

# Results of Selective Licensing Public Consultation 2024 – Residents and Business Surveys and Landlord Surveys

## Harpurhey – Whiteway Street (116 PRS properties)

### Summary of Results

There was strong support indicated in the survey from residents & businesses (89% of respondents agreed or strongly agreed), whilst no landlords agreed (with 60% strongly disagreeing) with the introduction of SL in Harpurhey. 66% of residents / business respondents and 20% of Landlords agreed or strongly agreed that the specific area that has been proposed is the right area for SL to be introduced. In addition, 97% of residents / businesses and 20% of landlords agreed or strongly agreed that Councils should have more oversight to ensure that private landlords act professionally and manage properties to a high standard.

The vast majority (92%) of residents / business who responded identified that rubbish & fly tipping is the biggest issue in the area. ASB (72%), property condition (67%), poorly managed PRS properties (67%) and people moving in and out of the area often (64%) all were rated as issues in the area by residents and businesses. Only two of the five landlords who responded recognised any issues in the area - with crime, rubbish and fly tipping, poor property condition, poorly managed PRS properties and properties that are not energy efficient all receiving 1 response each.

35 open text comments were received in response to the question 'What do you expect that the impact of introducing SL (on your home or business / on your properties) will be?' (28 from residents & businesses and 7 from landlords). Most residents hoped that a potential scheme would lead to improvement in the area (11 comments), for example, "A better place to live and enjoy living in". After this, comments expressing general agreement with the objectives of SL (5 comments) such as "Reducing criminality and antisocial behaviour" and support for improving landlord responsibility & accountability (5 comments) "Landlords have to complete repairs and shouldn't be able to threaten eviction from the tenant raising a repair request" were the most common themes.

In terms of landlord comments, from the 7 responses, 3 themes could be determined which all received 2 mentions. These principally related to business considerations, in terms of the impact of SL on the finances of managing their rental properties / portfolios – for example:

- Increased rent – e.g. "It will put further upward pressure on rents",
- Sell property – e.g. "will sell house as it not affordable"
- General disagreement / not in favour of SL for instance – e.g. "It will cost our (me and my wife's) business a significant amount of money due to give [five] properties in the area".

In response to the question 'what support or services do you think could be given to landlords to make sure they manage their houses to a high standard?' the top responses were:

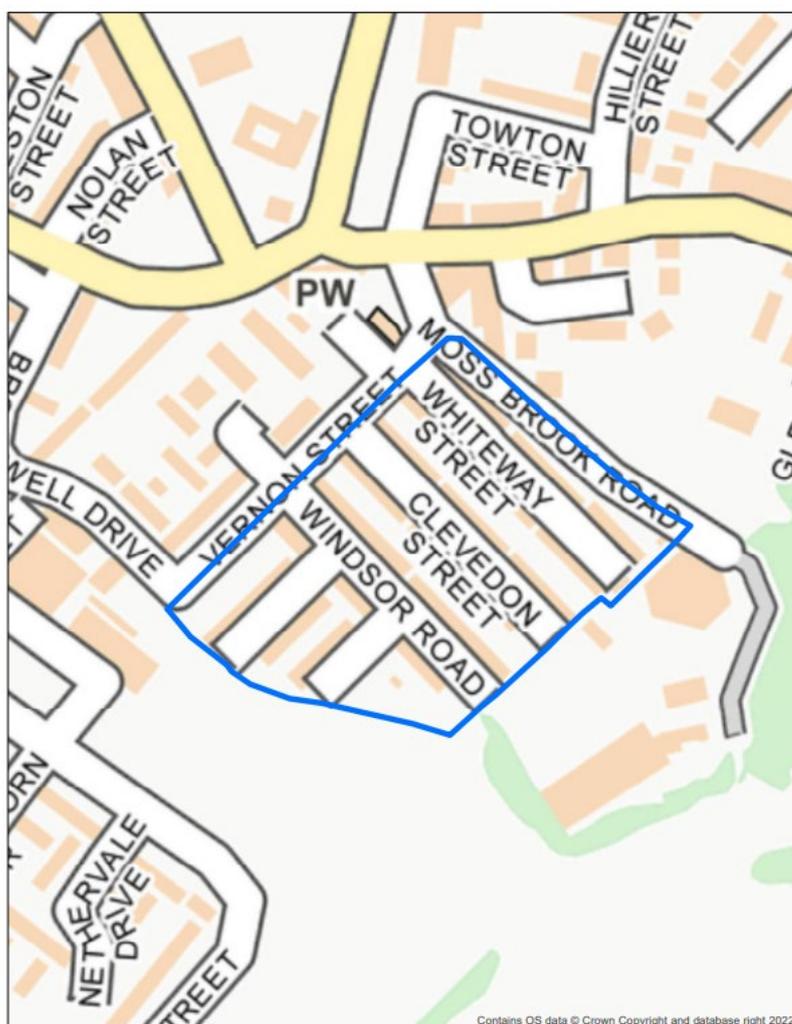
- Approved list of agents (2 mentions)
- General comments (2 mentions)

