your landlord / managing agent (n=4)	40%	0%	0%	*
<u>Generally</u> , are you happy with the service your landlord / managing agent provides in relation to undertaking repairs and maintenance on your property (n=4)	40%	0%	0%	*
Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=3)	67%	0%	33%	*

(\*omitted from % calculations)

**If you have any concerns about the condition of your rented property, a Housing Standards Officer from the Council can provide advice with certain issues and problems you are experiencing.**

**Please call Housing Services on ☎01429 523705 or email ✉[privatesectorhousing@hartlepool.gov.uk](mailto:privatesectorhousing@hartlepool.gov.uk) to arrange a visit.**

**Q18 How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides (i.e. the way your property and tenancy is managed)? (n=4)**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
75%	25%	0%	0%	0%

**Q19 If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved (remember all responses will be kept confidential).**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

0 comments

(continue on a separate sheet if necessary)

**Q20 Are there any streets in the proposed selective licensing area that you think should be removed? Please list these streets and explain the reason(s) for this.**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

6 comments

*(continue on a separate sheet if necessary)*

**Q21 Are there any additional streets which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

5 comments

*(continue on a separate sheet if necessary)*

**Q22 Please select one of the statements below based on your overall assessment of our proposals. (n=9)**  
PLEASE TICK (✓) ONE BOX ONLY

<u>I support</u> the introduction of a Selective Licensing scheme in the area proposed	78%
<u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed	11%
Don't know	11%

**Q23 Please use the space provided below for any further comments about our proposed Selective Licensing scheme.**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

4 comments

*(continue on a separate sheet if necessary)*

**Q24 Are you male or female? (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

Male	40%	Female	60%
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**Q25 What was your age on your last birthday? (n=10)**  
PLEASE TICK (✓) ONE BOX ONLY

16-17	18-24	25-34	35-44	45-54	55-64	65-74	75+
0%	0%	0%	10%	40%	40%	10%	0%

## Part 2: Contact Details

**Q26** Please provide your contact details below to be entered into the **free prize draw** (any personal information you provide will be held in accordance with the provisions of the Data Protection Act 1998, it will be stored securely and only used for the purposes of the consultation. It will not be disclosed to any third party)

**1ST PRIZE: £75**

High Street Gift Vouchers

**2ND PRIZE: £50**

High Street Gift Vouchers

**3RD PRIZE: £25**

High Street Gift Vouchers

Name:

Address:

Postcode:

Telephone Number:

Email Address:

## How to find out more...

If you would like to know more about the selective licensing proposals, have any questions or need any assistance with completing the questionnaire please call into one of the drop in sessions below where you will be able to speak informally with a member of staff. Alternatively you can contact us direct on ☎01429 523328 or send us an email to ✉[selectivelicensing@hartlepool.gov.uk](mailto:selectivelicensing@hartlepool.gov.uk).

**Central Library, York Road**

Monday 28th July between 10:30am - 5:30pm and  
Thursday 28th August between 10:30am - 5:30pm

**Owton Manor Library, Wynyard Road**

Tuesday 5th August between 10:30am - 12:00noon

**Middleton Grange Shopping Centre**

Friday 15th August between 10:00am - 3:00pm

**Hartlepool Supporters Club, Duke Street**

Tuesday 2nd September between 6:00pm - 7:30pm

Additional sessions may also be organised throughout the consultation period, please check the Council's website for details.

Remember, each completed questionnaire, returned by the closing date, will be entered into a **free** prize draw to win High Street Gift Vouchers. If you wish to take part please fill in your contact details above. The winners of the prize draw will be notified soon after the deadline for responses.

The deadline for all responses is **31st August 2014.**

**Thank you very much for your time and input**

**Please post your questionnaire back to us in the envelope provided (no stamp required)**

## What is this consultation about?

The Council is considering whether to introduce a new licensing scheme, which would require private landlords owning properties in certain areas of the town to obtain a licence to rent out their property.

There are nine areas across the town that we are proposing should be in the Selective Licensing scheme. The map over the page shows the area that is likely to affect you the most.

It is important we understand any problems in the area resulting from the way private rented properties are managed and whether local residents who live in this area, who are over the age of 16, feel a Selective Licensing scheme is required. It is also important to establish if the introduction of a scheme is the most appropriate action to take, to assist with reducing or eliminating the problems.

