

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.

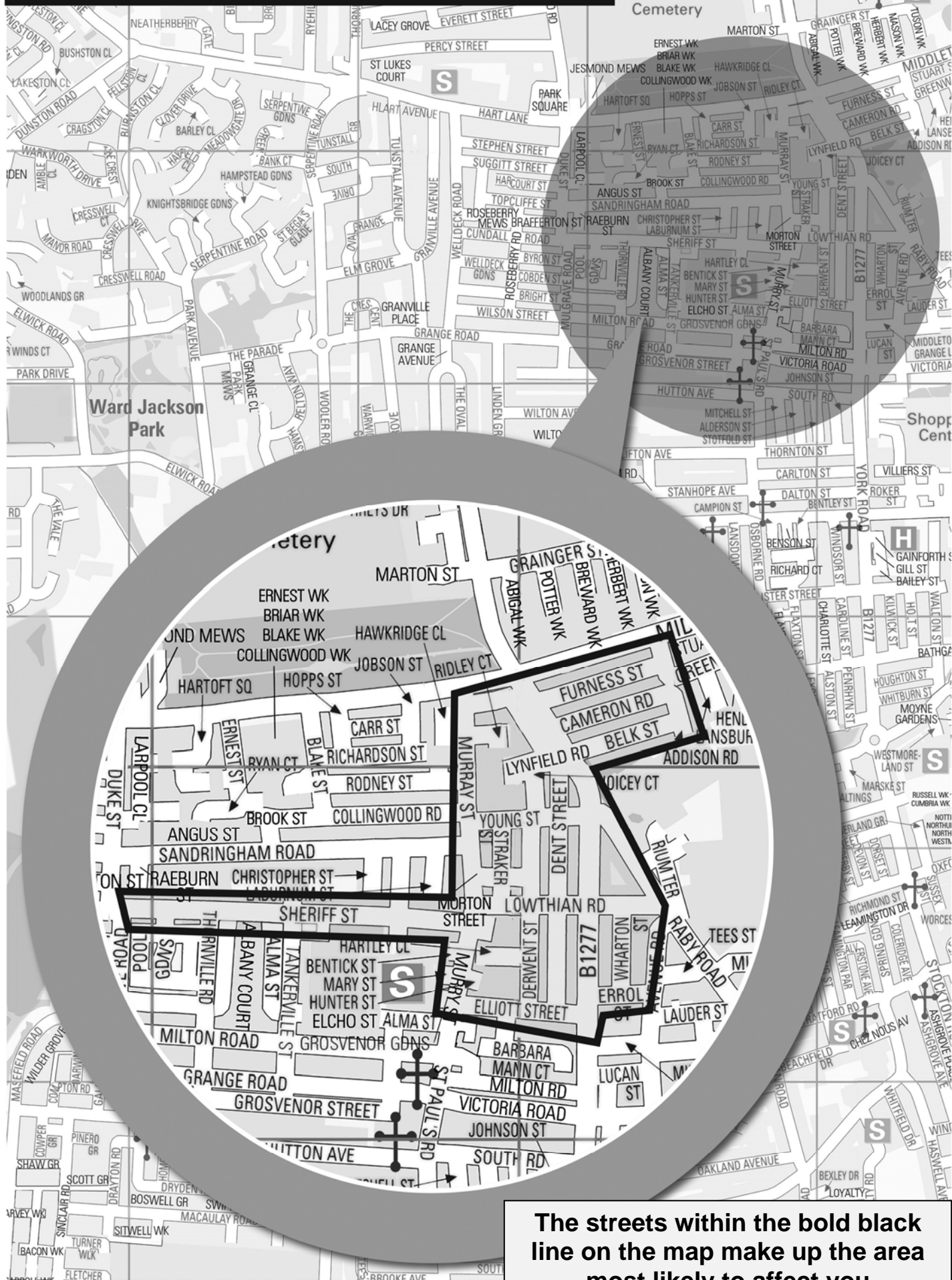
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of property and tenancy management, as well as working and supporting landlords with property and tenancy related issues, to ensure landlords are acting within the law and taking all reasonable steps to 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 9 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)

PB9

for office use only

Q2 How long have you lived at this address? (n=150)

PLEASE TICK (✓) ONE BOX ONLY

Less than a year 10%	1 year but less than 2 years 6%	2 years but less than 5 years 13%	Between 5 and 10 years 18%	More than 10 years 53%
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Q3 How long do you intend to remain living at your current address? (n=148)

PLEASE TICK (✓) ONE BOX ONLY

Less than a year	5%	(please continue to Q4)
1 year but less than 5 years	11%	(please continue to Q4)
More than 5 years	1%	(please continue to Q4)
I have no plans to move	83%	(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=150)

PLEASE TICK (✓) ONE BOX ONLY

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
9%	31%	18%	25%	17%

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=149)

PLEASE TICK (✓) ONE BOX ONLY

Yes	62%	(please continue to Q7)
No	38%	(please continue from Q9)

Q7 Have the problems / issues been resolved? (n=91)

PLEASE TICK (✓) ONE BOX ONLY

Yes	37%
No	63%

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

83 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=110)	17%	25%	32%	26%	*
High turnover of tenancies / people moving in on a short term basis (n=116)	11%	18%	37%	34%	*
People not wanting to stay in the area (n=109)	12%	18%	37%	33%	*
Long term empty properties (n=129)	11%	22%	29%	37%	*
Run down properties (n=132)	11%	17%	30%	42%	*
Boarded properties (n=131)	20%	29%	23%	28%	*
Low demand for properties (n=95)	15%	18%	36%	32%	*
Low house prices (below market value) (n=94)	10%	14%	30%	47%	*
Low rent levels (n=65)	28%	28%	25%	20%	*
Badly managed privately rented homes (n=123)	7%	12%	25%	55%	*
Poor standard of private rented properties generally (n=121)	7%	17%	27%	50%	*
Poor housing service continually offered by private sector landlords / managing agents (n=99)	9%	12%	25%	54%	*
New tenants not being adequately referenced (n=95)	9%	8%	28%	54%	*
Absentee landlords (n=96)	8%	13%	20%	59%	*
Poor perception of private landlords (n=105)	9%	10%	23%	58%	*
Persistent noisy / nuisance neighbours (n=133)	17%	26%	18%	39%	*
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=122)	14%	34%	17%	34%	*
Regular incidents of anti-social behaviour (n=130)	12%	25%	21%	42%	*
Drug related crime (drug use / drug dealing) (n=119)	14%	13%	27%	46%	*

