

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



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.

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.

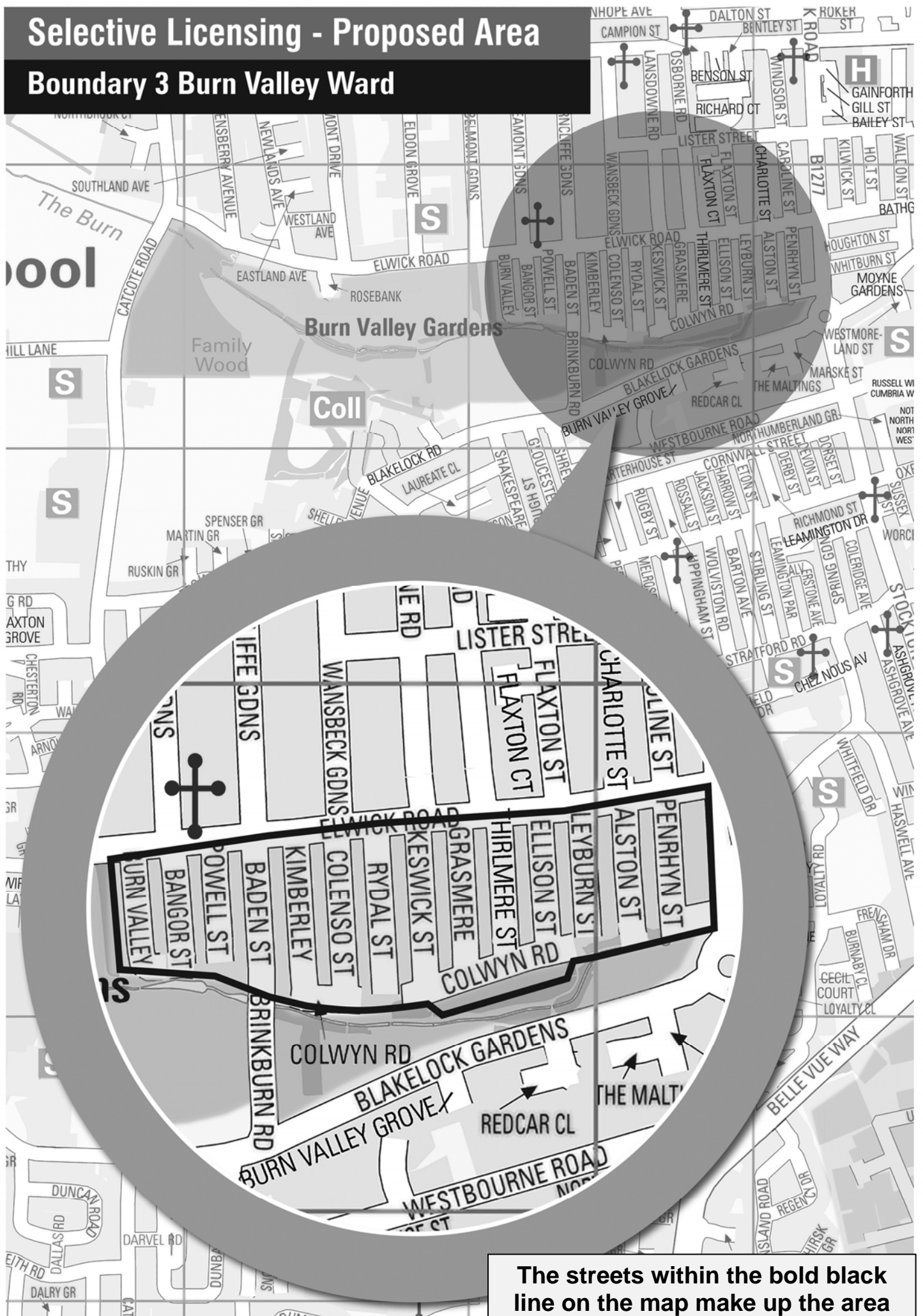
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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

Selective Licensing - Proposed Area

Boundary 3 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)

PB3

for office use only

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------------------|---------------------------------------|--|----------------------------------|------------------------------|
| Less than a year 7% | 1 year but less than 2 years 5% | 2 years but less than 5 years 0% | Between 5 and 10 years 16% | More than 10 years 74% |
|---------------------------|---------------------------------------|--|----------------------------------|------------------------------|

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

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 4% | (please continue to Q4) |
| 1 year but less than 5 years | 17% | (please continue to Q4) |
| More than 5 years | 8% | (please continue to Q4) |
| I have no plans to move | 71% | (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

25 comments

(continue on a separate sheet if necessary)

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 13% | 31% | 27% | 21% | 9% |

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=102)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 64% | (please continue to Q7) |
| No | 36% | (please continue from Q9) |

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

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 50% |
| No | 50% |

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

65 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=78) | 28% | 22% | 35% | 15% | * |
| High turnover of tenancies / people moving in on a short term basis (n=89) | 12% | 22% | 34% | 31% | * |
| People not wanting to stay in the area (n=81) | 21% | 33% | 25% | 21% | * |
| Long term empty properties (n=88) | 16% | 36% | 26% | 22% | * |
| Run down properties (n=96) | 15% | 28% | 22% | 35% | * |
| Boarded properties (n=91) | 31% | 30% | 18% | 22% | * |
| Low demand for properties (n=68) | 22% | 28% | 29% | 21% | * |
| Low house prices (below market value) (n=81) | 15% | 22% | 26% | 37% | * |
| Low rent levels (n=47) | 19% | 38% | 21% | 21% | * |
| Badly managed privately rented homes (n=84) | 7% | 17% | 21% | 55% | * |
| Poor standard of private rented properties generally (n=87) | 8% | 25% | 21% | 46% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=64) | 14% | 14% | 22% | 50% | * |
| New tenants not being adequately referenced (n=62) | 8% | 10% | 21% | 61% | * |
| Absentee landlords (n=1=67) | 10% | 9% | 27% | 54% | * |
| Poor perception of private landlords (n=74) | 9% | 18% | 23% | 50% | * |
| Persistent noisy / nuisance neighbours (n=96) | 16% | 32% | 20% | 32% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=80) | 23% | 34% | 23% | 21% | * |
| Regular incidents of anti-social behaviour (n=93) | 15% | 30% | 27% | 28% | * |
| Drug related crime (drug use / drug dealing) (n=73) | 22% | 16% | 30% | 32% | * |

*(*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

65 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=97) | 48% | 15% | 36% |
| High turnover of tenancies / people moving in on a short term basis (n=99) | 54% | 16% | 30% |
| People not wanting to stay in the area (n=98) | 46% | 18% | 36% |
| Long term empty properties (n=99) | 60% | 17% | 23% |
| Run down properties (n=99) | 65% | 21% | 14% |
| Boarded properties (n=95) | 57% | 22% | 21% |
| Low demand for properties (n=95) | 46% | 22% | 32% |
| Low house prices (below market value) (n=96) | 44% | 16% | 41% |
| Low rent levels (n=95) | 37% | 18% | 45% |
| Badly managed privately rented homes (n=98) | 72% | 15% | 12% |
| Poor standard of private rented properties generally (n=99) | 72% | 17% | 11% |
| Poor housing service continually offered by private sector landlords / managing agents (n=96) | 60% | 18% | 22% |
| New tenants not being adequately referenced (n=96) | 64% | 13% | 24% |
| Absentee landlords (n=98) | 59% | 16% | 24% |
| Poor perception of private landlords (n=97) | 57% | 19% | 25% |
| Persistent noisy / nuisance neighbours (n=98) | 55% | 21% | 23% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=96) | 45% | 25% | 30% |
| Regular incidents of anti-social behaviour (n=95) | 54% | 22% | 24% |
| Drug related crime (drug use / drug dealing) (n=96) | 47% | 23% | 30% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=105)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 2% | 10% | 68% | 12% | 9% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 95% |
| No | 4% |
| Don't know | 1% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=105)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 81% |
| No | 6% |
| Don't know | 13% |

