

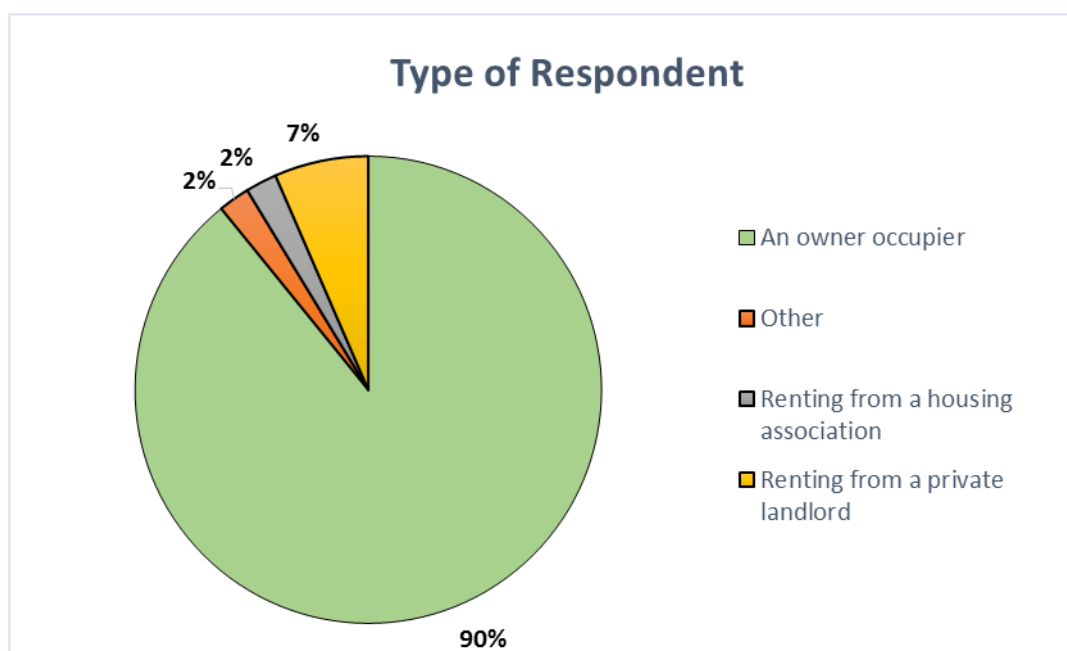
Consultation on Proposed Selective Licensing of Private Rented Homes in Old Moat – Residents

Public consultation with regard the proposed Old Moat selective licensing area took place via an online survey between 20 March and 2 June 2017. Details of the scheme and the proposed area and streets to be covered were provided and views were invited from local residents and landlords or letting agents with property in the proposed area (with different survey questions for each group).

A total of 21 responses were received from landlords and managing agents and 91 responses were received from residents. The survey was voluntary, and self-selecting so is not a truly random sample of the whole population. It should be treated as indicative of the views of local residents and landlords who took part in the survey, but not necessarily representative of all residents or landlords in the area.