As a thank you for completing this questionnaire and taking part in this consultation you will be entered into a free prize draw to win High Street Gift Vouchers. You have three chances to win:-

### 1ST PRIZE:

£75 High Street Gift Voucher

### 2ND PRIZE:

£50 High Street Gift Voucher

### 3RD PRIZE:

£25 High Street Gift Voucher

## How do I have my say?

We are seeking to engage with all those who could be affected by the proposed licensing scheme and welcome your views and opinions. We would therefore be very grateful if you could spare around **ten minutes** to complete the questionnaire and return it in the pre-paid envelope provided (no stamp required).

Alternatively the questionnaire can be filled in online at:  
[www.surveymonkey.com/s/hbc-selectivelicensing-resident14](http://www.surveymonkey.com/s/hbc-selectivelicensing-resident14)



The deadline for all responses is **31st August 2014**.

Everything you tell us in your answers to this questionnaire will be kept **confidential** and **anonymous**. The information you provide will be held securely and will not be passed on to anyone else or disclosed to any other organisations. It will not be used for any purposes other than this consultation. Please rest assured that no-one will be able to identify you or your views in the analysis of this consultation or the final report.

Your answers will help the Council form a decision about the way forward with the proposed scheme.

**If you would like this information in another language or format please ask us.**

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## **What is Selective Licensing?**

Selective licensing can be used by the Council where it can be proven that an area is suffering significant and persistent problems caused by anti-social behaviour and some or all of the private landlords within the area are failing to take appropriate action to combat the problem and / or the area is, or likely to become, an area of low housing demand.

All private landlords renting properties in the specific areas covered by the scheme would need to hold a licence, for each property, in order to begin to or continue to operate. A landlord would be charged a fee for a licence for each property covered by the scheme. Anyone that lives in a house or flat that they own would not need a licence.

To qualify for a licence, a landlord must be able to demonstrate that they are acting within the law and are taking all reasonable steps to manage their properties effectively.

Penalties for either renting out a property without a licence, or failing to comply with the licence conditions imposed, can be pursued by the Council. This can include a fine and in extreme circumstances, the Council can take over the management of the property.

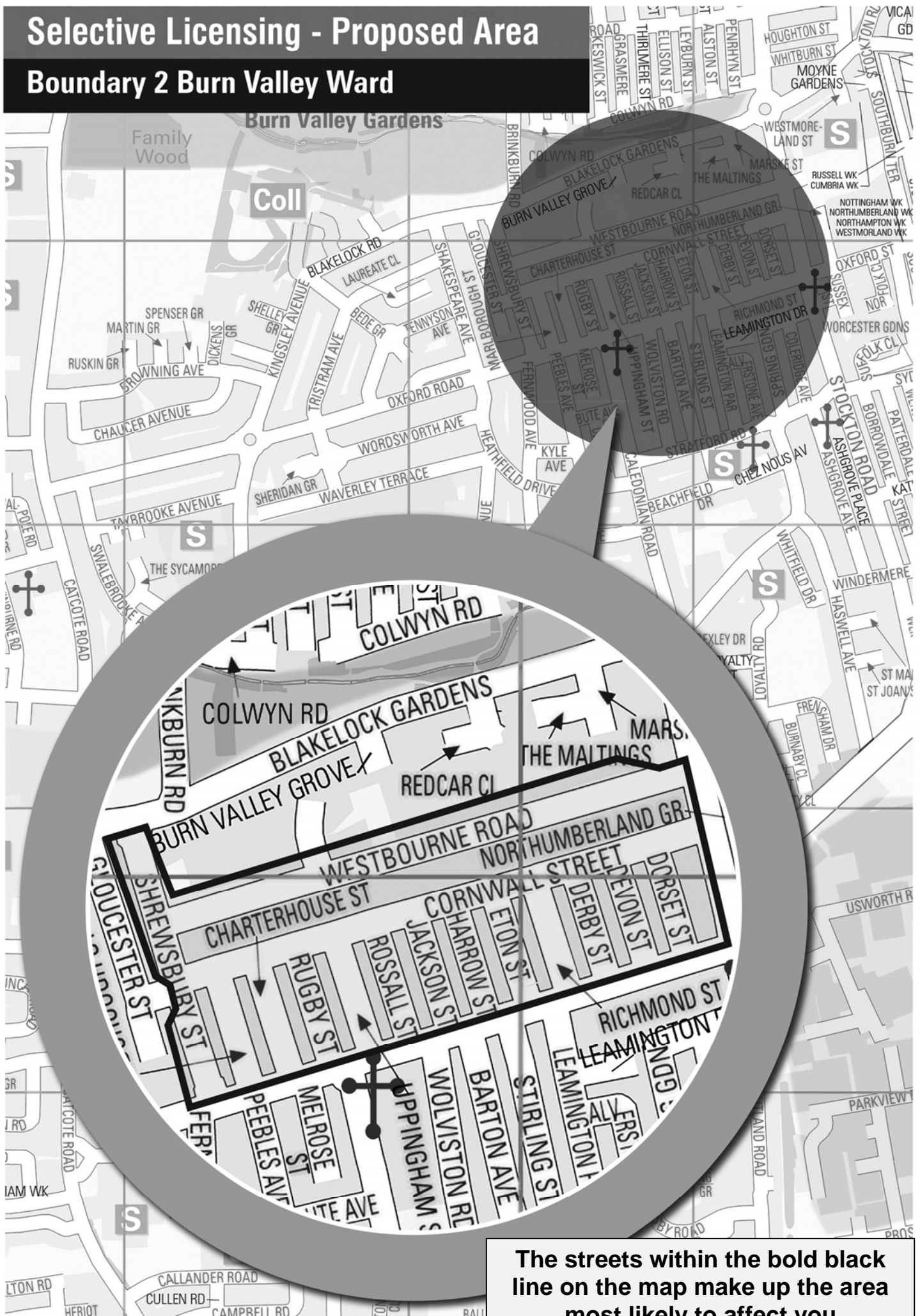
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to manage their properties effectively.

