

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

## Moss Side – Viscount Street and Heald Grove (143 PRS properties)

### Summary of Results

The Moss Side resident & business survey indicated the second highest level of resident / business support and the highest level of landlord support for the introduction of SL out of all the areas surveyed. 47 out of 50 residents (94%) and a third of landlords (33%) agreed or strongly agreed with the introduction of SL in Moss Side. Similarly, 84% of residents and businesses respondents and 11% of landlord respondents agreed or strongly agreed that Viscount Street was the right area for SL to be introduced, whilst 68% of residents and 22% of landlords agreed that Heald Grove was the right area. Finally, 94% of resident & business respondents and 66% of landlord respondents agreed or strongly agreed that Councils should have more oversight to make sure that landlords act professionally and manage properties to a high standard.

Residents (88% in Viscount Street and 60% in Heald Grove) and landlords (56% in Viscount Street and 67% in Heald Grove) both considered rubbish and fly tipping as the area's main issue. Residents were also concerned about properties in poor condition (66%) – whilst 28% of landlords recognised this as an issue in the area. Landlords also considered properties not being energy efficient to be an issue (50%).

44 open text comments were received (36 resident and 8 landlord responses) 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?'. As seen in most of the resident surveys the most common themes were improvement in the area (15 mentions) and improved landlord responsibility / accountability (10 mentions) e.g. *"Better quality of housing stock kept in a better state of repair"* and *"Require more landlords to be accountable for their property and stop exploiting renters"*.

In terms of the landlord comments these were more mixed when compared to the other areas, with the top theme being no impact (3 comments), for example *"No impact – there will be no change in my end"* and general agreement / in favour of SL (2 mentions) - e.g. *"Positive effect on the area"*. Landlords were also asked what support or services they think could be given to help with managing their homes to a high standard. Seven landlords responded and the top 3 suggestions were:

- General comment (2 mentions)
- Not in favour of SL (2 mentions)
- Improve services (2 mentions)

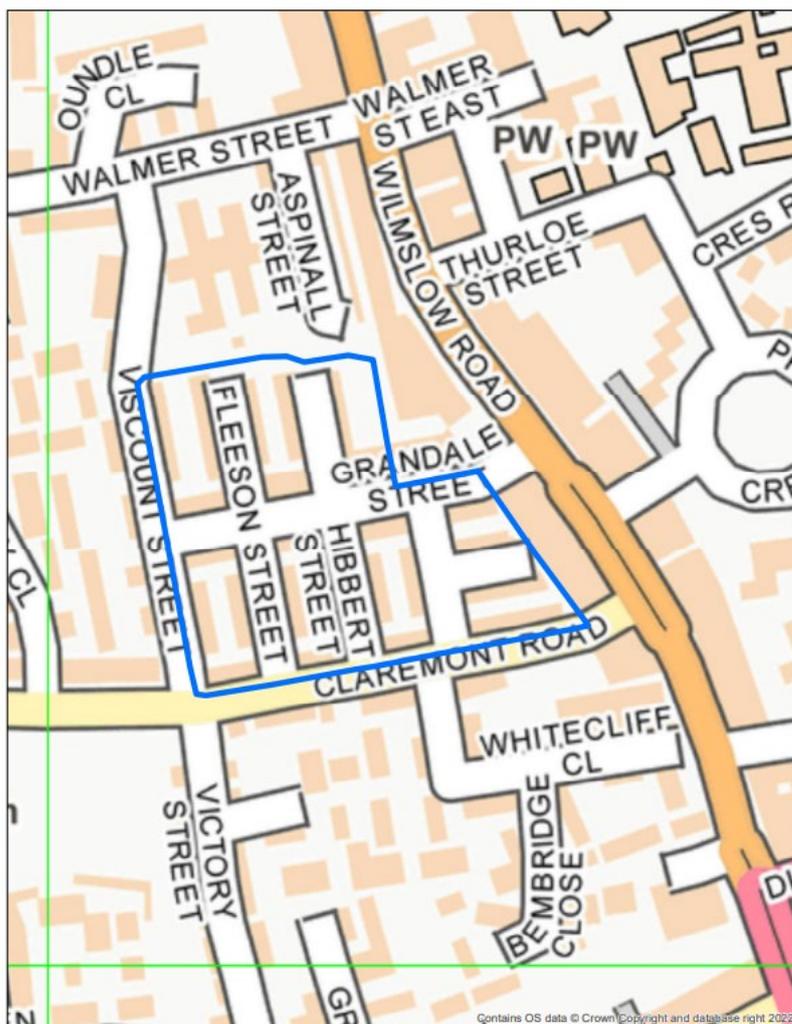
## Resident and Business Survey – Raw Data