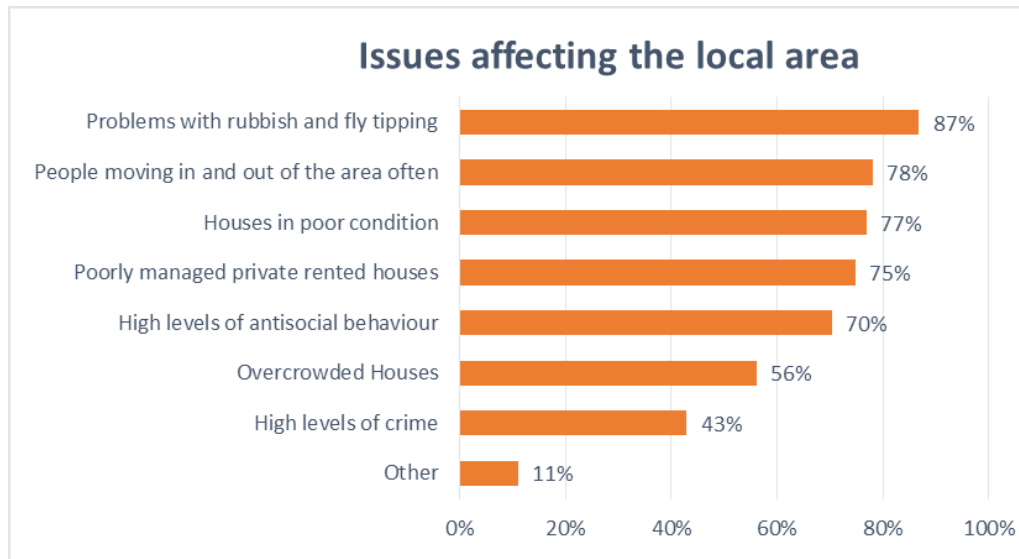
1.1. Responses from residents

91 residents responded, of which 82 (90%) were from the local area. The majority of responses from residents were owner occupiers at 90%, with only 7% of responses coming from tenants renting privately. 5% of these responses identified themselves as living and owning a business in Old Moat.



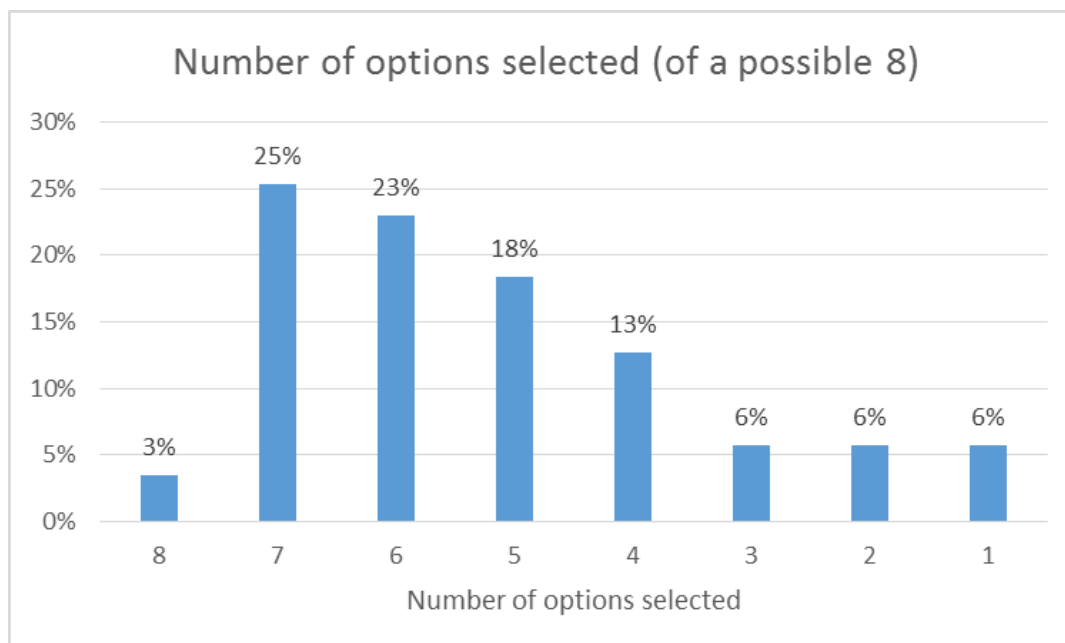
1.2. Issues affecting the local area

Residents were asked to state which of the following issues affected the local area. Crime, anti-social behaviour, rubbish or fly tipping, poor house condition, poor property management, and high turnover/transience.



When broken down into individual issues, the most frequently selected was problems with rubbish and flytipping, being present in 87% of responses. When accounting for the number of responses this corresponds to 76 people highlighting this as an issue.

