

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

Cheetham – Flats above shops and Esmond / Avondale (405 PRS properties)

Summary of Results

The surveys in Cheetham (more specifically the resident & business survey) led to more mixed results in comparison to the other wards. The proportion of residents who supported the introduction of SL was 38% (with 58% disagreeing or strongly disagreeing). Likewise, the proportion of residents that agreed Council's should have more oversight to make sure that private landlords act professionally and manage properties to a high standard was 44% - with 48% disagreeing or strongly disagreeing. In line with findings from the other areas, landlords on the whole did not support the introduction of SL, with 93% either strongly disagreeing or disagreeing and only 1 landlord agreeing.

However, both landlords and resident respondents identified problems with rubbish and fly tipping as the top issue in the area, with 49% of residents and 45% of landlords citing this as a problem – this is borne out by the evidence presented in Section 7 which clearly identifies issues with waste management. Residents and landlords also identified high levels of antisocial behaviour as an issue (39% of residents and 17% of landlords). Only 4 landlords (7%) and 20 (22%) of residents recognised any issues with properties in poor condition – despite the evidence presented in Section 8 identifying 13 Category 1 and 118 Category 2 hazards from the c.10% of PRS properties which have been inspected.

There were 82 open text comments received to the question 'What do you expect that the impact of introducing SL (on your home or business / on your properties) will be?'. This was split between 50 comments from residents and 32 comments from landlords. From the resident comments the most common theme was improvement in the area (21 mentions) for instance *"Improvement to the area and rights of tenants"*. This was followed by concerns around rent increases (14 mentions – e.g. *"our rent will go up"*) and no impact (6 mentions – e.g. *"no difference"*).

In terms of the responses from landlords the top theme was increased rent (11 mentions) for example *"Landlords will have to cover the costs by increasing the rent which will impact the tenant"*. Other common themes included concerns about reduced income (e.g. *"it will be difficult for the landlords as we are already struggling with repairs and finding contractors"*) and not having an impact on the area (e.g. *"None – it will make landlord life more difficult"*).

Concerns like these about rental increases were commonly raised across all areas (primarily by landlords, but also some residents) in responses to the consultation. It is therefore relevant to note that there is currently no evidence to suggest that other

areas which have been selectively licensed in Manchester have experienced rent increases, above the levels of overall rental inflation experienced in surrounding areas (i.e. areas not subject to SL). However rental inflation is clearly a concern, particularly in light of the affordability and cost of living challenges for Manchester residents, and we will continue to closely monitor it as part of the ongoing monitoring and evaluations of SL schemes across the city.

Landlords were also asked what support or services they think could be given to help with managing their homes to a high standard. In total, 32 landlords responded, and the top 3 suggestions were:

- General comment (9 mentions)
- Require tenants to take responsibility for their behaviour (7 mentions)
- Improve services (waste collection) (6 mentions)

Resident and Business Survey – Raw Data

1. Total Responses

- An owner occupier – 37
- Living in a home rented from a private landlord – 40
- Living in a home rented from the Council or a housing association – 14
- A business owner – 1
- Total responses - 92

2. Respondent area



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

- Live in the area shown on the map – 78
- Live near the area shown on the map – 10
- Own a business, in or near, the area shown on the map – 4
- Total – 92

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

- High levels of crime – 23 (25%)
- High levels of antisocial behaviour – 36 (39%)
- Problems with rubbish and fly tipping – 45 (49%)
- Properties in poor condition – 20 (22%)
- Properties that are not energy efficient – 12 (13%)
- Overcrowded properties – 13 (14%)
- People moving in and out of the area often – 9 (10%)
- Poorly managed private rented properties – 14 (15%)
- 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 – 14 (15%)
- Poor energy efficiency within the home – 10 (11%)
- Have struggled to pay rent due to the increases in the cost of living – 20 (22%)
- Poor condition of neighbouring private rented properties – 17 (18%)
- Antisocial behaviour – 29 (32%)
- Lack of a suitable bathroom/toilet – 4 (4%)
- Overcrowding – 6 (7%)
- Problem with the way a landlord or letting agent looks after your property – 8 (9%)
- Not being given a tenancy agreement – 2 (2%)
- Lack of a suitable place to cook food – 1 (1%)
- 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 – 46 (50%)
 - Agree – 37 (40%)
 - Neither agree nor disagree – 6 (7%)
 - Disagree – 1 (1%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)
 - No answer – 1 (1%)