*(*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

88 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=143)	55%	20%	26%
High turnover of tenancies / people moving in on a short term basis (n=139)	53%	19%	28%
People not wanting to stay in the area (n=137)	57%	22%	21%
Long term empty properties (n=140)	59%	16%	26%
Run down properties (n=138)	66%	17%	17%
Boarded properties (n=141)	60%	18%	22%
Low demand for properties (n=136)	53%	15%	32%
Low house prices (below market value) (n=134)	47%	21%	32%
Low rent levels (n=133)	29%	23%	48%
Badly managed privately rented homes (n=133)	69%	13%	18%
Poor standard of private rented properties generally (n=139)	71%	13%	17%
Poor housing service continually offered by private sector landlords / managing agents (n=140)	63%	13%	24%
New tenants not being adequately referenced (n=141)	65%	13%	22%
Absentee landlords (n=140)	63%	14%	23%
Poor perception of private landlords (n=136)	62%	15%	23%
Persistent noisy / nuisance neighbours (n=139)	63%	18%	19%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=139)	58%	19%	23%
Regular incidents of anti-social behaviour (n=139)	62%	19%	19%
Drug related crime (drug use / drug dealing) (n=141)	57%	20%	23%

Q12 Thinking about landlords renting out properties in your local area, how many do you think act responsibly in managing their properties? (n=149)
PLEASE TICK (✓) ONE BOX ONLY

All landlords	Most landlords	Some landlords	No landlords	Don't know
1%	11%	64%	15%	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=148)
PLEASE TICK (✓) ONE BOX ONLY

Yes	87%
No	7%
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=149)
PLEASE TICK (✓) ONE BOX ONLY

Yes	79%
No	11%
Don't know	10%

Q15 Please select from the list below the option that best describes you. (n=147)
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)	27%	(please continue from Q20)
I rent from a private sector landlord / managing agent	22%	(please continue to Q16)
Other (please specify below in the space provided)		(please continue from Q20)

1 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=26)

Very good	Good	Satisfactory	Poor	Very poor
54%	15%	19%	12%	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=25)	92%	4%	4%	*
Is your landlord / managing agent <u>usually</u> easy to contact (n=24)	88%	13%	0%	*
Were you asked to provide a reference prior to moving into your home (n=23)	43%	52%	4%	*
Do you have a written tenancy agreement with your landlord / managing agent (n=24)	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=25)	84%	12%	4%	*
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=25)	84%	12%	4%	*
<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=25)	76%	24%	0%	*
Are you aware of any procedures your landlord / managing agent follows in relation to dealing with any reports of anti-social behaviour (n=25)	36%	52%	12%	*

(*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=23) PLEASE TICK (✓) ONE BOX ONLY				
Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
30%	52%	9%	9%	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
<u>4 comments</u>
(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

72 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

86 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=146)
PLEASE TICK (✓) ONE BOX ONLY

<u>I support</u> the introduction of a Selective Licensing scheme in the area proposed	89%
<u>I do not support</u> the introduction of a Selective Licensing scheme in the area proposed	5%
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

57 comments

(continue on a separate sheet if necessary)

Q24	Are you male or female? (n=148)			
	PLEASE TICK (✓) ONE BOX ONLY			
	Male	43%	Female	57%

Q25 What was your age on your last birthday? (n=149)							
PLEASE TICK (✓) ONE BOX ONLY							
16-17	18-24	25-34	35-44	45-54	55-64	65-74	75+
0%	3%	6%	11%	25%	22%	23%	10%

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)

What is this consultation about?

Hartlepool Borough Council is considering whether to introduce a new licensing scheme, which would require those renting out properties in the private sector, in certain areas of Hartlepool, 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. Please refer to the maps enclosed, which outline each of the areas under consideration.

It is important we understand any problems in these areas resulting from the way private rented properties are managed and determine whether landlords and managing agents, who could be affected by the proposed designation, 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.

How do I have my say?

We would be very grateful if you could spare some time to complete this questionnaire.

The consultation is area specific however, we realise you may own or manage property in more than one of the proposed areas, therefore, please complete part 1 for **each** area relevant to you plus the **general** questions in parts 2 and 3.

Please return it in the pre-paid envelope provided (no stamp required).

Alternatively the questionnaire can be filled in online using the link below or scan the QR code with a smartphone to go directly to the site.

www.surveymonkey.com/s/hbc-selectivelicensing-landlords14



The deadline for all responses is **28th September 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.

It is important to stress that a decision on whether or not to proceed with the proposal, either in its current or amended form, will not be made until after the consultation has ended and full consideration has been given to (i) any responses which may be received, (ii) the supporting evidence and (iii) any other additional relevant information, which may become available during the consultation period.

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.

Anyone operating private rented 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 and a fee would be charged for each licence application.

To qualify for a licence, a proposed licence holder 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 could result in a substantial fine, upon summary conviction, and in extreme circumstances, the Council can take over the management of the property.