### 1. Total Responses

- An owner occupier – 24
- Living in a home rented from a private landlord – 16
- Living in a home rented from the Council or a housing association – 8
- A business owner – 0
- No data - 2
- Total responses - 50

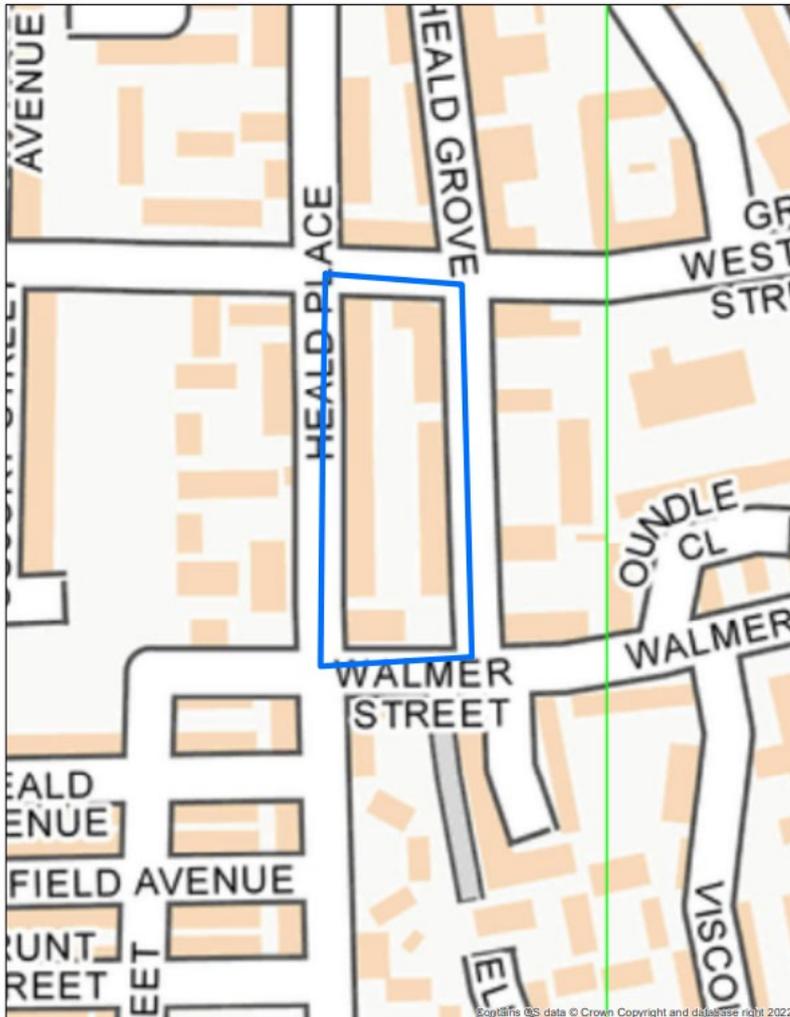
### 2. Respondent area

#### Area 1 – Viscount Street



[A map showing the proposed selective licensing area at Viscount Street in Moss Side]

### Area 2 – Heald Grove



[A map showing the proposed selective licensing area at Heald Grove in Moss Side]

- Live in area 1 shown on the map – 17
- Live in area 2 shown on the map - 1
- Live near the area shown on the map – 31
- Own a business, in or near, the area shown on the map – 0
- Total – 50