- **Ensure that the property has valid certification (including gas safety, electric testing and carbon monoxide alarms)**
 - Strongly agree – 46 (50%)
 - Agree – 36 (39%)
 - Neither agree nor disagree – 8 (9%)
 - Disagree – 1 (1%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)
 - No answer – 0 (0%)

- **Ensure new tenants provide references**
 - Strongly agree – 38 (41%)
 - Agree – 34 (37%)
 - Neither agree nor disagree – 14 (15%)
 - Disagree – 5 (5%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)
 - 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 – 42 (46%)
 - Agree – 37 (40%)
 - Neither agree nor disagree – 11 (12%)
 - Disagree – 1 (1%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)
 - No answer – 0 (0%)

- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
 - Strongly agree – 38 (41%)
 - Agree – 32 (35%)
 - Neither agree nor disagree – 15 (16%)
 - Disagree – 6 (7%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)

- No answer – 0 (0%)

- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
 - Strongly agree – 37 (40%)
 - Agree – 30 (33%)
 - Neither agree nor disagree – 12 (13%)
 - Disagree – 7 (8%)
 - Strongly disagree – 2 (2%)
 - Don't know – 2 (2%)
 - No answer – 2 (2%)

- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
 - Strongly agree – 38 (41%)
 - Agree – 24 (26%)
 - Neither agree nor disagree – 15 (16%)
 - Disagree – 10 (11%)
 - Strongly disagree – 3 (3%)
 - Don't know – 2 (2%)
 - No answer – 0 (0%)

- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
 - Strongly agree – 38 (41%)
 - Agree – 41 (45%)
 - Neither agree nor disagree – 7 (8%)
 - Disagree – 5 (5%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (1%)
 - 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 – 41 (45%)
 - Agree – 38 (41%)
 - Neither agree nor disagree – 10 (11%)

- Disagree – 1 (1%)
- Strongly disagree – 1 (1%)
- Don't know – 1 (1%)
- 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 – 32 (35%)
- Agree – 8 (9%)
- Neither agree nor disagree – 6 (7%)
- Disagree – 19 (21%)
- Strongly disagree – 25 (27%)
- Don't know – 1 (1%)
- No answer – 1 (1%)

**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 – 31 (34%)
- Agree – 4 (4%)
- Neither agree nor disagree – 4 (4%)
- Disagree – 6 (7%)
- Strongly disagree – 47 (51%)
- 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.**

- Strongly agree – 24 (26%)
- Agree – 5 (5%)
- Neither agree nor disagree – 6 (7%)
- Disagree – 8 (9%)
- Strongly disagree – 43 (47%)
- Don't know – 2 (2%)
- No answer – 0 (0%)

9. If the area to introduce selective licensing is not right, what changes to the area would you make? (25 responses)

- **Theme: Do not implement selective licensing**
- Count: 8
- Example "I don't believe it is necessary and is another way for councils to take money off of people in a cost if living crisis"

- **Theme: Expand selective licensing**
- Count: 7
- Example: "Equality, entire areas of Manchester should be obligated to acquire licenses"

- **Theme: Improve services**
- Count: 6
- Example: "Rubbish removal clean streets regularly and more police patrolling in over streets"

- **Theme: No changes**
- Count: 2
- Example: "Area is safe nothing wrong here"

- **Theme: issues with tenants**
- Count: 1
- Example "Many Tenants within the area fail to abide by basic rules such as recycling"