## Resident and Business Survey – Raw Data

### 1. Total Responses

- An owner occupier – 20
- Living in a home rented from a private landlord – 10
- Living in a home rented from the Council or a housing association – 6
- A business owner – 0
- Total responses - 36

### 2. Respondent area



[A map showing the proposed selective licensing area in Harpurhey]

- Live in the area shown on the map – 12

- Live near the area shown on the map – 24
- Own a business, in or near, the area shown on the map – 0
- Total – 36

### 3. Do you think the area has any of these issues?

- High levels of crime – 15 (42%)
- High levels of antisocial behaviour – 26 (72%)
- Problems with rubbish and fly tipping – 33 (92%)
- Properties in poor condition – 24 (67%)
- Properties that are not energy efficient - 18 (50%)
- Overcrowded properties – 15 (42%)
- People moving in and out of the area often – 23 (64%)
- Poorly managed private rented properties – 24 (67%)
- Note: Respondent can select multiple options

### 4. In the last three years have you or your immediate family been affected by these issues?

- Poor condition of your property – 7 (19%)
- Poor energy efficiency within the home – 7 (19%)
- Have struggled to pay rent due to the increases in the cost of living – 5 (14%)
- Poor condition of neighbouring private rented properties – 18 (50%)
- Antisocial behaviour – 24 (67%)
- Lack of a suitable bathroom/toilet – 0 (0%)
- Overcrowding – 6 (17%)
- Problem with the way a landlord or letting agent looks after your property – 8 (22%)
- Not being given a tenancy agreement – 1 (3%)
- Lack of a suitable place to cook food – 1 (3%)
- Note: Respondent can select multiple options

### 5. To what extent do you agree that landlords should do the following:

- **Supply the tenant with a tenancy agreement**
  - Strongly agree – 32 (89%)
  - Agree – 4 (11%)
  - Neither agree nor disagree – 0 (0%)

- Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
- **Ensure that the property has valid certification (including gas safety, electric testing and carbon monoxide alarms)**
    - Strongly agree – 35 (97%)
    - Agree – 1 (3%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 0 (0%)
    - Don't know – 0 (0%)
    - No answer – 0 (0%)
- **Ensure new tenants provide references**
    - Strongly agree – 28 (78%)
    - Agree – 4 (11%)
    - Neither agree nor disagree – 2 (6%)
    - Disagree – 1 (3%)
    - Strongly disagree – 0 (0%)
    - Don't know – 1 (3%)
    - No answer – 0 (0%)
- **Make sure that the premises and its grounds are in a clean, safe and habitable state prior to new tenants moving in**
    - Strongly agree – 35 (97%)
    - Agree – 1 (3%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 0 (0%)
    - Don't know – 0 (0%)
    - No answer – 0 (0%)
- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
    - Strongly agree – 35 (97%)
    - Agree – 1 (3%)

- Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
    - Strongly agree – 30 (83%)
    - Agree – 4 (11%)
    - Neither agree nor disagree – 2 (6%)
    - Disagree – 0 (0%)
    - Strongly disagree – 0 (0%)
    - Don't know – 0 (0%)
    - No answer – 0 (0%)
- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
    - Strongly agree – 29 (81%)
    - Agree – 5 (14%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 0 (0%)
    - Don't know – 1 (3%)
    - No answer – 1 (3%)
- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
    - Strongly agree – 32 (89%)
    - Agree – 3 (8%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 0 (0%)
    - Don't know – 0 (0%)
    - No answer – 1 (3%)

