



Consultation Report

January 2018



Telford & Wrekin
COUNCIL

Document Governance

Title	Selective Licensing Consultation Report
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1. Introduction

In Telford and Wrekin the private rented sector more than doubled over the period 2001 to 2011, from 3,762 households (5.9% of all households) in 2001 to 9,979 households (15.0%) in 2011.

Whilst the Council acknowledges that many landlords provide decent well-managed and well maintained accommodation there are examples in our borough where properties are poorly managed and have a negative impact on the local community.

Concerns have also been raised recently that Telford and Wrekin has a number of neighbourhoods which have a high proportion of privately rented properties where there is low housing demand, anti-social behaviour (ASB) and crime.

Selective Licensing is a discretionary licensing scheme introduced within the Housing Act 2004, which requires all private landlords (with certain exemptions) operating within a designated zone to operate under the terms of a licence awarded by the local authority. Licence conditions typically include a range of requirements aimed at ensuring that properties are safe and are managed in a satisfactory way.

Selective Licensing was identified as a potential way of addressing issues of low housing demand, anti-social behaviour and crime and a ten week consultation on a proposed Selective Licensing scheme was carried out between 12 June and 21 August 2017.

This report presents the responses to the consultation exercise.

We would like to thank everyone who took the time to contribute to the consultation by completing the consultation survey, attending the face to face drop in sessions or submitting written responses to the proposal.

2. Executive Summary

Consultation on the proposed Selective Licensing scheme commenced on 12 June 2017 and ran for a period of ten weeks, ending on 21 August.

Letters were sent out to approximately 30,000 residences and businesses in the proposed Selective Licensing areas and those addresses within a half mile buffer zone. The letter contained a summary of the Selective Licensing proposal, links to further information on the Telford and Wrekin Council website, details of drop in sessions being held and an invitation to participate in the online consultation survey. Paper copies of the survey were also produced and distributed on request or at drop in sessions.

Emails containing the same information were also sent to stakeholders including borough councillors, town and parish councils, known landlords (private and registered social), landlord associations and voluntary sector groups as well as the police and fire and rescue service.

During the consultation period, six drop in sessions were held for residents, landlords and other stakeholders at venues in the proposed Selective Licensing areas.

The proposal stimulated extensive discussion and there was active engagement from residents and landlords in the proposed zones.

The consultation survey asked respondents to provide their views on:

- the proposed Selective Licensing conditions;
- the proposed fee structure;
- whether Selective Licensing would tackle the issues identified in the business case
- whether Selective Licensing should be introduced in the proposed zones

There were a total of 907 responses to the survey (702 online and 205 paper).

The largest groups represented amongst survey respondents were owner occupiers (35.4%), private tenants (27.9%) and private landlords (26.5%).

48.8% of respondents indicated that they were residents of one of the proposed zones and 19.0% said that they were landlords or letting agents owning or managing properties in the proposed zones.

Written responses setting out alternatives to the Selective Licensing proposal were received from the National Landlords Association and the Wrekin Landlords Association. Wrekin Landlords Association also submitted a 1,245 signature petition requesting Telford and Wrekin Council to explore alternatives to the proposed Selective Licensing scheme.

Summary of survey responses

Licensing Conditions

Overall, the majority of survey respondents agreed or strongly agreed with 30 of the 34 proposed licensing conditions that were being consulted on. The breakdown for each of the condition categories was as follows:

General

- In total 810 survey respondents answered one or more of the questions relating to general licensing conditions.
- The majority either agreed or strongly agreed with all the proposed conditions in this category.

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Be permanent UK residents?	51.2%	20.4%	26.6%	1.9%	805
Have in place suitable emergency/ management arrangements in the event of their temporary/short term absence?	74.9%	11.3%	10.9%	2.9%	768
Provide a copy of the licence to each new tenant when they move in?	52.8%	18.8%	26.1%	2.3%	788
Provide tenants who pay their rent by cheque or in cash with a receipt?	80.0%	10.6%	7.6%	1.7%	775

Health and Safety

- In total 779 survey respondents answered one or more questions in the health and safety conditions section of the survey.
- The majority agreed or strongly agreed with all of the conditions in this section with the exception of training in fire safety and instruction on using fire safety equipment (41.8%).

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Ensure all provided furnishings are in good condition?	70.8%	17.0%	9.7%	2.5%	712
Provide instructions/manuals for all electrical equipment?	58.8%	15.7%	24.6%	0.9%	765
Provide an Electrical Installation Condition Report (EICR) at no more than 5 year intervals?	62.6%	16.1%	15.3%	6.0%	746
Ensure that no rooms, other than bedrooms, are used for sleeping purposes?	53.7%	13.0%	32.1%	1.2%	769
Make sure there is a deep clean of the property and that all facilities are clean and in good working order before the property is re-let?	73.5%	15.0%	10.5%	1.0%	733
If a previous tenant hasn't returned the keys, change all the locks before a new tenant moves in?	76.3%	11.3%	10.5%	1.9%	735
Inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service?	55.9%	18.9%	22.4%	2.9%	732
Give all new tenants training in fire safety and instruction on using fire safety equipment before they move in?	41.8%	22.5%	29.1%	6.6%	752

Property Structure and Services

- 780 respondents answered one or more of the questions in the property structure and services conditions section.
- The majority of respondents agreed or strongly agreed with all of the property structure and services conditions with the exception of the conditions relating to Energy Performance Certificates (50.0%) and the fitting of thermostatic radiator valves (43.3%).

To what extent do you agree or disagree that the licence holder and/or their representative must ensure...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
If gas and electricity are supplied through pre-payment meters, that tokens/cards/top up must be readily available locally?	52.0%	20.2%	25.5%	2.3%	768
The heating system is capable of heating the entire property to at least 18c when the temperature outside is -1c. Convection heaters are not acceptable?	70.4%	14.0%	10.2%	5.5%	729
All radiators part of any central heating system are fitted with thermostatic radiator valves?	43.3%	24.7%	29.0%	3.0%	756
There are enough electric sockets within the property for the number of appliances likely to need them without the need to use multi-socket adaptors?	61.8%	18.0%	17.4%	2.8%	746
Ground floor bedrooms are fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations?	72.6%	16.3%	7.6%	3.5%	722
All ground floor, basement windows, low level windows and accessible roof lights have suitable locks to prevent access from outside and that tenants are provided with the keys?	73.5%	14.8%	7.9%	3.8%	710
There is an escape window or door to allow access to the outside where a ground floor bedroom is located off a high risk room?	71.8%	13.6%	8.2%	6.4%	706
If the property uses gas or oil appliances, that a Carbon Monoxide alarm which conforms to the relevant British Standards is fitted?	69.9%	16.7%	10.5%	2.8%	741
The property has an Energy Performance Certificate (EPC) which is no more than 10 years old and the property must be Grade D rated or above?	50.0%	17.9%	25.9%	6.2%	758
The exterior of the property is in reasonable decorative condition and state of repair?	73.4%	16.1%	9.0%	1.5%	744

Waste/Refuse, Fly-Tipping and Pests

- 772 respondents answered one or more of the questions in the waste/refuse, fly-tipping and pests section of the survey. The majority of respondents agreed or strongly agreed with all of the conditions in this section.

To what extent do you agree or disagree that the licence holder and/or their representative must ensure...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
There are enough bins/containers for the storage and collection of rubbish and recycling from the property?	64.7%	9.6%	24.2%	1.4%	768
When each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected?	69.0%	11.6%	18.6%	0.8%	765
All tenants, are able to access, at all times, all external areas within the property boundary?	64.9%	15.1%	18.0%	2.0%	749
All waste removed from the property by anyone other than the Council is disposed of legally?	66.8%	9.5%	22.4%	1.2%	744
The property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste and rubbish?	64.6%	11.7%	22.5%	1.2%	751
In Houses in Multiple Occupation (HMO) bins are ready for collection at the right time and place and brought back in following collection?	65.8%	14.7%	11.7%	7.8%	693

Anti-Social Behaviour

- 773 respondents answered one or more of the questions in the anti-social behaviour section of the survey. The majority of respondents agreed or strongly agreed with all of the conditions in this section.

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity?	70.8%	10.8%	13.5%	4.9%	753
Make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors?	67.3%	6.8%	24.0%	2.0%	764
When requested by the Council, provide a list of who is currently living in their property?	62.3%	10.6%	24.4%	2.6%	761
Include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant?	68.7%	11.1%	14.7%	5.5%	723
Where the property is a HMO, undertake management checks of all communal areas within the property's boundary at least weekly and record these in writing?	53.2%	17.6%	18.3%	10.9%	698

Fit and Proper Person

- 787 respondents answered the fit and proper person question in the survey.
- There was no majority opinion either way, however the greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (40.3%) compared to 29.1% who disagreed or strongly disagreed.

To what extent do you agree or disagree that landlords...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Should have to complete a basic DBS disclosure?	40.3%	22.1%	29.1%	8.5%	787

Licensing Fee Structure and Selective Licensing Proposal

Whilst there was majority agreement with most of the licensing conditions, there was no overall support for the proposed licensing fee structure and no majority agreement that Selective Licensing is the solution to the issues outlined in the business case and should therefore be introduced.

- 806 respondents answered one or more of the questions relating to the proposed licensing fee structure.
- The majority of respondents disagreed or strongly disagreed with all of the proposals relating to the fee structure.

To what extent do you agree or disagree that it is reasonable to...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Have a fee of £610 per licensed property for applications made online within three months of the start of the scheme?	26.8%	8.7%	62.4%	2.1%	796
Have an additional late application fee of £250 for applications received three months after the start of the scheme?	25.3%	8.0%	64.4%	2.3%	797
Have an additional charge of £100 for a paper application?	16.2%	9.8%	71.8%	2.1%	795
Have the option to spread the fee annually with an additional £30 administration charge plus 1.75% interest?	30.1%	11.0%	53.1%	5.8%	754

- 866 respondents answered the question as to whether they thought Selective Licensing would help to address the issues identified in the business case.
- The majority indicated that they thought it would not address the issues (68.6%).
- 860 respondents answered the question as to whether the council should introduce the scheme in the four areas identified in the business case.
- Two thirds of respondents indicated that they thought that the scheme shouldn't be introduced (66.7%).

Do you think...	yes	no	don't know	total responses
Selective Licensing would help to address these issues?	24.7%	68.6%	6.7%	866
We should introduce the scheme in the four areas we have identified?	27.8%	66.7%	5.5%	860

Open questions

In addition to the responses to the closed survey questions, there were 5,090 responses to the ten open questions included throughout the survey to allow respondents to expand on the reasons for their answers and raise any issues or concerns about the proposals.

The broad themes in support of the licensing conditions and the proposal in general included:

- Respondents who felt that the conditions were common sense and were representative of good business practice.
- Those who felt that the proposals would provide greater protection and reassurance to tenants and also to landlords and the wider community.
- Those who thought that the conditions would make landlords more responsible for their properties and address issues of poorly managed properties in the borough.

Themes emerging from those disagreeing with the proposal included:

- Those who felt that the proposals would have a negative financial impact on people living in the zones, with concerns that rent would be increased to cover the cost of the licence fee, and fears that the designation would lead to increased insurance costs and property devaluation.
- Those who felt that the proposal discriminates against good landlords and residents of the proposed zones.
- Those who thought that that the proposal is a money making scheme and good landlords are already undertaking many of the proposed conditions and the scheme is not required.
- Respondents who did not believe that the scheme would be effective in addressing the issues identified in the business case.

In addition to this there were comments highlighting underlying issues in neighbourhoods. These included:

- The impact of poorly maintained privately rented properties on those living nearby.
- Lack of investment and declining standards in the areas proposed for Selective Licensing.
- A need for more to be done by agencies such as the Council and Police to address issues in these areas.
- Issues with bad landlords and problem tenants across the whole borough.

Overall respondents were in agreement with the majority of the proposed licensing conditions. Despite this, they did not feel that Selective Licensing was a suitable mechanism for addressing the issues in neighbourhoods identified in the business case. They did not agree with the proposed licensing fee structure and did not support the introduction of the scheme in the proposed zones.

However, analysis of responses across all of the questions shows a divergence of opinion amongst different types of respondent.

Amongst the main respondent types, private landlords, letting agents and tenants were more likely to disagree with the proposed conditions and oppose the introduction of the scheme.

By comparison owner occupiers agreed or strongly agreed with all of the 34 proposed licensing condition and the greatest proportion of this respondent type thought that the scheme should be implemented.

3. Background

Selective Licensing is a discretionary licensing scheme, which requires all private landlords (with certain exemptions)¹ operating within a designated zone to operate under the terms of a licence awarded by the local authority. Licence conditions typically include a range of requirements aimed at ensuring that properties are safe and are managed in a satisfactory way. Such a scheme provides the local authority with an additional tool to help better regulate privately rented accommodation and to uplift standards of management within the area. This improvement in standards supports wider initiatives and plans to help uplift and regenerate areas.

Selective Licensing was introduced within the Housing Act 2004 under Part 3, Section 80 and allows local housing authorities to designate areas suffering from either significant and persistent anti-social behaviour and/or low housing demand.

Under section 80 of the Act, in order to introduce Selective Licensing the local authority has to demonstrate that the area it is proposing to license has a proportion of privately rented properties that is above the national average and satisfies one or more of the following criteria:

- Low housing demand
- A significant and persistent problem caused by anti-social behaviour
- Poor property conditions
- High levels of migration
- High levels of deprivation
- High levels of crime

Selective Licensing was identified by Telford and Wrekin Council as a potential way of addressing issues of low housing demand, anti-social behaviour and crime in parts of the borough that have a high proportion of privately rented properties.

Following Department for Communities and Local Government guidance a Selective Licensing Business Case² was produced detailing the evidence for introducing a Selective Licensing scheme in the borough; the proposed licence conditions; the licence fee structure and details of how and where in the borough the scheme would operate.

Using a range of data, the Selective Licensing Business Case identified four areas or zones in the borough with a high proportion of privately rented properties, evidence of low housing demand, high levels of crime and significant anti-social behaviour, which it was felt would benefit from the introduction of Selective Licensing.

¹ The Selective Licensing of Houses (Specified Exemptions) (England) Order 2006

² http://www.telford.gov.uk/downloads/file/5786/selective_licensing_business_case_20171

The proposed zones identified in the business case were as follows:

- Zone 1 - One lower layer super output area (LSOA)³ in Hadley and Leegomery
- Zone 2 - One LSOA in Malinslee and two in Hollinswood
- Zone 3 - Two LSOAs in Brookside and three from Madeley and Sutton Hill
- Zone 4 - Five LSOAs in Woodside

Figure 1 shows the location of the four proposed zones.

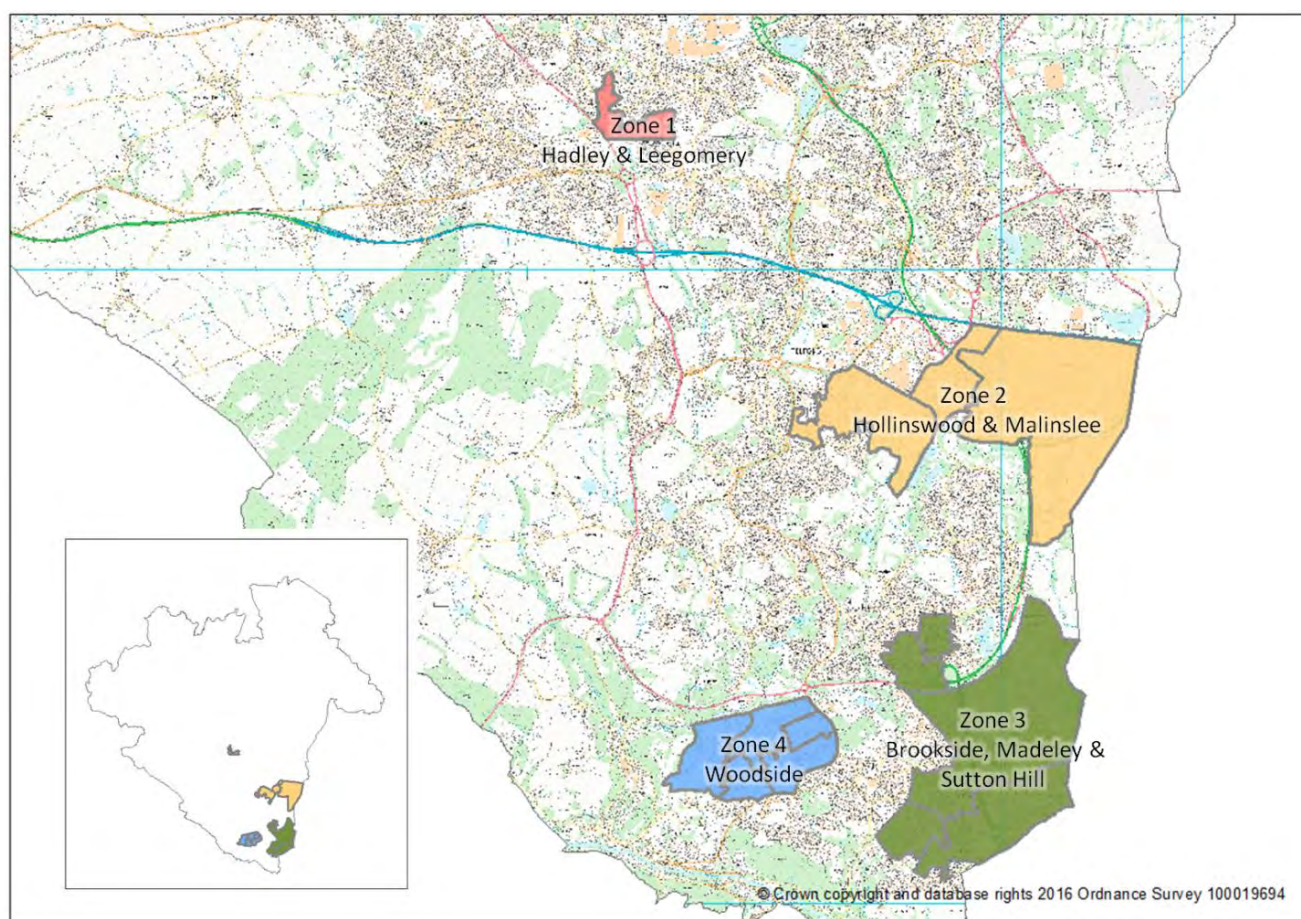


Figure 1: Proposed Selective Licensing areas

The proposed zones cover approximately 8,550 properties, of which at least 2,000 are estimated to be privately rented.

³ Lower layer super output areas (LSOAs) are areas defined by the Office of National Statistics and have an average of approximately 1,500 residents and 650 households. There are 108 LSOAs within Telford and Wrekin.

4. Consultation

When considering designating an area for Selective Licensing, the Housing Act 2004 requires local housing authorities to:

- Undertake a full consultation, including consultation of local residents, including tenants, landlords and where appropriate their managing agents and other members of the community who live or operate businesses or provide services both within and surrounding the proposed designation.
- Ensure that the consultation is widely publicised using various channels of communication.
- Consult for a minimum of 10 weeks where the designation does not require the confirmation of the Secretary of State because of its extent.⁴
- Inform residents, landlords, letting agents and businesses about the proposal, including the reasons for proposing the scheme, why alternative remedies are insufficient, how it will tackle specific problems together with other specified measures, and the proposed outcome.
- Invite consultees to give their views for consideration and response.
- On completion of the consultation publish the results and make them available to the local community⁵

On 23 March 2017, Telford and Wrekin Council's Cabinet approved consultation on the proposed Selective Licensing scheme which commenced on 12 June 2017 and ran for a period of ten weeks, ending on 21 August.

Information on the selective licensing proposal was set out on a dedicated section on the Council website⁶. This included information specific to each proposed zone, information for landlords, FAQs, the business case and details of how to take part in the consultation. A postcode checker was also created and hosted on these pages so that residents and landlords could determine whether or not their property was in one of the proposed zones.

The principal method for receiving responses to the consultation was via an online survey. Following feedback received at the beginning of the consultation a paper copy of the survey was made available from 27 June. A copy of the consultation survey is available in Appendix D.

At the start of the consultation, letters were sent out to approximately 30,000 residences and businesses in the proposed selective licensing areas and those addresses within a half mile buffer of each zone. The letter contained a summary of the selective licensing proposal, links to further information on the Telford and Wrekin Council website, details of drop in sessions being held and an invitation to participate in the online consultation survey.

Emails containing the same information were also sent to stakeholders including borough councillors, town and parish councils, known landlords (private and registered social), landlord associations and voluntary sector groups as well as the police and fire and rescue service.

⁴ The proportion of privately rented properties and area of the proposed zones was below the threshold requiring the scheme to be submitted to the Secretary of State for Communities and Local Government for confirmation.

⁵ [DCLG Selective Licensing in the private rented sector paras 46-49](#)

⁶ www.telford.gov.uk/selectivelicensing

During the consultation period, six drop in sessions were held for residents, landlords and other stakeholders at venues in the proposed Selective Licensing areas. These took place on the following dates at varying times to enable participation.

- 18 July - Hadley Learning Centre 15:00-17:00 (zone 1)
- 19 July - Sutton Hill Community Centre 16:00-18:00 (zone 3)
- 25 July - Park Lane Centre Woodside 16:00-18:00 (zone 4)
- 26 July - Hollinswood Neighbourhood Centre 16:00-18:00 (zone 2)
- 1 August - Brookside Community Centre 16:00-19:30 (zone 3)
- 3 August - Malinslee Old Park Primary School 14:30-16:30 (zone 2)

At each session Council officers were available to take questions and receive feedback on the Selective Licensing proposals as well as provide support in completing the consultation survey. Paper copies of the proposal documents were available at all of the events.

In total the events were attended by approximately 280 people. Those attending included private rental sector tenants, housing association tenants, landlords, letting agents and owner occupiers.

700 paper copies of the survey were printed and distributed at these events.

The consultation was supported by regular communication via the Council's social media channels, inviting people to complete the survey or attend the drop in sessions. Between 12 June and 14 August there were a total of 13 Facebook posts and 30 Tweets published to the Council's social media sites⁷

⁷ <https://www.facebook.com/TelfordWrekin> and <https://twitter.com/TelfordWrekin>

4.1 Equality Statement

As a local authority, we are subject to the General Equality Duty, laid out in the Equality Act 2010. In summary, we must have 'due regard' to the need to—

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

There is a clear expectation from statutory guidance that all those who would be affected by the proposals would have an opportunity to express their views.

Consideration of the Duty and its aims began with the development of the business case. When refining the business case, the demographic characteristics of each area was included. With this greater understanding of the needs of individuals in each of the areas, we were able to develop a range of steps to make sure as many potentially affected people as possible were able to take part. Some examples of steps taken includes:

- Summarised information presented in an easily understandable format using accessible information best practice.
- All information is accessible online, or on request, with a programme of face to face opportunities delivered in the communities that the proposals are likely to affect.
- A large number of ways to feed comments into the consultation; online and paper surveys, unstructured responses, face to face, telephone letter and e-mail were all accepted.
- Access to alternative formats, and information in preferred language up on request.
- Community locations selected on the basis that they were accessible to the entire community taking account of religion or belief, and disability.
- Supporting documents, such as Frequently Asked Questions (FAQ) to help individuals to support themselves at a time independent of office hours.
- Collection of relevant personal information for statistical purposes to ensure we engaged the whole affected community. In particular, those most likely to be clients to the private rental sector;
 - Single young people under the age of 35
 - People with disabilities who are unable to work
 - People with low paid employment, or no employment, that would limit their ability to own a property.