- **Theme: General comment**
- Count:1
- Example: "my walls are damaged, knocks and holes, but they don't care"

10. What do you expect that the impact of introducing selective licensing on your home or business will be? (50 responses)

- **Theme: Improvement in the area**
- Count: 21
- Example "Improvement to the area and rights of tenants"

- **Theme: Rent increase**
- Count 14
- Example “our rent will go up”

- **Theme: Better housing**
- Count: 4
- Example: “Houses should be in a better condition as we pay so much for rent now”

- **Theme: Do not want selective licensing**
- Count: 2
- Example: “I do not want SL in my street”

- **Theme: General comment**
- Count: 1
- Example: “I will believe it when I see it”

- **Theme: Language barriers**
- Count: 1
- Example “Not sure, language barriers”

- **Theme: Other issues – fly tipping**
- Count: 1
- Example: “Fly tipping is my main concern”

Landlord and Letting Agent Survey – Raw Data:



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

1. Total responses

- Landlord: 57
- Letting agent: 1
- Total respondents: 58

2. Number of properties owned and/or managed in the area: 95

3. Number of properties owned and/or managed nearby (outside of the area but within a mile of it): 25

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

- High levels of crime: 5 (9%)

- High levels of antisocial behaviour: 10 (17%)
- Problems with rubbish and fly tipping: 26 (45%)
- Properties in poor condition: 4 (7%)
- Properties that are not energy efficient: 1 (2%)
- Overcrowded properties: 3 (5%)
- People moving in and out of the area often: 2 (3%)
- Poorly managed private rented properties: 2 (3%)

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

- Antisocial behaviour: 4 (7%)
- Problems finding tenants: 4 (7%)
- Problems getting references: 1 (2%)
- Rent arrears: 6 (10%)
- Overcrowding: 0 (0%)
- Residents who are struggling to pay rent due to increases in the cost of living: 26 (45%)

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

- **Supply the tenant with a tenancy agreement**
 - Strongly agree – 29 (50%)
 - Agree – 28 (48%)
 - Neither agree nor disagree – 1 (2%)
 - 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 – 33 (57%)
 - Agree – 21 (36%)
 - Neither agree nor disagree – 4 (7%)
 - Disagree – 0 (0%)
 - Strongly disagree – 0 (0%)
 - Don't know – 0 (0%)
 - No answer – 0 (0%)

- **Ensure new tenants provide references**
 - Strongly agree – 20 (34%)
 - Agree – 24 (41%)
 - Neither agree nor disagree – 9 (16%)
 - Disagree – 0 (0%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (2%)
 - No answer – 4 (7%)

- **Make sure that the premises and its grounds are in a clean, safe and habitable state prior to new tenants moving in**
 - Strongly agree – 29 (50%)
 - Agree – 25 (43%)
 - Neither agree nor disagree – 3 (5%)
 - Disagree – 0 (0%)
 - Strongly disagree – 0 (0%)
 - Don't know – 0 (0%)
 - No answer – 1 (2%)

- **If a premises has gated alleyways, the landlord should provide keys at the start of the tenancy**
 - Strongly agree – 17 (29%)
 - Agree – 30 (52%)
 - Neither agree nor disagree – 5 (9%)
 - Disagree – 2 (3%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (2%)
 - No answer – 3 (5%)

- **Ensure that tenants are aware of behaviour that may constitute antisocial behaviour**
 - Strongly agree – 18 (31%)
 - Agree – 27 (47%)
 - Neither agree nor disagree – 7 (12%)
 - Disagree – 2 (3%)
 - Strongly disagree – 0 (0%)
 - Don't know – 2 (3%)

- No answer – 2 (3%)

- **Take all reasonable steps to deal with nuisance and antisocial behaviour by tenants or people visiting the premises**
 - Strongly agree – 19 (33%)
 - Agree – 18 (31%)
 - Neither agree nor disagree – 8 (14%)
 - Disagree – 4 (7%)
 - Strongly disagree – 7 (12%)
 - Don't know – 2 (3%)
 - No answer – 0 (0%)