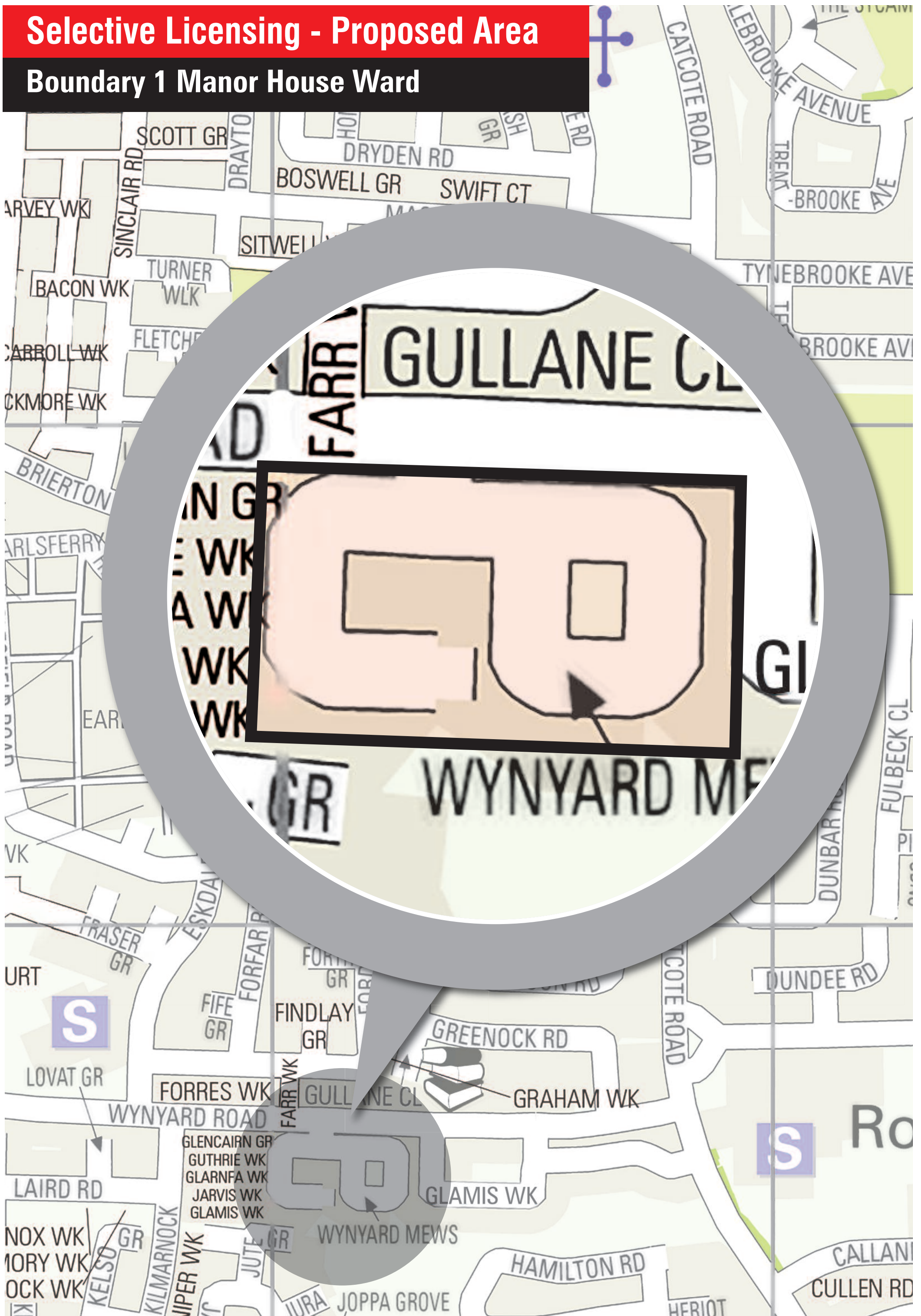
It aims to raise the standards of privately rented properties that fail to meet satisfactory levels of tenancy management, as well as working and supporting landlords with property and tenancy related issues.

Selective licensing can be used alongside other initiatives to help improve the way private rented properties are managed and encourage best practice.

Please visit the Council's website to view the consultation document; the proposed licence conditions and further details about selective licensing: www.hartlepool.gov.uk/selectivelicensing

Selective Licensing - Proposed Area

Boundary 1 Manor House Ward



Part 1: Proposed Boundary 1 (n=34)

PLEASE ONLY ANSWER QUESTIONS BELOW IF YOU OWN OR MANAGE PROPERTY IN BOUNDARY 1

Q1 How long have you owned or managed property in this area? (n=25)
PLEASE TICK (✓) ONE BOX ONLY

Less than a year 8%	1 year but less than 2 years 4%	2 years but less than 5 years 20%	Between 5 and 10 years 52%	More than 10 years 16%
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Q2 How many properties do you own or manage in this area? (n=25)
PLEASE WRITE IN THE BOX BELOW

n=21 (1 property), n=1 (3 properties), n=1 (4 properties), n=1 (7 properties), n=1 (10 properties)

Q3 How satisfied or dissatisfied are you with this area? (n=24)
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied 17%	Satisfied 29%	Neither satisfied nor dissatisfied 29%	Dissatisfied 12.5%	Very dissatisfied 12.5%	Don't know 0%
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Q4 Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=23)
PLEASE TICK (✓) ALL BOXES THAT APPLY

- | | |
|---|-----|
| (1) Reports from your tenant(s) of persistent noisy / nuisance neighbours | 4% |
| (2) Incidents of anti-social behaviour | 17% |
| (3) Complaints from neighbours about your tenant(s) | 0% |
| (4) Criminal activity | 22% |
| (5) Other (please state in space provided below)
<u>2 comments</u> | * |
| (6) Not applicable | 70% |

**please continue to Q5
if you have ticked any
of the first 5 boxes**

please continue to Q7

(*omitted from % calculations)