Q15 Please select from the list below the option that best describes you. (n=104)
PLEASE TICK (✓) ONE BOX ONLY

I am a home owner 79% (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) 3% (please continue from Q20)

I rent from a private sector landlord / managing agent 18% (please continue to Q16)

Other (please specify below in the space provided) (please continue from Q20)

1 Comment

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=18)

| | | | | |
|-----------|------|--------------|------|-----------|
| Very good | Good | Satisfactory | Poor | Very poor |
| 72% | 17% | 0% | 6% | 6% |

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=18) | 94% | 6% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=18) | 89% | 11% | 0% | * |
| Were you asked to provide a reference prior to moving into your home (n=16) | 44% | 56% | 0% | * |
| Do you have a written tenancy agreement with your landlord / managing agent (n=18) | 94% | 6% | 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=18) | 78% | 22% | 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=18) | 89% | 11% | 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=18) | 72% | 22% | 6% | * |
| Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=18) | 33% | 44% | 22% | * |

(*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 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=17)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 71% | 12% | 6% | 6% | 6% |

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

2 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

[56 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

[51 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=99)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 95% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 3% |
| Don't know | 2% |

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=103)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 43% | Female | 57% |
|------|-----|--------|-----|

Q25 What was your age on your last birthday? (n=102)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 1% | 9% | 13% | 25% | 25% | 17% | 12% |

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.

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.

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?

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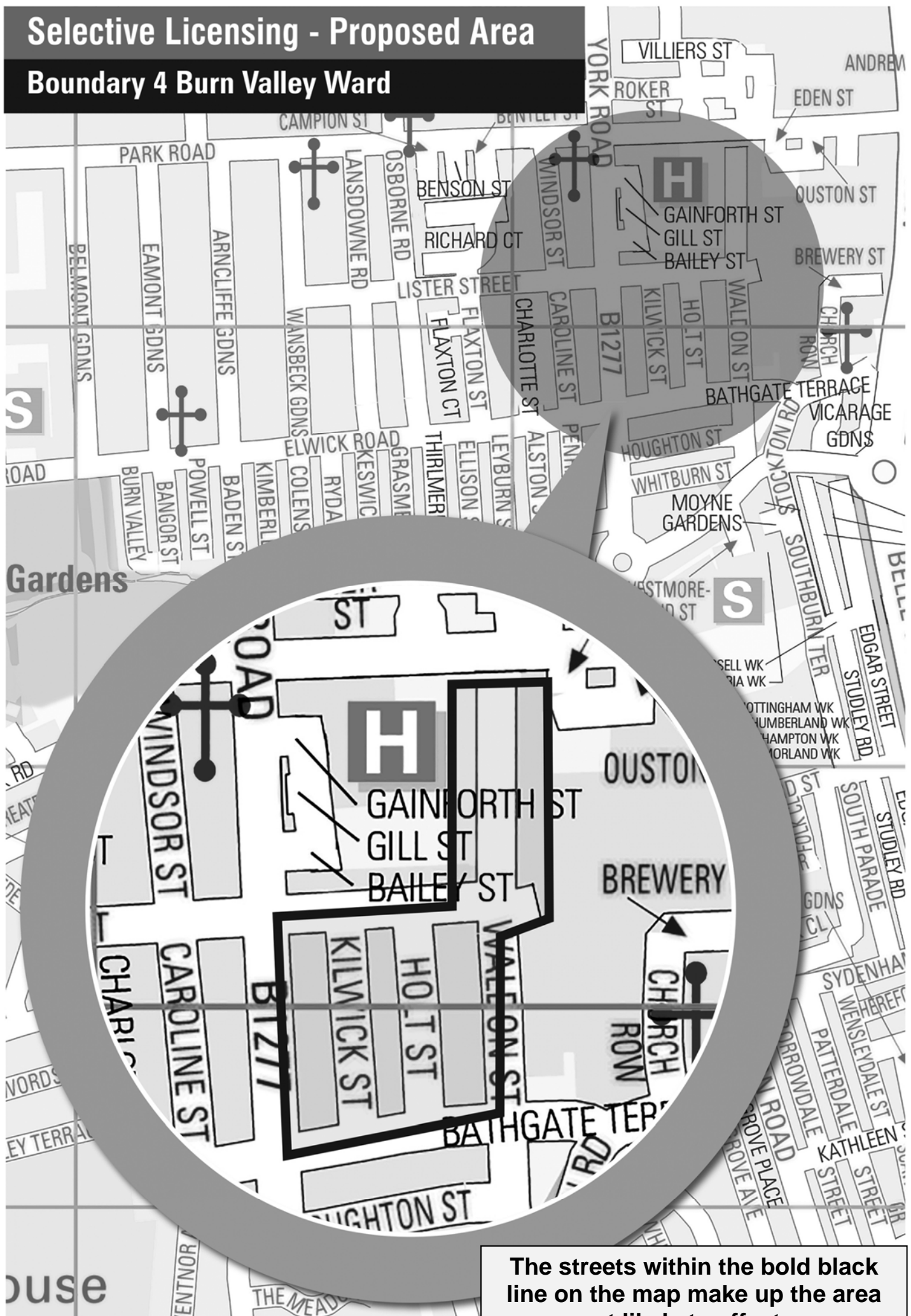
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Selective Licensing - Proposed Area

Boundary 4 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)

PB4

for office use only

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------------------|---------------------------------------|--|----------------------------------|------------------------------|
| Less than a year 5% | 1 year but less than 2 years 5% | 2 years but less than 5 years 0% | Between 5 and 10 years 16% | More than 10 years 74% |
|---------------------------|---------------------------------------|--|----------------------------------|------------------------------|

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

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 11% | (please continue to Q4) |
| 1 year but less than 5 years | 16% | (please continue to Q4) |
| More than 5 years | 0% | (please continue to Q4) |
| I have no plans to move | 74% | (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

3 comments

(continue on a separate sheet if necessary)

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 21% | 26% | 11% | 26% | 16% |

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=19)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 53% | (please continue to Q7) |
| No | 47% | (please continue from Q9) |