- **Ensure that tenants know how to report faults or disrepair and provide timescales for fixing these**
 - Strongly agree – 20 (34%)
 - Agree – 31 (53%)
 - Neither agree nor disagree – 4 (7%)
 - Disagree – 0 (0%)
 - Strongly disagree – 0 (0%)
 - Don't know – 1 (2%)
 - No answer – 2 (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 – 21 (36%)
 - Agree – 28 (48%)
 - Neither agree nor disagree – 5 (9%)
 - Disagree – 3 (5%)
 - 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:
Councils should have more oversight to make sure that private landlords act professionally and manage properties to a high standard.**

- Strongly agree – 2 (3%)

- Agree – 4 (7%)
- Neither agree nor disagree – 5 (9%)
- Disagree – 7 (12%)
- Strongly disagree – 39 (67%)
- Don't know – 1 (2%)
- 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 – 1 (2%)
- Neither agree nor disagree – 1 (2%)
- Disagree – 3 (5%)
- Strongly disagree – 51 (88%)
- Don't know – 0 (0%)
- No answer – 2 (3%)

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 (2%)
- Agree – 0 (0%)
- Neither agree nor disagree – 5 (9%)
- Disagree – 7 (12%)
- Strongly disagree – 44 (76%)
- Don't know – 0 (0%)
- No answer – 1 (2%)

If not, what changes to the area would you make? (19 responses)

- **Theme: General comment**
- Count: 5
- Example: "Listen to landlords what problem they have all time"
- **Theme: Improve services**
- Count: 5

- Example: “Council needs to resolve communal bin issue”
- **Theme: Not in favour of selective licensing**
- Count: 5
- Example: “there is no need for any selective licensing”
- **Theme: Reduce selective licensing area**
- Count: 3
- Example: “The area on the map is not a problem area. Other areas in and around Manchester see more issues”
- **Theme: No issues in the area**
- Count: 1
- Example “we do not have any issues in this area its clean and safe

10. What support or services do you think could be given to landlords to make sure they manage their houses to a high standard? (32 responses)

- **Theme: General comment**
- Count: 9
- Example: “There is already enough legislation and penalties within the system to make sure that landlords manage there properties properly”
- **Theme: Require tenants to take responsibility for behaviour**
- Count: 7
- Example: “More rights to ensure tenants not only pay the rent on time but also have responsibility in ensuring they keep the house clean and free from damage”
- **Theme: Improve services (waste collection)**
- Count: 6
- Example: “Councils should remove and clean the rubbish the alleyways”
- **Theme: Make funding available for landlords**
- Count: 4
- Example: “grants to renovate the properties”

- **Theme: Advice service**
- Count: 3
- Example: “the council could provide an efficient Helpline and advisory service with experts on hand to answer any tenancy related questions”

- **Theme: Increased council engagement with landlord**
- Count: 2
- Example: “Council should arrange regular meeting with landlord to resolve their issues”

- **Theme: Increased council engagement with tenant**
- Count: 1
- Example: “Have the council speak to the tenant”

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 – 17
- No – 25
- No data – 16
- Total respondents - 58

12. What do you expect that the impact of introducing selective licensing on your properties will be? (32 responses)

- **Theme: Increased rent**
- Count: 11
- Example: “Landlords will have to cover the costs by increasing the rent which will impact the tenant”

- **Theme: Reduced income**
- Count: 8
- Example: “it will be difficult for the landlords as we are already struggling with repairs and finding contractors”

- **Theme: Not have an impact on area**
- Count: 7

- Example: “None – it will make landlord life more difficult”

- **Theme: Not in favour of selective licensing**
- Count: 5
- Example: “Another way to get money from people”

- **Theme: Increase in homelessness**
- Count: 1
- Example: “More tenants on the streets”