Selective licensing can be used alongside other initiatives to help improve the way private rented properties are managed by landlords and encourage best practice.

Please visit the Council's website for further details about selective licensing and to find out what other areas are being proposed: [www.hartlepool.gov.uk/selectivelicensing](http://www.hartlepool.gov.uk/selectivelicensing)

# Selective Licensing - Proposed Area

## Boundary 2 Burn Valley Ward



The streets within the bold black line on the map make up the area most likely to affect you

## Part 1: Consultation Questionnaire

**Q1 What is the name of the street you live in?**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW (HOUSE NO. NOT REQUIRED)

PB2

for office use only

**Q2 How long have you lived at this address? (n=113)**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year 14%	1 year but less than 2 years 5%	2 years but less than 5 years 10%	Between 5 and 10 years 12%	More than 10 years 59%
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**Q3 How long do you intend to remain living at your current address? (n=108)**

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	10%	(please continue to Q4)
1 year but less than 5 years	14%	(please continue to Q4)
More than 5 years	6%	(please continue to Q4)
I have no plans to move	69%	(please continue from Q5)

**Q4 Please use the space provided below to let us know why you intend to move.**

PLEASE WRITE IN THE SPACE PROVIDED BELOW

32 comments

*(continue on a separate sheet if necessary)*

**Q5 How satisfied or dissatisfied are you with your area as a place to live? (n=113)**

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
10%	20%	12%	34%	24%

**Q6 Have you experienced any problems or issues with a neighbouring property or resident, in your area, over the last 3 years (for example, persistent noisy / nuisance neighbours, anti-social behaviour, criminal activity)? (n=112)**

PLEASE TICK (✓) ONE BOX ONLY

Yes	73%	(please continue to Q7)
No	27%	(please continue from Q9)