Q5 Have the problems / issues been resolved? (n=9)
PLEASE TICK (✓) ONE BOX ONLY

Yes	67%
No	33%

Q6 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken (remember all responses will be kept confidential).
PLEASE WRITE IN THE SPACE PROVIDED BELOW

7 comments

(continue on a separate sheet if necessary)

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

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
Finding new tenants for the property you own or manage (n=24)	42%	29%	13%	13%	4%
The property you own or manage remaining empty for long periods between tenancies (n=25)	40%	20%	24%	12%	4%
High turnover of tenants in the property you own or manage (tenants not staying long) (n=25)	40%	20%	24%	12%	4%
Long term empty properties (n=25)	52%	0%	20%	8%	20%
Run-down properties (n=25)	40%	12%	16%	8%	24%
Boarded up properties (n=25)	40%	12%	16%	8%	24%
Low house prices (below market values) (n=25)	32%	12%	8%	28%	20%
Low rent levels (n=25)	28%	32%	8%	8%	24%
Badly managed privately rented properties by other private sector landlords / managing agents (n=25)	28%	24%	12%	8%	28%
New tenants not being adequately referenced by other private sector landlords / managing agents (n=25)	32%	12%	20%	8%	28%
Absentee landlords (n=25)	36%	4%	12%	8%	40%
Poor perception of private landlords (n=25)	28%	8%	24%	12%	28%
Your tenant(s) causing anti-social behaviour (n=25)	56%	8%	8%	4%	24%
Your tenant(s) or property a victim of anti-social behaviour (n=25)	44%	12%	12%	4%	28%
Problems in neighbouring properties affecting your tenant(s) or property (n=25)	44%	4%	8%	12%	32%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=24)	38%	8%	25%	4%	25%
Drug related crime (drug use / drug dealing) (n=24)	29%	17%	13%	17%	25%

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

10 comments

(continue on a separate sheet if necessary)

Q9 Do you agree or disagree that this area suffers from problems of low demand for housing (i.e. difficulty finding tenants, empty properties, high turnover of occupancy and comparatively low house prices and rent levels)? (n=25)
PLEASE TICK (✓) ONE BOX ONLY

Agree
32%

Disagree
44%

Don't know
24%

Q10 Thinking about this area, has the demand for your property over the last 2 years ... (n=25)
PLEASE TICK (✓) ONE BOX ONLY

Increased
16%

Stayed the same
52%

Decreased
24%

Don't know
8%

Q11 Further to your response to Q10, please use the space provided below to explain why you think this is the case.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

12 comments

(continue on a separate sheet if necessary)

Q12 Do you think that the introduction of selective licensing in this area will assist in ...
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT

	Yes	No	Don't know
Improving how privately rented properties are managed by other private sector landlords / managing agents (n=24)	21%	46%	33%
Ensuring all landlords / managing agents address incidents of nuisance / anti-social behaviour involving their tenant(s) (n=24)	25%	46%	29%
Ensuring all landlords / managing agents are operating within the law (n=23)	30%	25%	35%
Encouraging good management practices across the private rented sector (n=24)	25%	46%	29%
Improving the perception of private landlords (n=24)	25%	46%	29%
Offering support and guidance to landlords / managing agents (n=23)	35%	39%	26%
Improving the reputation of this area (n=24)	25%	46%	29%
Increasing demand for housing generally (n=24)	21%	46%	33%
Reducing the turnover of tenancies / people moving in on a short term basis (n=24)	21%	50%	29%
Improving the overall standard of privately rented properties (n=24)	29%	42%	29%

Q13 Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=24)
PLEASE TICK (✓) ONE BOX ONLY

Agree 29%
Disagree 71%

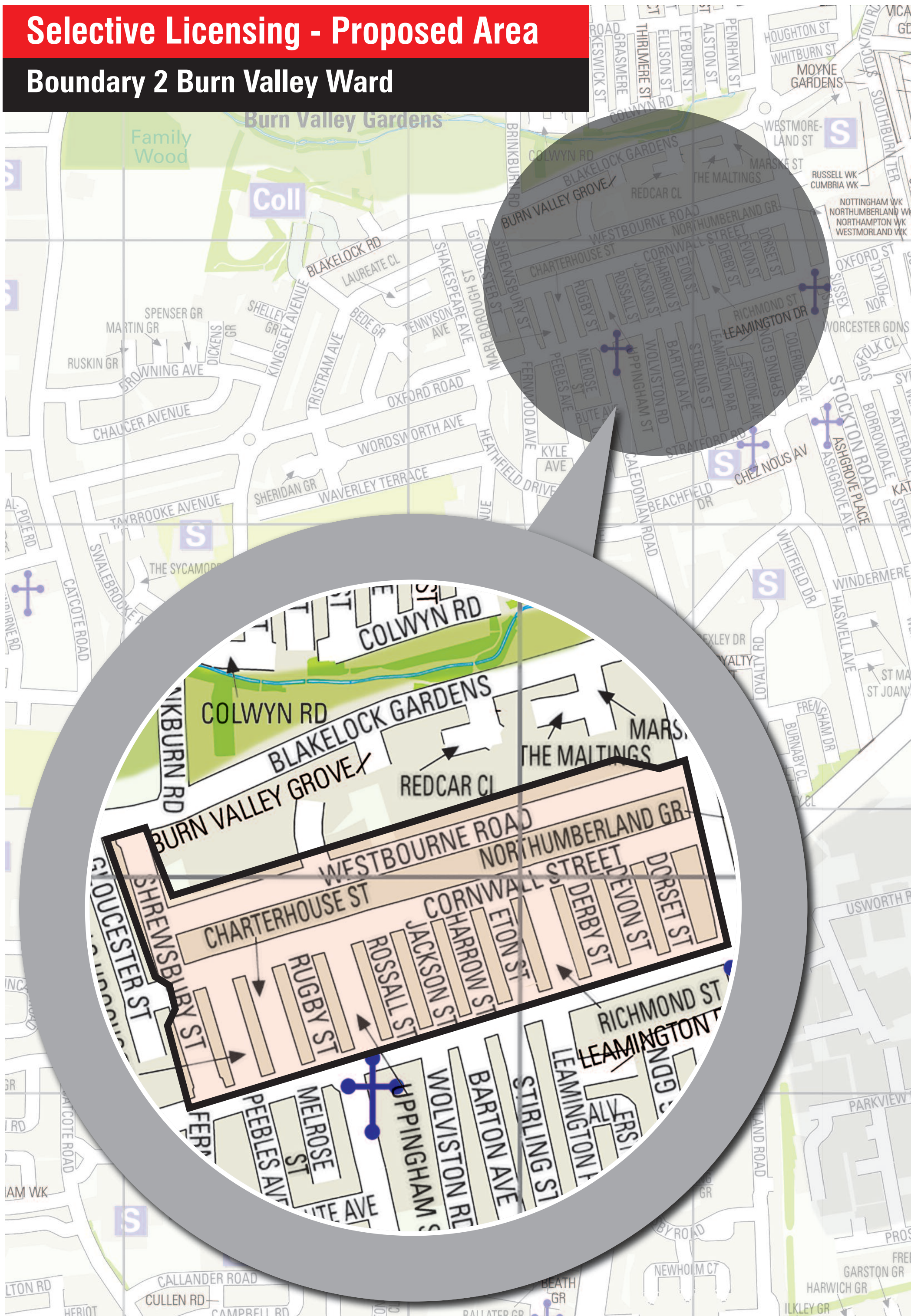
Q14 Please explain why you agree or disagree with the proposals.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