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

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 22% |
| No | 78% |

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

10 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=14) | 29% | 43% | 7% | 21% | * |
| High turnover of tenancies / people moving in on a short term basis (n=18) | 28% | 22% | 39% | 11% | * |
| People not wanting to stay in the area (n=16) | 38% | 44% | 19% | 0% | * |
| Long term empty properties (n=16) | 44% | 38% | 13% | 6% | * |
| Run down properties (n=18) | 22% | 28% | 22% | 28% | * |
| Boarded properties (n=15) | 73% | 20% | 0% | 7% | * |
| Low demand for properties (n=14) | 21% | 36% | 29% | 14% | * |
| Low house prices (below market value) (n=14) | 7% | 36% | 14% | 43% | * |
| Low rent levels (n=9) | 11% | 33% | 44% | 11% | * |
| Badly managed privately rented homes (n=17) | 6% | 24% | 41% | 29% | * |
| Poor standard of private rented properties generally (n=19) | 11% | 32% | 37% | 21% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=12) | 8% | 33% | 42% | 17% | * |
| New tenants not being adequately referenced (n=11) | 9% | 27% | 36% | 27% | * |
| Absentee landlords (n=12) | 17% | 25% | 17% | 42% | * |
| Poor perception of private landlords (n=14) | 7% | 21% | 50% | 21% | * |
| Persistent noisy / nuisance neighbours (n=19) | 11% | 26% | 26% | 37% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=18) | 28% | 39% | 11% | 22% | * |
| Regular incidents of anti-social behaviour (n=19) | 11% | 47% | 16% | 26% | * |
| Drug related crime (drug use / drug dealing) (n=14) | 29% | 50% | 7% | 14% | * |

*(*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=16) | 63% | 13% | 25% |
| High turnover of tenancies / people moving in on a short term basis (n=17) | 65% | 12% | 24% |
| People not wanting to stay in the area (n=17) | 59% | 24% | 18% |
| Long term empty properties (n=17) | 65% | 24% | 12% |
| Run down properties (n=17) | 82% | 6% | 12% |
| Boarded properties (n=17) | 71% | 12% | 18% |
| Low demand for properties (n=17) | 53% | 18% | 29% |
| Low house prices (below market value) (n=16) | 47% | 18% | 35% |
| Low rent levels (n=17) | 47% | 12% | 41% |
| Badly managed privately rented homes (n=17) | 88% | 6% | 6% |
| Poor standard of private rented properties generally (n=17) | 82% | 6% | 12% |
| Poor housing service continually offered by private sector landlords / managing agents (n=17) | 82% | 0% | 18% |
| New tenants not being adequately referenced (n=17) | 76% | 12% | 12% |
| Absentee landlords (n=17) | 71% | 12% | 18% |
| Poor perception of private landlords (n=17) | 71% | 12% | 18% |
| Persistent noisy / nuisance neighbours (n=17) | 76% | 18% | 6% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=17) | 71% | 18% | 12% |
| Regular incidents of anti-social behaviour (n=17) | 71% | 24% | 6% |
| Drug related crime (drug use / drug dealing) (n=17) | 53% | 24% | 24% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=19)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 0% | 26% | 58% | 5% | 11% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 84% |
| No | 11% |
| Don't know | 5% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=19)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 74% |
| No | 21% |
| Don't know | 5% |

Q15 Please select from the list below the option that best describes you. (n=19)
PLEASE TICK (✓) ONE BOX ONLY

| | | |
|---|-----|----------------------------|
| I am a home owner | 68% | (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) | 5% | (please continue from Q20) |
| I rent from a private sector landlord / managing agent | 26% | (please continue to Q16) |
| Other (please specify below in the space provided) | 0% | (please continue from Q20) |

0 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=5)

| | | | | |
|-----------|------|--------------|------|-----------|
| Very good | Good | Satisfactory | Poor | Very poor |
| 40% | 40% | 0% | 20% | 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=5) | 100% | 0% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=5) | 80% | 0% | 20% | * |
| Were you asked to provide a reference prior to moving into your home (n=5) | 20% | 20% | 0% | * |
| Do you have a written tenancy agreement with your landlord / managing agent (n=5) | 80% | 20% | 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=5) | 80% | 20% | 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=5) | 80% | 20% | 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=5) | 60% | 20% | 20% | * |
| Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=5) | 20% | 40% | 40% | * |

(*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 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=5)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 60% | 0% | 40% | 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

10 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

9 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=19)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 84% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 11% |
| Don't know | 5% |

Q23 Please use the space provided below for any further comments about our proposed Selective Licensing scheme.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

9 comments

(continue on a separate sheet if necessary)

Q24 Are you male or female? (n=19)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 26% | Female | 74% |
|------|-----|--------|-----|

Q25 What was your age on your last birthday? (n=19)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 0% | 5% | 11% | 32% | 42% | 5% | 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.

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

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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)

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:-

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£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



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.

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.

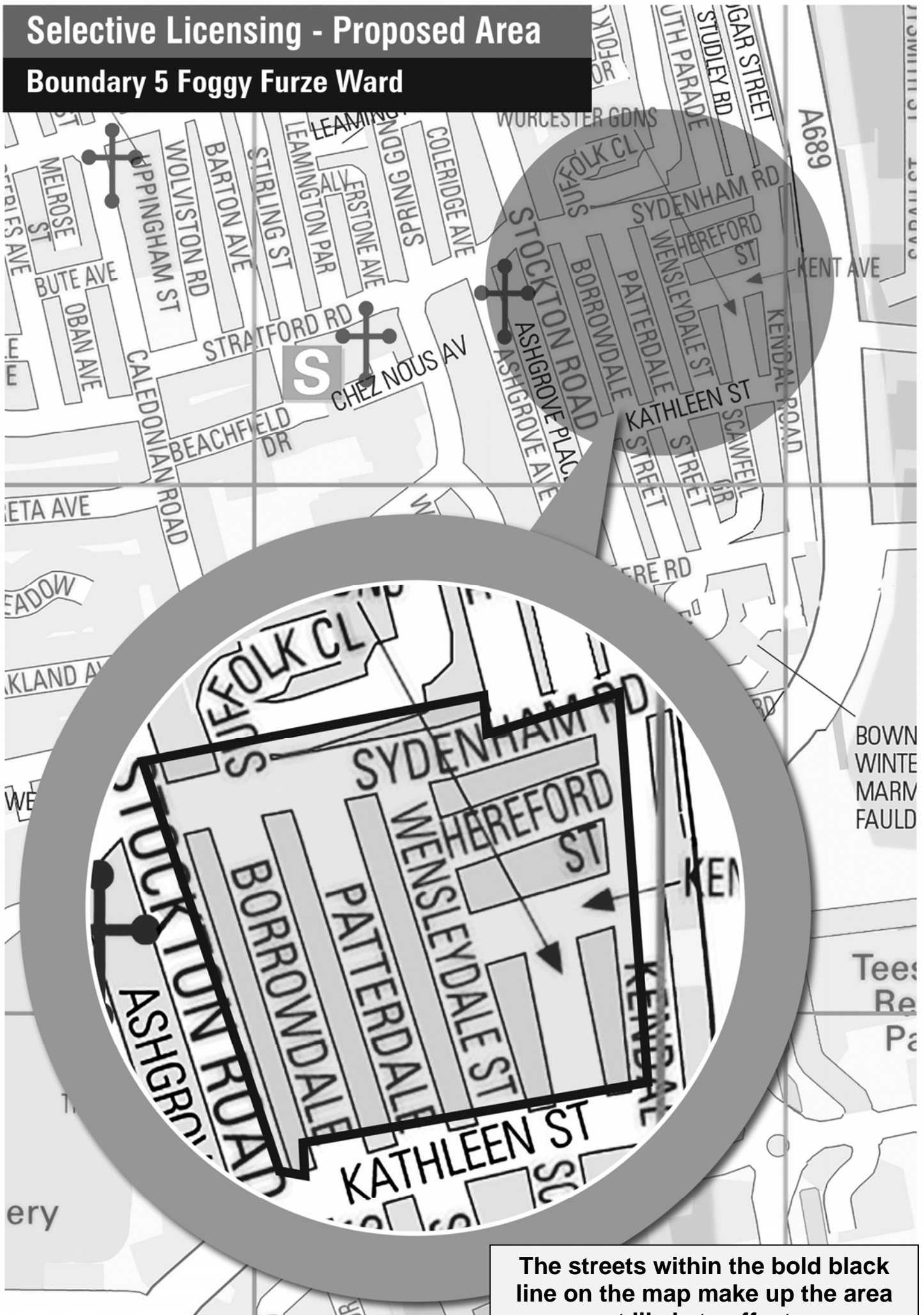
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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