With the exception of overcrowded houses, high levels of crime and 'other' all other options were selected in 70% or more responses.



Of all 87 responses 83% of individuals selected four or more issues affecting the area. The highest proportion of these (25%) selected all seven specific options with 3% choosing to add the additional 'other' option as well. Where 'other' has been selected the reasons stated have been poorly kept garden areas, speeding on roads and bad parking, tax evasion (houses being sold for cash) and violent crime.

1.3. Issues directly affecting residents or their family in the last three years

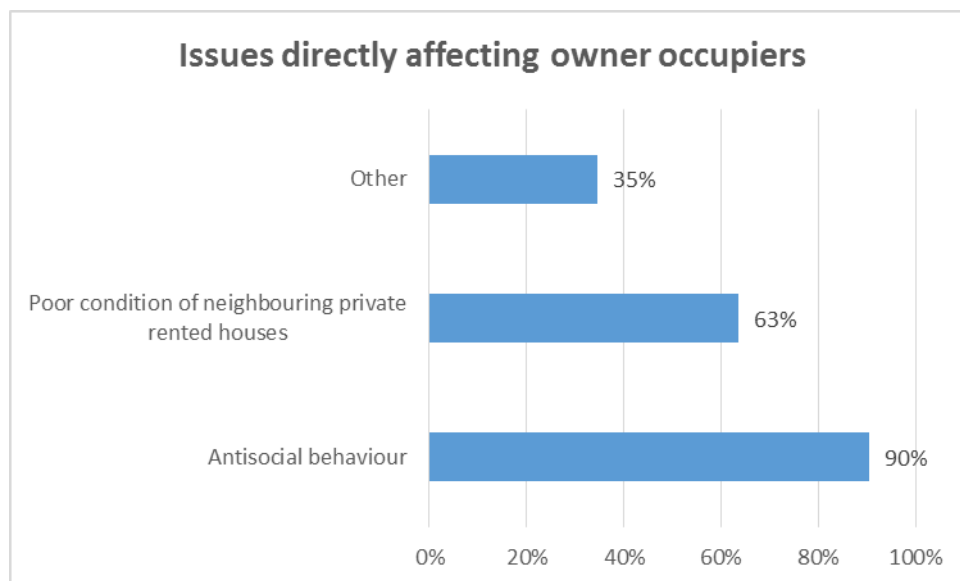
Problems from renters

The number of responses to this question were very low due to only 7% of the cohort being eligible to respond. Five individuals said they'd had issues with poor conditions of their house, and four had a problem with the way the landlord or letting agent managed the property.

Two people reported issues with antisocial behaviour and poor condition of neighbouring privately rented housing. One person had had problems with lack of suitable kitchen/bathroom/cooking facilities, and another was not provided a tenancy agreement. When asked for any other comments one individual raised a pest problem and another went on to say they had rented several properties within the selective licensing area and encountered no problems.

Owner Occupiers

52 of a possible 81 owner occupiers identified problems that had affected them and their families. The most common of these was antisocial behaviour appearing in 90% of responses. This also equates to 58% of all owner occupiers taking the survey.