21 comments

(continue on a separate sheet if necessary)

Selective Licensing - Proposed Area

Boundary 2 Burn Valley Ward



Part 1: Proposed Boundary 2 (n=63)

PLEASE ONLY ANSWER QUESTIONS BELOW IF YOU OWN OR MANAGE PROPERTY IN BOUNDARY 2

Q1 How long have you owned or managed property in this area? (n=60)
PLEASE TICK (✓) ONE BOX ONLY

Less than a year 12%	1 year but less than 2 years 2%	2 years but less than 5 years 15%	Between 5 and 10 years 50%	More than 10 years 22%
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Q2 How many properties do you own or manage in this area? (n=58)
PLEASE WRITE IN THE BOX BELOW

n=38 (1 property), n=12 (2 properties), n=2 (3 properties), n=2 (5 properties),
n=1 (7 properties), n=1 (8 properties), n=1 (14 properties), n=1 (16 properties)

Q3 How satisfied or dissatisfied are you with this area? (n=60)
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied 8%	Satisfied 22%	Neither satisfied nor dissatisfied 17%	Dissatisfied 33%	Very dissatisfied 20%	Don't know 0%
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Q4 Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=77)
PLEASE TICK (✓) ALL BOXES THAT APPLY

- | | |
|---|-----|
| (1) Reports from your tenant(s) of persistent noisy / nuisance neighbours | 32% |
| (2) Incidents of anti-social behaviour | 44% |
| (3) Complaints from neighbours about your tenant(s) | 6% |
| (4) Criminal activity | 32% |
| (5) Other (please state in space provided below) | * |
| <u>10 comments</u> | |
| (6) Not applicable | 40% |

**please continue to Q5
if you have ticked any
of the first 5 boxes**

please continue to Q7

(*omitted from % calculations)

Q5 Have the problems / issues been resolved? (n=32)
PLEASE TICK (✓) ONE BOX ONLY

Yes	47%
No	53%

Q6 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken (remember all responses will be kept confidential).
PLEASE WRITE IN THE SPACE PROVIDED BELOW

29 comments

(continue on a separate sheet if necessary)

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

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
Finding new tenants for the property you own or manage (n=52)	21%	19%	22%	31%	7%
The property you own or manage remaining empty for long periods between tenancies (n=58)	21%	19%	31%	26%	3%
High turnover of tenants in the property you own or manage (tenants not staying long) (n=58)	28%	22%	26%	21%	3%
Long term empty properties (n=58)	28%	17%	19%	29%	7%
Run-down properties (n=55)	22%	27%	16%	22%	13%
Boarded up properties (n=58)	24%	22%	17%	24%	12%
Low house prices (below market values) (n=58)	9%	16%	33%	41%	2%
Low rent levels (n=57)	16%	27%	35%	19%	5%
Badly managed privately rented properties by other private sector landlords / managing agents (n=57)	9%	21%	21%	21%	28%
New tenants not being adequately referenced by other private sector landlords / managing agents (n=57)	7%	26%	12%	25%	30%
Absentee landlords (n=56)	11%	30%	7%	18%	34%
Poor perception of private landlords (n=55)	13%	26%	22%	22%	18%
Your tenant(s) causing anti-social behaviour (n=57)	74%	11%	7%	0%	9%
Your tenant(s) or property a victim of anti-social behaviour (n=58)	45%	14%	19%	14%	9%
Problems in neighbouring properties affecting your tenant(s) or property (n=58)	33%	17%	19%	21%	10%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=57)	40%	21%	9%	11%	19%
Drug related crime (drug use / drug dealing) (n=56)	21%	16%	20%	23%	20%

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

41 comments

(continue on a separate sheet if necessary)