By the nature of the criteria laid down in the statutory guidance, the selected areas are likely to contain a greater proportion of people on low incomes as they are the most likely to be renting. This can sometimes feel like specific targeting of some people and areas. The selection of these areas is evidence led and a full rationale for their selection is included in the Business Case.

4.2 Consultation Survey

The consultation survey was divided into the following five sections.

- Respondent type
- Licensing conditions
- Licensing fee structure
- Selective Licensing proposal
- Conclusion

Respondent type

In order to understand the reach of the survey respondents were asked a series of questions at the start of the survey to establish their interest in the Selective Licensing proposal.

Respondents were asked to indicate whether they were a tenant (private sector or social housing), owner occupier, private landlord, business, letting agent, Community Group/organisation or any other; whether they lived in or owned/managed properties in the zones (including HMOs) and whether or not they were existing members of the Telford and Wrekin Landlord Accreditation Scheme.

Licensing Conditions

This section sought the views of respondents on the proposed Selective Licensing conditions. Only the non-mandatory conditions from the proposal were included in the consultation survey, with the full list of conditions available to respondents online or provided as a separate document for those completing paper surveys.

The conditions section was subdivided into the following six categories:

- General conditions
- Conditions relating to health and safety
- Conditions relating to property structure and services
- Conditions relating to waste, refuse, fly-tipping and pest control
- Conditions relating to anti-social behaviour
- Fit and proper person conditions

For each category respondents were asked to indicate the extent to which they agreed or disagreed with each of the proposed conditions. An open question was provided within each category enabling respondents to expand on the reasons for their ratings and raise any issues or concerns about the proposals.

Licensing Fee Structure

This section sought the views of respondents on the proposed licensing fee structure. Respondents were asked to indicate the extent to which they agreed or disagreed with the components of the fee structure.

As with the conditions sections, a free text field was provided asking respondents to expand on the reasons for their ratings.

Selective Licensing Proposal

This section asked respondents whether they thought that Selective Licensing would help address the issues of low housing demand, housing disrepair and anti-social behaviour outlined in the business case. They were also asked whether the scheme should be introduced in the four areas identified. Free text fields were included asking respondents to expand on the reasons for their answers to each question with a final free text field included for any further comments relating to the proposal.

Conclusion

At the conclusion of the survey respondents were asked a number of optional monitoring questions relating to gender, age, ethnicity, disability and religion.

Those respondents who completed the consultation survey online were given the option to sign up to receive an email update on the consultation once the consultation report was completed.

A copy of the survey questionnaire is available in Appendix D.

4.3 Respondent profile

Survey Responses

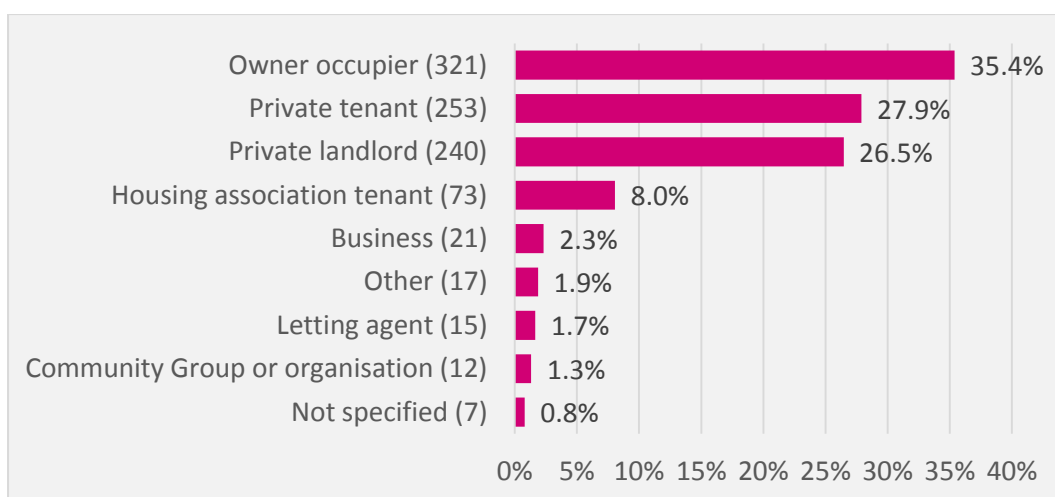
In total there were 907 completed surveys received between 12 June and midnight on 21 August. 702 responses were received from the online survey with 205 completed paper surveys.

A further 33 paper surveys were received after the consultation had closed. These responses have not been included in the following survey analysis.

Respondent type

The largest groups represented in survey respondents were owner occupiers (35.4%), private tenants (27.9%) and private landlords (26.5%).

8.0% of respondents indicated that they were Housing Association tenants, 2.3% businesses, 1.9% other, 1.7% letting agents and 1.3% community groups or organisations. 7 survey respondents did not answer this question.⁸



224 respondents indicated that they owned or managed properties in Telford and Wrekin with 30 managing Houses in Multiple Occupation (HMOs). 172 of these respondents indicated that they owned or managed properties within the proposed Selective Licensing zones.

55 of the respondents who owned or managed properties in Telford and Wrekin indicated that they were members of the Telford and Wrekin Landlord Accreditation scheme and a further 55 indicated that they would be interested in joining the scheme at a reduced rate.

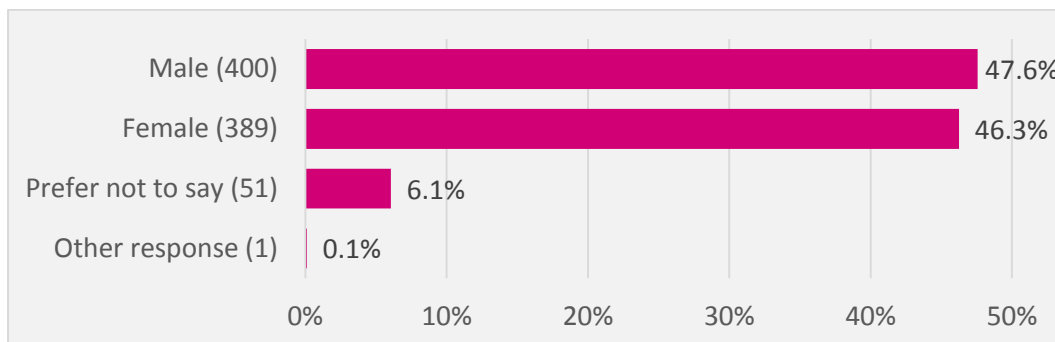
39 respondents stated that were residents of HMOs with 31 living in HMOs within the proposed Selective Licensing zones.

A total of 443 respondents indicated that they were resident in one of the four proposed zones with 440 specifying which zone. 79 respondents indicated that they were residents of zone 1 (Hadley and Leegomery), 114 were from zone 2 (Hollinswood and Malinslee), 123 from zone 3 (Brookside, Madeley and Sutton Hill) and 124 from zone 4 (Woodside)

⁸ respondents could select more than category for this question therefore the total exceeds 100%

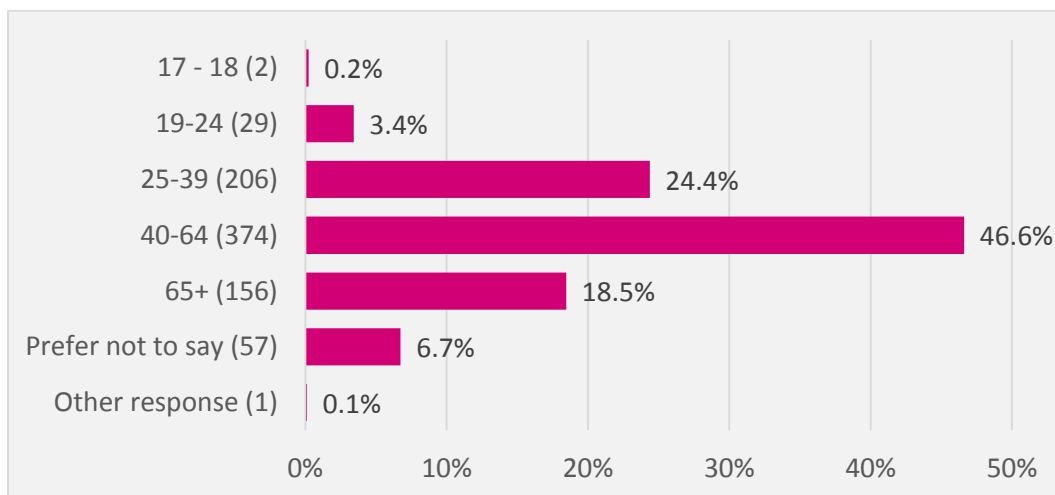
Gender

47.6% of respondents who answered the gender question were male compared with 46.3% female. 6.1% preferred not to say.



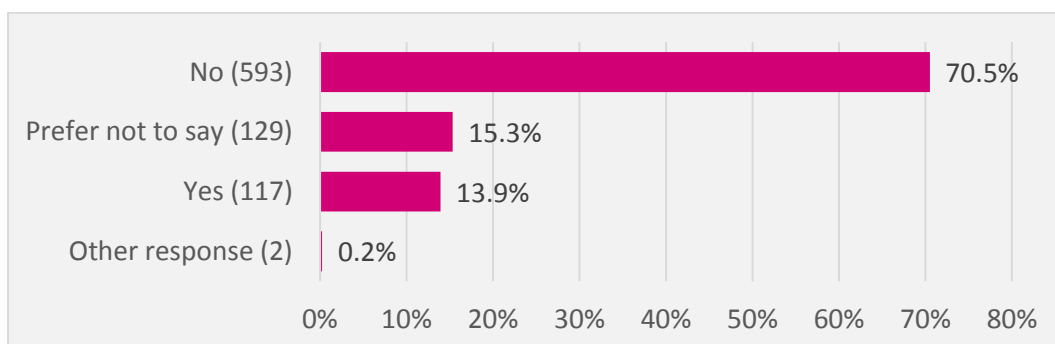
Age

The largest proportion of respondents who answered the age group question were in the 40-64 age group (46.6%), followed by those aged 25-39 (24.4%) and respondents aged 65 and above (18.5%).



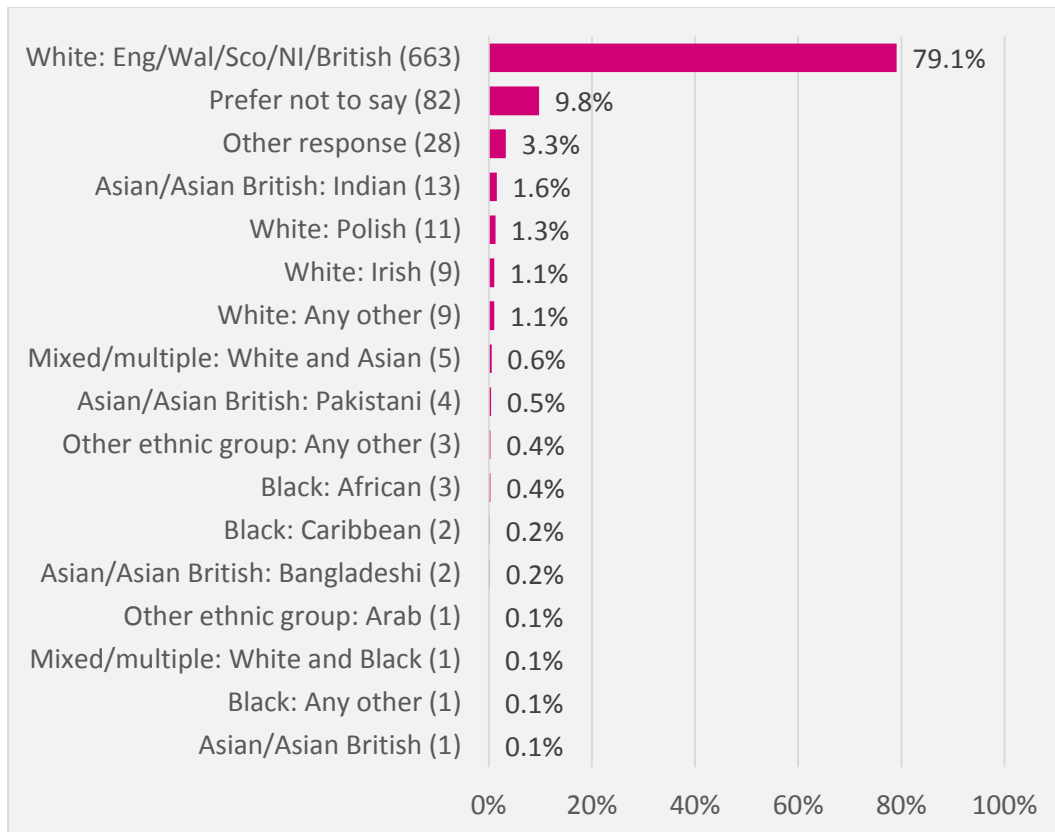
Disability

The majority of respondents who answered the disability question indicated that they did not have a long standing illness or disability (70.5%). 13.9% indicated that they did and 15.3% preferred not to say.



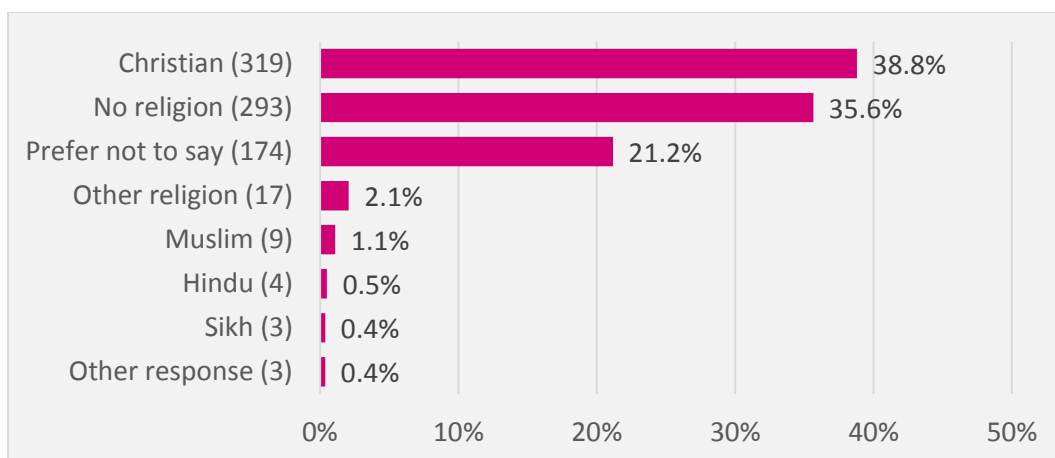
Ethnicity

The majority of survey respondents who indicated their ethnicity were White: English/Welsh/Scottish/Northern Irish/British (79.1%). 9.8% preferred not to say. The largest minority ethnic groups represented in survey respondents were Asian/Asian British (1.6%) and White: Polish (1.3%).



Religion

The largest proportion of respondents who answered the question gave their religion as Christian (38.85). 35.6% indicated that they had no religion and 21.2% preferred not to say.



Survey Results

5.1 Introduction

The responses to the consultation survey questions are detailed in the following section.

The results are presented under the following categories from the survey:

- General conditions
- Conditions relating to health and safety
- Conditions relating to property structure and services
- Conditions relating to waste, refuse, fly-tipping and pest control
- Conditions relating to anti-social behaviour
- Fit and proper person conditions
- Licensing fee structure
- Selective Licensing proposal

In addition to the total results from all respondents, the results for each category have also been broken down and analysed for each of the following respondent/stakeholder types:

- Private tenants
- Housing association tenants
- Owner occupiers
- Businesses
- Private landlords
- Letting agents
- Community groups or organisations
- All residents of the proposed zones
- Landlords and letting agents owning or managing properties in the proposed zones
- Residents of proposed zone 1
- Residents of proposed zone 2
- Residents of proposed zone 3
- Residents of proposed zone 4

A summary of the key themes emerging from the open question including example comments is also presented for each survey category.

Tables with the results for each of the 14 respondent categories are available in Appendix C.

5.2 General Conditions

All respondents

- In total 810 survey respondents answered one or more of the questions relating to general licensing conditions.
- The majority of respondents either agreed or strongly agreed with all the proposed conditions in this category.
- The greatest proportion of respondents agreed or strongly agreed that tenants who pay their rent by cash or cheque should be provided with a receipt (80.0%) whilst the smallest proportion agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents (51.2%). Respondents were also most likely to disagree or strongly disagree with this condition (26.6%).

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/strongly agree	neither agree/disagree	disagree/strongly disagree	don't know	total responses
Be permanent UK residents?	51.2%	20.4%	26.6%	1.9%	805
Have in place suitable emergency/ management arrangements in the event of their temporary/short term absence?	74.9%	11.3%	10.9%	2.9%	768
Provide a copy of the licence to each new tenant when they move in?	52.8%	18.8%	26.1%	2.3%	788
Provide tenants who pay their rent by cheque or in cash with a receipt?	80.0%	10.6%	7.6%	1.7%	775

Private tenants

- 220 respondents who were private tenants answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must provide tenants who pay by cheque or cash with a receipt (71.4%) and have in place suitable emergency/management arrangements in the event of their temporary/short term absence (65.3%).
- Fewer than half agreed or strongly agreed that they must provide a copy of the licence to new tenants when they move in (41.8%).
- They were more likely to disagree or strongly disagree that they should be permanent UK residents (35.9%) than agree or strongly agree with this condition (34.6%).

Housing Association tenants

- 72 respondents who were identified themselves as housing association tenants answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (74.6%), provide a copy of the licence (58.3%) and provide tenants with a receipt (80.9%).

- 50% agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents.

Owner occupiers

- 299 respondents who were owner occupiers answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed with all of the general conditions.
- The greatest proportion of respondents agreed or strongly agreed that tenants who pay their rent by cash or cheque should be provided with a receipt (86.8%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents (63.8%).

Businesses

- 14 respondents from businesses answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (75.0%), provide a copy of the licence and provide tenants with a receipt (80.0%).
- 50% agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents.
- They were more likely to disagree or strongly disagree that tenants should be provided with a copy of the licence (41.2%) than agree or strongly agree with this condition (35.3%).

Private landlords

- 208 respondents who were private landlords answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (71.2%) and provide tenants with a receipt (79.5%).
- Fewer than half agreed or strongly agreed that they must be permanent UK residents (48.8%).
- They were more likely to disagree or strongly disagree that tenants should be provided with a copy of the licence (37.6%) than agree or strongly agree with this condition (36.6%).

Letting agents

- 14 respondents who were letting agents answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must provide tenants who pay by cheque or cash with a receipt (83.3%) and have in place suitable emergency management arrangements (58.3%).
- Fewer than half agreed or strongly agreed that they must be permanent UK residents (41.7%) and provide a copy of the licence to new tenants when they move in (33.3%).

Community groups or organisations

- 10 respondents from community groups or organisations answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed with all of the general conditions.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (90.0%) and provide a receipt (90.0%).

All residents of zones

- 406 respondents who indicated that they lived in one of the proposed zones answered one or more questions in the general conditions section.
- The majority of respondents agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (71.0%), provide a copy of the licence (52.1%) and provide a receipt (77.4%).
- Fewer than half agreed or strongly agreed that they must be permanent UK residents (46.8%).

Own or manage properties in zones

- 151 respondents owning or managing properties in the proposed zones answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents (53.0%), have in place suitable emergency/management arrangements (70.0%) and provide a receipt (77.9%).
- They were more likely to disagree or strongly disagree that tenants should be provided with a copy of the licence (36.1%) than agree or strongly agree with this condition (34.0%).

Residents of zone 1

- 78 respondents who were residents of proposed zone 1 answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (67.6%) and provide a receipt for cash or cheque payments (75.3%).
- 50% agreed or strongly agreed that they should provide a copy of the licence
- Fewer than half agreed or strongly agreed that the licence holder and or their representative must be permanent UK residents (40.3%).

Residents of zone 2

- 106 respondents who were residents of proposed zone 2 answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed with all of the general conditions.

General

- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative must provide a receipt for cash or cheque payments (78.6%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must be permanent UK residents (51.4%).

Residents of zone 3

- 110 respondents who were residents of proposed zone 3 answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (69.9%), provide a copy of the licence (56.2%) and provide tenants with a receipt (81.1%).
- Fewer than half agreed or strongly agreed that the licence holder and or their representative must be permanent UK residents (49.1%).

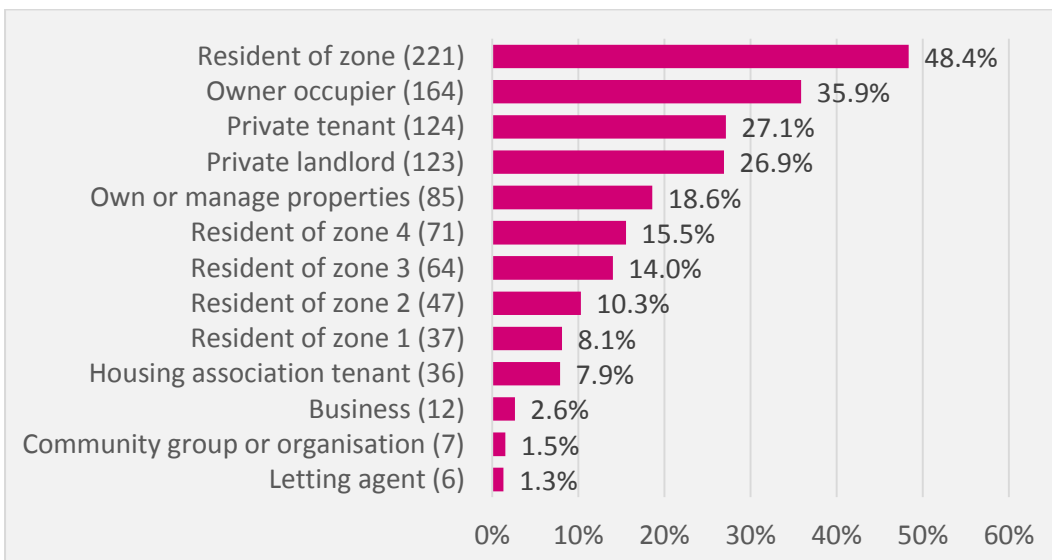
Residents of zone 4

- 111 respondents who were residents of proposed zone 4 answered one or more questions in the general conditions section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must have in place suitable emergency/management arrangements (75.8%) and provide tenants with a receipt (73.5%).
- Fewer than half agreed or strongly agreed that the licence holder and or their representative must be permanent UK residents (44.1%) and provide a copy of the licence to new tenants when they move in (42.5%).

Open question

There were 457 free text responses received in the general conditions section. This included 57 responses from respondents who did not answer any of the four closed questions.