**Q7 Have the problems / issues been resolved? (n=78)**

PLEASE TICK (✓) ONE BOX ONLY

Yes	32%
No	38%

**Q8 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken** *(remember all responses will be kept confidential).*

PLEASE WRITE IN THE SPACE PROVIDED BELOW

79 comments

*(continue on a separate sheet if necessary)*

**Q9 Thinking about your area, do you feel any of the following are a problem ...**

PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
People not wanting to move in to the area (n=92)	16%	20%	24%	40%	*
High turnover of tenancies / people moving in on a short term basis (n=91)	8%	16%	25%	51%	*
People not wanting to stay in the area (n=93)	12%	16%	23%	49%	*
Long term empty properties (n=98)	13%	19%	16%	51%	*
Run down properties (n=104)	13%	13%	25%	49%	*
Boarded properties (n=98)	28%	21%	18%	33%	*
Low demand for properties (n=82)	16%	21%	27%	37%	*
Low house prices (below market value) (n=90)	12%	14%	17%	57%	*
Low rent levels (n=55)	22%	27%	25%	25%	*
Badly managed privately rented homes (n=96)	7%	11%	14%	68%	*
Poor standard of private rented properties generally (n=90)	7%	14%	16%	63%	*
Poor housing service continually offered by private sector landlords / managing agents (n=79)	6%	11%	18%	65%	*
New tenants not being adequately referenced (n=81)	7%	6%	12%	74%	*
Absentee landlords (n=80)	6%	8%	16%	70%	*
Poor perception of private landlords (n=72)	7%	10%	18%	65%	*
Persistent noisy / nuisance neighbours (n=102)	12%	25%	18%	45%	*
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=90)	20%	21%	20%	39%	*
Regular incidents of anti-social behaviour (n=105)	10%	18%	24%	48%	*
Drug related crime (drug use / drug dealing) (n=94)	15%	10%	19%	56%	*

*(\*omitted from % calculations)*



**Q10** If you have answered 'a fairly big problem' or 'a very big problem' to Q9 please could you provide some further details for example, the specific location(s), the impact this has on the area and local residents, how you think the problem(s) can be addressed.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

9 comments

*(continue on a separate sheet if necessary)*

**Q11** Do you think that the introduction of selective licensing in this area will improve ...  
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Yes	No	Don't know
People not wanting to move in to the area (n=107)	50%	20%	31%
High turnover of tenancies / people moving in on a short term basis (n=107)	44%	28%	28%
People not wanting to stay in the area (n=106)	45%	27%	27%
Long term empty properties (n=106)	48%	26%	25%
Run down properties (n=105)	45%	29%	27%
Boarded properties (n=104)	41%	27%	32%
Low demand for properties (n=105)	37%	26%	37%
Low house prices (below market value) (n=107)	38%	30%	32%
Low rent levels (n=103)	33%	23%	44%
Badly managed privately rented homes (n=108)	58%	18%	24%
Poor standard of private rented properties generally (n=108)	56%	20%	24%
Poor housing service continually offered by private sector landlords / managing agents (n=106)	55%	16%	29%
New tenants not being adequately referenced (n=108)	53%	23%	24%
Absentee landlords (n=107)	49%	26%	25%
Poor perception of private landlords (n=106)	45%	25%	30%
Persistent noisy / nuisance neighbours (n=106)	51%	27%	22%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=107)	40%	27%	33%
Regular incidents of anti-social behaviour (n=107)	47%	26%	27%
Drug related crime (drug use / drug dealing) (n=108)	43%	30%	28%

**Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=115)**  
PLEASE TICK (✓) ONE BOX ONLY

All landlords	Most landlords	Some landlords	No landlords	Don't know
3%	9%	58%	16%	14%

**Q13 Do you think the Council should introduce selective licensing to have more control over the way that private landlords manage their properties? (n=113)**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	88%
No	4%
Don't know	8%

**Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=114)**  
PLEASE TICK (✓) ONE BOX ONLY

Yes	71%
No	12%
Don't know	17%

**Q15 Please select from the list below the option that best describes you. (n=114)**  
PLEASE TICK (✓) ONE BOX ONLY

I am a home owner	65%	(please continue from Q20)
I rent from a Housing Association or Trust (for example, Housing Hartlepool (Thirteen), Accent Foundation, Three Rivers, Home Group or Endeavour)	0%	(please continue from Q20)
I rent from a private sector landlord / managing agent	35%	(please continue to Q16)
Other (please specify below in the space provided)	0%	(please continue from Q20)
<u>0 comments</u>		

**PLEASE ONLY ANSWER QUESTION 16 TO 19 IF YOU RENT FROM A PRIVATE SECTOR LANDLORD / MANAGING AGENT**

**Q16 How would you describe the relationship between you and your landlord / managing agent? PLEASE TICK (✓) ONE BOX ONLY (n=40)**