Selective Licensing - Proposed Area

Boundary 5 Foggy Furze 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)

PB5

for office use only

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------------------|--|--|----------------------------------|------------------------------|
| Less than a year 9% | 1 year but less than 2 years 11% | 2 years but less than 5 years 7% | Between 5 and 10 years 17% | More than 10 years 57% |
|---------------------------|--|--|----------------------------------|------------------------------|

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

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 14% | (please continue to Q4) |
| 1 year but less than 5 years | 12% | (please continue to Q4) |
| More than 5 years | 0% | (please continue to Q4) |
| I have no plans to move | 74% | (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

10 comments

(continue on a separate sheet if necessary)

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 11% | 20% | 22% | 38% | 9% |

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=44)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 70% | (please continue to Q7) |
| No | 30% | (please continue from Q9) |

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

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 52% |
| No | 48% |

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

27 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=27) | 11% | 30% | 33% | 26% | * |
| High turnover of tenancies / people moving in on a short term basis (n=34) | 9% | 12% | 59% | 21% | * |
| People not wanting to stay in the area (n=31) | 6% | 23% | 45% | 26% | * |
| Long term empty properties (n=37) | 14% | 16% | 27% | 43% | * |
| Run down properties (n=38) | 11% | 18% | 24% | 47% | * |
| Boarded properties (n=36) | 22% | 25% | 22% | 31% | * |
| Low demand for properties (n=29) | 17% | 28% | 24% | 31% | * |
| Low house prices (below market value) (n=26) | 8% | 19% | 19% | 54% | * |
| Low rent levels (n=19) | 16% | 32% | 32% | 21% | * |
| Badly managed privately rented homes (n=35) | 9% | 9% | 34% | 49% | * |
| Poor standard of private rented properties generally (n=36) | 8% | 11% | 36% | 44% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=27) | 11% | 11% | 33% | 44% | * |
| New tenants not being adequately referenced (n=30) | 13% | 10% | 10% | 67% | * |
| Absentee landlords (n=26) | 12% | 12% | 19% | 58% | * |
| Poor perception of private landlords (n=31) | 3% | 10% | 35% | 52% | * |
| Persistent noisy / nuisance neighbours (n=41) | 12% | 24% | 24% | 39% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=37) | 27% | 27% | 22% | 24% | * |
| Regular incidents of anti-social behaviour (n=39) | 15% | 23% | 28% | 33% | * |
| Drug related crime (drug use / drug dealing) (n=32) | 16% | 16% | 25% | 44% | * |

*(*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

31 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=41) | 56% | 7% | 37% |
| High turnover of tenancies / people moving in on a short term basis (n=40) | 55% | 15% | 30% |
| People not wanting to stay in the area (n=41) | 59% | 12% | 29% |
| Long term empty properties (n=41) | 61% | 17% | 22% |
| Run down properties (n=41) | 61% | 12% | 27% |
| Boarded properties (n=40) | 53% | 18% | 30% |
| Low demand for properties (n=39) | 54% | 26% | 21% |
| Low house prices (below market value) (n=39) | 46% | 15% | 38% |
| Low rent levels (n=39) | 38% | 15% | 46% |
| Badly managed privately rented homes (n=40) | 75% | 13% | 13% |
| Poor standard of private rented properties generally (n=40) | 73% | 10% | 18% |
| Poor housing service continually offered by private sector landlords / managing agents (n=40) | 68% | 10% | 23% |
| New tenants not being adequately referenced (n=39) | 59% | 10% | 31% |
| Absentee landlords (n=38) | 68% | 13% | 18% |
| Poor perception of private landlords (n=39) | 64% | 13% | 23% |
| Persistent noisy / nuisance neighbours (n=40) | 55% | 20% | 25% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=40) | 45% | 20% | 35% |
| Regular incidents of anti-social behaviour (n=40) | 48% | 20% | 33% |
| Drug related crime (drug use / drug dealing) (n=40) | 48% | 23% | 30% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=42)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 2% | 14% | 52% | 12% | 19% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 88% |
| No | 0% |
| Don't know | 12% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=42)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 74% |
| No | 7% |
| Don't know | 19% |

Q15 Please select from the list below the option that best describes you. (n=39)
PLEASE TICK (✓) ONE BOX ONLY

I am a home owner 51% **(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) 33% **(please continue from Q20)**

I rent from a private sector landlord / managing agent 15% **(please continue to Q16)**

Other *(please specify below in the space provided)* **(please continue from Q20)**

3 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=6)

| | | | | |
|-----------|------|--------------|------|-----------|
| Very good | Good | Satisfactory | Poor | Very poor |
| 17% | 33% | 17% | 0% | 33% |

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=6) | 83% | 17% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=6) | 67% | 33% | 0% | * |
| Were you asked to provide a reference prior to moving into your home (n=6) | 67% | 33% | 0% | * |
| Do you have a written tenancy agreement with your landlord / managing agent (n=6) | 83% | 0% | 17% | * |
| 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=6) | 83% | 17% | 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=6) | 83% | 17% | 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=6) | 17% | 67% | 17% | * |
| Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=6) | 0% | 100% | 0% | * |

(*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 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=6)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 17% | 0% | 50% | 0% | 33% |

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

3 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

18 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

15 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=41)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 88% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 0% |
| 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

17 comments

(continue on a separate sheet if necessary)

Q24 Are you male or female? (n=44)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 48% | Female | 52% |
|------|-----|--------|-----|

Q25 What was your age on your last birthday? (n=44)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 2% | 9% | 9% | 20% | 25% | 14% | 20% |

Part 2: Contact Details

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Address:

Postcode:

Telephone Number:

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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.