48.4% of respondents who provided comments had indicated that they were residents of one of the proposed zones; 35.9% were owner occupiers and 27.1% were private tenants. 26.9% were private landlords, with 18.6% owning or managing properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The main themes emerging from the comments were as follows:

Respondents who felt that the proposed conditions would provide protection and support to tenants, landlords and the local community.

“It is important that everyone involved has a clear understanding of what is expected both landlord and tenant”

“These proposals are the ethical and fair way for a licence holder to conduct business with their tenants and ensure a direct stake in the community”

Similarly there were respondents who felt that the proposed conditions represented good practice.

“These are all sensible measures any decent landlord would be willing to adopt and will help prevent less scrupulous ones from operating.”

“This should be standard practice.”

There were a large number of comments relating to the proposed condition that the licence holder and/or their representative must be permanent UK residents. Most of the respondents commenting on this condition felt that the licence holder does not have to be a permanent resident (particularly if using an agent).

“There are a lot of people that don’t live in the UK and rent their property out as long as they have an agent in the UK this should not be a problem.”

“There should be no problem in a licence holder residing abroad if a local agent is used for management.”

There were however respondents who felt that they should be permanent UK residents.

“I don't think landlords who are not permanent UK residents should be allowed to rent out properties, they need to be accessible to their tenants in the event of emergencies/queries etc.”

“It's important for landlords to be local, or at the very least based in the UK, so they can monitor their properties and be available if their tenants need them. Landlords not living locally are not likely to care about who is in their property or the state it is in.”

Some respondents also commented that landlords already provide emergency contact details and receipts for cash payments and therefore the licence conditions are not proposing anything new.

“I already comply with all this as all my flats are fully managed by a reputable company”

“My landlord already provides me with emergency contact numbers and my friends who privately rent tell me there landlords do too.”

“My landlord gave me his contact numbers for emergencies at commencement of my tenancy and all my previous landlords have done the same. You are not proposing anything new.”

Concerns were also raised that providing a copy of the licence was unnecessary additional paperwork.

“Copy Licence. Time costs, stop wasting ours. And, like yourselves we need to save paper too.”

“Providing a copy of the licence is more paperwork that a tenant would end up being charged for and I don’t agree with the licence anyway.”

Recurring themes

This was the first free text comment field in the survey and in addition to the general conditions respondents also commented on the proposed Selective Licensing scheme as a whole. Themes were highlighted in this section that would recur in the free text fields throughout the remainder of the survey, particularly from those respondents opposed to the proposal. The following are the themes that occurred most commonly throughout the survey.

Comments from respondents who disagreed with the proposed Selective Licensing scheme in general.

"I strongly disagree that selective licensing should be introduced in the Telford and Wrekin area."

"I don't agree with selective licensing"

Respondents who felt that the proposed licensing scheme is discriminatory against good landlords, landlords in the proposed zones; as well as stigmatising certain areas and the people who live there.

"Do not see any reason to further penalise private landlords who ensure their properties are up standard. The fact it is only in certain areas is discriminatory and are targeting the poorer areas of Telford."

"I disagree with being tarred with same brush as poor landlords who look at only making money and not looking after property and tenant nor vet tenant I regard the tenant as part of my asset same as property."

"The scheme is discriminating against private landlords, it should apply to all landlords or none"

There were differing opinions on private landlords with positive and negative opinions expressed by respondents.

"Landlords are at present not meeting any standards. They are difficult to contact if you have a problem with a rented property within the neighbourhood."

"I have an excellent landlord and I totally disagree with this license. I was a former tenant with a housing trust and the service I got then was 10 times worse than I get from my private landlord now."

Respondents commented that the council should be making more use of existing enforcement powers to tackle issues.

"Most of the things suggested are already the responsibility of Telford and Wrekin Council and they should already be covering and responding to, for instance, anti-social behaviour, fly-tipping and properties in a bad state of repair. This "license" just seems that the council is trying to get paid for carrying out work that they're already paid to carry out under current council tax."

"I understand there are already laws in place to deal with bad tenants so they should be used."

There were contrasting opinions voiced on the impact the proposals would have on the private rented sector.

"I feel that this will go toward achieving the highest standards and the better type of tenant."

"If this proposal goes through I will be selling my properties and the families, all of whom are long time tenants, will be homeless. This is a huge home goal, please rethink this."

Respondents raised concerns about the financial impact that the proposed scheme would have on property values, insurance and rent.

"The cost of a licence will move to the tenant. The tenant won't be able to afford and may become homeless or simply move to a different zone."

"It will create a bad reputation, it will decrease house prices. I've seen that it could also mean that insurance policies increase as they based on post code. That would be a very bad outcome for me and everyone living in the area - owner occupiers, business owners and tenants."

Comments were made that the consultation process and the survey were biased towards producing an outcome in favour of implementing Selective Licensing.

"I do not agree with Selective Licencing and as this questionnaire seems to be heavily weighted on responses that support licencing I cannot complete this questionnaire without prejudicing myself."

"Your questions all point to having this license in place. NOT FAIR. By agreeing or disagreeing with some of the questions not right at all. SHAME ON YOU. Even the Referendum question was clearer then this!"

Respondents questioned how effective the proposed scheme would be in addressing the issues identified in the business case.

"What evidence is there that these conditions will improve the area?"

"What difference will it make to me as a tenant? NONE!!!"

Comments were made by respondents who felt that the proposed scheme should be more targeted and focus specifically on bad landlords

"I don't think selective licensing will help with bad landlords. Bad landlords need to be targeted directly."

"If licensing is required this should be selective on those properties and on landlords that do not comply with mandatory requirements and where properties are not maintained."

There were also respondents who felt that Selective Licensing is a money making scheme for the Council.

"All the above questions are not connected to licencing but to allow councils like yours to take money from the landlord for an easy income to support their mismanaged coffers."

"What use is a licence, sounds just like a money making scheme for the council as so far what has been described will have no effect as the council already has the powers."

Summary

Overall, the majority of respondents either agreed or strongly agreed with all of the proposed general licensing conditions. This was echoed in the comments where respondents felt that the conditions would provide protection and support to tenants, landlords and the local community. However there were differences between the various types of respondent.

The majority of owner occupiers, and respondents from community groups or organisations agreed or strongly agreed with all the conditions whilst the majority of private tenants, housing association tenants, businesses, private landlords and landlords did not.

The majority of respondents who were residents of proposed zone 2 agreed or strongly agreed with all the conditions whilst residents of zone 1, zone 3, zone 4 and those who own or manage properties in the proposed zones did not.

The conditions that were least likely to attract agreement from respondents were that licence holders and/or their representatives must be permanent UK residents and that they must provide a copy of the licence to each new tenant when they move in. This was reflected in the free text comments made by respondents in this category.

5.3 Health and Safety Conditions

All respondents

- In total 779 survey respondents answered one or more questions in the health and safety conditions section of the survey.
- The majority of all respondents agreed or strongly agreed with all of the conditions in this section with the exception of the condition that the licence holder and/or their representative must give all new tenants training in fire safety and instruction on using fire safety equipment. Fewer than half (41.8%) agreed or strongly agreed with this condition
- Respondents were most likely to agree or strongly agree that the licence holder and/or their representative must change all the locks before a new tenant moves in, if a previous tenant hasn't returned the keys (76.3%).
- Respondents were most likely to disagree or strongly disagree with the condition that the licence holder and/or their representative must ensure that no rooms, other than bedrooms, are used for sleeping purposes (32.1%)

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Ensure all provided furnishings are in good condition?	70.8%	17.0%	9.7%	2.5%	712
Provide instructions/manuals for all electrical equipment?	58.8%	15.7%	24.6%	0.9%	765
Provide an Electrical Installation Condition Report (EICR) at no more than 5 year intervals?	62.6%	16.1%	15.3%	6.0%	746
Ensure that no rooms, other than bedrooms, are used for sleeping purposes?	53.7%	13.0%	32.1%	1.2%	769
Make sure there is a deep clean of the property and that all facilities are clean and in good working order before the property is re-let?	73.5%	15.0%	10.5%	1.0%	733
If a previous tenant hasn't returned the keys, change all the locks before a new tenant moves in?	76.3%	11.3%	10.5%	1.9%	735
Inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service?	55.9%	18.9%	22.4%	2.9%	732
Give all new tenants training in fire safety and instruction on using fire safety equipment before they move in?	41.8%	22.5%	29.1%	6.6%	752

Private tenants

- 206 respondents who identified themselves as private tenants answered one or more of the questions in the health and safety conditions section.
- The majority of respondents agreed or strongly agreed with the conditions relating to providing furnishings in good condition (57.5%); providing an EICR (52.3%); making sure there is a deep clean (63.0%) and changing the locks (68.4%).

- Fewer than half agreed or strongly agreed that instructions/manuals needed to be provided for all electrical equipment (42.5%) and that the licence holder and/or their representative should inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service (45.1%).
- They were more likely to disagree or strongly disagree with the condition relating to ensuring that no rooms other than bedrooms, are used for sleeping purposes (40.8%) than agree or strongly agree with this condition (36.8%).
- They were also more likely to disagree or strongly disagree with giving all new tenants training in fire safety and instruction on using fire safety equipment (33.3%) than agree or strongly agree with this condition (31.3%).

Housing Association tenants

- 71 respondents who identified themselves as housing association tenants answered one or more of the questions in the health and safety conditions section.
- The majority of respondents agreed or strongly agreed with all the health and safety conditions with the exception of giving all new tenants training in fire safety and instruction on using fire safety equipment (42.0%) and ensuring that no rooms other than bedrooms, are used for sleeping purposes (45.1%).
- As with private tenants, housing association tenants were more likely to disagree or disagree with ensuring that no rooms other than bedrooms, are used for sleeping purposes (49.3%) than agree or strongly agree with this condition.

Owner occupiers

- 292 respondents who identified themselves as owner occupiers answered one or more of the questions in the health and safety conditions section.
- The majority of owner occupier respondents agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed with the condition relating to changing locks (84.8%).
- The smallest proportion agreed or strongly agreed with the condition that the licence holders and/or their representatives should give all new tenants training in fire safety and instruction on using fire safety equipment (56.6%).

Businesses

- 18 respondents from businesses answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with the conditions relating to providing furnishings in good condition (56.3%), making sure there is a deep clean (62.5%) and changing locks (62.5%).
- 50% agreed or strongly agreed that instructions/manuals and an EICR should be provided.
- Fewer than half agreed or strongly agreed with informing the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service

(46.7%) and giving all new tenants training in fire safety and instruction on using fire safety equipment before they move in (37.5%).

- They were more likely to disagree or strongly disagree with ensuring that no rooms other than bedrooms, are used for sleeping purposes (58.8%) than agree or strongly agree with this condition (35.3%).

Private landlords

- 203 respondents who identified themselves as private landlords answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with all the health and safety conditions with the exception of informing the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service (40.4%)
- They were also more likely to disagree or strongly disagree with giving all new tenants training in fire safety and instruction on using fire safety equipment before they move in (45.7%) than agree or strongly agree (28.9%).

Letting agents

- 12 respondents who identified themselves as letting agents answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with the conditions relating to providing furnishings in good condition (66.7%); providing an EICR (58.3%); ensuring no rooms other than bedrooms are used for sleeping purposes (66.7%) and changing locks (75.0%).
- 50% agreed or strongly agreed that instructions/manuals should be provided for all electrical equipment.
- Fewer than half agreed or strongly agreed that there should be a deep clean before the property is re-let (41.7%) and that the Council should be informed within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service (41.7%).
- They were also more likely to disagree or strongly disagree with the licence holders and/or their representatives giving all new tenants training in fire safety and instruction on using fire safety equipment (45.5%) than agree or strongly agree with this condition (9.1%).

Community groups or organisations

- 10 respondents from community groups or organisations answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with all of the conditions with the exception of the condition that the licence holders and/or their representatives should give all new tenants training in fire safety and instruction on using fire safety equipment (50.0%).

All residents of zones

- 385 respondents who indicated that they were residents of the proposed zones answered one or more of the questions in the health and safety conditions section.

- The majority agreed or strongly agreed with all the health and safety conditions with the exception of ensuring that no rooms other than bedrooms are used for sleeping purposes (48.3%) and giving all new tenants training in fire safety and instruction on using fire safety equipment (43.6%).

Own or manage properties in zones

- 147 respondents who indicated that they owned or managed properties in the proposed zones answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with all the health and safety conditions with the exception of informing the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service (44.1%) and giving all new tenants training in fire safety and instruction on using fire safety equipment before they move in (27.7%). They were more likely to likely to disagree or strongly disagree with the latter condition (41.1%) than agree or strongly agree.

Residents of zone 1

- 77 respondents who indicated that they were residents of proposed zone 1 answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with providing furnishings in good condition (61.2%), making sure there is a deep clean (62.7%) and changing locks (66.7%).
- 50% agreed or strongly agreed that the licence holder and/or their representative should inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service.
- Fewer than half agreed or strongly agreed that an EICR should be provided at no more than 5 year intervals (48.6%).
- They were equally likely to disagree or strongly disagree that the licence holder and/or their representative must provide instructions/manuals than agree or strongly agree with this condition (40.8%)
- They were more likely to disagree or strongly disagree that the licence holders and/or their representatives should give all new tenants training in fire safety and instruction on using fire safety equipment (38.7%) than agree or strongly agree with this condition (37.3%).
- The majority of respondents from this zone disagreed or strongly disagreed with the condition that no rooms other than bedrooms are used for sleeping purposes (52.6%).

Residents of zone 2

- 106 respondents who indicated that they were residents of proposed zone 2 answered one or more of the questions in the health and safety conditions section.
- The majority of respondents agreed or strongly agreed with all of the health and safety conditions with the exception of the condition that the licence holder and/or their representative should give all new tenants training in fire safety and instruction on using fire safety equipment (46.9%).

Residents of zone 3

- 103 respondents who indicated that they were residents of proposed zone 3 answered one or more of the questions in the health and safety conditions section.
- The majority of respondents agreed or strongly agreed with all of the health and safety conditions with the exception of the condition that the licence holder and/or their representative should give all new tenants training in fire safety and instruction on using fire safety equipment (46.0%).

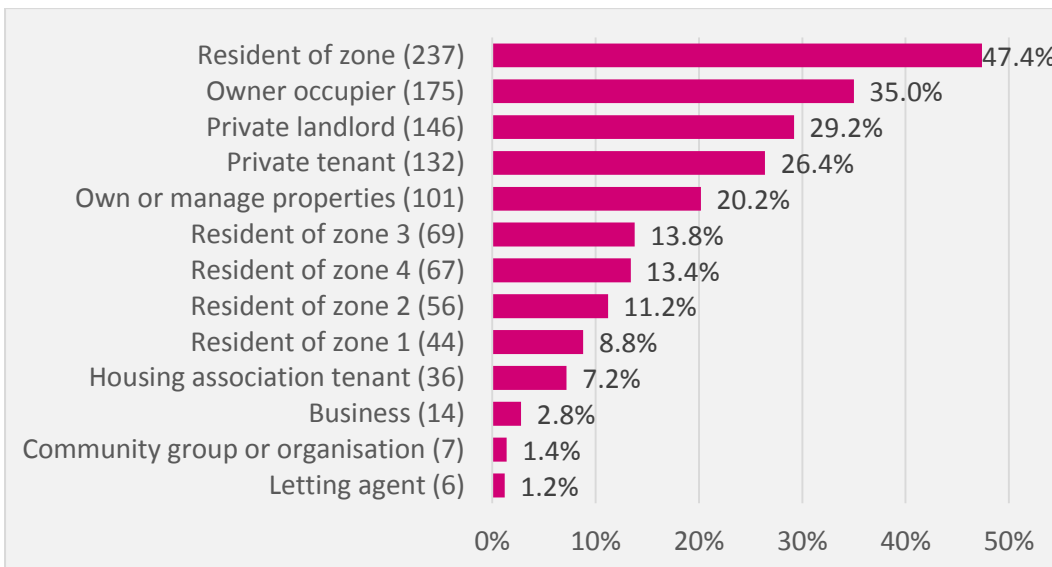
Residents of zone 4

- 98 respondents who indicated that they were residents of proposed zone 4 answered one or more of the questions in the health and safety conditions section.
- The majority agreed or strongly agreed with the conditions relating to providing furnishings in good condition (63.2%); providing an EICR (54.9%); making sure there is a deep clean (68.5%); changing locks (77.5%) and informing the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service (58.2%).
- Fewer than half agreed or strongly agreed that instructions/manuals should be provided (49.5%), no rooms other than bedrooms should be used for sleeping purposes (43.9%) and that the licence holders and/or their representatives should give all new tenants training in fire safety and instruction on using fire safety equipment (41.5%).

Open question

There were 500 free text responses received in the health and safety conditions section. This included 77 responses from respondents who did not answer any of the eight closed questions.

47.4% of respondents who commented on this section were resident of one of the proposed zones. 35.0% were owner occupiers. More private landlords (29.2%) than private tenants (26.4%) commented. 20.2% of respondents commenting on this section had indicated that they owned or managed properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The main themes relating to the health and safety conditions are summarised below.

The most frequently occurring theme in the health and safety section concerned training in fire safety and instruction on using fire safety equipment. This was the condition that fewest respondents had agreed or strongly agreed with. Respondents commenting on this condition felt that it was not practical or required. They also raised concerns about the provision of fire safety equipment and the ability or suitability of licence holders to deliver training.

"It should not be the landlord's responsibility to give any training or instruction. Most landlords will have no training qualification or experience."

"Encouraging people to fight fires with all but rudimentary equipment and training could be more dangerous than ensuring effective procedures are in place for an escape plan!"

"I am probably equally qualified as any landlord is to give fire training."

Concerns were also raised about the proposed requirement to inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service. Questions were raised as to whether the landlord would know whether there had been an incident and it was suggested that the Police and Fire Service should inform the Council directly instead.

"Not sure of the process by which the landlord or their representative are going to be guaranteed of being aware of involvement of the police or fire service, especially within 24hrs. Maybe the services themselves should be providing a brief computer read-out of incidents at properties?"

"If the tenant does not inform the landlord of any fires or incidents involving the police or fire service how can the landlord comply with the reporting requirement? A better solution would be for the police or fire service to provide details of call-outs for all premises to the Council themselves, and for the Council to then notify landlords if necessary"

As with the general conditions section there were respondents who felt that the proposed conditions were not necessary as landlords are doing this already.

"All are good points but my landlord does all of this anyways. I don't think it'll make a difference."

"This is all obvious and really not relevant as all of these things are already undertaken anyway."

There were also respondents who commented that the proposed health and safety conditions would provide protection and help support tenants, landlords and the local community.

"These proposals will help to encourage better respect between all parties, make conditions more safe, inside and around the property."

"To protect the landlord's investment and ensure the quality of the tenancy in a safe practical manner"

Concerns were raised that the proposed conditions would result in interference in the lives of tenants and breach their privacy, particularly the condition that no rooms, other than bedrooms, are used for sleeping purposes.

"It is not my place to tell tenants how to live their lives, e.g. where they sleep within the property, especially when I have no 'powers' to enforce that they follow my instructions."

"As a tenant it is my legal right to enjoy the property undisturbed in a manner of my choosing. As long as no damage is caused to property and I am complying with already existing legislation"

it is MY choice if bedroom A is used as a bedroom or in fact a living space, and that the living room can be used as sleeping space!"

There were respondents who commented that some of the conditions should be the responsibility of the tenant rather than the landlord such as deep cleans of the property and that the tenant should be responsible for their own personal safety.

"Tenant should be responsible for deep clean upon their departure."

"If the landlord maintains the property up to modern standards, then fire safety is the responsibility of the tenants."

The condition relating to the provision of instructions/manuals for all electrical equipment attracted a number of comments with respondents feeling that they were not necessary for all equipment; would be lost or if required could be accessed online.

"Instructions and manuals can be found online, using a quick google search."

"You can't keep providing manuals if the tenant loses the original copy it's impossible for a landlord to keep up things like that with every tenant."

"I disagree because all the electrical equipment are pretty simple to use, most of it is you need to look at the appliances and most of them tell you what buttons are for what. It's basically common sense."

Summary

The majority of all respondents agreed or strongly agreed with all of the conditions in this section with the exception of the condition about providing training in fire safety and instruction. However, as with the general conditions section there were differences of opinion between owner occupiers where the majority agreed or strongly agreed with all the conditions and all other types of respondent who did not.

Both private and housing association tenants were more likely to disagree or strongly disagree with the condition that no rooms, other than bedrooms should be used for sleeping purposes. Comments showed that they viewed this as a breach of privacy and interference in their lives.

Training in fire safety and instruction on using fire safety equipment was a particular concern for private tenants, private landlords, letting agents, owners/managers of properties in the zones and residents of zone 1. Respondents in these categories were more likely to disagree or strongly disagree than support this condition. Comments showed that they felt that complying with this condition was not practical and had concerns about the ability or suitability of the licence holder to deliver training.

5.4 Property Structure and Services Conditions

All respondents

- 780 respondents answered one or more of the questions in the property structure and services conditions section.
- The majority of respondents agreed or strongly agreed with all of the property structure and services conditions with the exception of the conditions relating to Energy Performance Certificates (50.0%) and the fitting of thermostatic radiator valves (43.3%).
- Respondents were most likely to agree or strongly agree with the conditions relating to the provision of locks on all ground floor, basement and low level windows and roof lights (73.5%) and ensuring the exterior of the property is in reasonable decorative condition and state of repair (73.4%).

To what extent do you agree or disagree that the licence holder and/or their representative must ensure...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
If gas and electricity are supplied through pre-payment meters, that tokens/cards/top up must be readily available locally?	52.0%	20.2%	25.5%	2.3%	768
The heating system is capable of heating the entire property to at least 18c when the temperature outside is -1c. Convection heaters are not acceptable?	70.4%	14.0%	10.2%	5.5%	729
All radiators part of any central heating system are fitted with thermostatic radiator valves?	43.3%	24.7%	29.0%	3.0%	756
There are enough electric sockets within the property for the number of appliances likely to need them without the need to use multi-socket adaptors?	61.8%	18.0%	17.4%	2.8%	746
Ground floor bedrooms are fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations?	72.6%	16.3%	7.6%	3.5%	722
All ground floor, basement windows, low level windows and accessible roof lights have suitable locks to prevent access from outside and that tenants are provided with the keys?	73.5%	14.8%	7.9%	3.8%	710
There is an escape window or door to allow access to the outside where a ground floor bedroom is located off a high risk room?	71.8%	13.6%	8.2%	6.4%	706
If the property uses gas or oil appliances, that a Carbon Monoxide alarm which conforms to the relevant British Standards is fitted?	69.9%	16.7%	10.5%	2.8%	741
The property has an Energy Performance Certificate (EPC) which is no more than 10 years old and the property must be Grade D rated or above?	50.0%	17.9%	25.9%	6.2%	758
The exterior of the property is in reasonable decorative condition and state of repair?	73.4%	16.1%	9.0%	1.5%	744

Private tenants

- 208 respondents who indicated that they were private tenants answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to heating systems (59.6%); provision of electric sockets (56.2%); provision of openable windows (58.9%); lockable windows (61.7%); escape windows or doors (59.8%), Carbon Monoxide alarms (55.5%) and the exterior condition of the property (59.6%).
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (39.9%), thermostatic valves on radiators (35.5%) and Energy Performance Certificates (40.4%).