Very good	Good	Satisfactory	Poor	Very poor
40%	15%	23%	20%	3%

**Q17 Please answer each of the statements below.**  
PLEASE TICK (✓) ONE BOX ONLY ON EACH LINE

	Yes	No	Don't know / not sure	Not applicable
Do you know how to contact your landlord / managing agent (n=39)	100%	0%	0%	*
Is your landlord / managing agent <u>usually</u> easy to contact (n=39)	82%	15%	3%	*
Were you asked to provide a reference prior to moving into your home (n=39)	51%	44%	5%	*
Do you have a written tenancy agreement with your landlord / managing agent (n=37)	95%	5%	0%	*
At the beginning of your tenancy did your landlord / managing agent make you aware of <u>their</u> responsibilities and legal obligations with regards to managing your tenancy (n=39)	69%	15%	15%	*
At the beginning of your tenancy, were you made aware of <u>your</u> responsibilities and legal obligations, as a tenant, by your landlord / managing agent (n=39)	77%	13%	10%	*
<u>Generally</u> , are you happy with the service your landlord / managing agent provides in relation to undertaking repairs and maintenance on your property (n=39)	56%	44%	0%	*
Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=37)	38%	27%	35%	*

(\*omitted from % calculations)

**If you have any concerns about the condition of your rented property, a Housing Standards Officer from the Council can provide advice with certain issues and problems you are experiencing.**

**Please call Housing Services on ☎01429 523705 or email 📧[privatesectorhousing@hartlepool.gov.uk](mailto:privatesectorhousing@hartlepool.gov.uk) to arrange a visit.**

**Q18 How satisfied or dissatisfied are you with the overall service your landlord / managing agent provides (i.e. the way your property and tenancy is managed)? (n=39)**  
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
36%	21%	13%	26%	5%

**Q19 If you have answered 'dissatisfied' or 'very dissatisfied' to Q18, please tell us why and how you think this can be improved (remember all responses will be kept confidential).**  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

14 comments

(continue on a separate sheet if necessary)

**Q20** Are there any streets in the proposed selective licensing area that you think should be removed? Please list these streets and explain the reason(s) for this.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

[48 comments](#)

*(continue on a separate sheet if necessary)*

**Q21** Are there any additional streets which you think may benefit from selective licensing being introduced? Please list these streets and explain the reason(s) for this.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

[44 comments](#)

*(continue on a separate sheet if necessary)*

**Q22** Please select one of the statements below based on your overall assessment of our proposals. (n=109)  
PLEASE TICK (✓) ONE BOX ONLY

<u>I support</u> the introduction of a Selective Licensing scheme in the area proposed	83%
<u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed	5%
Don't know	12%

**Q23** Please use the space provided below for any further comments about our proposed Selective Licensing scheme.  
PLEASE WRITE IN THE SPACE PROVIDED BELOW

[42 comments](#)

*(continue on a separate sheet if necessary)*

**Q24** Are you male or female? (n=113)  
PLEASE TICK (✓) ONE BOX ONLY

Male	39%	Female	61%
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**Q25** What was your age on your last birthday? (n=111)  
PLEASE TICK (✓) ONE BOX ONLY

16-17	18-24	25-34	35-44	45-54	55-64	65-74	75+
0%	4%	13%	16%	16%	26%	20%	5%

## Part 2: Contact Details

**Q26** Please provide your contact details below to be entered into the **free prize draw** (any personal information you provide will be held in accordance with the provisions of the Data Protection Act 1998, it will be stored securely and only used for the purposes of the consultation. It will not be disclosed to any third party)

**1ST PRIZE: £75**

High Street Gift Vouchers

**2ND PRIZE: £50**

High Street Gift Vouchers

**3RD PRIZE: £25**

High Street Gift Vouchers

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## How to find out more...

If you would like to know more about the selective licensing proposals, have any questions or need any assistance with completing the questionnaire please call into one of the drop in sessions below where you will be able to speak informally with a member of staff. Alternatively you can contact us direct on ☎01429 523328 or send us an email to ✉[selectivelicensing@hartlepool.gov.uk](mailto:selectivelicensing@hartlepool.gov.uk).

**Central Library, York Road**

Monday 28th July between 10:30am - 5:30pm and  
Thursday 28th August 2014 between 10:30am - 5:30pm

**St Matthew's Hall (entrance off Elwick Road)** Thursday 31st July between 10:30am - 12:00noon

**The Orb Centre, Caledonian Road** Thursday 14th August between 2:30pm - 4:00pm

**Middleton Grange Shopping Centre** Friday 15th August between 10:00am - 3:00pm

**Hartlepool Supporters Club, Duke Street** Tuesday 2nd September between 6:00pm - 7:30pm

Additional sessions may also be organised throughout the consultation period, please check the Council's website for details.

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The deadline for all responses is **31st August 2014.**

**Thank you very much for your time and input**

**Please post your questionnaire back to us in the envelope provided (no stamp required)**