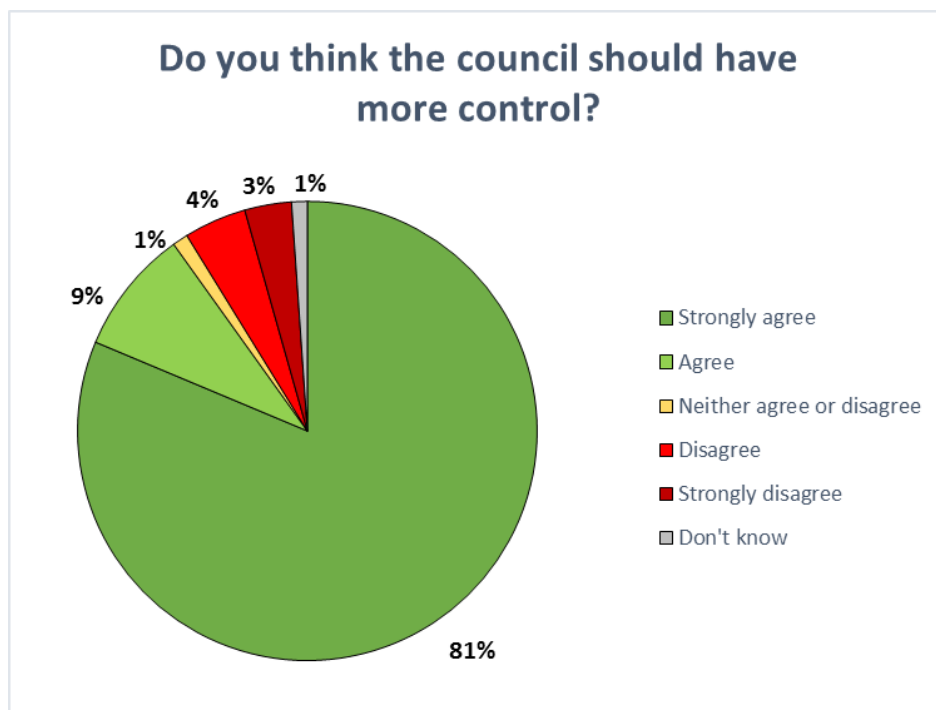
63% (of the 52 responses) had issues with the condition of neighbouring privately rented houses.

Of those that selected 'other' some of the responses given were;

- Speeding and car parking blocking driveways
- High population density

Over half of these responses directly linked the high student population to issues with noise and persistent rubbish/smashed bottles being left on pavements.

1.4. Should the Council have more control over privately rented properties?

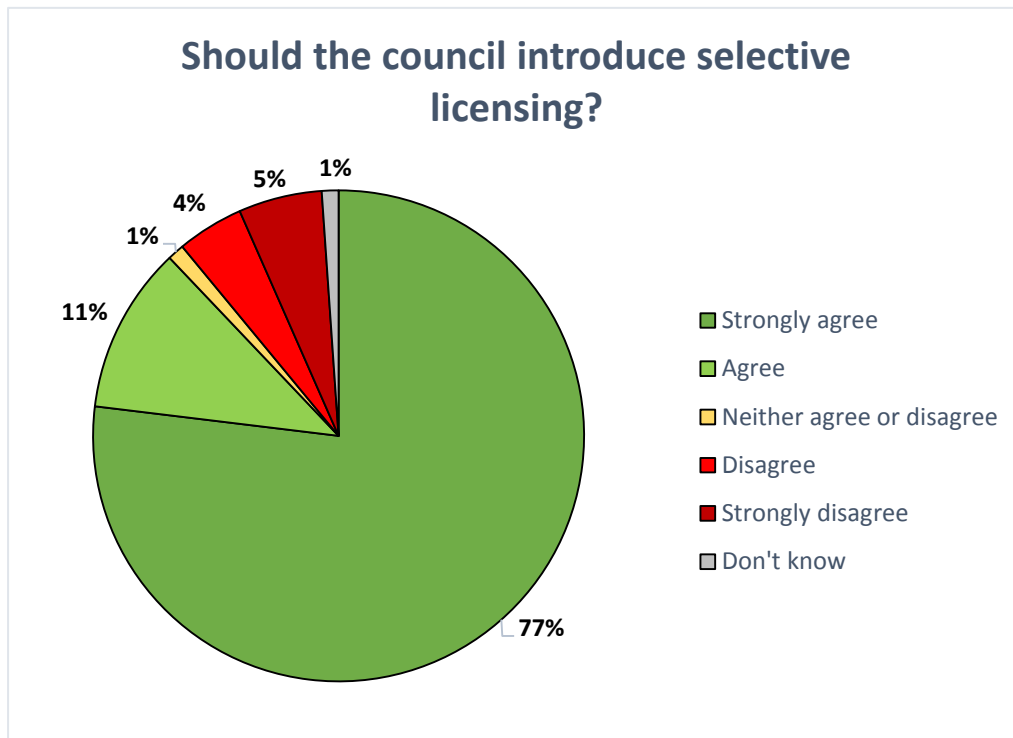


90% of respondents agreed or strongly agreed that the council should have more control over how private landlords look after their tenancies and of those 81% were strongly in agreement. Only 7% disagreed, citing reasons such as;