Housing Association tenants

- 69 respondents who indicated that they were housing association tenants answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with all of the property structure and services conditions with the exception of the condition relating to pre-payment meters where the greatest proportion agreed or strongly agreed with this condition (49.3%).
- They were most likely to agree or strongly agree with the condition that the exterior of the property is in reasonable decorative condition and state of repair (81.0%).

Owner occupiers

- 292 respondents who indicated that they were owner occupiers answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with all of the property structure and services conditions.
- They were most likely to agree or strongly agree with the condition relating to the provision of locks on all ground floor, basement and low level windows and roof lights (82.8%).
- They were least likely to agree or strongly agree that all radiators should be fitted with thermostatic radiator valves (54.6%).

Businesses

- 18 respondents from businesses answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to the provision of locks (58.8%), escape windows/doors (60.0%) and Carbon Monoxide alarms (68.8%).
- 50% agreed or strongly agreed with the provision of openable windows, and ensuring the exterior of the property is in reasonable decorative condition and state of repair.
- Fewer than half agreed or strongly agreed with the condition relating to the provision of electric sockets (47.1%).

- An equal proportion disagreed or strongly disagreed as agreed or strongly agreed with the condition relating to heating systems (26.7%). However, the greatest proportion answered did not know for this question (40.0%).
- The greatest proportion disagreed or strongly disagreed with the prepayment meter condition (44.4%), the fitting of thermostatic radiator valves (41.2%) and the minimum D rated EPCs (43.8%).

Private landlords

- 202 respondents who indicated that they were private landlords answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to heating systems (70.7%); electric sockets (50.8%); openable windows (75.6%); the provision of locks (69.2%); escape windows or doors (69.7%), Carbon Monoxide alarms (73.6%) and ensuring the exterior of the property is reasonable decorative condition and state of repair (70.4%).
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (47.0%) and Energy Performance Certificates (43.7%).
- Private landlords were more likely to disagree or strongly disagree that all radiators should be fitted with thermostatic radiator valves (39.9%) than agree or strongly agree with this condition (28.8%).

Letting agents

- 12 respondents who indicated that they were letting agents answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to the provision of openable windows (58.3%) and Carbon Monoxide alarms (66.7%).
- 50% agreed or strongly agreed with the conditions relating to pre-payment meters; heating systems; provision of locks and escape windows or doors.
- Fewer than half agreed or strongly agreed with the conditions relating to EPCs (33.3%) and the exterior condition of the property (45.5%).
- The greatest proportion disagreed or strongly disagreed with the conditions concerning the provision of electrical sockets (41.7%) and thermostatic radiator valves (41.7%)

Community groups or organisations

- 10 respondents from community groups or organisations answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with all the conditions in this section.
- They were most likely to agree or strongly agree with the condition relating to the provision of locks on all ground floor basement and low level windows and roof lights (100%)
- They were least likely to agree or strongly agree that the property should have an EPC no more than 10 years old with a minimum D rating (70%).

All residents of zones

- 384 respondents who indicated that they were residents of one of the proposed zones answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to heating systems (70.1%); the exterior condition of the property (71.0%); provision of electric sockets (62.8%), openable windows (67.2%), locks (70.4%), escape windows/doors (59.8%) and Carbon Monoxide alarms (63.6%).
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (46.8%), thermostatic valves on all radiators (45.3%) and Energy Performance Certificates (48.5%).

Own or manage properties in zones

- 146 respondents who indicated that they owned or managed properties in the proposed zones answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to heating systems (67.0%); the exterior condition of the property (71.0%); the provision of openable windows (76.8%), suitable locks (68.5%), escape windows/doors (66.7%) and Carbon Monoxide alarms (69.5%).
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (45.1%), electrical sockets (49.0%) and Energy Performance Certificates (41.7%).
- They were more likely to disagree or strongly disagree that all radiators should be fitted with thermostatic radiator valves (38.9%) than agree or strongly agree with this condition (26.4%).

Residents of zone 1

- 76 respondents who indicated that they were residents of proposed zone 1 answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to heating systems (59.4%); the exterior condition of the property (55.7%); the provision of electric sockets (63.8%), openable windows (66.2%), suitable locks (63.9%), escape windows/doors (65.1%) and Carbon Monoxide alarms (52.1%).
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (44.7%), thermostatic valves on radiators (41.7%) and Energy Performance Certificates (41.9%).

Residents of zone 2

- 106 respondents who indicated that they were residents of proposed zone 2 answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions concerning the exterior condition of the property (72.4%); heating systems (70.8%); the provision of electric sockets

(64.6%), openable windows (71.0%), suitable locks (75.0%), escape windows/doors (76.7%) and Carbon Monoxide alarms (68.1%).

- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (47.6%), thermostatic valves on radiators (44.4%) and Energy Performance Certificates (49.0%).

Residents of zone 3

- 103 respondents who were residents of proposed zone 3 answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to the exterior condition of the property (82.7%); heating systems (69.8%); provision of electric sockets (64.6%), openable windows (71.1%), suitable locks (73.9%), escape windows/doors (69.8%) and Carbon Monoxide alarms (68.7%).
- 50.0% agreed or strongly agreed with the condition concerning pre-payment meters.
- Fewer than half agreed or strongly agreed with the conditions relating to thermostatic valves on all radiators (47.1%) and Energy Performance Certificates (49.5%).

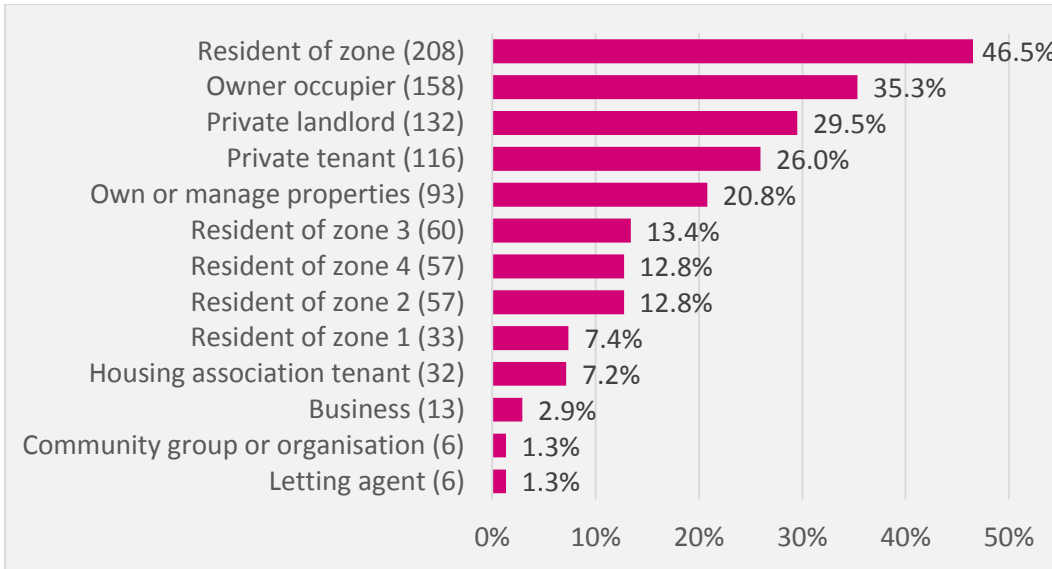
Residents of zone 4

- 99 respondents who were residents of proposed zone 4 answered one or more of the questions in the property structure and services conditions section.
- The majority agreed or strongly agreed with the conditions relating to the exterior condition of the property (70.5%); heating systems (63.7%); provision of electric sockets (58.9%) openable windows (58.8%), suitable locks (66.7%), escape windows/doors (66.7%) and Carbon Monoxide alarms (60.9%).
- 50.0% agreed or strongly agreed with the condition relating to Energy Performance Certificates.
- Fewer than half agreed or strongly agreed with the conditions relating to pre-payment meters (42.3%) and thermostatic valves on radiators (45.3%).

Open question

There were 447 comments made in the property structure and services conditions section. This included 73 responses from respondents who did not answer any of the ten closed questions.

46.5% of respondents who commented on this section were residents of one of the proposed and 35.3% were owner occupiers. Although the number of private tenants answering the closed questions was greater, the proportion of comments from private landlords (29.5%) was greater than that from private tenants (26.0%). 20.8% of those who commented had indicated that they owned or managed properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The main themes relating to the property structure and services conditions are summarised below.

The most frequently occurring theme in the comments was that the proposed conditions would provide reassurance to tenants of their safety and security within the property.

“Again, all of the above are self-explanatory and would provide tenants with the reassurance that they are being looked after hopefully giving the tenant a greater amount of respect for the premises they are moving in to”

“Simple practical methods to ensure tenants are safe and landlords aware of their responsibilities”

“These are totally sensible and responsible proposals. They ensure the safety and security of tenants and their physical wellbeing and comfort.”

Respondents raised concerns over the impact that poorly maintained privately rented properties have on neighbourhoods within the borough.

“Too many buy to lets are in a poor state of repair and are an eyesore. They let down the rest of the street and are easily identifiable because they are in such a state. My estate is not a bad place overall but the advent of buy to let has ruined many parts. Landlords are in it for the money and don’t care that their properties are in some cases little better than slums.”

“I live next door to a house that is privately owned and rented out to a family. The state of repair on this property is awful. Yet despite letters to the owner of the property from myself nothing has been done. And to be perfectly honest I'm sick to death of living next door to what looks like a dumping ground”

The provision of tokens or cards for gas and electricity pre-payment meters was the specific condition that attracted the greatest number of comments. Respondents felt that the method in which gas or electricity is supplied to a property is a matter between the utility company and the tenant and the landlord cannot influence the supply of tokens or cards locally.

“Not sure that it is up to the landlord to determine whether a tenant is using a meter or not - isn't that between the tenant and power company. Landlord has no control over the local availability of tokens and card top-ups.”

“Pre-pay meters are imposed the utility supplier, not the landlord. It is therefore unfair to impose this responsibility on landlords.”

Some respondents also felt that the condition relating to the provision of electrical sockets was not realistic or practical, with questions raised as to how many sockets are considered enough.

“Who determines the amount of electrical sockets? Some tenants will require more or less than others?”

“No one can be 100% sure as to how many appliances will be plugged into a property's electrical sockets, nor know where the sockets should ideally be situated for the needs of any and all users. Often, a multi socket extension lead (properly fused) is the only sensible solution to power sockets either being in the wrong position or not being sufficient in number.”

The condition relating to the fitting of thermostatic radiator valves attracted many comments, with respondents highlighting that central heating systems require at least one radiator to remain free of a TRV for operating and safety reasons.

“It is common practise for the radiator nearest to the thermostat on the wall not to have a TRV - it's therefore unfair to ask for ALL radiators to be fitted with them.”

“TRV's on all radiators could cause a problem if the system does not have a bypass valve and cause the pump to burn out.”

“You cannot put thermostatic radiator valves on every radiator, one radiator must remain free of a valve.”

There were respondents who had concerns about the requirement to have an Energy Performance Certificate (EPC) with a minimum D rating; commenting that it exceeds the new minimum E rating due to come into effect from April 2018.

“EPC ratings should be in line with legal requirements - minimum E rating from 2018. My own properties exceed your D rating but it seems over the top to force landlords to exceed the legal minimum”

“EPC should be E rated as stated in the law from next year.”

Respondents commenting on the condition requiring properties using gas or oil appliances to be fitted with carbon monoxide alarms pointed out that this is currently only required for solid fuel.

“Common sense, but not required by law at the moment. It was originally, but the requirement was changed to encompass solid fuel burning appliances. Any landlord with any sense will supply CO detectors anyway...”

Summary

The majority of respondents agreed or strongly agreed with all of the property structure and services conditions with the exception of the conditions concerning Energy Performance Certificates and the fitting of thermostatic radiator valves.

This was reflected in the comments, with some respondents highlighting that the conditions would provide reassurance to tenants and others raising concerns about energy performance certificates, thermostatic radiator valves, electrical sockets and pre-payment meters in particular.

A number of comments were made by residents reflecting on the impact that poorly maintained privately rented properties have on their neighbourhoods.

This category also highlighted differences between owner occupiers and respondents from community groups on one hand where the majority agreed or strongly agreed with all the conditions and all other types of respondents; particularly private tenants and residents of zones 1 and 2 who did not.

The fitting of thermostatic radiator valves was a particular concern for private tenants, private landlords and those living in or owning/managing properties in the proposed zones. Private landlords were more likely to disagree or strongly disagree with this condition, with respondents commenting that central heating systems require at least one radiator to remain free of a TRV for operating and safety reasons.

The condition relating to pre-payment meters was supported by fewer than half of respondents who were private tenants, housing association tenants, private landlords, residents of all zones, owning or managing properties in the zones or residents of zone 1, zone 2 or zone 4. Respondents commented that this is a matter between the utility company and the tenant and that the landlord has no influence over the supply of tokens or cards locally.

Fewer than half of private tenants, private landlords, residents of all zones, those owning/managing properties in the zones and residents of zone 1, zone 2 and zone 3 agreed or strongly agreed with Grade D rated EPC condition. Comments showed that respondents felt that the D rating was excessive given the new minimum E rating due to come into effect from April 2018.

5.5 Waste/Refuse, Fly-Tipping and Pests Conditions

All respondents

- 772 respondents answered one or more of the questions in the waste/refuse, fly-tipping and pests section of the survey.
- The majority of respondents agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure that when each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected (69.0%).

To what extent do you agree or disagree that the licence holder and/or their representative must ensure...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
There are enough bins/containers for the storage and collection of rubbish and recycling from the property?	64.7%	9.6%	24.2%	1.4%	768
When each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected?	69.0%	11.6%	18.6%	0.8%	765
All tenants, are able to access, at all times, all external areas within the property boundary?	64.9%	15.1%	18.0%	2.0%	749
All waste removed from the property by anyone other than the Council is disposed of legally?	66.8%	9.5%	22.4%	1.2%	744
The property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste and rubbish?	64.6%	11.7%	22.5%	1.2%	751
In Houses in Multiple Occupation (HMO) bins are ready for collection at the right time and place and brought back in following collection?	65.8%	14.7%	11.7%	7.8%	693

Private tenants

- 187 respondents who indicated that they were private tenants answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions with the exception of the licence holder and/or their representative ensuring that the property is kept clean, free from accumulations of waste and rubbish (46.9%).
- Respondents from this group were most likely to agree or strongly agree that that the licence holder and/or their representative must ensure that in Houses in Multiple Occupation, bins are ready for collection at the right time and place and brought back in following collection (52.9%).

Housing Association tenants

- 70 respondents who indicated that they were housing association tenants answered one or more of the questions in the waste/refuse, fly-tipping and pests section.

- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were also most likely to agree or strongly agree that the licence holder and/or their representative must ensure that HMOs, bins are ready for collection at the right time and place and brought back in following collection (69.5%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure there are enough bins/containers for the storage and collection of rubbish and recycling from the property (52.9%).

Owner occupiers

- 291 respondents who indicated that they were owner occupiers answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure when each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected (80.2%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure all tenants, are able to access, at all times, all external areas within the property boundary (70.5%).

Businesses

- 17 respondents from businesses answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section with the exception of ensuring all tenants, are able to access, at all times, all external areas within the property boundary (42.9%).
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure all waste removed from the property by anyone other than the Council is disposed of legally (71.4%).

Private landlords

- 198 respondents who indicated that they were private landlords answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree with ensuring that when each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected (73.0%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure that in HMOs bins are ready for collection at the right time and place and brought back in following collection (54.9%).

Letting agents

- 17 respondents from letting agents answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must ensure there are enough bins/containers (75.0%); all waste removed by anyone other than the Council is disposed of legally (58.3%); the property is kept clean and free from accumulations (58.3%) and in HMOs bins are ready for collection at the right time and place and brought back in following collection (58.3%).
- 50.0% agreed or strongly agreed that the licence holder and/or their representative must ensure all tenants, are able to access, at all times, all external areas within the property boundary.
- Fewer than half agreed or strongly agreed with ensuring that when each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected (41.7%).

Community groups or organisations

- 10 respondents from community groups or organisations answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure when each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected (100.0%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure there are enough bins/containers at the property (70.0%).

All residents of zones

- 383 respondents who indicated that they were residents of one of the proposed zones answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure that in HMOs, bins are ready for collection at the right time and place and brought back in following collection (65.6%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure that the property is kept free from accumulations of waste and rubbish (57.5%).

Own or manage properties in zones

- 144 respondents who indicated that they owned or managed properties in the zones answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.

- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure that the property is kept clean, free from accumulations of waste and rubbish (69.0%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure that in HMOs bins are ready for collection at the right time and place and brought back in following collection (57.9%).

Residents of zone 1

- 75 respondents who indicated that they were residents of proposed zone 1 answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed that the licence holder and/or their representative must ensure there are enough bins/containers (50.7%); all waste removed by anyone other than the Council is disposed of legally (51.5%) and in HMOs bins are ready for collection at the right time and place and brought back in following collection (55.4%).
- Fewer than half agreed or strongly agreed that the licence holder and/or their representative must ensure that tenants are told where and when rubbish should be placed for collection (49.3%); that tenants, are able to access, at all times, all external areas within the property boundary (49.3%) and the property is kept clean, free from accumulations of waste and rubbish (46.4%).

Residents of zone 2

- 103 respondents who indicated that they were residents of proposed zone 2 answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure that in HMOs bins are ready for collection at the right time and place and brought back in following collection (74.4%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure there are enough bins/containers at the property (59.2%).

Residents of zone 3

- 101 respondents who indicated that they were residents of proposed zone 3 answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure that all tenants are able to access, at all times, all external areas within the property boundary (66.7%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure the property is kept clean and free from accumulations of waste and rubbish (60.6%).

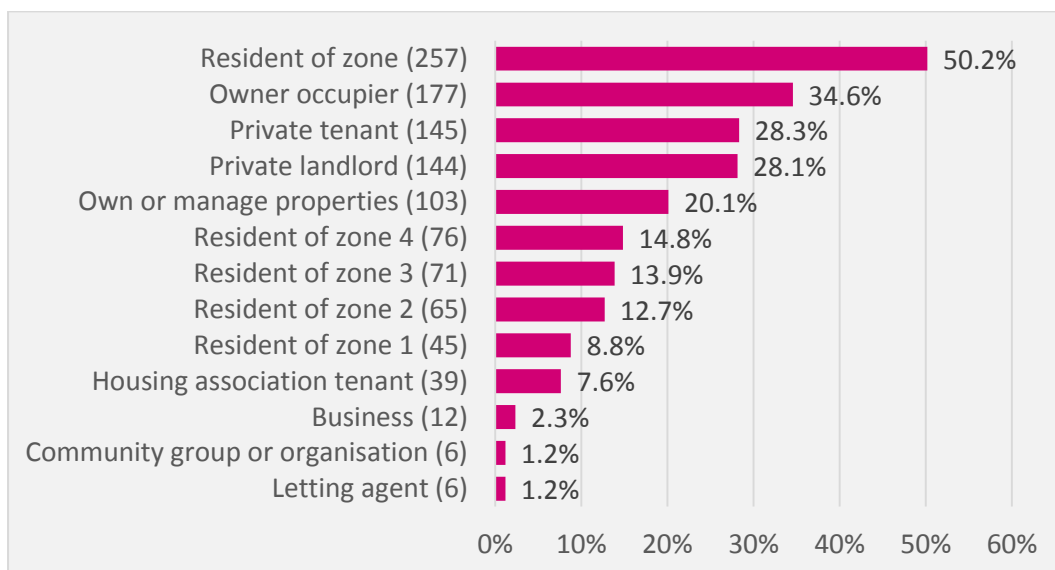
Residents of zone 4

- 102 respondents who indicated that they were residents of proposed zone 4 answered one or more of the questions in the waste/refuse, fly-tipping and pests section.
- The majority agreed or strongly agreed with all of the proposed conditions in this section.
- They were most likely to agree or strongly agree that the licence holder and/or their representative must ensure that in HMOs bins are ready for collection at the right time and place and brought back in following collection (64.8%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative must ensure the property is kept clean and free from accumulations of waste and rubbish (52.5%).

Open question

There were 512 free text responses received in the waste/refuse, fly-tipping and pests conditions section. This included 81 responses from respondents who did not answer any of the six closed questions.

50.2% of respondents who commented on this section were residents of one of the proposed zones. 34.6% were owner occupiers, 28.3% private tenants and 28.1% private landlords. 20.1% of those who commented on this section had indicated that they owned or managed properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The themes relating to the waste/refuse, fly-tipping and pests conditions are summarised below.

The main theme emerging in this section by those who disagreed was that respondents felt that the issues covered by the proposed conditions were the responsibility of the tenants rather than the landlord/licence holder. Concerns were also raised about the ability of the landlord/licence holder to monitor and enforce the conditions.

“None of the above are any more than what a private homeowner would do. Again, the TENANT needs to be aware of their responsibility - and that means finding out what that responsibility is.”

"I agree that tenants should be made aware of their responsibilities regarding rubbish, but a landlord should not be held liable if a tenant has had rubbish removed by a contractor without landlord's knowledge."

"Looks like you are asking the landlord to supervise the tenants rubbish disposal..not a reasonable request..the state of the tenant's garden and yard is their responsibility not the landlords."

"How on Earth can a landlord (or representative) ensure that a tenant disposes of rubbish in a legal way? This would require 24 hour surveillance."

"If I am renting, rubbish is my responsibility and I would not take too kindly if my landlord came and told me what to do."

Rubbish accumulations and the impact it has on residents were highlighted by respondents who commented on problems they had witnessed in their neighbourhoods.

"I have to endure the rented properties in my area causing concern regarding the accumulation of rubbish, old furniture, mattresses, waste and overgrown, unsightly gardens, paths and drives. I strive and work hard to ensure my property is far from unsightly."

"It is not nice living next door to a property where rubbish is left in the garden week after week. It is a health risk to everyone living by the property. New tenants need to know what day of the week the bins go out and also what bins are to go out on what week, this helps to stop rubbish building up."

Respondents also commented specifically on the role of the Council in waste management. This included the Council making better use of existing enforcement powers.

"I think that the collection of rubbish and recycling is the council's responsibility. There are leaflets delivered from the council to my house advising times of collection of rubbish and which days are recycling days. If a tenant or a home owner doesn't dispose of their rubbish properly and it becomes an issue then you can already deal with that."

"Allocation of bins is for the council to supply. Putting out the bins is not a special task, most people can understand this when they see all the other bins out on the street. The removal of other rubbish is not specific to Private renters. The council have sufficient powers to deal with people who leave their properties in a mess."

"There are already laws in place for environmental issues and these should be applied more rigorously instead of just creating new jobs."

Better access to Household Recycling Centres and raised awareness of recycling facilities were put forward by respondents as ways of tackling rubbish accumulations and fly-tipping.

"Large items do not fit in my car and the Telford permit system for trailers makes it difficult for me to take rubbish on their behalf to the recycling centre. Maybe that is why it is left in and around Telford."

"Your charge for removing waste is prohibitive for some, closing tips maybe none too clever, every dustbin should have a waterproof label applied stating with directions where their tip is for bulky items and instructions on what to do if they have no transport."