- **Make sure that the tenant is provided with all recycling and refuse bins at the start of the tenancy and understands the collection arrangements**

- Strongly agree – 32 (89%)
- Agree – 3 (8%)
- Neither agree nor disagree – 0 (0%)
- Disagree – 0 (0%)
- Strongly disagree – 0 (0%)
- Don't know – 0 (0%)
- No answer – 1 (3%)

- 6. Please state if you agree or disagree with the following statement: Councils should have more oversight to make sure that private landlords act professionally and manage properties to a high standard.**

- Strongly agree – 30 (83%)
- Agree – 5 (14%)
- Neither agree nor disagree – 0 (0%)
- Disagree – 0 (0%)
- Strongly disagree – 0 (0%)
- Don't know – 0 (0%)
- No answer – 1 (3%)

- 7. Please state if you agree or disagree with the following statement: The Council should introduce licenses for private rented properties in the area.**

- Strongly agree – 30 (83%)
- Agree – 2 (6%)
- Neither agree nor disagree – 2 (6%)
- Disagree – 1 (3%)
- Strongly disagree – 0 (0%)
- Don't know – 0 (0%)
- No answer – 1 (3%)

- 8. Please state if you agree or disagree with the following statement: If we were to introduce selective licensing, the area on the map above is the right area.**

- Strongly agree – 17 (47%)
- Agree – 7 (19%)
- Neither agree nor disagree – 4 (11%)

- Disagree – 3 (8%)
- Strongly disagree – 2 (6%)
- Don't know – 1 (3%)
- No answer – 2 (6%)

**If the area to introduce selective licensing is not right, what changes to the area would you make? (9 responses)**

- **Theme: Expand selective licensing**
- Count: 8
- Example: "think it should be everywhere"
  
- **Theme: General suggestion**
- Count: 1
- Example: "There is a high number of rats being seen as well"

**9. What do you expect that the impact of introducing selective licensing on your home or business will be? (28 responses)**

- **Theme: Improvement in the area**
- Count: 11
- Example: "A better place to live and enjoy living in"
  
- **Theme: General comment**
- Count: 5
- Example: "Reducing criminality antisocial behaviour"
  
- **Theme: Improve landlord responsibility/accountability**
- Count: 5
- Example: "Landlords have to complete repairs and shouldn't be able to threat eviction from the tenant raising a repair request"
  
- **Theme: Positive impact**
- Count: 2
- Example: "Rules have to put in place which hopefully cuts down anti-social behaviour"

- **Theme: Tenants held to account**
- Count: 2
- Example: "Tenants will be more observed"
  
- **Theme: Improve tenants rights**
- Count: 1
- Example: "Tenants feel like they have a more secure home"
  
- **Theme: Rent increases**
- Count: 1
- Example: "Might cause the landlord to increase my rent"
  
- **Theme: A waste of time/money**
- Count: 1
- Example: "You've been messing about with licencing of private rented properties for 20 years"

## Landlord and Letting Agent Survey – Raw Data:



[A map showing the proposed selective licensing area in Harpurhey]

### 1. Total responses

- Landlord: 5
- Letting agent: 0
- Total respondents: 5

### 2. Number of properties owned and/or managed in the area: 8

### 3. Number of properties owned and/or managed nearby (outside of the area but within a mile of it): 8

### 4. Do you think the area has any of these issues?

- High levels of crime: 1 (20%)
- High levels of antisocial behaviour: 0 (0%)
- Problems with rubbish and fly tipping: 1 (20%)
- Properties in poor condition: 1 (20%)
- Properties that are not energy efficient: 1 (20%)
- Overcrowded properties: 0 (0%)
- People moving in and out of the area often: 0 (0%)
- Poorly managed private rented properties: 1 (20%)

**5. In the last three years have any of your properties in the areas been affected by these issues?**

- Antisocial behaviour: 1 (20%)
- Problems finding tenants: 1 (20%)
- Problems getting references: 0 (0%)
- Rent arrears: 1 (20%)
- Overcrowding: 0 (0%)
- Residents who are struggling to pay rent due to increases in the cost of living: 1 (20%)

