

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

## Crumpsall – Enver Road (147 PRS properties)

### Summary of Results

In Crumpsall, 91% of residents and business respondents to the survey indicated support for the introduction of SL. Landlords in Crumpsall were unanimously against the introduction of SL, with 0% indicating support and 73% strongly disagreeing with the introduction of SL. 81% of residents and 0% of landlords agreed or strongly agreed that the specific area that has been proposed is the right area for SL to be introduced. Finally, 94% of residents and 0% of landlords agree or strongly agree with the statement that “Councils should have more oversight to make sure that private landlords act professionally and manage properties to a high standard”.

Residents & businesses (80% of responses) and landlords (2 responses) both listed rubbish and fly tipping as the area’s main issue. In addition, 65% of resident / business respondents identified poorly managed properties as an issue, with 56% of residents who responded to the question stating that in the last 3 years they or their immediate family had been affected by the poor condition of neighbouring PRS homes. No landlords recognised issues with poor condition (despite 7 Category 1 and 41 Category 2 hazards identified during initial internal inspections of c.10% of PRS properties in the area – see Section 8) but indicated more concerned about rent arrears (27% of landlord responses) and tenants struggling to pay rent due to increases in cost of living (9%).

64 open text comments were recorded 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?’ (mostly from residents – 57). These responses identified a range of common themes – most notably they indicated that an improvement in the area was anticipated (28 comments) - for example “enhance the appearance of an area that has become progressively more run down and dilapidated”. Residents also hoped that the scheme would improve landlord responsibility & accountability (12 responses) – “landlords being held more accountable is a good thing for any area, particularly if they are forced to be responsible for the upkeep of properties”.

Seven open text comments were received from landlords, with the most common theme (5 responses) being general disagreement with the introduction of SL - for example “Have a negative affect between landlord and tenant agreement”. This was followed by concerns around increased rent (1 response). Landlords were also asked what support or services they think could be given to help with managing their homes to a high standard. 6 landlords responded and the top suggestions were:

- More support for landlords with poor quality tenants (2 mentions)
- Require tenants to take more responsibility for behaviour (2 mentions)

## Resident and Business Survey – Raw Data

### 1. Total Responses

- An owner occupier – 43
- Living in a home rented from a private landlord – 16
- Living in a home rented from the Council or a housing association – 5
- A business owner – 0
- No answer - 2
- Total responses - 66

### 2. Respondent area



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

- Live in the area shown on the map – 48
- Live near the area shown on the map – 17
- Own a business, in or near, the area shown on the map – 1
- Total – 66

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

- High levels of crime – 21 (32%)
- High levels of antisocial behaviour – 32 (48%)
- Problems with rubbish and fly tipping – 53 (80%)
- Properties in poor condition – 43 (65%)
- Properties that are not energy efficient – 18 (27%)
- Overcrowded properties – 21 (32%)
- People moving in and out of the area often – 31 (47%)
- Poorly managed private rented properties – 31 (47%)
- 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 – 6 (9%)
- Poor energy efficiency within the home – 13 (20%)
- Have struggled to pay rent due to the increases in the cost of living – 14 (21%)
- Poor condition of neighbouring private rented properties – 37 (56%)
- Antisocial behaviour – 28 (42%)
- Lack of a suitable bathroom/toilet – 2 (3%)
- Overcrowding – 5 (8%)
- Problem with the way a landlord or letting agent looks after your property – 7 (11%)
- Not being given a tenancy agreement – 2 (3%)
- Lack of a suitable place to cook food – 1 (2%)
- 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 – 59 (89%)
  - Agree – 3 (5%)

- Neither agree nor disagree – 1 (2)
  - Disagree – 0 (0%)
  - Strongly disagree – 1 (2%)
  - Don't know – 1 (2%)
  - No answer – 1 (2%)
- **Ensure that the property has valid certification (including gas safety, electric testing and carbon monoxide alarms)**
    - Strongly agree – 59 (89%)
    - Agree – 3 (5%)
    - Neither agree nor disagree – 1 (2%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (2%)
    - Don't know – 1 (2%)
    - No answer – 1 (2%)
- **Ensure new tenants provide references**
    - Strongly agree – 53 (80%)
    - Agree – 4 (6%)
    - Neither agree nor disagree – 5 (8%)
    - Disagree – 1 (2%)
    - Strongly disagree – 1 (2%)
    - Don't know – 1 (2%)
    - No answer – 1 (2%)
- **Make sure that the premises and its grounds are in a clean, safe and habitable state prior to new tenants moving in**
    - Strongly agree – 60 (91%)
    - Agree – 4 (6%)
    - Neither agree nor disagree – 1 (2%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (2%)
    - Don't know – 1 (2%)
    - No answer – 0 (0%)
- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
    - Strongly agree – 50 (76%)