"I have enough bins but maybe if you opened more skips or something it would be better. If there's lots of problems then open skips in the areas that are a problem."

The cost of the bulky collection scheme was highlighted by some respondents as a contributory factor to rubbish accumulations in parts of the borough.

"I wonder if it's fair that e.g. someone on benefits is expected to pay £20 to remove a broken fridge, and presumably under the new rules might be evicted from their flat if they leave it by the communal bins. I feel it probably makes economic sense for items to be left by bins and collected en masse periodically by the council."

"Of course there is going to be high levels of fly tipping, they are areas of high deprivation, people don't have the money to pay £15 for the council to collect their old mattress."

Residents of HMOs also drew attention to issues with the provision of bins in shared accommodation.

"I live in an HMO and there are never enough bins"

"There are never enough bins in my HMO, it seems to be a common feature here."

"Because there is never enough bins in my HMO and it is only me that returns the bins"

"Unfortunately in my hmo bins are an issue"

Summary

The majority of respondents agreed or strongly agreed with all of the conditions in this section.

There was greater consensus across the different types of respondents with only letting agents, businesses and residents of zone 1 not having a majority who agreed or strongly with all of the conditions.

Where respondents had concerns with the conditions, many commented that the issues covered by the proposed conditions were the responsibility of the tenant rather than the landlord/licence holder.

Better access to Household Recycling Centres and raised awareness of recycling facilities were put forward by respondents as ways of tackling rubbish accumulations and fly-tipping whilst the cost of the bulky collection scheme was highlighted by some respondents as a contributory factor to rubbish accumulations in parts of the borough.

5.6 Anti-Social Behaviour Conditions

All respondents

- 773 respondents answered one or more of the questions in the anti-social behaviour section of the survey.
- The majority of respondents agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (70.8%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly and record these in writing (53.2%)

To what extent do you agree or disagree that the licence holder and/or their representative must...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity?	70.8%	10.8%	13.5%	4.9%	753
Make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors?	67.3%	6.8%	24.0%	2.0%	764
When requested by the Council, provide a list of who is currently living in their property?	62.3%	10.6%	24.4%	2.6%	761
Include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant?	68.7%	11.1%	14.7%	5.5%	723
Where the property is a HMO, undertake management checks of all communal areas within the property's boundary at least weekly and record these in writing?	53.2%	17.6%	18.3%	10.9%	698

Private tenants

- 207 respondents who indicated that they were private tenants answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (54.5%); make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors (51.7%) and include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (51.1%).
- Fewer than half agreed or strongly agreed that that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently

living in their property (42.2%) and undertake management checks of communal areas in HMOs at least weekly (41.9%).

Housing Association tenants

- 67 respondents who indicated that they were housing association tenants answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (66.7%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently living in the property (54.5%)

Owner occupiers

- 290 respondents who indicated that they were owner occupiers answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (80.6%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (70.5%)

Businesses

- 16 respondents from businesses answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (56.3%); make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors (62.5%) and include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (64.3%).
- An equal proportion agreed or strongly agreed and disagreed or strongly disagreed that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently living in their property (43.8%).
- 50% disagreed or strongly disagreed that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly.

Private landlords

- 198 respondents who indicated that they were private landlords answered one or more of the questions in the anti-social behaviour section.

- The majority agreed or strongly agreed with all of the conditions in this section with the exception of the condition that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (33.5%).
- Respondents from this group were most likely to agree or strongly agree that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (74.2%).

Letting agents

- 12 respondents who indicated that they were letting agents answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section with the exception of the condition that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (25.0%). Respondents from this group were more likely to disagree or strongly disagree with this condition (33.3%).
- The greatest proportion agreed or strongly agreed that that the licence holder and/or their representative should make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors (83.3%).

Community groups or organisations

- 11 respondents from community groups or organisations answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion (100.0%) agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity; make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors and when requested by the Council, provide a list of who is currently living in their property.
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (70.0%).

All residents of zones

- 379 respondents who indicated that they were residents of one of the proposed zones answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (65.6%).

- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently living in their property (55.6%).

Own or manage properties in zones

- 142 respondents who indicated that they owned or managed properties in the proposed zones answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section with the exception of the condition that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (37.2%).
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (80.6%).

Residents of zone 1

- 74 respondents who indicated that they were residents of proposed zone 1 answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (56.5%) and undertake management checks of communal areas in HMOs at least weekly (54.0%).
- An equal proportion agreed or strongly agreed and disagreed or strongly disagreed that that the licence holder and/or their representative should make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors (47.9%).
- Fewer than half agreed or strongly agreed that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently living in their property (44.4%) and include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (47.6%).

Residents of zone 2

- 101 respondents who indicated that they were residents of proposed zone 2 answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (67.7%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (54.3%).

Residents of zone 3

- 100 respondents who indicated that they were residents of proposed zone 3 answered one or more of the questions in the anti-social behaviour section.

- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity (70.0%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should when requested by the Council, provide a list of who is currently living in their property (59.0%).

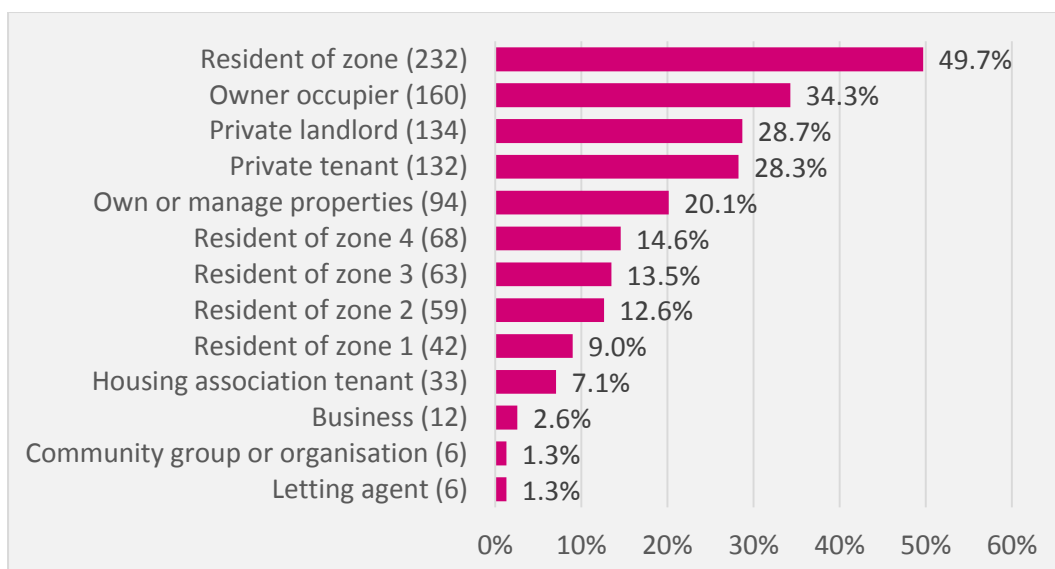
Residents of zone 4

- 101 respondents who indicated that they were residents of proposed zone 4 answered one or more of the questions in the anti-social behaviour section.
- The majority agreed or strongly agreed with all of the conditions in this section.
- The greatest proportion agreed or strongly agreed that the licence holder and/or their representative should include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant (69.6%).
- The smallest proportion agreed or strongly agreed that the licence holder and/or their representative should undertake management checks of communal areas in HMOs at least weekly (51.7%).

Open question

There were 467 free text responses received in the anti-social behaviour conditions section. This included 82 responses from respondents who did not answer any of the five closed questions.

49.7% of those who commented on this section were residents of one of the proposed zones and 34.3% were owner occupiers. Although the number of private tenants answering one or more of the closed questions was greater, the proportion of comments from private landlords (28.7%) was similar to that from private tenants (28.3%). 20.1% of comments were made by respondents owning or managing properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The themes relating to the anti-social behaviour conditions are summarised below.

Although the majority of respondents agreed or strongly agreed with all of the proposed anti-social behaviour conditions the comments reflected the concerns of those who disagreed with the conditions.

As with the comments relating to waste/refuse, the main theme emerging in the anti-social behaviour section was that tackling the issues the proposed conditions set out to address was not the responsibility of the landlord/licence holder.

"It is not a landlord's responsibility to make tenants aware that they are responsible for their behaviour - any adult should know that!"

"How on earth can you make landlords responsible for making sure tenants understand they are responsible for their own behaviour?"

"Landlords task is to provide housing, in compliance with current building and environmental health regulations. It is not to provide model tenants, even though I am sure they would love them."

The comments also indicated that some respondents interpreted the proposed conditions as making the licence holder responsible for the actions/behaviours of the tenants.

"I am not a social worker! It is unreasonable to hold the landlord responsible for the behaviour of adults or their children."

"It is unreasonable to expect someone letting a property to take any responsibility for others behaviour"

Respondents also commented that they felt that responsibility for tackling anti-social behaviour sits with Council and Police and that greater use should be made of existing powers. Some respondents also commented that the conditions were an attempt to pass the burden for this onto private landlords.

"Again, not a landlord issue but a community policing and local demographic issue. You are trying to burden and pass responsibility to where it does not lie."

"You're expecting a landlord to do an awful lot, are these people not likely to be putting them self at risk by doing what the police should be doing."

"Anti-social behaviour is a matter for the council and police. There are regulations in place to deal with this."

"I have experienced me and my children being abused and as I understand it the council and police have powers to handle bad behaviour and all they did was to tell me to keep a diary and possibly film it - yeah right! It is up to the council and police to deal with this problem."

Concerns were raised by tenants that stipulating that the licence holder should provide a list of occupants of a property to the council constitutes a breach of tenant privacy and risks compromising data protection.

"It's up to me who lives with me, I don't wish for my landlord to be asking me questions all the time."

"If I pay the rent money is my business who I have in the house!! Not the landlord."

"I think there are issues of privacy and also data protection in providing details of the occupants of a property unless there was a very good cause in which case they should be being provided to the police."

"It is none of the Councils business who is in my house unless I am on benefit and claiming for these people."

"I don't want my landlord, what essentially amounts to stalking, to find out who I'm living with, surely information about who is renting the property is enough."

Objections were raised in the comments to weekly checks of communal areas in HMOs. Respondents commented that weekly was too frequent, would be a further breach of tenant privacy and contribute to increasing rental costs.

"Weekly is too often and is intrusive to tenants"

"Checks on a regular basis yes, but weekly seems too often. Possible monthly instead."

"Requiring weekly recording will simply add to costs which will be reflected in increased rent and will be seen as yet another burden on landlords and another way for councils to fine them."

Respondents also raised concerns over the condition that licence holders should include details of allegations of anti-social behaviour when providing references for tenants. Comments highlighted unease at including allegations rather than unproven complaints and also the potential for this to be abused where there have been difficulties in the relationship between landlord and tenant. Landlord's also questioned whether they would know if and when incidents had occurred.

"What requirement is there to publicise the anti-social allegations of a private home owner to my prospective tenants? If there isn't then the same should apply to tenants. Allegations should never be made public anyway, only those which are unlimitedly proven and acted upon by the police."

"Referencing to include 'allegations' would be unlawful and counter-productive. Landlords have a duty to be truthful, not to speculate."

*"Including *allegations* of ASB (i.e. unproven complaints) when providing references could result in accusations of discrimination or malicious intent."*

"Would rather my new landlord didn't pre judge me if my current landlord gave them a less than glowing reference based on personal differences."

"A bit concerned however about the reference section as this could be abused by landlords against good tenants that feel the need to complain about the conditions they are living in."

"All good in theory but how would a landlord know if there is anti-social behaviour."

Summary

The majority of respondents agreed or strongly agreed with all of the conditions in the anti-social behaviour section.

The majority of respondents who were housing association tenants, owner occupiers, from community groups or organisations, all residents of the proposed zones and residents of zone 2, zone 3 and zone 4 agreed or strongly agreed with all of the proposed anti-social behaviour conditions. This compares with private tenants, businesses, private landlords, letting agents, those owning or managing properties in the zones and residents of zone 1 where the majority did not support all of the conditions.

Least support for undertaking weekly checks of communal areas in HMOs came from private tenants, business, private landlords, letting agents and those owning or managing properties in the zones. Respondents opposed to this commented that weekly checks are too frequent, would be a further breach of tenant privacy and contribute to increasing rental costs.

Fewer than half of private tenants, businesses or residents of zone 1 agreed or strongly agreed that when requested a list of who is currently living in a property should be provided to the council. Comments highlighted further concerns of a breach of tenant privacy.

Respondents also raised concerns over the condition that licence holders should include details of allegations of anti-social behaviour when providing references for tenants.

5.7 Fit and Proper Person Condition

All respondents

- 787 respondents answered the fit and proper person question in the survey.
- There was no majority opinion either way, however the greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (40.3%) compared to 29.1% who disagreed or strongly disagreed.

To what extent do you agree or disagree that landlords...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Should have to complete a basic DBS disclosure?	40.3%	22.1%	29.1%	8.5%	787

Private tenants

- 212 respondents who indicated that they were private tenants answered the fit and proper person question in the survey.
- A similar proportion agreed or strongly agreed (29.7) and disagreed or strongly disagreed (29.2%) that landlords should have to complete a basic DBS disclosure.

Housing Association tenants

- 70 respondents who indicated that they were housing association tenants answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (45.7%) compared to 15.7% who disagreed or strongly disagreed.

Owner occupiers

- 288 respondents who indicated that they were owner occupiers answered the fit and proper person question in the survey.
- The majority agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (60.1%) compared to 19.1% who disagreed or strongly disagreed.

Businesses

- 17 respondents from businesses answered the fit and proper person question in the survey.
- The greatest proportion disagreed or strongly disagreed that landlords should have to complete a basic DBS disclosure (41.2%) compared to 29.4% who agreed or strongly agreed.

Private landlords

- 205 respondents who indicated that they were private landlords answered the fit and proper person question in the survey.
- The greatest proportion disagreed or strongly disagreed that landlords should have to complete a basic DBS disclosure (46.3%) compared to 20.5% who agreed or strongly agreed.

Letting agents

- 12 letting agents answered the fit and proper person question in the survey.
- 50% disagreed or strongly disagreed that landlords should have to complete a basic DBS disclosure compared to 16.7% who agreed or strongly agreed.

Community groups or organisations

- 12 respondents from community groups or organisations answered the fit and proper person question in the survey.
- The majority agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (58.3%) compared to 11.3% who disagreed or strongly disagreed.

All residents of zones

- 384 respondents who indicated that they were residents of the proposed zones answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (43.2%) compared to 24.2% who disagreed or strongly disagreed.

Own or manage properties in zones

- 147 respondents who indicated that they owned or managed properties in the proposed zones answered the fit and proper person question in the survey.
- The greatest proportion disagreed or strongly disagreed that landlords should have to complete a basic DBS disclosure (44.2%) compared to 20.4% who agreed or strongly agreed.

Residents of zone 1

- 72 respondents who indicated that they were residents of proposed zone 1 answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (44.4%) compared to 31.9% who disagreed or strongly disagreed.

Residents of zone 2

- 103 respondents who indicated that they were residents of proposed zone 2 answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (44.7%) compared to 20.4% who disagreed or strongly disagreed.

Residents of zone 3

- 106 respondents who indicated that they were residents of proposed zone 3 answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (44.3%) compared to 19.8% who disagreed or strongly disagreed.

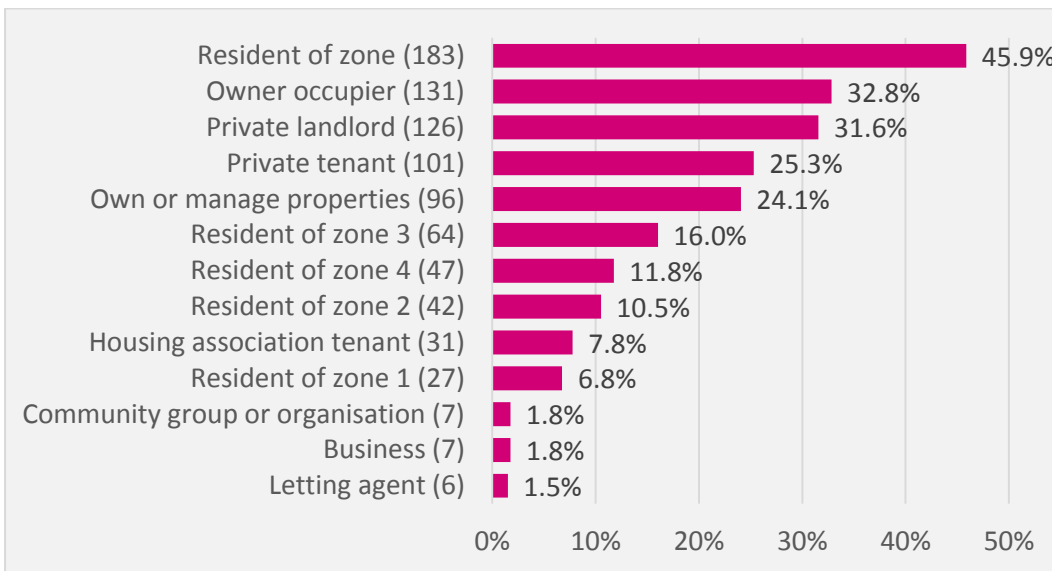
Residents of zone 4

- 104 respondents who indicated that they were residents of proposed zone 4 answered the fit and proper person question in the survey.
- The greatest proportion agreed or strongly agreed that landlords should have to complete a basic DBS disclosure (40.4%) compared to 27.9% who disagreed or strongly disagreed.

Open question

There were 399 free text responses received in fit and proper persons section. This included 48 responses from respondents who did not answer any of the five closed questions.

45.9% of respondents who commented on this question were residents of one of the proposed zones and 32.8% owner occupiers. The number of comments from private landlords (31.6%) was greater than private tenants (25.3%). 24.1% comments were made by respondents owning or managing properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The themes relating to the fit and proper person question are summarised below.

The main theme emerging was from respondents who felt that landlords should be fit and proper and some form of check should be carried out.

“I don’t see why they shouldn’t, it is a good idea, many other professions ask applicants to complete these now and being a landlord is a profession for many people now.”

“Yes I would like to see a proper check on private landlords. Not to intimidate the good ones but to remove the rogues, after all they are in business and I do not wish to scupper this. If they do a good job and make profits then good luck to them. But the rogues, that’s a different story.”

Respondents also commented that some form of check should also apply to tenants.

“Why should landlords have a DBS check, it should be the tenants that should have these then a landlord knows who he is putting in their property”

“I think it is largely irrelevant, but I would agree if prospective tenants had to agree to the same disclosure regime.”

Comments indicated that some respondents thought that the question was asking whether or not tenants should be subject to a DBS check rather than landlords.

“Allows the council to see if they are taking on good tenants”

“Why should a landlord make a judgement on someone's past record this is not constructive for someone's future.”

Some respondents felt that a DBS check is not relevant to letting properties and is an unnecessary additional cost.

“A lot of landlords have properties managed by other people/agents so won't even meet tenants”

“The vast majority of tenants are not vulnerable people. Furthermore landlords usually have limited and infrequent contact with their tenants. DBS checks and their cost, seems unnecessary.”

Other respondents were unsure as to the purpose or benefit of DBS checks.

“I'm unsure how completing a DBS will make them more suitable to act as landlord or improve management of property skills”

“Why what will it achieve!!”

Summary

Overall, there was no majority opinion either way for whether landlords should have to complete a basic DBS disclosure.

The majority of owner occupiers and respondents from community groups or organisations agreed or strongly agreed with this proposal, as did the greatest proportion of housing association tenants and residents of the proposed zones.

In contrast the greatest proportion of businesses, private landlords, letting agents and those owning or managing properties in the zones disagreed or strongly disagreed with the DBS disclosure proposal.

5.8 Licensing Fee Structure

All respondents

- 806 respondents answered one or more of the questions relating to the proposed licensing fee structure.
- The majority of respondents disagreed or strongly disagreed with all of the proposals relating to the fee structure.
- 62.4% disagreed or strongly disagreed with the proposed licence fee of £610 per property.
- 64.4% disagreed or strongly disagreed with the proposed late application fee of £250.
- Respondents were most likely to disagree or strongly disagree with the proposal to charge an additional £100 for paper applications (71.8%).
- Respondents were least likely to disagree or strongly disagree with the option to spread the fee annually (53.1%).

To what extent do you agree or disagree that it is reasonable to...	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
Have a fee of £610 per licensed property for applications made online within three months of the start of the scheme?	26.8%	8.7%	62.4%	2.1%	796
Have an additional late application fee of £250 for applications received three months after the start of the scheme?	25.3%	8.0%	64.4%	2.3%	797
Have an additional charge of £100 for a paper application?	16.2%	9.8%	71.8%	2.1%	795
Have the option to spread the fee annually with an additional £30 administration charge plus 1.75% interest?	30.1%	11.0%	53.1%	5.8%	754

Private tenants

- 216 respondents who indicated that they were private tenants answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals.
- They were most likely to disagree or strongly disagree with the proposal to charge an additional £100 for paper applications (84.5%).

Housing Association tenants

- 72 respondents who indicated that they were housing association tenants answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with the proposed additional late application fee (54.2%) and the proposal to charge an additional £100 for paper applications (62.5%).
- There was no majority opinion on the proposed £610 licence fee, however the greatest proportion of respondents disagreed or strongly disagreed with the fee (47.1%).

- There was no majority opinion on the proposal to spread the cost of the fee annually, however the greatest proportion of respondents agreed or strongly agreed (47.7%).

Owner occupiers

- 294 respondents who indicated that they were owner occupiers answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with the proposal to charge an additional £100 for paper applications (52.4%).
- There was no majority opinion on the proposed £610 licence fee, however the greatest proportion of respondents agreed or strongly agreed with the fee (49.3%).
- Similarly the greatest proportion of respondents agreed or strongly agreed with the £250 late application fee (46.6%) and the option to spread the cost annually (47.5%).

Businesses

- 18 respondents from businesses answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals.
- They were most likely to disagree or strongly disagree with the proposed £610 fee and the proposal to charge an additional £100 for paper applications (88.9%).

Private landlords

- 215 respondents who indicated that they were private landlords answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals.
- They were most likely to disagree or strongly disagree with the proposal to charge an additional £100 for paper applications (92.1%).

Letting agents

- 12 letting agents answered one or more of the questions in the fee structure section.
- 100% disagreed or strongly disagreed with the proposed £610 fee, the £250 late application fee and additional £100 charge for paper applications.
- 91.7% disagreed or strongly disagreed with the option to spread the cost annually.

Community groups or organisations

- 11 respondents from community groups or organisations answered one or more of the questions in the fee structure section.
- The majority agreed or strongly agreed with the option to spread the cost annually (55.6%).
- The majority disagreed or strongly disagreed with the additional £100 charge for paper applications (60.0%)
- 50% agreed or strongly agreed with the proposed late application fee of £250.

- There was no majority opinion on the £610 licence fee however the greatest proportion of respondents agreed or strongly agreed with this (45.5%).

All residents of zones

- 396 respondents who indicated that they were residents of the proposed zones answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals with the exception of the option to spread the cost annually, where 47.8% disagreed or strongly disagreed compared with 32.6% who agreed or strongly agreed.