**6. To what extent do you agree that landlords should do the following:**

- **Supply the tenant with a tenancy agreement**
  - Strongly agree – 4 (80%)
  - Agree – 1 (20%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
- **Ensure that the property has valid certification (including gas safety, electric testing and carbon monoxide alarms)**
  - Strongly agree – 2 (40%)
  - Agree – 2 (40%)
  - Neither agree nor disagree – 1 (20%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)

- No answer – 0 (0%)
  
- **Ensure new tenants provide references**
  - Strongly agree – 3 (60%)
  - Agree – 1 (20%)
  - Neither agree nor disagree – 1 (20%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
  
- **Make sure that the premises and its grounds are in a clean, safe and habitable state prior to new tenants moving in**
  - Strongly agree – 3 (60%)
  - Agree – 1 (20%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 1 (20%)
  
- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
  - Strongly agree – 2 (40%)
  - Agree – 2 (40%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 1 (20%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
  
- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
  - Strongly agree – 1 (20%)
  - Agree – 2 (40%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 2 (40%)
  - Strongly disagree – 0 (0%)

- Don't know – 0 (0%)
- No answer – 0 (0%)
  
- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
  - Strongly agree – 1 (20%)
  - Agree – 2 (40%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 1 (20%)
  - Strongly disagree – 1 (20%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
  
- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
  - Strongly agree – 2 (40%)
  - Agree – 3 (60%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)
  
- **Make sure that the tenant is provided with all recycling and refuse bins at the start of the tenancy and understands the collection arrangements**
  - Strongly agree – 2 (40%)
  - Agree – 2 (40%)
  - Neither agree nor disagree – 1 (20%)
  - Disagree – 0 (0%)
  - Strongly disagree – 0 (0%)
  - Don't know – 0 (0%)
  - No answer – 0 (0%)

**7. Please state if you agree or disagree with the following statement:  
Councils should have more oversight to make sure that private landlords act professionally and manage properties to a high standard.**

- Strongly agree – 0 (0%)
- Agree – 1 (20%)
- Neither agree nor disagree – 2 (40%)
- Disagree – 2 (40%)
- Strongly disagree – 0 (0%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

**8. Please state if you agree or disagree with the following statement: The Council should introduce licenses for private rented properties in the area.**

- Strongly agree – 0 (0%)
- Agree – 0 (0%)
- Neither agree nor disagree – 1 (20%)
- Disagree – 1 (20%)
- Strongly disagree – 3 (60%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

**9. Please state if you agree or disagree with the following statement: If we were to introduce selective licensing, the area on the map above is the right area.**

- Strongly agree – 1 (20%)
- Agree – 0 (0%)
- Neither agree nor disagree – 1 (20%)
- Disagree – 1 (20%)
- Strongly disagree – 2 (40%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

**If not, what changes to the area would you make? (2 responses)**

- **Theme: General comment**
- Count: 2
- Example: "How about some of the copious nearby social housing"

**10. What support or services do you think could be given to landlords to make sure they manage their houses to a high standard? (6 responses)**

- **Theme: Approved list of agents**
- Count: 2
- Example: “compulsory council approved letting agents”
  
- **Theme: General comment**
- Count: 2
- Example: “How about a novel concept of a free market”
  
- **Theme: Clear legislation on what a habitable house is**
- Count: 1
- Example: “Clear legislation and ideas around what a high standard house looks like”
  
- **Theme: Increased council engagement with landlord**
- Count: 1
- Example: “Keep contact with them”

**11. Previously, the Council has offered a discount for landlords who apply for the scheme during the 3-month designation period. Do you support the early bird discount?**

- Yes – 2
- No – 3
- No data – 0
- Total respondents - 5

**12. What do you expect that the impact of introducing selective licensing on your properties will be? (7 responses)**

- **Theme: Increased rent**
- Count: 2
- Example: “It will put further upward pressure on rents”

- **Theme: Sell property**
- Count: 2
- Example: "Will sell the house as it is not affordable"
  
- **Theme: Not in favour of selective licensing**
- Count: 2
- Example: "There is little evidence to support the selective licensing helped reduced crime"
  
- **Theme: Reduced income**
- Count: 1
- Example: "It will cost our (me and my wife's) business a significant amount of money due to five properties in the area"