- Agree – 6 (9%)
  - Neither agree nor disagree – 2 (3%)
  - Disagree – 2 (3%)
  - Strongly disagree – 3 (5%)
  - Don't know – 1 (2%)
  - No answer – 2 (3%)
- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
    - Strongly agree – 58 (88%)
    - Agree – 5 (8%)
    - Neither agree nor disagree – 1 (2%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (2%)
    - Don't know – 0 (0%)
    - No answer – 1 (2%)
- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
    - Strongly agree – 56 (85%)
    - Agree – 4 (6%)
    - Neither agree nor disagree – 2 (3%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (2%)
    - Don't know – 0 (0%)
    - No answer – 3 (5%)
- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
    - Strongly agree – 57 (86%)
    - Agree – 3 (5%)
    - Neither agree nor disagree – 1 (2%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (2%)
    - Don't know – 1 (2%)
    - No answer – 3 (5%)

- **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 – 60 (91%)
- Agree – 3 (5%)
- Neither agree nor disagree – 2 (3%)
- Disagree – 0 (0%)
- Strongly disagree – 1 (2%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

- 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 – 61 (92%)
- Agree – 1 (2%)
- Neither agree nor disagree – 2 (3%)
- Disagree – 0 (0%)
- Strongly disagree – 2 (3%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

- 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 – 60 (91%)
- Agree – 0 (0%)
- Neither agree nor disagree – 1 (2%)
- Disagree – 0 (0%)
- Strongly disagree – 4 (6%)
- Don't know – 1 (2%)
- No answer – 0 (0%)

- 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 – 50 (76%)

- Agree – 3 (5%)
- Neither agree nor disagree – 4 (6%)
- Disagree – 2 (3%)
- Strongly disagree – 7 (11%)
- Don't know – 0 (0%)
- No answer – 0 (0%)

**If the area to introduce selective licensing is not right, what changes to the area would you make? (13 responses)**

- **Theme: Expand Selective Licensing**
- Count: 12
- Example: "I would do more streets, make them all do it, landlords need controlling"
- **Theme: Improve services**
- Count: 1
- Example: "should invest more in a police presence and crack down on the anti social behaviour and drug dealing"

**9. What do you expect that the impact of introducing selective licensing on your home or business will be? (57 responses)**

- **Theme: Improvement in the area**
- Count: 28
- Example: "enhance the appearance of an area that has become progressively more run down and dilapidated"
- **Theme: Improve landlord responsibility/accountability**
- Count: 12
- Example: "landlords being held more accountable is a good thing for any area, particularly if they are forced to be responsible for the upkeep of properties"
- **Theme: No problem in the area but can see the benefit**
- Count: 5
- Example: "Nice area, but licensing can only be a good thing"

- **Theme: No benefit**
- Count: 2
- Example: "No direct impact"
  
- **Theme: Reduce tenancy turnover**
- Count: "Tenants moved in and out of the houses in three month periods. Sometimes I don't feel safe"
- Example:
  
- **Theme: Reduced rent**
- Count: 2
- Example: "Struggle to pay rent"
  
- **Theme: Rent increases**
- Count: 2
- Example: "'stealing money' from landlords and in turn causing rents to increase"
  
- **Theme: In favour of Selective Licensing**
- Count: 2
- Example: "I am for licensing"
  
- **Theme: A waste of time/money**
- Count: 2
- Example: "The council waste money and just make more paperwork, waste of time"

## Landlord and Letting Agent Survey – Raw Data:



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

### 1. Total responses

- Landlord: 10
- Letting agent: 1
- Total respondents: 51

### 2. Number of properties owned and/or managed in the area: 13

### 3. Number of properties owned and/or managed nearby (outside of the area but within a mile of it): 14

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

- High levels of crime: 0 (0%)
- High levels of antisocial behaviour: 0 (0%)
- Problems with rubbish and fly tipping: 2 (18%)
- Properties in poor condition: 0 (0%)
- Properties that are not energy efficient: 0 (0%)
- Overcrowded properties: 0 (0%)
- People moving in and out of the area often: 0 (0%)
- Poorly managed private rented properties: 0 (0%)