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

#### Area 1

- High levels of crime – 20 (40%)
- High levels of antisocial behaviour – 23 (46%)

- Problems with rubbish and fly tipping – 44 (88%)
- Properties in poor condition – 37 (74%)
- Properties that are not energy efficient – 27 (54%)
- Overcrowded properties – 21 (42%)
- People moving in and out of the area often – 28 (56%)
- Poorly managed private rented properties – 32 (64%)
- Note: Respondent can select multiple options

## **Area 2**

- High levels of crime – 15 (30%)
- High levels of antisocial behaviour – 18 (36%)
- Problems with rubbish and fly tipping – 30 (60%)
- Properties in poor condition – 29 (58%)
- Properties that are not energy efficient – 21 (42%)
- Overcrowded properties – 16 (32%)
- People moving in and out of the area often – 19 (38%)
- Poorly managed private rented properties – 28 (56%)
- 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 – 8 (16%)
- Poor energy efficiency within the home – 5 (10%)
- Have struggled to pay rent due to the increases in the cost of living – 18 (36%)
- Poor condition of neighbouring private rented properties – 28 (56%)
- Antisocial behaviour – 28 (56%)
- Lack of a suitable bathroom/toilet – 2 (4%)
- Overcrowding – 2 (4%)
- Problem with the way a landlord or letting agent looks after your property – 8 (16%)
- Not being given a tenancy agreement – 2 (4%)
- 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 – 49 (98%)
  - Agree – 1 (2%)
  - 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 – 50 (100%)
  - Agree – 0 (0%)
  - 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 (56%)
  - Agree – 7 (14%)
  - Neither agree nor disagree – 11 (22%)
  - Disagree – 2 (4%)
  - Strongly disagree – 2 (4%)
  - 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 – 49 (98%)
  - Agree – 1 (2%)
  - 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 – 46 (92%)
  - Agree – 3 (6%)
  - Neither agree nor disagree – 1 (2%)
  - 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 – 42 (84%)
  - Agree – 7 (14%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 1 (2%)
  - 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 – 39 (78%)
  - Agree – 7 (14%)
  - Neither agree nor disagree – 2 (4%)
  - Disagree – 1 (2%)
  - Strongly disagree – 1 (2%)
  - 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 – 47 (94%)
  - Agree – 3 (6%)
  - 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 – 46 (92%)
- Agree – 2 (4%)
- Neither agree nor disagree – 0 (0%)
- Disagree – 1 (2%)
- Strongly disagree – 0 (0%)
- Don't know – 0 (0%)
- No answer – 1 (2%)

- 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 – 46 (92%)
- Agree – 1 (2%)
- Neither agree nor disagree – 1 (2%)
- Disagree – 1 (2%)
- Strongly disagree – 1 (2%)
- 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 – 47 (94%)
- Agree – 0 (0%)
- Neither agree nor disagree – 2 (4%)
- Disagree – 0 (0%)
- Strongly disagree – 1 (2%)
- Don't know – 0 (0%)
- 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.**

**Area 1**

- Strongly agree – 36 (72%)

- Agree – 6 (12%)
- Neither agree nor disagree – 4 (8%)
- Disagree – 2 (4%)
- Strongly disagree – 1 (2%)
- Don't know – 0 (0%)
- No answer – 1 (2%)

## **Area 2**

- Strongly agree – 29 (58%)
- Agree – 5 (10%)
- Neither agree nor disagree – 5 (10%)
- Disagree – 2 (4%)
- Strongly disagree – 1 (2%)
- Don't know – 0 (0%)
- No answer – 8 (16%)