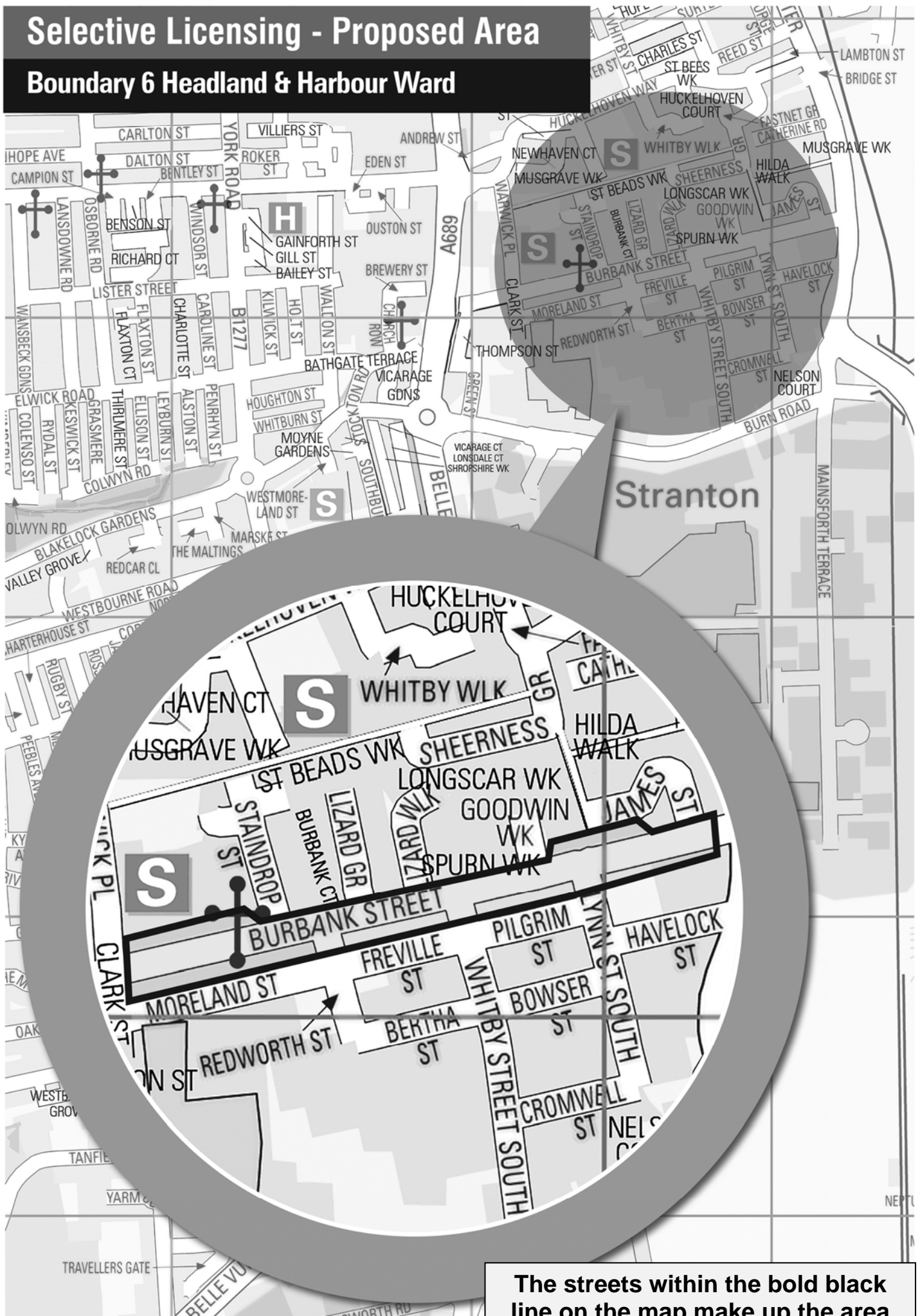
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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

Selective Licensing - Proposed Area

Boundary 6 Headland & Harbour 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)

PB6

for office use only

Q2 How long have you lived at this address? (n=17)

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------------------|---------------------------------------|--|---------------------------------|------------------------------|
| Less than a year 12% | 1 year but less than 2 years 0% | 2 years but less than 5 years 6% | Between 5 and 10 years 6% | More than 10 years 76% |
|----------------------------|---------------------------------------|--|---------------------------------|------------------------------|

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

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 12% | (please continue to Q4) |
| 1 year but less than 5 years | 0% | (please continue to Q4) |
| More than 5 years | 0% | (please continue to Q4) |
| I have no plans to move | 88% | (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

2 comments

(continue on a separate sheet if necessary)

Q5 How satisfied or dissatisfied are you with your area as a place to live? (n=17)

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 6% | 47% | 18% | 24% | 6% |

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=16)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 38% | (please continue to Q7) |
| No | 63% | (please continue from Q9) |

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

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 60% |
| No | 40% |

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

5 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=11) | 36% | 18% | 36% | 9% | * |
| High turnover of tenancies / people moving in on a short term basis (n=11) | 27% | 18% | 36% | 18% | * |
| People not wanting to stay in the area (n=10) | 10% | 30% | 20% | 40% | * |
| Long term empty properties (n=13) | 8% | 15% | 23% | 54% | * |
| Run down properties (n=14) | 7% | 29% | 21% | 43% | * |
| Boarded properties (n=14) | 7% | 29% | 21% | 43% | * |
| Low demand for properties (n=12) | 17% | 25% | 33% | 25% | * |
| Low house prices (below market value) (n=8) | 13% | 50% | 0% | 38% | * |
| Low rent levels (n=7) | 29% | 29% | 0% | 43% | * |
| Badly managed privately rented homes (n=11) | 0% | 18% | 18% | 64% | * |
| Poor standard of private rented properties generally (n=10) | 10% | 0% | 20% | 70% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=9) | 0% | 11% | 22% | 67% | * |
| New tenants not being adequately referenced (n=9) | 11% | 0% | 11% | 78% | * |
| Absentee landlords (n=9) | 0% | 11% | 11% | 78% | * |
| Poor perception of private landlords (n=8) | 13% | 13% | 25% | 50% | * |
| Persistent noisy / nuisance neighbours (n=13) | 23% | 38% | 0% | 38% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=12) | 42% | 33% | 0% | 25% | * |
| Regular incidents of anti-social behaviour (n=11) | 27% | 36% | 9% | 27% | * |
| Drug related crime (drug use / drug dealing) (n=12) | 8% | 25% | 8% | 58% | * |

*(*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 ... (n=)
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

| | Yes | No | Don't know |
|---|-----|-----|------------|
| People not wanting to move in to the area (n=14) | 36% | 21% | 43% |
| High turnover of tenancies / people moving in on a short term basis (n=14) | 29% | 29% | 43% |
| People not wanting to stay in the area (n=15) | 47% | 27% | 27% |
| Long term empty properties (n=14) | 57% | 14% | 29% |
| Run down properties (n=15) | 73% | 7% | 20% |
| Boarded properties (n=15) | 73% | 13% | 13% |
| Low demand for properties (n=12) | 33% | 25% | 42% |
| Low house prices (below market value) (n=12) | 42% | 8% | 50% |
| Low rent levels (n=11) | 36% | 9% | 55% |
| Badly managed privately rented homes (n=12) | 75% | 17% | 8% |
| Poor standard of private rented properties generally (n=12) | 58% | 17% | 25% |
| Poor housing service continually offered by private sector landlords / managing agents (n=11) | 73% | 9% | 18% |
| New tenants not being adequately referenced (n=14) | 64% | 14% | 21% |
| Absentee landlords (n=13) | 69% | 8% | 23% |
| Poor perception of private landlords (n=13) | 77% | 8% | 15% |
| Persistent noisy / nuisance neighbours (n=12) | 58% | 17% | 25% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=12) | 42% | 17% | 42% |
| Regular incidents of anti-social behaviour (n=13) | 54% | 15% | 31% |
| Drug related crime (drug use / drug dealing) (n=14) | 57% | 7% | 36% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=15)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 7% | 7% | 67% | 7% | 13% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 81% |
| No | 13% |
| Don't know | 6% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=16)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 75% |
| No | 19% |
| Don't know | 6% |