- Licensing landlords won't encourage better behaviour from student tenants who often leave after one year.
- Unnecessary

1.5. Should the Council introduce selective licensing?

77% of all responses were strongly in favour of the introduction of licenses, with 88% agreeing in total. 9% of respondents disagreed with licenses.



Of those who agreed with selective licensing reasons given included the following:

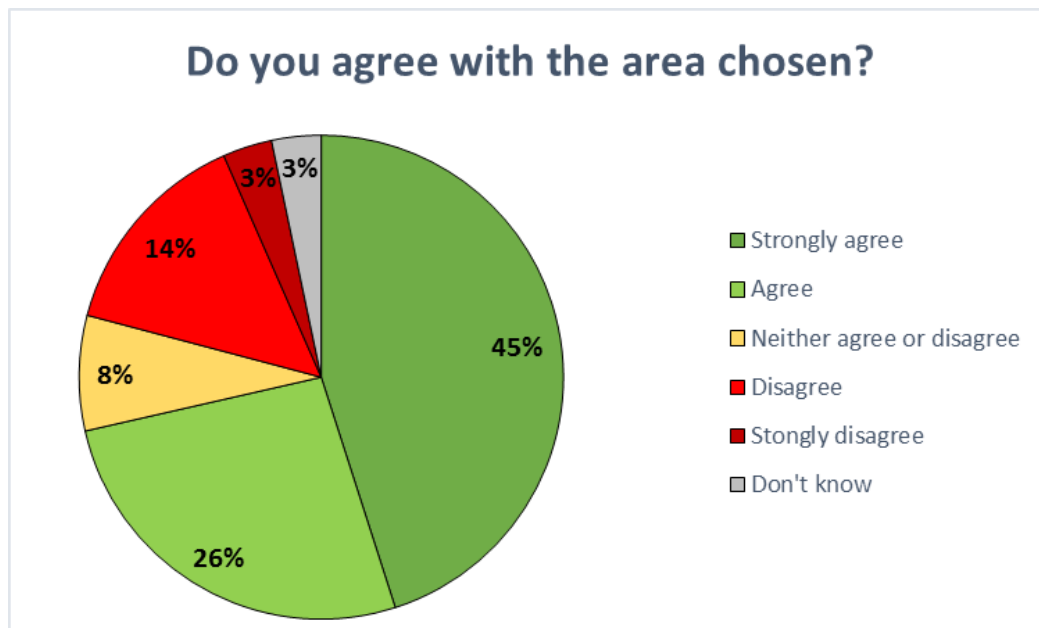
- Landlords are currently not selective about tenants and don't encourage/support good behaviour on behalf of the neighbourhood
- Will help prevent antisocial behaviour
- Increase monitoring of tenants and landlords
- Reduce number of HMO's and 'greedy' landlords
- Give landlords more responsibility over the behaviour of their tenants
- Preserve the condition of Victorian houses and avoid them falling into disrepair
- Licensing will increase landlords awareness and interest in their property/tenants
- Would encourage landlords to find more 'long term' tenants and reduce the number of student HMO's
- Would ensure a minimum standard is upheld

Of those who disagreed with selective licensing reasons given included the following:

- Similar schemes haven't worked
- Licensing fees will be passed onto renters
- Landlords aren't able to tell which tenants will cause issues in advance
- Licensing should be introduced city-wide

1.6. Residents views of the choice of area and streets for selective licensing

71% of responses agreed with the area suggested for selective licensing, with 45% strongly agreeing. 17% of answers disagreed, and 11% either didn't know or were neutral.