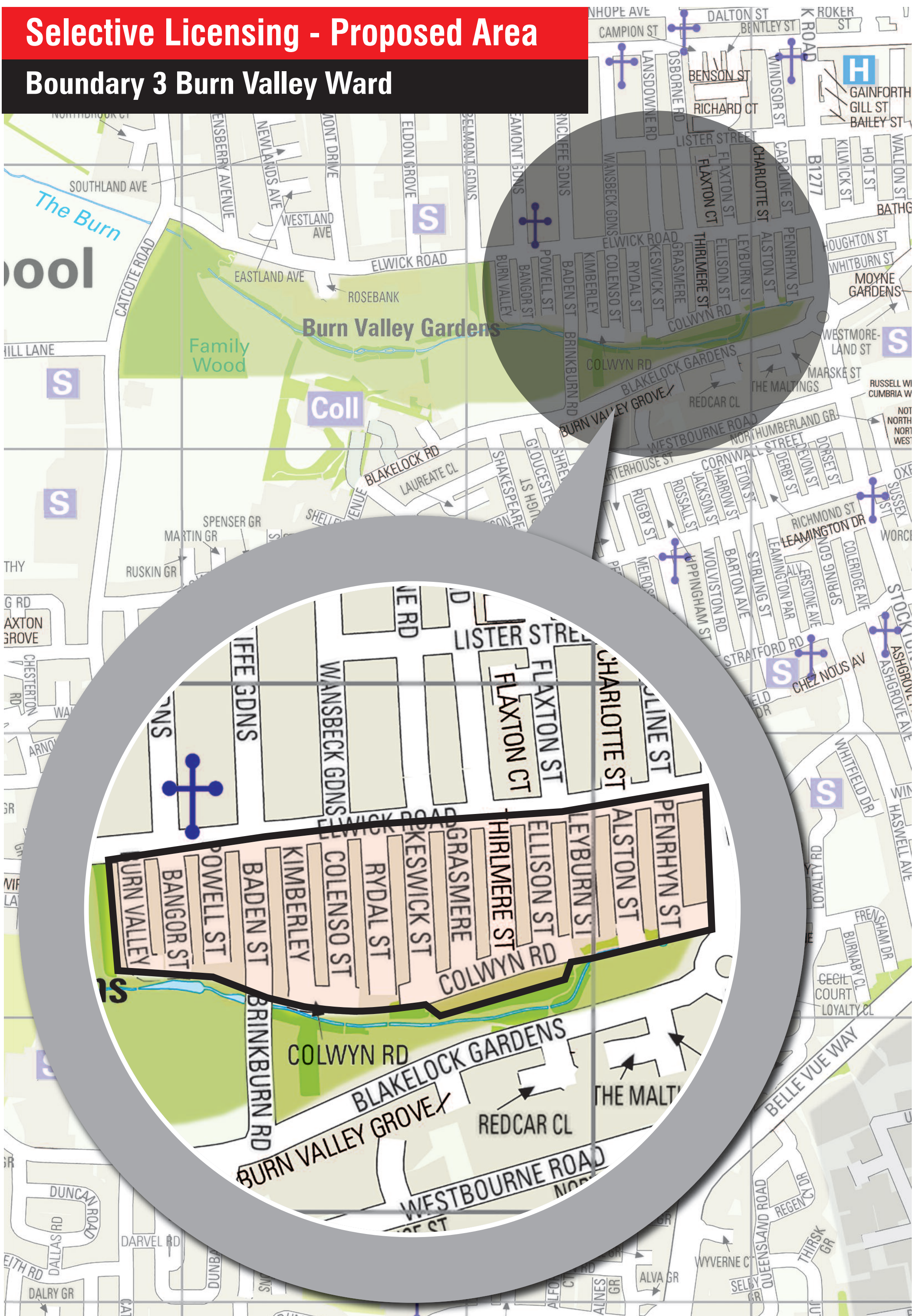
Q14 Please explain why you agree or disagree with the proposals.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

53 comments

(continue on a separate sheet if necessary)

Selective Licensing - Proposed Area

Boundary 3 Burn Valley Ward



Part 1: Proposed Boundary 3 (n=51)

PLEASE ONLY ANSWER QUESTIONS BELOW IF YOU OWN OR MANAGE PROPERTY IN BOUNDARY 3

Q1 How long have you owned or managed property in this area? (n=51)
PLEASE TICK (✓) ONE BOX ONLY

Less than a year 4%	1 year but less than 2 years 8%	2 years but less than 5 years 19%	Between 5 and 10 years 50%	More than 10 years 19%
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Q2 How many properties do you own or manage in this area? (n=50)
PLEASE WRITE IN THE BOX BELOW

**n=34 (1 property), n=7 (2 properties), n=6 (3 properties),
n=1 (4 properties), n=1 (7 properties), n=1 (11 properties)**

Q3 How satisfied or dissatisfied are you with this area? (n=50)
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied 14%	Satisfied 46%	Neither satisfied nor dissatisfied 28%	Dissatisfied 10%	Very dissatisfied 2%	Don't know 0%
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Q4 Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=39)
PLEASE TICK (✓) ALL BOXES THAT APPLY

(1) Reports from your tenant(s) of persistent noisy / nuisance neighbours	18%	please continue to Q5 if you have ticked any of the first 5 boxes
(2) Incidents of anti-social behaviour	18%	
(3) Complaints from neighbours about your tenant(s)	23%	
(4) Criminal activity	21%	
(5) Other (please state in space provided below)	*	
<u>2 comments</u>		
(6) Not applicable	62%	please continue to Q7

(*omitted from % calculations)

Q5 Have the problems / issues been resolved? (n=17)
PLEASE TICK (✓) ONE BOX ONLY

Yes	88%
No	12%

Q6 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken (remember all responses will be kept confidential).
PLEASE WRITE IN THE SPACE PROVIDED BELOW

16 comments

(continue on a separate sheet if necessary)