Q15 Please select from the list below the option that best describes you. (n=14)
PLEASE TICK (✓) ONE BOX ONLY

| | | |
|---|-----|----------------------------|
| I am a home owner | 50% | (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) | 43% | (please continue from Q20) |
| I rent from a private sector landlord / managing agent | 7% | (please continue to Q16) |
| Other (please specify below in the space provided) | | (please continue from Q20) |
| <u>2 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? (n=1)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|-----------|------|--------------|------|-----------|
| Very good | Good | Satisfactory | Poor | Very poor |
| 100% | 0% | 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=1) | 100% | 0% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=1) | 100% | 0% | 0% | * |
| Were you asked to provide a reference prior to moving into your home (n=0) | 0% | 0% | 0% | * |
| Do you have a written tenancy agreement with your landlord / managing agent (n=1) | 100% | 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=1) | 100% | 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=1) | 100% | 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=1) | 100% | 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=1) | 100% | 0% | 0% | * |

(*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 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=1) PLEASE TICK (✓) ONE BOX ONLY | | | | |
|---|-----------|------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 100% | 0% | 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

10 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

7 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=16)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 88% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 13% |
| Don't know | 0% |

Q23 Please use the space provided below for any further comments about our proposed Selective Licensing scheme.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

5 comments

(continue on a separate sheet if necessary)

Q24 Are you male or female? (n=16)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 44% | Female | 56% |
|------|-----|--------|-----|

Q25 What was your age on your last birthday? (n=16)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 0% | 0% | 6% | 19% | 19% | 38% | 19% |

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.

Burbank Community Centre, Burbank Street Wednesday 23rd July between 11:30am - 1:00pm

Central Library, York Road

Monday 28th July between 10:30am - 5:30pm and
Thursday 28th August between 10:30am - 5:30pm

St Matthew's Hall (entrance off Elwick Road) Thursday 31st July 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



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.

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.

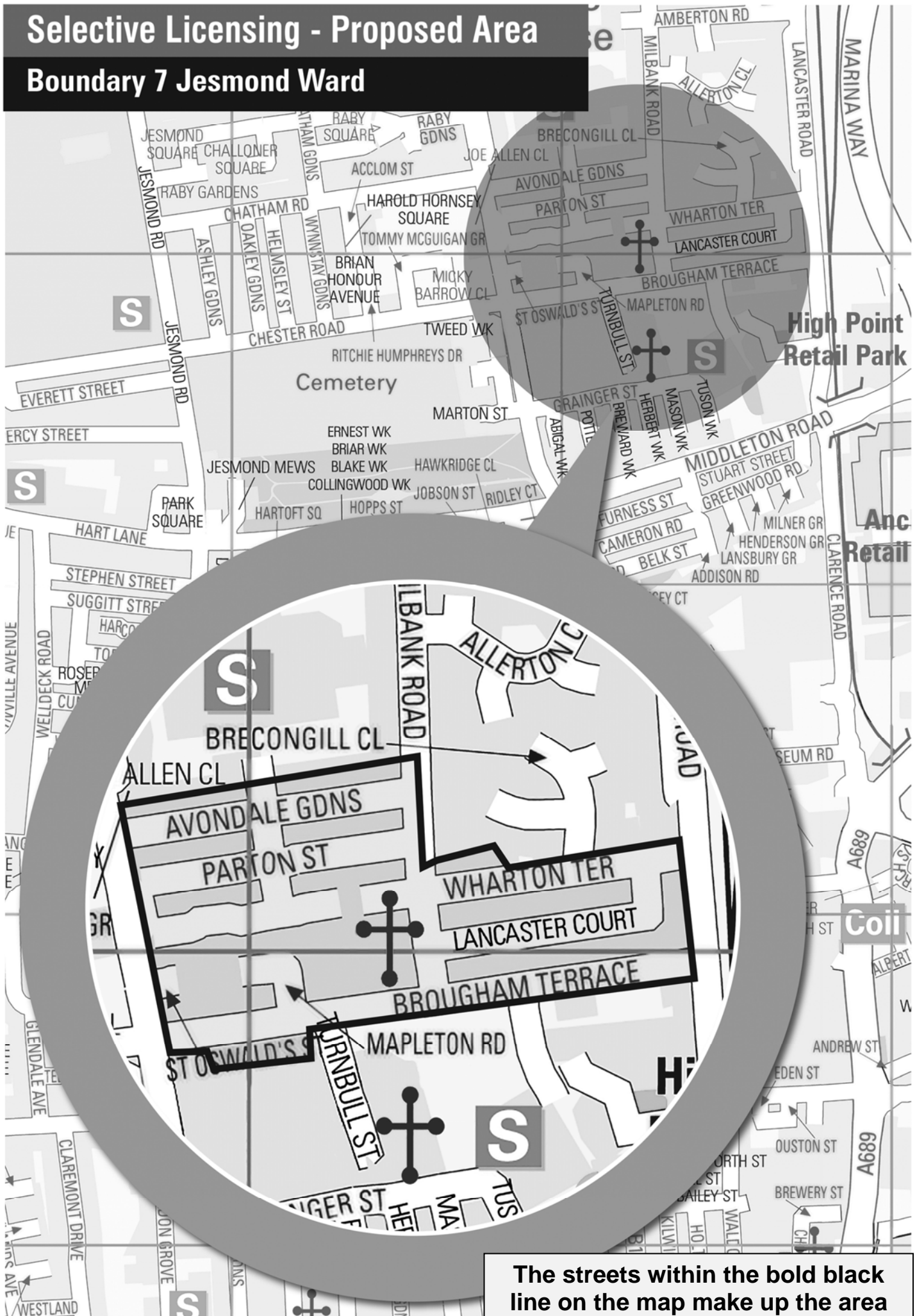
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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

Selective Licensing - Proposed Area

Boundary 7 Jesmond 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)

PB7

for office use only

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------------------|--|--|---------------------------------|------------------------------|
| Less than a year 12% | 1 year but less than 2 years 14% | 2 years but less than 5 years 9% | Between 5 and 10 years 7% | More than 10 years 58% |
|----------------------------|--|--|---------------------------------|------------------------------|

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

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 9% | (please continue to Q4) |
| 1 year but less than 5 years | 7% | (please continue to Q4) |
| More than 5 years | 2% | (please continue to Q4) |
| I have no plans to move | 81% | (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

9 comments

(continue on a separate sheet if necessary)

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

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 12% | 42% | 16% | 16% | 14% |

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=41)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 63% | (please continue to Q7) |
| No | 37% | (please continue from Q9) |

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

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 38% |
| No | 62% |

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

26 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=33) | 18% | 36% | 36% | 9% | * |
| High turnover of tenancies / people moving in on a short term basis (n=34) | 15% | 18% | 44% | 24% | * |
| People not wanting to stay in the area (n=32) | 13% | 31% | 34% | 22% | * |
| Long term empty properties (n=36) | 19% | 25% | 22% | 33% | * |
| Run down properties (n=41) | 15% | 32% | 20% | 34% | * |
| Boarded properties (n=43) | 33% | 21% | 21% | 26% | * |
| Low demand for properties (n=27) | 37% | 22% | 30% | 11% | * |
| Low house prices (below market value) (n=31) | 23% | 26% | 13% | 39% | * |
| Low rent levels (n=20) | 40% | 25% | 20% | 15% | * |
| Badly managed privately rented homes (n=34) | 15% | 21% | 29% | 35% | * |
| Poor standard of private rented properties generally (n=33) | 15% | 33% | 18% | 33% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=25) | 20% | 16% | 28% | 36% | * |
| New tenants not being adequately referenced (n=24) | 17% | 13% | 42% | 29% | * |
| Absentee landlords (n=25) | 20% | 16% | 32% | 32% | * |
| Poor perception of private landlords (n=29) | 17% | 14% | 31% | 38% | * |
| Persistent noisy / nuisance neighbours (n=40) | 20% | 20% | 23% | 38% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=39) | 26% | 21% | 28% | 26% | * |
| Regular incidents of anti-social behaviour (n=42) | 17% | 29% | 24% | 31% | * |
| Drug related crime (drug use / drug dealing) (n=31) | 26% | 19% | 29% | 26% | * |