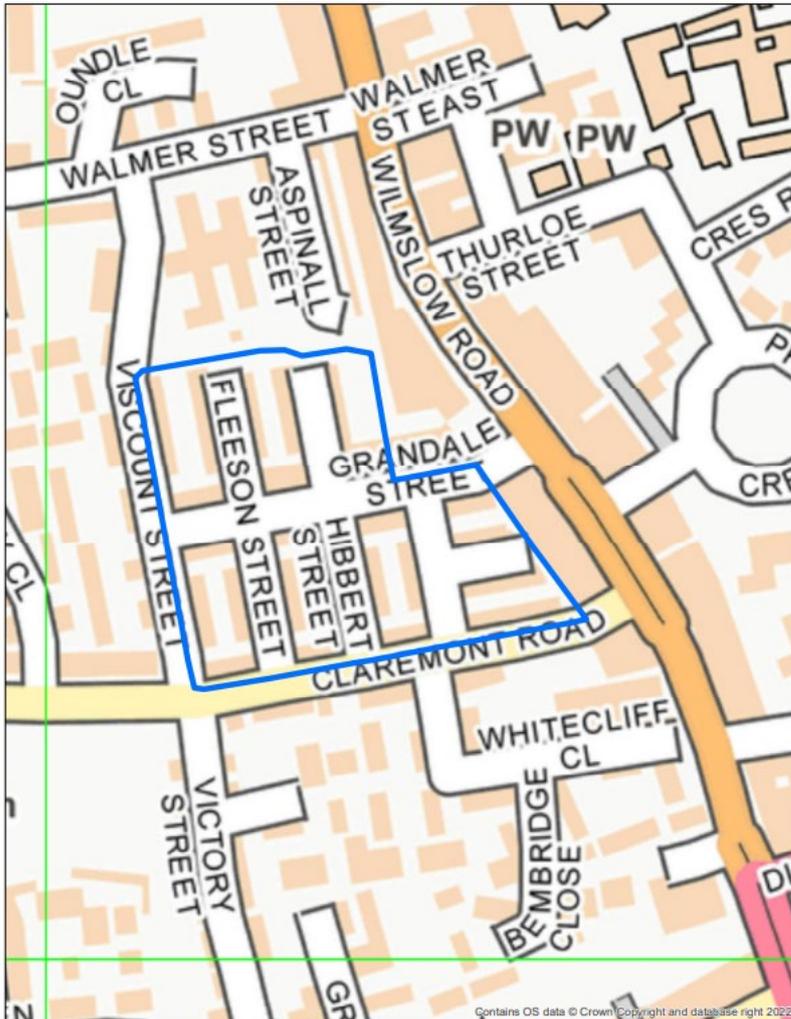
### **If the area to introduce selective licensing is not right, what changes to the area would you make? (12 responses)**

- **Theme: Expand selective licensing**
- Count: 8
- Example: "Expand the are to cover all of moss side"
  
- **Theme: General comment**
- Count: 2
- Example: "Investigate and prevent properties being used as Airbnb's or multi-occupancy properties"
  
- **Theme: Do not implement selective licensing**
- Count: 1
- Example: "Provide guidance, not licensing"
  
- **Theme: In favour of selective licensing**
- Count: 1
- Example: "These seem like good areas to begin the scheme with"

**9. What do you expect that the impact of introducing selective licensing on your home or business will be? (36 responses)**