Own or manage properties in zones

- 154 respondents who indicated that they owned or managed properties in the proposed zones answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals.
- They were most likely to disagree or strongly disagree with the proposal to charge an additional £100 for paper applications (92.2%).

Residents of zone 1

- 78 respondents who indicated that they were residents of the proposed zone 1 answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals.
- They were most likely to disagree or strongly disagree with the proposal to charge an additional £100 for paper applications (76.0%).

Residents of zone 2

- 103 respondents who indicated that they were residents of the proposed zone 2 answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals with the exception of the option to spread the cost annually, where 39.4% disagreed or strongly disagreed compared with 36.2% who agreed or strongly agreed.

Residents of zone 3

- 109 respondents who indicated that they were residents of the proposed zone 3 answered one or more of the questions in the fee structure section.
- The majority disagreed or strongly disagreed with all of the fee structure proposals with the exception of the option to spread the cost annually, where 49.0% disagreed or strongly disagreed compared with 32.4% who agreed or strongly agreed.

Residents of zone 4

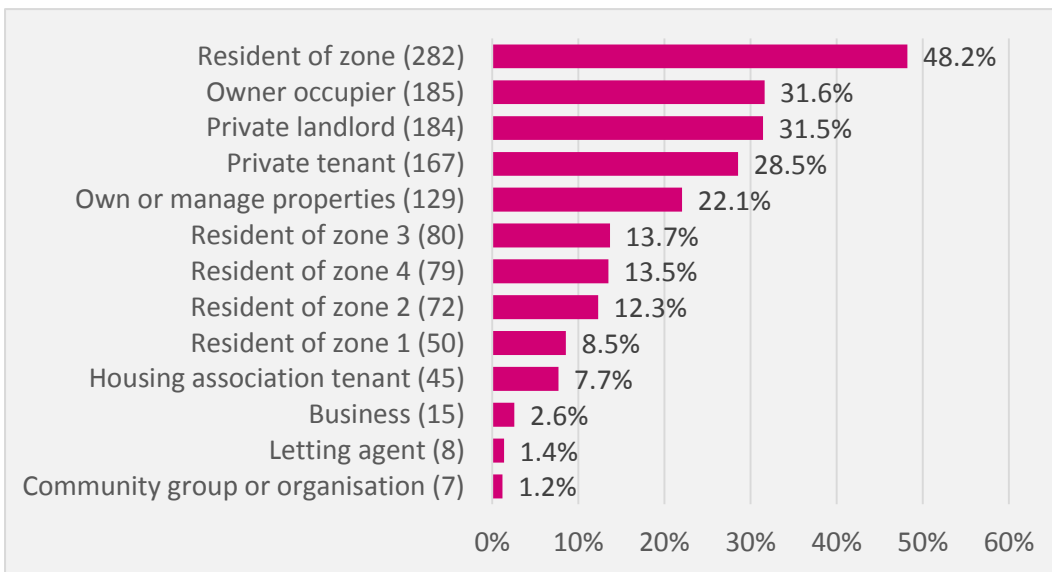
- 106 respondents who indicated that they were residents of the proposed zone 4 answered one or more of the questions in the fee structure section.

- The majority disagreed or strongly disagreed with all of the fee structure proposals with the exception of the option to spread the cost annually where 49.5% disagreed or strongly disagreed compared with 31.3% who agreed or strongly agreed.

Open question

There were 585 free text responses received in the licensing fee structure section. This included 48 responses from respondents who did not answer any of the five closed questions.

48.2% of respondents who commented on this section were residents of one of the proposed zones. A similar proportion were owner occupiers (31.6%) and private landlords (31.5%). 28.5% were private tenants and 22.1% had indicated that they owned or managed properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The themes relating to the licensing fee structure are summarised below.

The principal concern highlighted was the impact that the proposed fees would have on rental prices in the areas proposed for Selective Licensing. Comments from a range of respondents showed a widespread belief (particularly amongst tenants in the private sector) that rent would be increased to cover the cost of the licence fee with the result that the scheme would have an adverse financial impact on tenants.

“Whatever you charge will simply be charged back to the tenants.”

“This will only raise rent prices for us tenants and the landlord will just pass on the cost.”

“Many landlords in this part of the world are only going to pass these costs on and these costs therefore amount to a tenant’s tax.

“That stupidly high fee will just end up on my rent in one way or another, you will just end up pricing tenants out of privately rented property, not helping them!”

Respondents commented that they felt the proposed fees were too high and also that it was not clear what the fee was for. The £100 fee for a paper application was highlighted as particularly excessive with some respondents feeling that this amounted to digital exclusion and discrimination against people who do not use or have access to computers.

“The licence fee seems high and the penalty for late application and paper application excessive, though the scheme would have to be funded.”

“It's too much, people with several houses to let won't want to pay that cost.”

“Seems expensive- what will Council do with the money? What extra services will the landlord or tenant get?”

“This figure seems extortionate in view of the fact the council, would only do one inspection at most during the life time of the licence. Building regulation approval, which requires far more visits, costs a lot less.”

“I also strongly disagree with imposing £100 extra for a paper application; not only does it not cost anywhere near this to process a paper application, but this is discriminating against older digitally excluded people.”

“An additional charge for paper application could victimise those who are not computer literate.”

Respondents felt that the proposed fees demonstrated that Selective Licensing is a money making scheme for the council and similar to previous sections, respondents felt that the council should make better use of existing enforcement powers.

“This really shows you're after extra money. Councils need the PRS, stop working against them. You have the powers to go after rogue landlords, just do that”

“The proposal is a money making joke. If landlords aren't meeting legal standards then they should be prosecuted. If they are then there is no problem. This new scheme in no way benefits landlords or tenants.”

“This is just a plan to make money, but it will cost WAY more than you think to run and administer this”

“As far as I can see this is just a way of creating jobs for the council with the landlords left to pick up the wage bill. Surely with current legislation there is enough power for the council to prosecute irresponsible landlords without the need for this I'll thought out and costly licensing scheme?”

A number of alternatives to the proposed fee of £610 per property were also put forward in this section with suggestions including:

- A variable fee based on the rental value of property
- A reduction in the fee for licence holders with multiple properties
- Having a licence per landlord rather than per property
- A lower fee with additional fees charged in the event of problems with the licence holder and or property.

Summary

The majority of respondents disagreed or strongly disagreed with all of the proposals relating to the licensing fee structure and this was reflected in the comments made in this section.

Owner occupiers and community groups or organisations were the only respondent type to have the greatest proportion of responses agreeing or strongly agreeing with the proposed £610 licence fee and £250 late application fee. For all other types of respondent the majority disagreed or strongly disagreed, with the exception of housing association tenants where the greatest proportion disagreed or strongly disagreed. Comments indicated a widespread belief that rent would be increased to cover the cost of the licence fee with the result that the scheme would have an adverse financial impact on tenants.

The majority of respondents of all types disagreed or strongly disagreed with proposed £100 additional charge for paper applications. Comments showed that respondents felt that this was particularly excessive with some respondents feeling that this amounted to digital exclusion and discrimination against people who do not use or have access to computers.

5.9 Selective Licensing Proposal

All respondents

- 866 respondents answered the question as to whether they thought Selective Licensing would help to address the issues identified in the business case.
- The majority indicated that they thought it would not address the issues (68.6%).
- 860 respondents answered the question as to whether the council should introduce the scheme in the four areas identified in the business case.
- Two thirds of respondents indicated that they thought that the scheme shouldn't be introduced (66.7%).

Do you think...	yes	no	don't know	total responses
Selective Licensing would help to address these issues?	24.7%	68.6%	6.7%	866
We should introduce the scheme in the four areas we have identified?	27.8%	66.7%	5.5%	860

Private tenants

- The majority of the 239 private tenants who answered the question thought that Selective Licensing would not address the issues identified (80.3%).
- The majority of the 239 who answered the question also thought that the scheme should not be introduced (79.1%).

Housing Association tenants

- The majority of the 71 housing association tenants who answered the question that Selective Licensing would not address the issues identified (53.5%).
- The majority of the 71 who answered the question also thought that the scheme should not be introduced (50.7%).

Owner occupiers

- Amongst the 307 owner occupiers who answered the question there was no majority opinion on whether or not Selective Licensing would address the issues identified. The greatest proportion thought that it would not (46.9%) compared with 44.6% who thought that it would.
- There was no majority opinion from the 302 who answered the question on whether or not Selective Licensing should be introduced. The greatest proportion thought that it should be (49.7%) compared with 44.4% who thought that it should not.

Businesses

- The majority of the 21 business respondents who answered these questions thought that Selective Licensing would not address the issues identified (85.7%) and should not be introduced (90.5%).

Private landlords

- The majority of the 232 private landlords who answered the question thought that Selective Licensing would not address the issues identified (91.8%).
- The majority of the 231 who answered the question also thought that the scheme should not be introduced (90.0%).

Letting agents

- All of the 12 letting agents who answered the question thought that Selective Licensing would not address the issues identified (100%) and the 12 who answered the question also thought that the scheme should not be introduced (100%).

Community groups or organisations

- 50% of the 12 respondents from community groups or organisations who answered the question thought that Selective Licensing would not address the issues identified whilst 50% thought that it would.
- Of the 12 respondents who answered the question, 50% thought that the scheme should be introduced compared to 41.7% who thought that it should not.

All residents of zones

- The majority of the 425 residents of the proposed zones who answered the question thought that Selective Licensing would not address the issues identified (66.6%).
- Of the 425 who answered the question, the majority thought that the scheme should not be introduced in the proposed zones (63.5%).

Own or manage properties in zones

- The majority of the 166 respondents owning or managing properties in the zones who answered this question thought that Selective Licensing would not address the issues identified (92.2%).
- Of the 166 respondents, the majority also thought that the scheme should not be introduced in the proposed zones (91.0%).

Residents of zone 1

- The majority of the 77 zone 1 residents who answered this question thought that Selective Licensing would not address the issues identified (67.5%).
- The majority of the 79 who answered the question also thought that the scheme should not be introduced in the proposed zones (64.6%).

Residents of zone 2

- The majority of the 110 zone 2 residents who answered this question thought that Selective Licensing would not address the issues identified (64.5%).
- Of the 109 who answered the question, the majority also thought that the scheme should not be introduced in the proposed zones (65.1%).

Residents of zone 3

- The majority of the 120 zone 3 residents who answered this question thought that Selective Licensing would not address the issues identified (64.2%).
- Of the 117 who answered the question, the majority also thought that the scheme should not be introduced in the proposed zones (59.0%).

Residents of zone 4

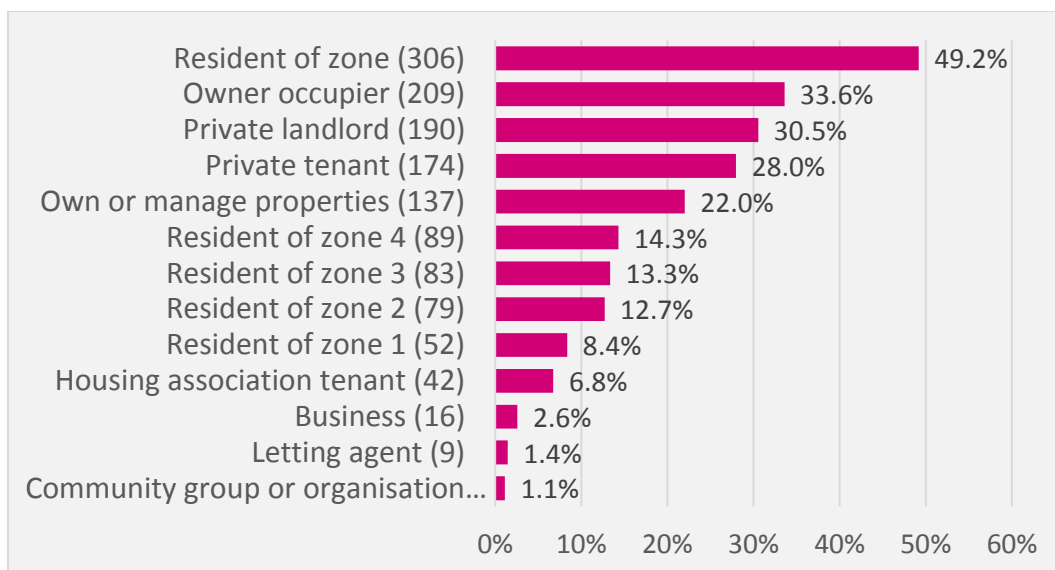
- Of the 116 zone 4 residents who answered this question, the majority thought that Selective Licensing would not address the issues identified (70.7%).
- The majority of the 117 who answered the question also thought that the scheme should not be introduced in the proposed zones (66.7%).

Open question

There were 622 free text responses received in response to the question “do you think Selective Licensing would help to address these issues”. This included 13 responses from respondents who did not answer the closed question.

The greatest number of respondents for all respondent types commented on this question with the exception of housing association tenants.

49.2% of respondents who commented on this question were residents of one of the proposed zones and 33.6% were owner occupiers. 30.5% were private landlords and 28.0% private tenants. 22% of comments were made by respondents owning or managing properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

The themes relating to the question “do you think Selective Licensing would help to address these issues?” are summarised below.

The principal reason given as to why Selective Licensing would not address the issues identified in the business case was that the issues were caused by the behaviour of individuals and that Selective Licensing would not change these behaviours.

"I can't see how a licence would reduce these areas. Licencing a landlord will not necessarily mean their tenants behave any differently."

"You will still have the same tenants with the same issues. Use the existing law and make people responsible for their own actions."

"Basically these issues are not caused by private landlords they are created by some tenants, licencing and taxing the landlord is not going to change the behaviour of these tenants."

There were also concerns that the proposal was too ambitious in its aims and that the council would not be able to enforce the scheme effectively enough to deliver the desired outcomes.

"I have lived in licensed HMO,s and these issues never went away so how will licencing my current shared accommodation change anything."

"I don't believe the authority has the capacity to implement a robust enough system to monitor and enforce this. Once yearly checks are insufficient."

"I think it sounds a good plan, in reality, lack of funding will make enforcement and resolution of issues with rogue landlords impractical."

It was also felt by some respondents that the scheme would not be effective as it only applies to a proportion of properties in an area and would not address issues relating to owner occupied or social housing properties.

"And how much reduction is this going to be when the vast majority of properties on these estates are either owner occupied or owned by social housing providers whose tenants will not be licensed."

"It does not address the issue of levels of anti-social behaviour, crime and environmental issues including rubbish accumulations and fly-tipping by occupiers of privately owned properties."

Respondents also commented that the proposal had the potential to cause more issues in the proposed zones in terms of the relationships between neighbours, tenants and the local authority.

It's more likely to cause friction between neighbours who are licensed and unlicensed.

"You will alienate landlords, create a bureaucratic monstrosity, put up rents, put extra stress on tenants and achieve the opposite of what you want."

In common with other sections of the survey, respondents commented that the council and other agencies should be making more of their existing enforcement powers to address issues in these areas.

"The scheme puts the onus for many issues onto the landlords, who in fact have very few powers to deal with the problems the scheme is supposed to address - unlike the Council, which has existing powers that could be used to better effect."

"The council and police already have the powers to cure the problems which we already pay for."

It was also commented that rather than a blanket approach to licensing all privately rented properties in a designated zone, the enforcement approach should be more targeted at rogue landlords, problem properties, problem tenants and HMOs.

"Yes but don't be selective on areas, be selective on the sub-standard landlords & properties"

“I think that licensing if introduced, should be selective based on landlord/property condition. Not all encompassing that penalises unfairly those landlords that do comply with legal requirements and maintain their property in good order.”

“The word selective means exactly that, look at the properties who are causing the problem. A number of my neighbours feel the same way and we are all fed up of lack of action against these HMO's and their tenants!”

Representing the opposite point of view, comments were received from respondents who thought that the proposal would help to address issues by making landlords more responsible for their properties.

“I would approve of any suggestion to make my street neat and tidy again. Landlords must take responsibility for their properties and tenants behaviour.”

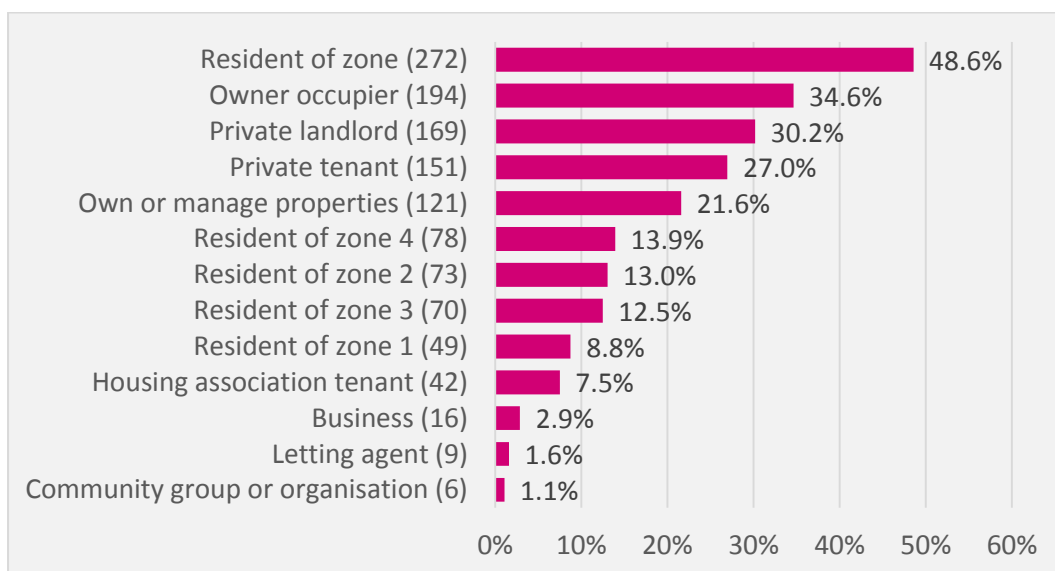
“I believe it would help ensure that landlords take more responsibility for the selection of their tenants and the maintaining/upkeep of their properties. It may also help provide tenants with greater reassurance about their landlord and the premises which they are renting.”

“Because at the moment absent landlords do not take responsibility for who they house or the problems this causes other tenants.”

Open questions

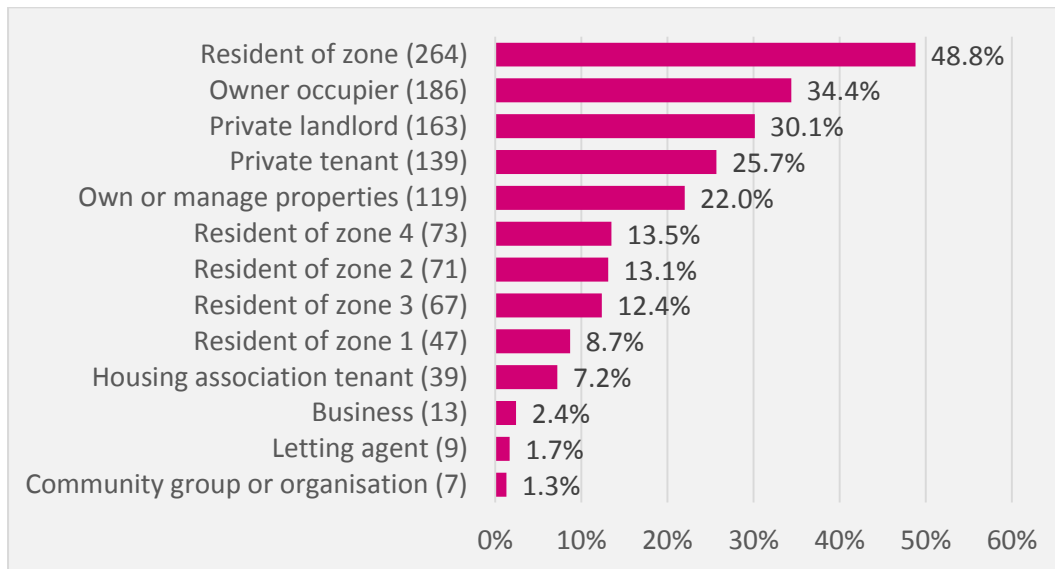
There were 560 free text responses received in response to the question “do you think we should introduce the scheme in the four areas we have identified”. This included 18 responses from respondents who did not answer any of the five closed questions.

The greatest proportion of comments about this question were made by residents of the proposed zones (48.6%). 34.6% were owner occupiers. The proportion of comments from private landlords (30.2%) was greater than that from private tenants (27.0%); 21.6% were owners or managers of properties in the proposed zones.



There were also 541 free text responses received in response to the free text question “if you have any other comments about this proposed scheme”. This included 22 responses from respondents who had not answered any of the closed questions in the survey.

48.8% of any other comments were made by residents of the proposed zone. 34.4% were owner occupiers, 30.1% private landlords, 25.7% private tenants and 22.0% owners or managers of properties in the proposed zones.



A full list of the free text responses is available in Appendix A – Survey open question responses.

There were common themes emerging in both these sections which are summarised below. A response to the main issues raised in the free text comments is available in Appendix E.

Respondents who felt that the proposed licensing scheme is discriminatory against good landlords, and stigmatises certain areas and the people who live there.

“It will designate a whole area as a problem when there are really only a few problem houses. It will stigmatise my home.”

“I don't think it should be introduced at all. I also believe that introducing it in selected areas will make ghettos of those areas, further diminishing the local reputations, reducing house prices and generally making those areas less popular for people to live.”

“Waste of good money and defamatory of these areas, the landlords, their tenants and all properties - whether let or not.”

“No, this is discrimination and the council is casting a slur on all the people who live in those areas.”

“It's discrimination. Judging a landlord only where their property is and not on how well it is managed by them.”

There were concerns raised about the financial impact that the proposed scheme would have on rental prices, property values and insurances, particularly on people already experiencing financial pressures.

“The scheme will cause prices to drop in the area affecting owner occupiers. Insurance companies will require increased premiums for house insurance as well as car insurance, affecting local residents.”

“House prices will fall for owner/occupiers. Insurances for landlords, tenants and owners will rise. Rents will rise, making tenants poorer.”

"I am already getting hit by the benefits cap and I feel adding selective licencing would increase my rent and as a result of this I feel many landlords will sell their properties"

"It won't help me. It will increase rents. I can't afford to pay more and don't want to be evicted."

There were comments from respondents who felt that the scope of the proposed scheme if implemented should be broader, including the whole of the borough or other areas at least.

"The scheme should be introduced across the Borough or the effect will simply be to make renting properties in the four areas currently identified a far less attractive business proposition and result in 'rogue' landlords buying properties in areas not covered by the scheme."

"I think this should be across the whole rented housing sector to help improve standards and make sure the up keep of the property is maintained for the safety of the tenants."

"Why just these areas, I know of other estates which are equally the same if not worse."

"I object to the license but if this does go ahead it should be for everyone not just these areas."

Conversely there were also comments from respondents who thought that the scheme should be more targeted and focus on tackling bad landlords.

"The council should identify the good and bad landlords not just lump them altogether. Bad landlords should be made to pay."

"Target the poor landlords & individual properties."

"It is unfair to target landlords in these area zones only, the borough has bad landlords throughout Telford. Target those who let their properties through the more unscrupulous letting agents who do not manage or enforce their tenancy agreements or tenants."