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

- Antisocial behaviour: 0 (0%)
- Problems finding tenants: 0 (0%)
- Problems getting references: 0 (0%)
- Rent arrears: 3 (27%)
- Overcrowding: 0 (0%)
- Residents who are struggling to pay rent due to increases in the cost of living: 1 (9%)

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

- **Supply the tenant with a tenancy agreement**
  - Strongly agree – 7 (64%)
  - Agree – 2 (18%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 2 (18%)
  - 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 – 6 (55%)
  - Agree – 2 (18%)
  - Neither agree nor disagree – 1 (9%)
  - Disagree – 1 (9%)
  - Strongly disagree – 1 (9%)
  - Don't know – 0 (0%)

- No answer – 0 (0%)
  
- **Ensure new tenants provide references**
  - Strongly agree – 3 (27%)
  - Agree – 6 (55%)
  - Neither agree nor disagree – 1 (9%)
  - Disagree – 0 (0%)
  - Strongly disagree – 1 (9%)
  - 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 – 4 (36%)
  - Agree – 3 (27%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 1 (9%)
  - Strongly disagree – 1 (9%)
  - Don't know – 0 (0%)
  - No answer – 2 (18%)
  
- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
  - Strongly agree – 3 (27%)
  - Agree – 2 (18%)
  - Neither agree nor disagree – 2 (18%)
  - Disagree – 0 (0%)
  - Strongly disagree – 1 (9%)
  - Don't know – 1 (9%)
  - No answer – 2 (18%)
  
- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
  - Strongly agree – 4 (36%)
  - Agree – 2 (18%)
  - Neither agree nor disagree – 2 (18%)
  - Disagree – 0 (0%)
  - Strongly disagree – 2 (18%)

- Don't know – 0 (0%)
  - No answer – 1 (9%)
- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
    - Strongly agree – 3 (27%)
    - Agree – 2 (18%)
    - Neither agree nor disagree – 3 (27%)
    - Disagree – 0 (0%)
    - Strongly disagree – 1 (9%)
    - Don't know – 0 (0%)
    - No answer – 2 (18%)
- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
    - Strongly agree – 5 (45%)
    - Agree – 2 (18%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 2 (18%)
    - Don't know – 0 (0%)
    - No answer – 2 (18%)
- **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 – 6 (55%)
    - Agree – 1 (9%)
    - Neither agree nor disagree – 0 (0%)
    - Disagree – 0 (0%)
    - Strongly disagree – 2 (18%)
    - Don't know – 0 (0%)
    - No answer – 2 (18%)

**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 – 0 (0%)
- Neither agree nor disagree – 2 (18%)
- Disagree – 0 (0%)
- Strongly disagree – 8 (73)
- Don't know – 0 (0%)
- No answer – 1 (9%)

**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 (9%)
- Disagree – 2 (18%)
- Strongly disagree – 8 (73%)
- 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 – 0 (0%)
- Agree – 0 (0%)
- Neither agree nor disagree – 2 (18%)
- Disagree – 2 (18%)
- Strongly disagree – 6 (55%)
- Don't know – 0 (0%)
- No answer – 1 (9%)

**If not, what changes to the area would you make? (4 responses)**

- **Theme: Not in favour of Selective Licensing**
- Count: 3
- Example: "The council should stop trying to make a profit out of landlords bread and butter"

- **Theme: General comment**
- Count: 1
- Example: “The tenants are great and I am happy to rent it out at the LHA rate”

**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: More support for landlords with poor quality tenants**
- Count: 2
- Example: “To help the landlords with problematic tenants, rent arrears, and evicting tenants”
  
- **Theme: Require tenants to take responsibility for behaviour**
- Count: 2
- Example: “Consequences to tenants of not paying rent”
  
- **Theme: Make funding available for landlords**
- Count: 1
- Example: “A grant to move my house from EOC D to C or above”
  
- **Theme: Reward good landlords**
- Count: 1
- Example: “Bounty points to well managed properties if the tenants are satisfied”

**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 – 7
- No – 3
- No data – 1
- Total respondents - 11

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

- **Theme: Not in favour of selective licensing**
- Count: 5
- Example: "Have a negative effect between landlord and tenant agreement"
  
- **Theme: Increased rent**
- Count: 1
- Example: "this will only cause to an increase in the rent prices which will ultimately fall on the tenant"
  
- **Theme: Reduced income**
- Count: 1
- Example: "Another expense to pay on top of mortgages, cost of safety certificated, repairs, maintenance, cleaning after tenants, tax and more"