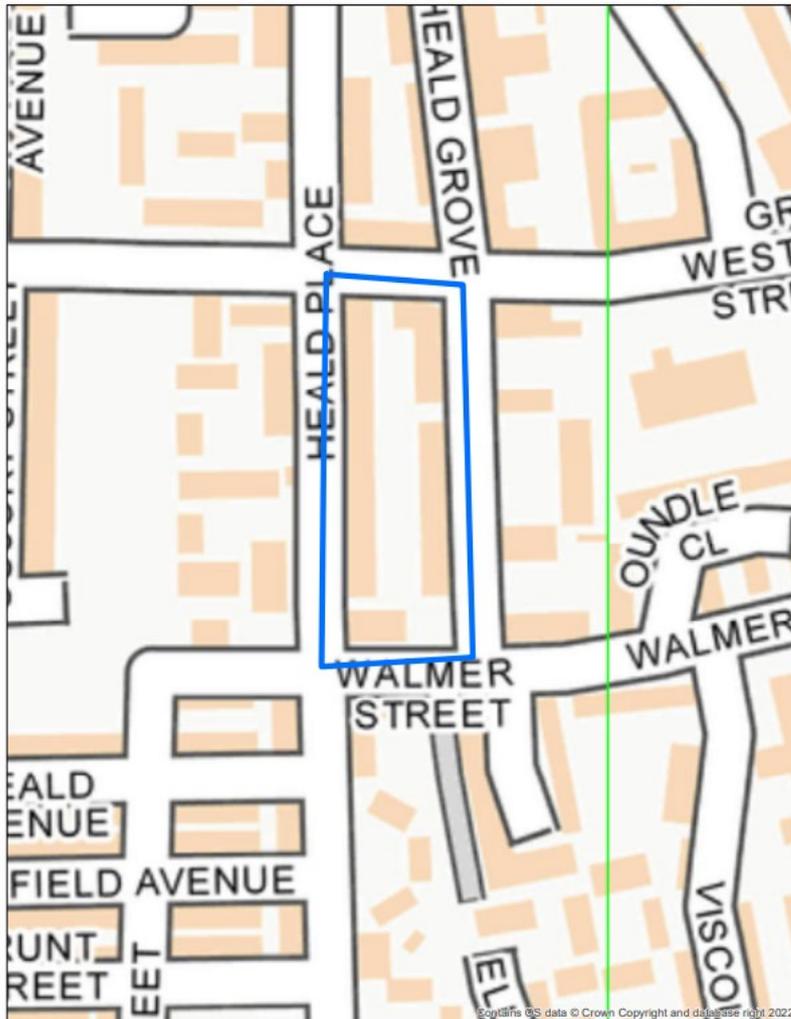
- **Theme: Improvement in the area**
- Count: 15
- Example: "Better quality of housing stock kept in a better state of repair"
  
- **Theme: Improve landlord responsibility/accountability**
- Count: 10
- Example: "Require more landlords to be accountable for their property and stop exploiting renters"
  
- **Theme: General comment**
- Count: 7
- Example: "Good idea, never received a letter about it"
  
- **Theme: Landlords and tenants more responsible/accountable**
- Count: 1
- Example: "I believe it will educate renters on how to get bins how to behave on the estate"
  
- **Theme: Rent increases**
- Count: 1
- Example: "Increased prices"
  
- **Theme: Rent stabilised**
- Count: 1
- Example: "The rent price will be standardised"
  
- **Theme: Tenants held to account**
- Count: 1
- Example: "It's the tenants that trash them and cause problems"

**Landlord and Letting Agent Survey – Raw Data:  
Area 1 – Viscount Street**



[A map showing the proposed selective licensing area at Viscount Street in Moss Side]

## Area 2 – Heald Grove



[A map showing the proposed selective licensing area at Heald Grove in Moss Side]

### 1. Total responses

- Landlord: 8
- Letting agent: 1
- Total respondents: 9

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

- Area 1 – 8
- Area 2 - 9

**3. Number of properties owned and/or managed nearby (outside of the area but within a mile of it): 13**

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

**Area 1**

- High levels of crime: 1 (11%)
- High levels of antisocial behaviour: 1 (11%)
- Problems with rubbish and fly tipping: 5 (56%)
- Properties in poor condition: 2 (22%)
- Properties that are not energy efficient: 4 (44%)
- Overcrowded properties: 2 (22%)
- People moving in and out of the area often: 1 (11%)
- Poorly managed private rented properties: 2 (22%)

**Area 2**

- High levels of crime: 1 (11%)
- High levels of antisocial behaviour: 1 (11%)
- Problems with rubbish and fly tipping: 6 (67%)
- Properties in poor condition: 3 (33%)
- Properties that are not energy efficient: 5 (56%)
- Overcrowded properties: 2 (22%)
- People moving in and out of the area often: 3 (33%)
- Poorly managed private rented properties: 2 (22%)

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

**Area 1**

- Antisocial behaviour: 1 (11%)
- Problems finding tenants: 1 (11%)
- Problems getting references: 1 (11%)
- Rent arrears: 1 (11%)
- Overcrowding: 2 (22%)
- Residents who are struggling to pay rent due to increases in the cost of living: 0 (0%)