There were conflicting opinions on the need for action in the areas proposed for Selective Licensing. On one hand there were respondents who felt that there are problems that need to be addressed.

"Because I live in one of the zones and it is terrifying where I live and landlords don't care who they rent to."

"There are significant problems within these areas that cause unrest within local areas with some residents feeling complaints are not being addressed."

"All four areas have been in a great state of decline in recent years and this is mainly due to private landlords having no interest in who lives in their properties just as long as they pay."

However there were also respondents who felt that there are no issues where they live and Selective Licensing is not needed.

"The area I'm in is nice and none of these issues seem to apply around here. I don't want my rent to go up for a licence my landlord doesn't need."

"Why is it just these areas and why just private landlords. I love where I live it is not that bad, when you are on benefit you can't afford other areas and this suits me."

Comments highlighted concerns about the negative impact the proposal would have on the private rental sector and housing in the borough in general. Some respondents felt that Selective Licensing would lead landlords to sell therefore reducing the number of properties available for private rent, that it would impact on property maintenance budgets or displace problem landlords to other unlicensed parts of the borough.

“The issues being addressed are real, important and urgent. This paper exercise will not address them. The unintended consequences from this legislation could cause a housing shortage across the borough as smaller landlords who are unable to meet the licence requirements will stop renting out their property and leave it empty until they can sell.”

“It's not tackling the problem, it'll just move it to another area of town and put off people becoming landlords in the first place and reduces the amount of money landlords actually have to spend on their properties, it's madness.”

Concerns were also raised about the consultation process, the consultation survey and the business case for Selective Licensing. Some respondents felt that the consultation survey was biased towards delivering an outcome in favour of implementing Selective Licensing, whilst others felt that a decision to implement the scheme had already been made.

“This is not a balanced survey. It is weighted towards the implementation of a licensing scheme. There are no alternatives given. I strongly oppose the indiscriminate way this is being imposed.”

“Sadly I suspect this whole so-called 'survey', which fails to provide answer options that in many cases are relevant to the majority of private landlords, is merely paying lip service to a decision that is already set in concrete. It is farcical and it is less than clever as the end result will be one that forces decent landlords away from the area.”

“The consultation was held in the daytime when we were at work, seems very strange for you to do this, it was more for your convenience than the residents we feel.”

“This survey is biased towards a positive answer to the licencing scheme and does not give proper options for answers and therefore will not give a true survey result.”

“From what I gather you have already made your mind up.”

“I've not heard many favourable comments but I suspect it'll happen anyway.”

“I tell you everything. You not listen. I know this form will mysteriously disappear like everything else.”

Other respondents had concerns that the data and methodology used in the business case was out of date, flawed or manipulated in order to meet the Selective Licensing criteria.

“It's a retrograde proposal poorly thought out with statistics fudged in order to try and meet the criteria set out by The Housing act 2004.”

“Your data was collected for one fixed period of time. We all know that if you collected the same data for the same period in the previous year or the following year the data would be completely different and that other estates would be impacted at the expense of some of those you intend to licence. Would it not have been more accurate to have analysed 3 separate years? By the way you are proposing to licence 7 or 8 areas not 4 as you describe.”

Respondents also commented that they thought that the proposal was waste of time, money and effort.

“What a waste of time and money!! Selective licencing will not help communities but a money making scheme by the Council!”

“This is a complete waste of time and simply a job creation exercise by the council at the expense of landlords, who will just pass the costs onto tenants.”

“It is unfair and should be scrapped. The money wasted on setting up this cash cow could be better spent elsewhere.”

Summary

The majority of respondents thought that the proposed Selective Licensing scheme would not address the issues outlined in the business case and should not be introduced in the four areas identified.

As in previous sections in the survey there was a divide in opinion between owner occupiers and those respondents living in or owning/managing properties in the private rental sector. Owner occupiers and community groups or organisations were the only respondent types where the majority thought the scheme should be introduced. For all other respondent types the majority opposed the introduction of the scheme.

No respondent type had a majority who thought that Selective Licensing would address the issues identified, however the greatest proportion of owner occupiers thought that it would.

Appendix A – Survey open question responses

Link to survey open question responses file (excel)

- [Selective Licensing - General Comments](#)
- [Selective Licensing - Health & Safety Comments](#)
- [Selective Licensing - Property, Structure & Services Comments](#)
- [Selective Licensing - Waste, Refuse, Fly-Tipping & Pests Comments](#)
- [Selective Licensing - Anti-Social Behaviour Comments](#)
- [Selective Licensing - Fit & Proper Person Comments](#)
- [Selective Licensing - Fee Structure Comments](#)
- [Selective Licensing - Address Issues Comments](#)
- [Selective Licensing - Should We Introduce Comments](#)
- [Selective Licensing - Any Other Comments](#)

Appendix B – Written responses to consultation

[Link to survey written responses file \(excel\)](#)

Appendix C – Survey response data tables

General Conditions

Q11a To what extent do you agree or disagree that the licence holder and/or their representative must...

Be permanent UK residents?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	51.2%	20.4%	26.6%	1.9%	805
Private tenants	34.6%	27.2%	35.9%	2.3%	217
Housing association tenants	50.0%	18.1%	30.6%	1.4%	72
Owner occupiers	63.8%	15.4%	19.1%	1.7%	298
Businesses	50.0%	11.1%	38.9%	0.0%	18
Private landlords	48.8%	23.2%	26.1%	1.9%	207
Letting agents	41.7%	41.7%	16.7%	0.0%	12
Community groups or organisations	80.0%	0.0%	20.0%	0.0%	10
All residents of zones	46.8%	22.6%	28.9%	1.7%	402
Own or manage properties in zones	53.0%	22.5%	22.5%	2.0%	151
Residents of zone 1	40.3%	19.5%	39.0%	1.3%	77
Residents of zone 2	51.4%	23.8%	24.8%	0.0%	105
Residents of zone 3	49.1%	20.4%	27.8%	2.8%	108
Residents of zone 4	44.1%	24.3%	28.8%	2.7%	111

Q11b To what extent do you agree or disagree that the licence holder and/or their representative must...

Have in place suitable emergency/ management arrangements in the event of their temporary/short term absence?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	74.9%	11.3%	10.9%	2.9%	768
Private tenants	65.3%	17.9%	14.8%	2.0%	196
Housing association tenants	74.6%	10.4%	13.4%	1.5%	67
Owner occupiers	82.4%	6.9%	7.2%	3.4%	290
Businesses	75.0%	12.5%	6.3%	6.3%	16
Private landlords	71.2%	12.2%	14.1%	2.4%	205
Letting agents	58.3%	33.3%	8.3%	0.0%	12
Community groups or organisations	90.0%	10.0%	0.0%	0.0%	10
All residents of zones	71.0%	13.1%	12.9%	2.9%	373
Own or manage properties in zones	70.0%	15.3%	12.0%	2.7%	150
Residents of zone 1	67.6%	11.3%	15.5%	5.6%	71
Residents of zone 2	71.7%	16.2%	10.1%	2.0%	99
Residents of zone 3	69.9%	11.7%	17.5%	1.0%	103
Residents of zone 4	75.8%	11.1%	9.1%	4.0%	99

Q11c To what extent do you agree or disagree that the licence holder and/or their representative must...

Provide a copy of the licence to each new tenant when they move in?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	52.8%	18.8%	26.1%	2.3%	788
Private tenants	41.8%	25.5%	29.8%	2.9%	208
Housing association tenants	58.3%	13.9%	27.8%	0.0%	72
Owner occupiers	67.8%	12.9%	17.3%	2.0%	295
Businesses	35.3%	23.5%	41.2%	0.0%	17
Private landlords	36.6%	22.8%	37.6%	3.0%	202
Letting agents	33.3%	41.7%	25.0%	0.0%	12
Community groups or organisations	80.0%	10.0%	10.0%	0.0%	10
All residents of zones	52.1%	18.5%	27.2%	2.3%	390
Own or manage properties in zones	34.0%	27.9%	36.1%	2.0%	147
Residents of zone 1	50.0%	11.8%	38.2%	0.0%	76
Residents of zone 2	57.8%	15.7%	25.5%	1.0%	102
Residents of zone 3	56.2%	15.2%	25.7%	2.9%	105
Residents of zone 4	42.5%	27.4%	25.5%	4.7%	106

Q11d To what extent do you agree or disagree that the licence holder and/or their representative must...

Provide a copy of the licence to each new tenant when they move in?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	80.0%	10.6%	7.6%	1.7%	775
Private tenants	71.4%	14.1%	12.1%	1.9%	206
Housing association tenants	80.9%	17.6%	1.5%	0.0%	68
Owner occupiers	86.8%	7.0%	4.5%	1.7%	287
Businesses	80.0%	13.3%	6.7%	0.0%	15
Private landlords	79.5%	9.3%	9.8%	1.5%	205
Letting agents	83.3%	16.7%	0.0%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	77.4%	12.4%	8.7%	1.6%	380
Own or manage properties in zones	77.9%	11.4%	9.4%	1.3%	149
Residents of zone 1	75.3%	9.6%	13.7%	1.4%	73
Residents of zone 2	78.6%	13.3%	6.1%	2.0%	98
Residents of zone 3	81.1%	10.4%	7.5%	0.9%	106
Residents of zone 4	73.5%	15.7%	8.8%	2.0%	102

Health and Safety Conditions

Q13a To what extent do you agree or disagree that the licence holder and/or their representative must...

Ensure all provided furnishings are in good condition?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	70.8%	17.0%	9.7%	2.5%	712
Private tenants	57.5%	27.1%	12.2%	3.3%	181
Housing association tenants	69.5%	11.9%	15.3%	3.4%	59
Owner occupiers	77.9%	12.5%	8.1%	1.5%	271
Businesses	56.3%	31.3%	12.5%	0.0%	16
Private landlords	74.0%	13.0%	9.4%	3.6%	192
Letting agents	66.7%	33.3%	0.0%	0.0%	12
Community groups or organisations	90.0%	10.0%	0.0%	0.0%	10
All residents of zones	64.5%	20.5%	13.2%	1.8%	341
Own or manage properties in zones	75.9%	15.3%	7.3%	1.5%	137
Residents of zone 1	61.2%	16.4%	20.9%	1.5%	67
Residents of zone 2	66.3%	23.6%	9.0%	1.1%	89
Residents of zone 3	66.3%	20.0%	10.5%	3.2%	95
Residents of zone 4	63.2%	20.7%	14.9%	1.1%	87

Q13b To what extent do you agree or disagree that the licence holder and/or their representative must...

Provide instructions/manuals for all electrical equipment?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	58.8%	15.7%	24.6%	0.9%	765
Private tenants	42.5%	23.0%	33.0%	1.5%	200
Housing association tenants	50.7%	7.0%	42.3%	0.0%	71
Owner occupiers	68.3%	13.8%	17.2%	0.7%	290
Businesses	50.0%	11.1%	38.9%	0.0%	18
Private landlords	59.4%	14.7%	24.9%	1.0%	197
Letting agents	50.0%	33.3%	16.7%	0.0%	12
Community groups or organisations	90.0%	10.0%	0.0%	0.0%	10
All residents of zones	52.2%	16.9%	30.3%	0.5%	379
Own or manage properties in zones	62.2%	16.8%	20.3%	0.7%	143
Residents of zone 1	40.8%	17.1%	40.8%	1.3%	76
Residents of zone 2	52.0%	16.7%	31.4%	0.0%	102
Residents of zone 3	60.8%	12.7%	26.5%	0.0%	102
Residents of zone 4	49.5%	22.7%	26.8%	1.0%	97

Q13c To what extent do you agree or disagree that the licence holder and/or their representative must...

Provide an Electrical Installation Condition Report (EICR) at no more than 5 year intervals?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	62.6%	16.1%	15.3%	6.0%	746
Private tenants	52.3%	18.7%	17.6%	11.4%	193
Housing association tenants	58.5%	12.3%	23.1%	6.2%	65
Owner occupiers	72.8%	12.4%	9.9%	4.9%	283
Businesses	50.0%	31.3%	18.8%	0.0%	16
Private landlords	55.3%	20.6%	21.6%	2.5%	199
Letting agents	58.3%	33.3%	8.3%	0.0%	12
Community groups or organisations	80.0%	10.0%	0.0%	10.0%	10
All residents of zones	59.0%	16.3%	16.8%	8.0%	363
Own or manage properties in zones	55.6%	22.9%	19.4%	2.1%	144
Residents of zone 1	48.6%	15.7%	21.4%	14.3%	70
Residents of zone 2	66.3%	16.3%	11.2%	6.1%	98
Residents of zone 3	60.8%	15.7%	17.6%	5.9%	102
Residents of zone 4	54.9%	18.7%	18.7%	7.7%	91

Q13d To what extent do you agree or disagree that the licence holder and/or their representative must...

Ensure that no rooms, other than bedrooms, are used for sleeping purposes?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	53.7%	13.0%	32.1%	1.2%	769
Private tenants	36.8%	20.9%	40.8%	1.5%	201
Housing association tenants	45.1%	5.6%	49.3%	0.0%	71
Owner occupiers	64.3%	10.7%	24.4%	0.7%	291
Businesses	35.3%	5.9%	58.8%	0.0%	17
Private landlords	55.8%	10.6%	31.7%	2.0%	199
Letting agents	66.7%	25.0%	8.3%	0.0%	12
Community groups or organisations	70.0%	10.0%	20.0%	0.0%	10
All residents of zones	48.3%	15.6%	35.6%	0.5%	379
Own or manage properties in zones	55.2%	14.7%	28.0%	2.1%	143
Residents of zone 1	36.8%	9.2%	52.6%	1.3%	76
Residents of zone 2	54.9%	12.7%	32.4%	0.0%	102
Residents of zone 3	52.0%	17.6%	29.4%	1.0%	102
Residents of zone 4	43.9%	21.4%	34.7%	0.0%	98

Q13e To what extent do you agree or disagree that the licence holder and/or their representative must...

Make sure there is a deep clean of the property and that all facilities are clean and in good working order before the property is re-let?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	73.5%	15.0%	10.5%	1.0%	733
Private tenants	63.0%	22.8%	12.5%	1.6%	184
Housing association tenants	69.4%	25.8%	4.8%	0.0%	62
Owner occupiers	82.7%	11.0%	5.7%	0.7%	283
Businesses	62.5%	18.8%	18.8%	0.0%	16
Private landlords	70.2%	9.6%	19.2%	1.0%	198
Letting agents	41.7%	33.3%	25.0%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	71.1%	19.4%	8.9%	0.6%	350
Own or manage properties in zones	69.7%	11.3%	18.3%	0.7%	142
Residents of zone 1	62.7%	25.4%	11.9%	0.0%	67
Residents of zone 2	77.7%	16.0%	6.4%	0.0%	94
Residents of zone 3	72.4%	20.4%	6.1%	1.0%	98
Residents of zone 4	68.5%	18.0%	12.4%	1.1%	89

Q13f To what extent do you agree or disagree that the licence holder and/or their representative must...

If a previous tenant hasn't returned the keys, change all the locks before a new tenant moves in?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	76.3%	11.3%	10.5%	1.9%	735
Private tenants	68.4%	16.0%	12.8%	2.7%	187
Housing association tenants	69.8%	15.9%	11.1%	3.2%	63
Owner occupiers	84.8%	7.4%	6.7%	1.1%	282
Businesses	62.5%	12.5%	25.0%	0.0%	16
Private landlords	72.1%	10.2%	15.7%	2.0%	197
Letting agents	75.0%	16.7%	8.3%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	10
All residents of zones	73.9%	14.2%	10.2%	1.7%	353
Own or manage properties in zones	72.3%	10.6%	14.9%	2.1%	141
Residents of zone 1	66.7%	15.2%	13.6%	4.5%	66
Residents of zone 2	76.3%	12.4%	10.3%	1.0%	97
Residents of zone 3	72.7%	20.2%	6.1%	1.0%	99
Residents of zone 4	77.5%	7.9%	12.4%	2.2%	89

Q13g To what extent do you agree or disagree that the licence holder and/or their representative must...

Inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	55.9%	18.9%	22.4%	2.9%	732
Private tenants	45.1%	27.2%	23.9%	3.8%	184
Housing association tenants	57.8%	26.6%	12.5%	3.1%	64
Owner occupiers	71.2%	11.7%	14.6%	2.5%	281
Businesses	46.7%	13.3%	40.0%	0.0%	15
Private landlords	40.4%	18.7%	37.9%	3.0%	198
Letting agents	41.7%	16.7%	33.3%	8.3%	12
Community groups or organisations	60.0%	20.0%	20.0%	0.0%	10
All residents of zones	56.4%	22.7%	18.7%	2.3%	353
Own or manage properties in zones	44.1%	21.7%	31.5%	2.8%	143
Residents of zone 1	50.0%	15.2%	30.3%	4.5%	66
Residents of zone 2	59.4%	20.8%	15.6%	4.2%	96
Residents of zone 3	57.1%	29.6%	13.3%	0.0%	98
Residents of zone 4	58.2%	22.0%	18.7%	1.1%	91

Q13h To what extent do you agree or disagree that the licence holder and/or their representative must...

Give all new tenants training in fire safety and instruction on using fire safety equipment before they move in?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	41.8%	22.5%	29.1%	6.6%	752
Private tenants	31.3%	28.1%	33.3%	7.3%	192
Housing association tenants	42.0%	26.1%	14.5%	17.4%	69
Owner occupiers	56.6%	17.4%	20.8%	5.2%	288
Businesses	37.5%	25.0%	31.3%	6.3%	16
Private landlords	28.9%	21.3%	45.7%	4.1%	197
Letting agents	9.1%	45.5%	45.5%	0.0%	11
Community groups or organisations	50.0%	20.0%	30.0%	0.0%	10
All residents of zones	43.6%	22.5%	25.7%	8.1%	369
Own or manage properties in zones	27.7%	27.0%	41.1%	4.3%	141
Residents of zone 1	37.3%	20.0%	38.7%	4.0%	75
Residents of zone 2	46.9%	21.4%	24.5%	7.1%	98
Residents of zone 3	46.0%	23.0%	19.0%	12.0%	100
Residents of zone 4	41.5%	24.5%	24.5%	9.6%	94

Property Structure and Services Conditions

Q15a To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

If gas and electricity are supplied through pre-payment meters, that tokens/cards/top up must be readily available locally?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	52.0%	20.2%	25.5%	2.3%	768
Private tenants	39.9%	23.6%	33.5%	3.0%	203
Housing association tenants	49.3%	13.0%	36.2%	1.4%	69
Owner occupiers	61.9%	17.6%	18.7%	1.7%	289
Businesses	38.9%	16.7%	44.4%	0.0%	18
Private landlords	47.0%	23.2%	26.8%	3.0%	198
Letting agents	50.0%	33.3%	16.7%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	46.8%	21.4%	29.6%	2.1%	378
Own or manage properties in zones	45.1%	26.4%	25.7%	2.8%	144
Residents of zone 1	44.7%	7.9%	44.7%	2.6%	76
Residents of zone 2	47.6%	24.8%	26.7%	1.0%	105
Residents of zone 3	50.0%	24.0%	24.0%	2.0%	100
Residents of zone 4	42.3%	24.7%	29.9%	3.1%	97

Q15b To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

The heating system is capable of heating the entire property to at least 18c when the temperature outside is -1c. Convection heaters are not acceptable?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	70.4%	14.0%	10.2%	5.5%	729
Private tenants	59.6%	19.1%	12.2%	9.0%	188
Housing association tenants	66.7%	25.0%	0.0%	8.3%	60
Owner occupiers	79.6%	8.4%	8.0%	4.0%	275
Businesses	26.7%	40.0%	26.7%	6.7%	15
Private landlords	70.7%	12.1%	14.1%	3.0%	198
Letting agents	50.0%	50.0%	0.0%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	67.0%	17.0%	9.2%	6.9%	348
Own or manage properties in zones	70.1%	13.9%	12.5%	3.5%	144
Residents of zone 1	59.4%	10.9%	20.3%	9.4%	64
Residents of zone 2	70.8%	12.5%	7.3%	9.4%	96
Residents of zone 3	69.8%	21.9%	4.2%	4.2%	96
Residents of zone 4	63.7%	19.8%	8.8%	7.7%	91

Q15c To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

All radiators part of any central heating system are fitted with thermostatic radiator valves?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	43.3%	24.7%	29.0%	3.0%	756
Private tenants	35.5%	27.5%	32.5%	4.5%	200
Housing association tenants	53.0%	19.7%	25.8%	1.5%	66
Owner occupiers	54.6%	22.2%	20.8%	2.5%	284
Businesses	17.6%	41.2%	41.2%	0.0%	17
Private landlords	28.8%	28.3%	39.9%	3.0%	198
Letting agents	25.0%	33.3%	41.7%	0.0%	12
Community groups or organisations	80.0%	10.0%	10.0%	0.0%	10
All residents of zones	45.3%	24.1%	27.4%	3.3%	369
Own or manage properties in zones	26.4%	31.3%	38.9%	3.5%	144
Residents of zone 1	41.7%	12.5%	38.9%	6.9%	72
Residents of zone 2	44.4%	23.2%	29.3%	3.0%	99
Residents of zone 3	47.1%	29.4%	22.5%	1.0%	102
Residents of zone 4	45.3%	26.3%	25.3%	3.2%	95

Q15d To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

There are enough electric sockets within the property for the number of appliances likely to need them without the need to use multi-socket adaptors?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	61.8%	18.0%	17.4%	2.8%	746
Private tenants	56.2%	23.2%	16.0%	4.6%	194
Housing association tenants	69.4%	16.1%	9.7%	4.8%	62
Owner occupiers	72.1%	13.8%	13.1%	1.1%	283
Businesses	47.1%	23.5%	29.4%	0.0%	17
Private landlords	50.8%	16.6%	29.6%	3.0%	199
Letting agents	25.0%	33.3%	41.7%	0.0%	12
Community groups or organisations	80.0%	0.0%	20.0%	0.0%	10
All residents of zones	62.8%	21.5%	12.8%	2.8%	358
Own or manage properties in zones	49.0%	16.8%	30.8%	3.5%	143
Residents of zone 1	63.8%	17.4%	15.9%	2.9%	69
Residents of zone 2	64.6%	24.2%	10.1%	1.0%	99
Residents of zone 3	64.6%	18.2%	15.2%	2.0%	99
Residents of zone 4	58.9%	24.4%	11.1%	5.6%	90

Q15e To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

Ground floor bedrooms are fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	72.6%	16.3%	7.6%	3.5%	722
Private tenants	58.9%	27.2%	10.0%	3.9%	180
Housing association tenants	66.7%	18.3%	10.0%	5.0%	60
Owner occupiers	80.3%	10.8%	5.7%	3.2%	279
Businesses	50.0%	18.8%	25.0%	6.3%	16
Private landlords	75.6%	12.7%	8.6%	3.0%	197
Letting agents	58.3%	25.0%	16.7%	0.0%	12
Community groups or organisations	90.0%	10.0%	0.0%	0.0%	10
All residents of zones	67.2%	20.5%	8.8%	3.5%	341
Own or manage properties in zones	76.8%	12.7%	8.5%	2.1%	142
Residents of zone 1	66.2%	18.5%	12.3%	3.1%	65
Residents of zone 2	71.0%	22.6%	4.3%	2.2%	93
Residents of zone 3	71.1%	15.5%	11.3%	2.1%	97
Residents of zone 4	58.8%	25.9%	8.2%	7.1%	85