*(*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

29 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=42) | 48% | 19% | 33% |
| High turnover of tenancies / people moving in on a short term basis (n=42) | 57% | 19% | 24% |
| People not wanting to stay in the area (n=41) | 49% | 22% | 29% |
| Long term empty properties (n=42) | 57% | 19% | 24% |
| Run down properties (n=42) | 60% | 17% | 24% |
| Boarded properties (n=42) | 57% | 21% | 21% |
| Low demand for properties (n=42) | 45% | 31% | 24% |
| Low house prices (below market value) (n=40) | 53% | 20% | 28% |
| Low rent levels (n=38) | 39% | 11% | 50% |
| Badly managed privately rented homes (n=40) | 70% | 8% | 23% |
| Poor standard of private rented properties generally (n=42) | 76% | 10% | 14% |
| Poor housing service continually offered by private sector landlords / managing agents (n=42) | 71% | 7% | 21% |
| New tenants not being adequately referenced (n=42) | 76% | 7% | 17% |
| Absentee landlords (n=42) | 71% | 10% | 19% |
| Poor perception of private landlords (n=42) | 71% | 17% | 12% |
| Persistent noisy / nuisance neighbours (n=41) | 61% | 15% | 24% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=41) | 56% | 20% | 24% |
| Regular incidents of anti-social behaviour (n=41) | 59% | 22% | 20% |
| Drug related crime (drug use / drug dealing) (n=41) | 59% | 22% | 20% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=42)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 12% | 10% | 52% | 7% | 19% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 88% |
| No | 5% |
| Don't know | 7% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=43)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 79% |
| No | 5% |
| Don't know | 16% |

Q15 Please select from the list below the option that best describes you. (n=43)
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) | 21% | (please continue from Q20) |
| I rent from a private sector landlord / managing agent | 14% | (please continue to Q16) |
| Other (please specify below in the space provided) | 0% | (please continue from Q20) |

0 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 |
| 50% | 25% | 0% | 25% | 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=5) | 100% | 0% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=5) | 80% | 20% | 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=5) | 100% | 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=5) | 100% | 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=5) | 80% | 0% | 20% | * |
| <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=5) | 80% | 20% | 0% | * |
| Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=4) | 100% | 0% | 0% | * |

(*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 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=5)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 60% | 20% | 0% | 0% | 20% |

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

1 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

19 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

18 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=43)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 88% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 2% |
| Don't know | 9% |

Q23 Please use the space provided below for any further comments about our proposed Selective Licensing scheme.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

13 comments

(continue on a separate sheet if necessary)

Q24 Are you male or female? (n=43)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 37% | Female | 63% |
|------|-----|--------|-----|

Q25 What was your age on your last birthday? (n=43)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 5% | 12% | 5% | 21% | 28% | 23% | 7% |

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.

Mill House Leisure Centre, Raby Road Wednesday 20th August between 12:30pm - 2:00pm

Central Library, York Road Monday 28th July between 10:30am - 5:30pm and
Thursday 28th August between 10:30am - 5:30pm

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

The Annexe, Wharton Terrace Thursday 4th September between 10:30am - 1:00pm

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



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.

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.

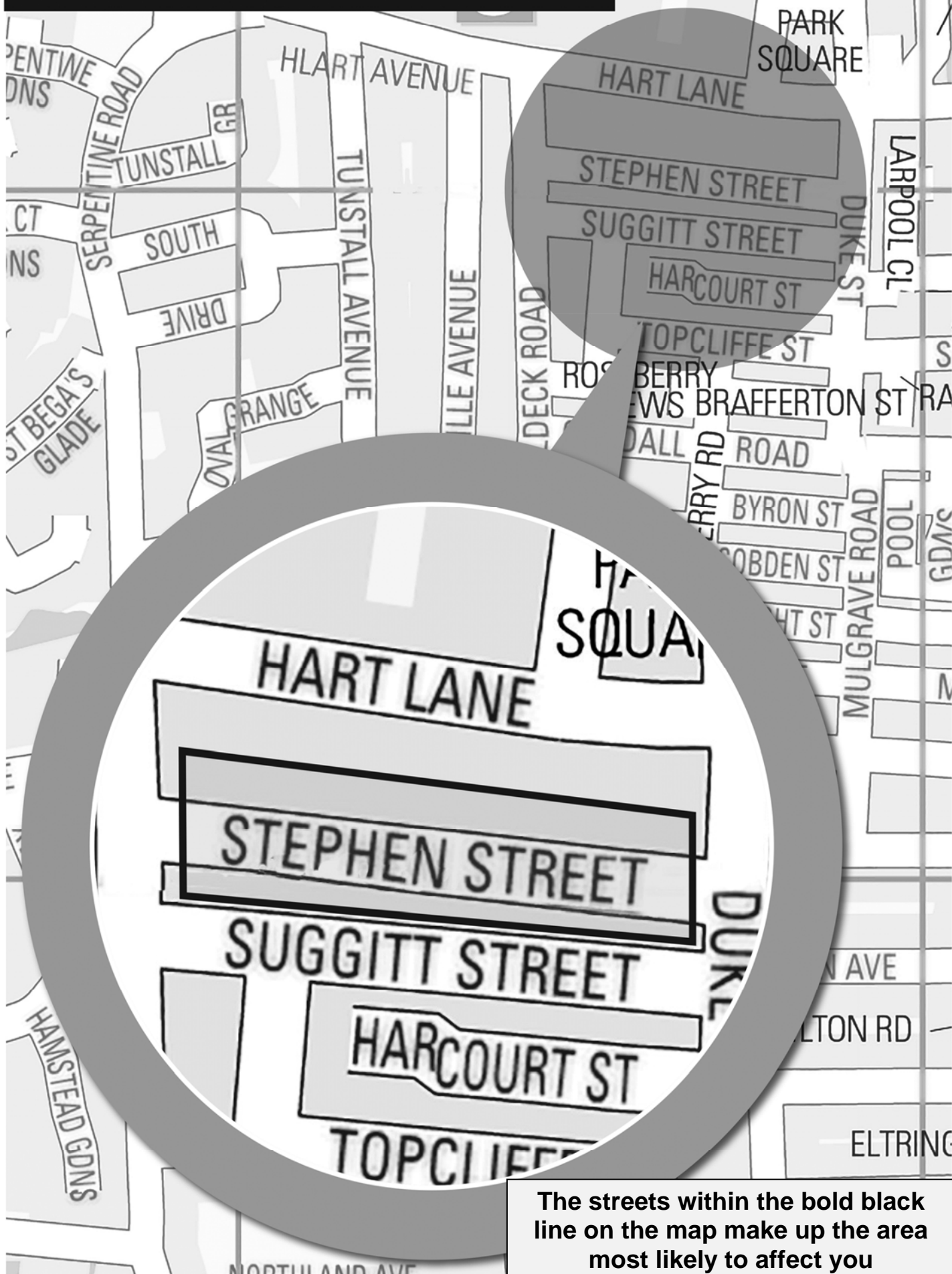
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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