The following issues were raised by respondents who disagreed with the area chosen;

- Area needs to be wider
- Other areas are more in need of the scheme
- Does not meet selective licensing criteria
- Should be implemented city-wide

























Suggested changes for additional inclusion; Granville, all of Wellington, other side of Wilmslow road, Ladybarn, Mauldeth Road west (both sides), Fallowfield Brow, Burton Road,

Multiple requests suggested the inclusion of Withington and Fallowfield.

1.7. Would licensing improve things?

81% of the respondents agreed that the scheme would improve property management, 85% said it would improve house condition, 76% thought it would improve antisocial behaviour and 82% hope it can help the area in general.

Negative responses did not rise above 10% for any of the four question criteria.

| | The way landlords and letting agents manage their tenants | The condition of privately rented houses | Antisocial behaviour or nuisance | The area in general |
|---------------------------|---|---|--|---|
| Strongly agree |  56% |  60% |  46% |  57% |
| Agree |  25% |  25% |  30% |  25% |
| Neither agree or disagree |  4% |  2% |  4% |  3% |
| Disagree |  3% |  3% |  5% |  3% |
| Strongly disagree |  5% |  5% |  5% |  5% |
| Don't know / No Answer |  5% |  3% |  9% |  5% |

1.8. Other Comments

Throughout the questionnaire respondents made comments in regards to the management of student-based property. Concerns raised in response to this particular issue were;

- Landlords leaving 'To let', or 'Available next year' signs etc. as a means of free advertising – makes the area look bad
- Student houses are sold regularly as an 'investment opportunity' and as such many landlords are non-local and uninvolved with upkeep/management
- Many complaints about noise nuisance
- Broken bottles and rubbish remain on the streets from bins that have been rejected by refuse collection (for not adhering to recycling rules). Suggest additional bins for student properties and HMO's
- High levels of crime (burglary) as it is a known to have a high student population
- Provide management and education/advice to student houses on looking after their house and the community
- Student house quality is generally poor – so those moving in have no commitment to keeping the area clean/tidy
- Regulation of HMOs – many illegal extensions added to increase house occupancy

Respondents were asked to provide any other comments at the end of the questionnaire. The key issues raised are summarised as follows:

- Along with other projects, such as the "10 streets", selective licensing will help the area

- Landlords don't pay enough tax in relation to the cost of solving issues with antisocial tenants (especially when they are students as they're exempt)
- Large organisations that manage social housing should also be charged selective licensing as these tenants often cause trouble
- Absentee landlords and non-local agents are uninterested in the impact their tenants are having on the area and their properties
- Improvement of the local area will encourage more families to move and stay in the community
- Tenants that move into a clean and tidy property are likely to keep it that way
- Increase policing in the area
- Encourage landlords to take more interest in their tenants and the treatment of the property

Other comments raised included:

"As long as it is monitored and enforced, this could be a success."

"Full licensing of HMOs has been needed for a long time to discourage the proliferation of poorly maintained rented properties."

"If the requirements of the licences are stringent and they are closely regulated and enforced then there is every chance that things will improve."

"Licencing is overdue as Landlords are unaffected by their tenants behaviour & state of their property. They don't contribute to the area they make it worse."

"Old Moat is a very mixed area and students are most welcome. However, this does come with a cost in terms of noise, waste and asb in certain parts of the ward at certain times of the year."

"Regulation is essential for everyone. It benefits good landlords if the unscrupulous ones are made to adhere to regulations."

"This is essential work. The council could also use it to put pressure on landlords to include things like recycling and tree management in their contracts."

"We need masses more help to reverse the damage that has been done by profiteering landlords and the blind eye previously applied to the area."