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

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
Finding new tenants for the property you own or manage (n=48)	35%	27%	19%	4%	15%
The property you own or manage remaining empty for long periods between tenancies (n=48)	35%	31%	23%	4%	6%
High turnover of tenants in the property you own or manage (tenants not staying long) (n=49)	45%	33%	10%	2%	10%
Long term empty properties (n=48)	50%	23%	6%	4%	17%
Run-down properties (n=47)	40%	32%	13%	4%	11%
Boarded up properties (n=47)	49%	23%	11%	4%	13%
Low house prices (below market values) (n=47)	17%	43%	19%	13%	9%
Low rent levels (n=47)	28%	38%	21%	2%	11%
Badly managed privately rented properties by other private sector landlords / managing agents (n=47)	21%	28%	15%	9%	28%
New tenants not being adequately referenced by other private sector landlords / managing agents (n=47)	17%	28%	17%	4%	34%
Absentee landlords (n=47)	23%	21%	17%	6%	32%
Poor perception of private landlords (n=46)	35%	20%	17%	9%	20%
Your tenant(s) causing anti-social behaviour (n=47)	77%	15%	2%	2%	2%
Your tenant(s) or property a victim of anti-social behaviour (n=47)	60%	23%	2%	2%	13%
Problems in neighbouring properties affecting your tenant(s) or property (n=47)	49%	26%	4%	6%	15%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=47)	53%	21%	9%	4%	13%
Drug related crime (drug use / drug dealing) (n=47)	40%	23%	11%	6%	19%

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

21 comments

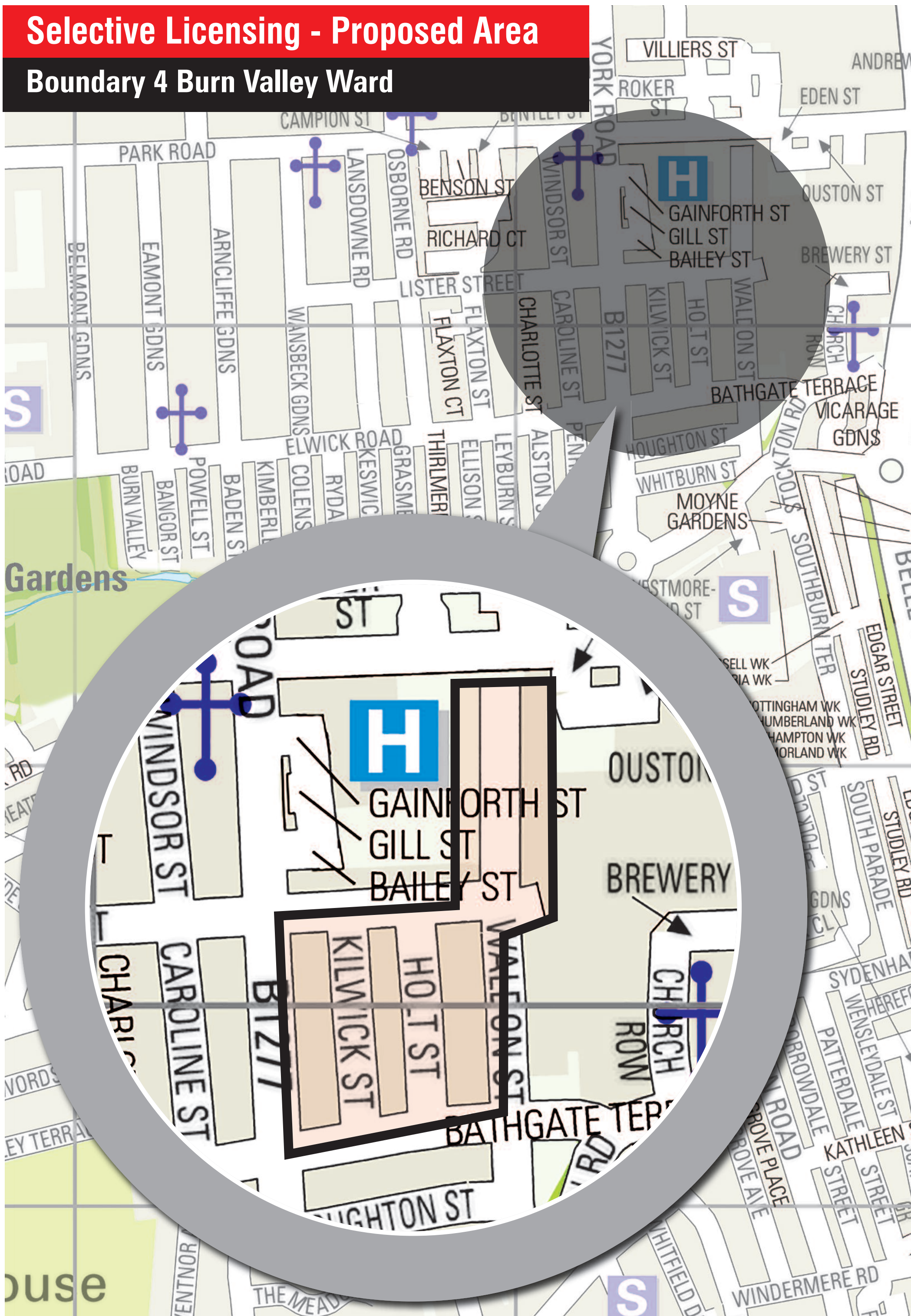
(continue on a separate sheet if necessary)

Q14 Please explain why you agree or disagree with the proposals.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

37 comments

(continue on a separate sheet if necessary)

Boundary 4 Burn Valley Ward



Part 1: Proposed Boundary 4 (n=17)

PLEASE ONLY ANSWER QUESTIONS BELOW IF YOU OWN OR MANAGE PROPERTY IN BOUNDARY 4

Q1 How long have you owned or managed property in this area? (n=16)
PLEASE TICK (✓) ONE BOX ONLY