Selective Licensing - Proposed Area

Boundary 8 Victoria Ward



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)

PB8

for office use only

Q2 How long have you lived at this address? (n=42)

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------------------|---------------------------------------|--|---------------------------------|------------------------------|
| Less than a year 12% | 1 year but less than 2 years 5% | 2 years but less than 5 years 2% | Between 5 and 10 years 7% | More than 10 years 74% |
|----------------------------|---------------------------------------|--|---------------------------------|------------------------------|

Q3 How long do you intend to remain living at your current address? (n=41)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|------------------------------|-----|---------------------------|
| Less than a year | 5% | (please continue to Q4) |
| 1 year but less than 5 years | 29% | (please continue to Q4) |
| More than 5 years | 2% | (please continue to Q4) |
| I have no plans to move | 63% | (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

13 comments

(continue on a separate sheet if necessary)

Q5 How satisfied or dissatisfied are you with your area as a place to live? (n=41)

PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|---------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 2% | 17% | 15% | 24% | 41% |

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=40)

PLEASE TICK (✓) ONE BOX ONLY

| | | |
|-----|-----|---------------------------|
| Yes | 78% | (please continue to Q7) |
| No | 23% | (please continue from Q9) |

Q7 Have the problems / issues been resolved? (n=31)

PLEASE TICK (✓) ONE BOX ONLY

| | |
|-----|-----|
| Yes | 10% |
| No | 90% |

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

32 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=36) | 3% | 14% | 28% | 56% | * |
| High turnover of tenancies / people moving in on a short term basis (n=38) | 5% | 8% | 34% | 53% | * |
| People not wanting to stay in the area (n=37) | 3% | 16% | 22% | 59% | * |
| Long term empty properties (n=40) | 0% | 18% | 28% | 55% | * |
| Run down properties (n=40) | 0% | 8% | 35% | 58% | * |
| Boarded properties (n=38) | 5% | 18% | 32% | 45% | * |
| Low demand for properties (n=30) | 7% | 20% | 13% | 60% | * |
| Low house prices (below market value) (n=36) | 3% | 25% | 14% | 58% | * |
| Low rent levels (n=20) | 15% | 20% | 20% | 45% | * |
| Badly managed privately rented homes (n=37) | 3% | 3% | 22% | 73% | * |
| Poor standard of private rented properties generally (n=35) | 3% | 6% | 23% | 69% | * |
| Poor housing service continually offered by private sector landlords / managing agents (n=27) | 4% | 7% | 15% | 74% | * |
| New tenants not being adequately referenced (n=29) | 3% | 3% | 17% | 76% | * |
| Absentee landlords (n=28) | 4% | 7% | 18% | 71% | * |
| Poor perception of private landlords (n=28) | 4% | 7% | 21% | 68% | * |
| Persistent noisy / nuisance neighbours (n=39) | 3% | 8% | 28% | 62% | * |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=37) | 3% | 27% | 35% | 35% | * |
| Regular incidents of anti-social behaviour (n=40) | 0% | 5% | 25% | 70% | * |
| Drug related crime (drug use / drug dealing) (n=37) | 0% | 3% | 19% | 78% | * |

*(*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

33 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=38) | 61% | 13% | 26% |
| High turnover of tenancies / people moving in on a short term basis (n=37) | 43% | 22% | 35% |
| People not wanting to stay in the area (n=37) | 62% | 19% | 19% |
| Long term empty properties (n=38) | 61% | 21% | 18% |
| Run down properties (n=38) | 61% | 21% | 18% |
| Boarded properties (n=37) | 59% | 22% | 19% |
| Low demand for properties (n=37) | 51% | 27% | 22% |
| Low house prices (below market value) (n=38) | 53% | 29% | 18% |
| Low rent levels (n=35) | 49% | 26% | 26% |
| Badly managed privately rented homes (n=37) | 65% | 22% | 14% |
| Poor standard of private rented properties generally (n=38) | 63% | 21% | 16% |
| Poor housing service continually offered by private sector landlords / managing agents (n=37) | 57% | 16% | 27% |
| New tenants not being adequately referenced (n=38) | 63% | 16% | 21% |
| Absentee landlords (n=38) | 58% | 18% | 24% |
| Poor perception of private landlords (n=38) | 61% | 21% | 18% |
| Persistent noisy / nuisance neighbours (n=38) | 61% | 21% | 18% |
| Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=38) | 53% | 18% | 29% |
| Regular incidents of anti-social behaviour (n=38) | 58% | 21% | 21% |
| Drug related crime (drug use / drug dealing) (n=38) | 55% | 29% | 16% |

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=40)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|---------------|----------------|----------------|--------------|------------|
| All landlords | Most landlords | Some landlords | No landlords | Don't know |
| 0% | 10% | 58% | 28% | 5% |

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)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 95% |
| No | 3% |
| Don't know | 3% |

Q14 Overall, do you think that introducing selective licensing will have a positive impact on private rented properties in your area? (n=40)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|------------|-----|
| Yes | 75% |
| No | 3% |
| Don't know | 23% |

Q15 Please select from the list below the option that best describes you. (n=40)
PLEASE TICK (✓) ONE BOX ONLY

| | | |
|---|-----|----------------------------|
| I am a home owner | 85% | (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 | 6% | (please continue to Q16) |
| Other (please specify below in the space provided) | 0% | (please continue from Q20) |

0 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=5)

| | | | | |
|-----------|------|--------------|------|-----------|
| Very good | Good | Satisfactory | Poor | Very poor |
| 60% | 0% | 40% | 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=5) | 100% | 0% | 0% | * |
| Is your landlord / managing agent <u>usually</u> easy to contact (n=5) | 100% | 0% | 0% | * |
| Were you asked to provide a reference prior to moving into your home (n=5) | 60% | 40% | 0% | * |
| Do you have a written tenancy agreement with your landlord / managing agent (n=5) | 100% | 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=5) | 100% | 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=5) | 100% | 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=5) | 100% | 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=5) | 60% | 0% | 40% | * |

(*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 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=5)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | |
|----------------|-----------|------------------------------------|--------------|-------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| 40% | 60% | 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

1 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

17 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

14 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=40)
PLEASE TICK (✓) ONE BOX ONLY

| | |
|---|-----|
| <u>I support</u> the introduction of a Selective Licensing scheme in the area proposed | 93% |
| <u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed | 3% |
| Don't know | 5% |

Q23
Please use the space provided below for any further comments about our proposed Selective Licensing scheme.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

15 comments

(continue on a separate sheet if necessary)

Q24
Are you male or female? (n=39)
PLEASE TICK (✓) ONE BOX ONLY

| | | | |
|------|-----|--------|-----|
| Male | 36% | Female | 64% |
|------|-----|--------|-----|

Q25
What was your age on your last birthday? (n=40)
PLEASE TICK (✓) ONE BOX ONLY

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-----|
| 16-17 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
| 0% | 5% | 0% | 18% | 25% | 25% | 20% | 8% |

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.

Mill House Leisure Centre, Raby Road

Wednesday 20th August between 12:30pm - 2:00pm

Central Library, York Road

Monday 28th July between 10:30am - 5:30pm and
Thursday 28th August between 10:30am - 5:30pm

Salaam Community Centre, Murray Street

Monday 11th August between 1:30pm - 3:00pm

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.

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)