**Area 2**

- Antisocial behaviour: 1 (11%)

- Problems finding tenants: 1 (11%)
- Problems getting references: 1 (11%)
- Rent arrears: 1 (11%)
- Overcrowding: 2 (22%)
- Residents who are struggling to pay rent due to increases in the cost of living: 0 (0%)

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

- **Supply the tenant with a tenancy agreement**
  - Strongly agree – 9 (100%)
  - Agree – 0 (0%)
  - 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 – 9 (100%)
  - Agree – 0 (0%)
  - 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 – 7 (78%)
  - Agree – 1 (11%)
  - Neither agree nor disagree – 1 (11%)
  - 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 – 8 (89%)
  - Agree – 1 (11%)
  - 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 – 4 (44%)
  - Agree – 2 (22%)
  - Neither agree nor disagree – 3 (33%)
  - 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 – 8 (89%)
  - Agree – 1 (11%)
  - Neither agree nor disagree – 0 (0%)
  - 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 – 5 (56%)
  - Agree – 3 (33%)
  - Neither agree nor disagree – 0 (0%)
  - Disagree – 0 (0%)
  - Strongly disagree – 1 (11%)
  - 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 – 9 (100%)
  - Agree – 0 (0%)
  - 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 – 7 (78%)
  - Agree – 2 (22%)
  - Neither agree nor disagree – 0 (0%)
  - 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 – 2 (22%)
- Agree – 4 (44%)
- Neither agree nor disagree – 1 (11%)
- Disagree – 2 (22%)
- 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 – 1 (11%)
- Agree – 2 (22%)
- Neither agree nor disagree – 1 (11%)
- Disagree – 0 (0%)
- Strongly disagree – 5 (56%)
- 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.**

**Area 1**

- Strongly agree – 1 (11%)
- Agree – 0 (0%)
- Neither agree nor disagree – 2 (22%)
- Disagree – 0 (0%)
- Strongly disagree – 3 (33%)
- Don't know – 1 (11%)
- No answer – 2 (22%)

**Area 2**

- Strongly agree – 1 (11%)
- Agree – 1 (11%)
- Neither agree nor disagree – 0 (0%)
- Disagree – 1 (11%)
- Strongly disagree – 2 (22%)
- Don't know – 2 (22%)
- No answer – 2 (22%)

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

- **Theme: Not in favour of selective licensing**
- Count: 3
- Example: "Why should I be penalised for others failures? It's not fair"
- **Theme: Improve services**
- Count: 1

- Example: “More visible street cleaning and bin services as a whole to prevent litter and fly tipping”

**10. What support or services do you think could be given to landlords to make sure they manage their houses to a high standard? (7 responses)**

- **Theme: General comment**
- Count: 2
- Example: “At the moment the council has introduced a parking scheme. This has been ill-thought out”
  
- **Theme: Not in favour of selective licensing**
- Count: 2
- Example: “if an letting agent/estate agent fee is being paid then a license doesn’t need to be held”
  
- **Theme: Improve services**
- Count: 2
- Example: “Gated alleyways – to prevent fly tipping”
  
- **Theme: Approved list of agents**
- Count: 1
- Example: “Recommend agents for landlords to use”

**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 – 9
- No – 0
- No data – 0
- Total respondents - 9

**12. What do you expect that the impact of introducing selective licensing on your properties will be? (8 responses)**

- **Theme: No impact**
- Count: 3
- Example: “No impact – there will be no change in my end”
  
- **Theme: In favour of selective licensing**
- Count: 2
- Example: “Positive effect on the area”
  
- **Theme: General comment**
- Count: 1
- Example: “the area could be cleaner and safer as long as landlords have the right to access their property”
  
- **Theme: Improve services**
- Count: 1
- Example: “Alley gates would stop a lot of crime such as burglary and anti-social behaviour such as drug taking in the area.”
  
- **Theme: Increased rent**
- Count: 1
- Example: “Letting agents may increase management fees which will In turn increase rental fees”