Less than a year 0%	1 year but less than 2 years 6%	2 years but less than 5 years 31%	Between 5 and 10 years 31%	More than 10 years 31%
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Q2 How many properties do you own or manage in this area? (n=16)
PLEASE WRITE IN THE BOX BELOW

n=12 (1 property), n=1 (2 properties), n=2 (3 properties), n=1 (7 properties)

Q3 How satisfied or dissatisfied are you with this area? (n=16)
PLEASE TICK (✓) ONE BOX ONLY

Very satisfied 25%	Satisfied 38%	Neither satisfied nor dissatisfied 13%	Dissatisfied 13%	Very dissatisfied 13%	Don't know 0%
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Q4 Have you experienced any of the following problems or issues with your tenant(s) and / or a neighbouring property or resident, over the last 3 years in this area? (n=12)
PLEASE TICK (✓) ALL BOXES THAT APPLY

(1) Reports from your tenant(s) of persistent noisy / nuisance neighbours	25%
(2) Incidents of anti-social behaviour	8%
(3) Complaints from neighbours about your tenant(s)	8%
(4) Criminal activity	17%
(5) Other (please state in space provided below)	*
<u>1 comment</u>	
(6) Not applicable	67%

**please continue to Q5
if you have ticked any
of the first 5 boxes**

please continue to Q7

(*omitted from % calculations)

Q5 Have the problems / issues been resolved? (n=3)
PLEASE TICK (✓) ONE BOX ONLY

Yes	67%
No	33%

Q6 Please describe what happened, in as much detail as possible, including whether the incident(s) was reported, to who and any action that was taken (remember all responses will be kept confidential).
PLEASE WRITE IN THE SPACE PROVIDED BELOW

3 comments

(continue on a separate sheet if necessary)

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

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
Finding new tenants for the property you own or manage (n=6)	53%	40%	0%	7%	0%
The property you own or manage remaining empty for long periods between tenancies (n=15)	53%	47%	0%	0%	0%
High turnover of tenants in the property you own or manage (tenants not staying long) (n=14)	50%	36%	14%	0%	0%
Long term empty properties (n=15)	53%	33%	7%	0%	7%
Run-down properties (n=14)	50%	36%	7%	0%	7%
Boarded up properties (n=15)	60%	33%	0%	0%	7%
Low house prices (below market values) (n=14)	21%	36%	14%	14%	14%
Low rent levels (n=15)	40%	47%	7%	0%	7%
Badly managed privately rented properties by other private sector landlords / managing agents (n=14)	29%	50%	7%	0%	14%
New tenants not being adequately referenced by other private sector landlords / managing agents (n=15)	40%	27%	13%	0%	20%
Absentee landlords (n=14)	29%	29%	14%	0%	29%
Poor perception of private landlords (n=15)	40%	20%	20%	0%	20%
Your tenant(s) causing anti-social behaviour (n=14)	64%	29%	0%	7%	0%
Your tenant(s) or property a victim of anti-social behaviour (n=15)	53%	40%	0%	0%	7%
Problems in neighbouring properties affecting your tenant(s) or property (n=14)	50%	29%	0%	7%	14%
Deliberate damage to a property or vehicle (vandalism, graffiti, fire) (n=15)	53%	27%	7%	0%	13%
Drug related crime (drug use / drug dealing) (n=14)	36%	36%	0	7%	21%

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

5 comments

(continue on a separate sheet if necessary)

Q9	Do you agree or disagree that this area suffers from problems of low demand for housing (i.e. difficulty finding tenants, empty properties, high turnover of occupancy and comparatively low house prices and rent levels)? (n=15) PLEASE TICK (✓) ONE BOX ONLY		
	Agree 20%	Disagree 67%	Don't know 13%

Q10	Thinking about this area, has the demand for your property over the last 2 years ... (n=15) PLEASE TICK (✓) ONE BOX ONLY			
	Increased 20%	Stayed the same 67%	Decreased 7%	Don't know 7%

Q11 Further to your response to Q10, please use the space provided below to explain why you think this is the case. PLEASE WRITE IN THE SPACE PROVIDED BELOW <u>9 comments</u> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #f0f0f0; height: 20px; margin-bottom: 5px;"></div>
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(continue on a separate sheet if necessary)

Q12 Do you think that the introduction of selective licensing in this area will assist in ...				
PLEASE TICK (✓) ONE BOX ONLY FOR EACH STATEMENT				
	Yes	No	Don't know	
Improving how privately rented properties are managed by other private sector landlords / managing agents (n=14)	7%	64%	29%	
Ensuring all landlords / managing agents address incidents of nuisance / anti-social behaviour involving their tenant(s) (n=14)	21%	64%	14%	
Ensuring all landlords / managing agents are operating within the law (n=14)	29%	57%	14%	
Encouraging good management practices across the private rented sector (n=14)	21%	57%	21%	
Improving the perception of private landlords (n=14)	21%	64%	14%	
Offering support and guidance to landlords / managing agents (n=14)	14%	57%	29%	
Improving the reputation of this area (n=14)	21%	64%	14%	
Increasing demand for housing generally (n=14)	14%	64%	21%	
Reducing the turnover of tenancies / people moving in on a short term basis (n=14)	14%	64%	21%	
Improving the overall standard of privately rented properties (n=14)	21%	64%	14%	

Q13	Having read the consultation information, do you agree or disagree with the proposal to introduce a Selective Licensing scheme in this area? (n=14) PLEASE TICK (✓) ONE BOX ONLY	
	Agree 14%	Disagree 86%

Q14 Please explain why you agree or disagree with the proposals.
PLEASE WRITE IN THE SPACE PROVIDED BELOW

10 comments

(continue on a separate sheet if necessary)