Q15f To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

All ground floor, basement windows, low level windows and accessible roof lights have suitable locks to prevent access from outside and that tenants are provided with the keys?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	73.5%	14.8%	7.9%	3.8%	710
Private tenants	61.7%	23.4%	10.9%	4.0%	175
Housing association tenants	74.1%	12.1%	5.2%	8.6%	58
Owner occupiers	82.8%	9.2%	5.9%	2.2%	273
Businesses	58.8%	17.6%	17.6%	5.9%	17
Private landlords	69.2%	15.2%	11.1%	4.5%	198
Letting agents	50.0%	33.3%	16.7%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	10
All residents of zones	70.4%	18.1%	7.9%	3.6%	331
Own or manage properties in zones	68.5%	16.8%	10.5%	4.2%	143
Residents of zone 1	63.9%	18.0%	14.8%	3.3%	61
Residents of zone 2	75.0%	18.5%	4.3%	2.2%	92
Residents of zone 3	73.9%	15.2%	5.4%	5.4%	92
Residents of zone 4	66.7%	20.2%	9.5%	3.6%	84

Q15g To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

There is an escape window or door to allow access to the outside where a ground floor bedroom is located off a high risk room?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	71.8%	13.6%	8.2%	6.4%	706
Private tenants	59.8%	21.3%	10.3%	8.6%	174
Housing association tenants	69.0%	6.9%	13.8%	10.3%	58
Owner occupiers	81.9%	8.5%	4.8%	4.8%	271
Businesses	60.0%	26.7%	6.7%	6.7%	15
Private landlords	69.7%	13.8%	10.3%	6.2%	195
Letting agents	50.0%	50.0%	0.0%	0.0%	12
Community groups or organisations	80.0%	10.0%	10.0%	0.0%	10
All residents of zones	70.1%	13.4%	9.5%	7.0%	328
Own or manage properties in zones	66.7%	18.4%	9.2%	5.7%	141
Residents of zone 1	65.1%	9.5%	12.7%	12.7%	63
Residents of zone 2	76.7%	10.5%	3.5%	9.3%	86
Residents of zone 3	69.8%	10.4%	14.6%	5.2%	96
Residents of zone 4	66.7%	23.5%	7.4%	2.5%	81

Q15g To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

If the property uses gas or oil appliances, that a Carbon Monoxide alarm which conforms to the relevant British Standards is fitted?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	69.9%	16.7%	10.5%	2.8%	741
Private tenants	55.5%	25.7%	13.1%	5.8%	191
Housing association tenants	65.6%	29.7%	4.7%	0.0%	64
Owner occupiers	76.5%	11.7%	9.6%	2.1%	281
Businesses	68.8%	18.8%	12.5%	0.0%	16
Private landlords	73.6%	11.2%	13.2%	2.0%	197
Letting agents	66.7%	25.0%	8.3%	0.0%	12
Community groups or organisations	80.0%	10.0%	10.0%	0.0%	10
All residents of zones	63.6%	22.7%	10.6%	3.1%	357
Own or manage properties in zones	75.0%	11.8%	11.1%	2.1%	144
Residents of zone 1	52.1%	21.1%	21.1%	5.6%	71
Residents of zone 2	68.1%	22.3%	6.4%	3.2%	94
Residents of zone 3	68.7%	23.2%	6.1%	2.0%	99
Residents of zone 4	60.9%	22.8%	13.0%	3.3%	92

Q15i To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

The property has an Energy Performance Certificate (EPC) which is no more than 10 years old and the property must be Grade D rated or above?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	50.0%	17.9%	25.9%	6.2%	758
Private tenants	40.4%	23.7%	24.2%	11.6%	198
Housing association tenants	50.7%	16.4%	26.9%	6.0%	67
Owner occupiers	60.4%	14.2%	20.8%	4.5%	288
Businesses	12.5%	31.3%	43.8%	12.5%	16
Private landlords	43.7%	15.6%	37.7%	3.0%	199
Letting agents	33.3%	41.7%	25.0%	0.0%	12
Community groups or organisations	70.0%	10.0%	20.0%	0.0%	10
All residents of zones	48.5%	19.1%	24.0%	8.4%	371
Own or manage properties in zones	41.7%	18.8%	36.1%	3.5%	144
Residents of zone 1	41.9%	8.1%	40.5%	9.5%	74
Residents of zone 2	49.0%	19.4%	23.5%	8.2%	98
Residents of zone 3	49.5%	27.7%	15.8%	6.9%	101
Residents of zone 4	50.0%	17.7%	24.0%	8.3%	96

Q15j To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

Ensure the exterior of the property is in reasonable decorative condition and state of repair?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	73.4%	16.1%	9.0%	1.5%	744
Private tenants	59.6%	22.8%	15.5%	2.1%	193
Housing association tenants	81.0%	12.7%	4.8%	1.6%	63
Owner occupiers	81.1%	12.2%	5.9%	0.7%	286
Businesses	50.0%	18.8%	31.3%	0.0%	16
Private landlords	70.4%	17.3%	10.2%	2.0%	196
Letting agents	45.5%	36.4%	18.2%	0.0%	11
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	71.0%	18.5%	9.7%	0.8%	362
Own or manage properties in zones	69.5%	17.7%	10.6%	2.1%	141
Residents of zone 1	55.7%	24.3%	18.6%	1.4%	70
Residents of zone 2	72.4%	19.4%	8.2%	0.0%	98
Residents of zone 3	82.7%	11.2%	5.1%	1.0%	98
Residents of zone 4	70.5%	18.9%	9.5%	1.1%	95

Waste/Refuse, Fly-Tipping and Pests Conditions

Q17a To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

There are enough bins/containers for the storage and collection of rubbish and recycling from the property?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	64.7%	9.6%	24.2%	1.4%	768
Private tenants	51.7%	16.1%	30.2%	2.0%	205
Housing association tenants	52.9%	10.0%	34.3%	2.9%	70
Owner occupiers	75.3%	5.9%	17.7%	1.0%	288
Businesses	52.9%	11.8%	35.3%	0.0%	17
Private landlords	67.0%	7.1%	24.4%	1.5%	197
Letting agents	75.0%	25.0%	0.0%	0.0%	12
Community groups or organisations	70.0%	10.0%	20.0%	0.0%	10
All residents of zones	58.3%	11.0%	29.4%	1.3%	381
Own or manage properties in zones	66.4%	7.7%	25.9%	0.0%	143
Residents of zone 1	50.7%	6.8%	41.1%	1.4%	73
Residents of zone 2	59.2%	8.7%	32.0%	0.0%	103
Residents of zone 3	63.4%	8.9%	26.7%	1.0%	101
Residents of zone 4	55.9%	19.6%	21.6%	2.9%	102

Q17b To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

When each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	69.0%	11.6%	18.6%	0.8%	765
Private tenants	52.2%	18.2%	28.1%	1.5%	203
Housing association tenants	62.9%	2.9%	32.9%	1.4%	70
Owner occupiers	80.2%	7.6%	11.8%	0.3%	288
Businesses	52.9%	11.8%	35.3%	0.0%	17
Private landlords	73.0%	10.2%	15.8%	1.0%	196
Letting agents	41.7%	41.7%	16.7%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	10
All residents of zones	62.3%	12.4%	24.8%	0.5%	379
Own or manage properties in zones	66.9%	16.2%	16.9%	0.0%	142
Residents of zone 1	49.3%	6.8%	43.8%	0.0%	73
Residents of zone 2	68.6%	7.8%	23.5%	0.0%	102
Residents of zone 3	66.3%	10.9%	21.8%	1.0%	101
Residents of zone 4	61.4%	21.8%	15.8%	1.0%	101

Q17c To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

All tenants, are able to access, at all times, all external areas within the property boundary?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	64.9%	15.1%	18.0%	2.0%	749
Private tenants	51.3%	21.5%	24.6%	2.6%	195
Housing association tenants	58.8%	10.3%	27.9%	2.9%	68
Owner occupiers	70.5%	14.4%	14.0%	1.1%	285
Businesses	42.9%	21.4%	35.7%	0.0%	14
Private landlords	67.2%	11.3%	18.5%	3.1%	195
Letting agents	50.0%	41.7%	8.3%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	59.1%	17.1%	22.5%	1.4%	369
Own or manage properties in zones	66.9%	14.1%	16.2%	2.8%	142
Residents of zone 1	49.3%	20.3%	30.4%	0.0%	69
Residents of zone 2	62.0%	16.0%	22.0%	0.0%	100
Residents of zone 3	66.7%	12.1%	18.2%	3.0%	99
Residents of zone 4	53.5%	21.2%	22.2%	3.0%	99

Q17d To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

All waste removed from the property by anyone other than the Council is disposed of legally?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	66.8%	9.5%	22.4%	1.2%	744
Private tenants	50.8%	17.5%	30.2%	1.6%	189
Housing association tenants	61.5%	4.6%	32.3%	1.5%	65
Owner occupiers	74.7%	7.3%	17.3%	0.7%	289
Businesses	71.4%	7.1%	21.4%	0.0%	14
Private landlords	70.3%	6.7%	21.0%	2.1%	195
Letting agents	58.3%	25.0%	16.7%	0.0%	12
Community groups or organisations	90.0%	0.0%	10.0%	0.0%	10
All residents of zones	60.4%	12.4%	26.4%	0.8%	364
Own or manage properties in zones	68.1%	9.9%	21.3%	0.7%	141
Residents of zone 1	51.5%	14.7%	33.8%	0.0%	68
Residents of zone 2	64.3%	9.2%	26.5%	0.0%	98
Residents of zone 3	63.3%	9.2%	25.5%	2.0%	98
Residents of zone 4	58.2%	17.3%	23.5%	1.0%	98

Q17e To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

The property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste and rubbish?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	64.6%	11.7%	22.5%	1.2%	751
Private tenants	46.9%	20.6%	29.9%	2.6%	194
Housing association tenants	54.4%	20.6%	23.5%	1.5%	68
Owner occupiers	74.8%	6.3%	18.2%	0.7%	286
Businesses	53.3%	6.7%	40.0%	0.0%	15
Private landlords	69.4%	5.1%	24.5%	1.0%	196
Letting agents	58.3%	33.3%	8.3%	0.0%	12
Community groups or organisations	80.0%	20.0%	0.0%	0.0%	10
All residents of zones	57.5%	16.0%	25.5%	1.1%	369
Own or manage properties in zones	69.0%	8.5%	22.5%	0.0%	142
Residents of zone 1	46.4%	17.4%	34.8%	1.4%	69
Residents of zone 2	65.0%	10.0%	25.0%	0.0%	100
Residents of zone 3	60.6%	17.2%	20.2%	2.0%	99
Residents of zone 4	52.5%	21.2%	25.3%	1.0%	99

Q17f To what extent do you agree or disagree that the licence holder and/or their representative must ensure...

In Houses in Multiple Occupation (HMO) bins are ready for collection at the right time and place and brought back in following collection?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	65.8%	14.7%	11.7%	7.8%	693
Private tenants	52.9%	19.8%	15.7%	11.6%	172
Housing association tenants	69.5%	5.1%	5.1%	20.3%	59
Owner occupiers	78.5%	10.7%	8.5%	2.2%	270
Businesses	57.1%	7.1%	21.4%	14.3%	14
Private landlords	54.9%	19.6%	15.8%	9.8%	184
Letting agents	58.3%	25.0%	16.7%	0.0%	12
Community groups or organisations	80.0%	0.0%	10.0%	10.0%	10
All residents of zones	65.6%	14.1%	11.4%	9.0%	334
Own or manage properties in zones	57.9%	21.1%	13.5%	7.5%	133
Residents of zone 1	55.4%	12.3%	20.0%	12.3%	65
Residents of zone 2	74.4%	14.0%	9.3%	2.3%	86
Residents of zone 3	63.4%	11.8%	10.8%	14.0%	93
Residents of zone 4	64.8%	18.2%	9.1%	8.0%	88

Anti-Social Behaviour Conditions

Q19a To what extent do you agree or disagree that the licence holder and/or their representative must...

Co-operate with Telford and Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	70.8%	10.8%	13.5%	4.9%	753
Private tenants	54.5%	16.5%	22.0%	7.0%	200
Housing association tenants	64.1%	12.5%	7.8%	15.6%	64
Owner occupiers	80.3%	9.2%	7.4%	3.2%	284
Businesses	56.3%	18.8%	25.0%	0.0%	16
Private landlords	74.2%	7.2%	16.5%	2.1%	194
Letting agents	66.7%	8.3%	25.0%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	10
All residents of zones	65.6%	13.7%	14.2%	6.6%	366
Own or manage properties in zones	80.6%	6.5%	12.2%	0.7%	139
Residents of zone 1	56.5%	18.8%	17.4%	7.2%	69
Residents of zone 2	67.7%	12.1%	12.1%	8.1%	99
Residents of zone 3	70.0%	9.0%	12.0%	9.0%	100
Residents of zone 4	62.2%	17.3%	16.3%	4.1%	98

Q19b To what extent do you agree or disagree that the licence holder and/or their representative must...

Make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	67.3%	6.8%	24.0%	2.0%	764
Private tenants	51.7%	12.7%	31.7%	3.9%	205
Housing association tenants	56.7%	4.5%	32.8%	6.0%	67
Owner occupiers	75.3%	4.9%	19.5%	0.3%	287
Businesses	62.5%	6.3%	31.3%	0.0%	16
Private landlords	72.2%	4.1%	22.7%	1.0%	194
Letting agents	83.3%	16.7%	0.0%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	11
All residents of zones	60.8%	8.0%	28.3%	2.9%	375
Own or manage properties in zones	71.9%	5.8%	21.6%	0.7%	139
Residents of zone 1	47.9%	1.4%	47.9%	2.7%	73
Residents of zone 2	65.0%	2.9%	30.1%	1.9%	103
Residents of zone 3	67.7%	10.1%	18.2%	4.0%	99
Residents of zone 4	57.0%	17.0%	23.0%	3.0%	100

Q19c To what extent do you agree or disagree that the licence holder and/or their representative must...

When requested by the Council, provide a list of who is currently living in their property?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	62.3%	10.6%	24.4%	2.6%	761
Private tenants	42.2%	14.7%	38.7%	4.4%	204
Housing association tenants	54.5%	15.2%	22.7%	7.6%	66
Owner occupiers	75.6%	6.6%	17.1%	0.7%	287
Businesses	43.8%	12.5%	43.8%	0.0%	16
Private landlords	63.7%	10.9%	23.3%	2.1%	193
Letting agents	58.3%	33.3%	8.3%	0.0%	12
Community groups or organisations	100.0%	0.0%	0.0%	0.0%	11
All residents of zones	55.6%	11.5%	29.7%	3.2%	374
Own or manage properties in zones	68.1%	13.0%	17.4%	1.4%	138
Residents of zone 1	44.4%	12.5%	40.3%	2.8%	72
Residents of zone 2	61.8%	10.8%	25.5%	2.0%	102
Residents of zone 3	59.0%	11.0%	24.0%	6.0%	100
Residents of zone 4	54.0%	11.0%	33.0%	2.0%	100

Q19d To what extent do you agree or disagree that the licence holder and/or their representative must...

Include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	68.7%	11.1%	14.7%	5.5%	723
Private tenants	51.1%	19.6%	21.2%	8.2%	184
Housing association tenants	66.7%	13.3%	8.3%	11.7%	60
Owner occupiers	80.6%	6.5%	9.7%	3.2%	278
Businesses	64.3%	7.1%	28.6%	0.0%	14
Private landlords	67.2%	9.4%	17.7%	5.7%	192
Letting agents	66.7%	8.3%	25.0%	0.0%	12
Community groups or organisations	70.0%	0.0%	30.0%	0.0%	10
All residents of zones	64.5%	13.4%	15.7%	6.4%	344
Own or manage properties in zones	68.1%	10.9%	14.5%	6.5%	138
Residents of zone 1	47.6%	11.1%	31.7%	9.5%	63
Residents of zone 2	64.2%	16.8%	13.7%	5.3%	95
Residents of zone 3	69.1%	9.6%	12.8%	8.5%	94
Residents of zone 4	69.6%	15.2%	10.9%	4.3%	92

Q19e To what extent do you agree or disagree that the licence holder and/or their representative must...

Where the property is a HMO, undertake management checks of all communal areas within the property's boundary at least weekly and record these in writing?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	53.2%	17.6%	18.3%	10.9%	698
Private tenants	41.9%	23.5%	19.6%	15.1%	179
Housing association tenants	59.3%	13.0%	11.1%	16.7%	54
Owner occupiers	70.5%	11.6%	14.2%	3.6%	275
Businesses	28.6%	14.3%	50.0%	7.1%	14
Private landlords	33.5%	21.8%	29.1%	15.6%	179
Letting agents	25.0%	33.3%	33.3%	8.3%	12
Community groups or organisations	80.0%	10.0%	0.0%	10.0%	10
All residents of zones	57.1%	17.9%	14.9%	10.1%	336
Own or manage properties in zones	37.2%	24.0%	24.0%	14.7%	129
Residents of zone 1	54.0%	14.3%	20.6%	11.1%	63
Residents of zone 2	54.3%	17.4%	19.6%	8.7%	92
Residents of zone 3	64.9%	10.6%	10.6%	13.8%	94
Residents of zone 4	51.7%	26.4%	11.5%	10.3%	87

Fit and Proper Person Condition

Q21 To what extent do you agree or disagree that landlords...

Should have to complete a basic DBS disclosure?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	40.3%	22.1%	29.1%	8.5%	787
Private tenants	29.7%	25.5%	29.2%	15.6%	212
Housing association tenants	45.7%	22.9%	15.7%	15.7%	70
Owner occupiers	60.1%	17.0%	19.1%	3.8%	288
Businesses	29.4%	23.5%	41.2%	5.9%	17
Private landlords	20.5%	27.3%	46.3%	5.9%	205
Letting agents	16.7%	33.3%	50.0%	0.0%	12
Community groups or organisations	58.3%	8.3%	33.3%	0.0%	12
All residents of zones	43.2%	21.4%	24.2%	11.2%	384
Own or manage properties in zones	20.4%	29.9%	44.2%	5.4%	147
Residents of zone 1	44.4%	12.5%	31.9%	11.1%	72
Residents of zone 2	44.7%	24.3%	20.4%	10.7%	103
Residents of zone 3	44.3%	21.7%	19.8%	14.2%	106
Residents of zone 4	40.4%	24.0%	27.9%	7.7%	104

Licensing Fee Structure

Q23a To what extent do you agree or disagree that it is reasonable to...

Have a fee of £610 per licensed property for applications made online within three months of the start of the scheme?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	26.8%	8.7%	62.4%	2.1%	796
Private tenants	11.2%	8.9%	77.1%	2.8%	214
Housing association tenants	35.7%	14.3%	47.1%	2.9%	70
Owner occupiers	49.3%	9.7%	38.6%	2.4%	290
Businesses	5.6%	5.6%	88.9%	0.0%	18
Private landlords	4.7%	4.2%	90.1%	0.9%	213
Letting agents	0.0%	0.0%	100.0%	0.0%	12
Community groups or organisations	45.5%	18.2%	36.4%	0.0%	11
All residents of zones	31.7%	8.8%	57.7%	1.8%	388
Own or manage properties in zones	4.6%	3.9%	91.4%	0.0%	152
Residents of zone 1	25.3%	8.0%	64.0%	2.7%	75
Residents of zone 2	31.1%	8.7%	60.2%	0.0%	103
Residents of zone 3	34.9%	12.3%	50.9%	1.9%	106
Residents of zone 4	33.3%	6.7%	57.1%	2.9%	105

Q23b To what extent do you agree or disagree that it is reasonable to...

Have an additional late application fee of £250 for applications received three months after the start of the scheme?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	25.3%	8.0%	64.4%	2.3%	797
Private tenants	10.7%	8.4%	78.5%	2.3%	214
Housing association tenants	33.3%	8.3%	54.2%	4.2%	72
Owner occupiers	46.6%	9.0%	41.7%	2.8%	290
Businesses	5.6%	11.1%	83.3%	0.0%	18
Private landlords	5.1%	4.2%	89.7%	0.9%	214
Letting agents	0.0%	0.0%	100.0%	0.0%	12
Community groups or organisations	50.0%	20.0%	30.0%	0.0%	10
All residents of zones	28.2%	7.7%	61.8%	2.3%	390
Own or manage properties in zones	4.6%	5.9%	89.5%	0.0%	153
Residents of zone 1	23.7%	3.9%	69.7%	2.6%	76
Residents of zone 2	29.4%	7.8%	61.8%	1.0%	102
Residents of zone 3	32.1%	9.4%	56.6%	1.9%	106
Residents of zone 4	25.5%	8.5%	62.3%	3.8%	106

Q23c To what extent do you agree or disagree that it is reasonable to...

Have an additional charge of £100 for a paper application?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	16.2%	9.8%	71.8%	2.1%	795
Private tenants	5.6%	8.0%	84.5%	1.9%	213
Housing association tenants	25.0%	9.7%	62.5%	2.8%	72
Owner occupiers	30.9%	13.5%	52.4%	3.1%	288
Businesses	0.0%	11.1%	88.9%	0.0%	18
Private landlords	4.2%	2.8%	92.1%	0.9%	214
Letting agents	0.0%	0.0%	100.0%	0.0%	12
Community groups or organisations	20.0%	20.0%	60.0%	0.0%	10
All residents of zones	19.6%	10.9%	68.2%	1.3%	387
Own or manage properties in zones	3.9%	3.9%	92.2%	0.0%	153
Residents of zone 1	16.0%	6.7%	76.0%	1.3%	75
Residents of zone 2	20.6%	8.8%	70.6%	0.0%	102
Residents of zone 3	21.9%	17.1%	59.0%	1.9%	105
Residents of zone 4	18.9%	8.5%	70.8%	1.9%	106

Q23d To what extent do you agree or disagree that it is reasonable to...

Have the option to spread the fee annually with an additional £30 administration charge plus 1.75% interest?	agree/ strongly agree	neither agree/ disagree	disagree/ strongly disagree	don't know	total responses
All respondents	30.1%	11.0%	53.1%	5.8%	754
Private tenants	17.3%	13.7%	62.4%	6.6%	197
Housing association tenants	47.7%	13.8%	30.8%	7.7%	65
Owner occupiers	47.5%	11.2%	34.2%	7.2%	278
Businesses	12.5%	6.3%	75.0%	6.3%	16
Private landlords	10.6%	6.3%	80.3%	2.9%	208
Letting agents	8.3%	0.0%	91.7%	0.0%	12
Community groups or organisations	55.6%	22.2%	47.2%	0.0%	9
All residents of zones	32.6%	13.3%	47.8%	6.4%	362
Own or manage properties in zones	10.1%	6.8%	81.1%	2.0%	148
Residents of zone 1	29.4%	5.9%	54.4%	10.3%	68
Residents of zone 2	36.2%	18.1%	39.4%	6.4%	94
Residents of zone 3	32.4%	14.7%	49.0%	3.9%	102
Residents of zone 4	31.3%	12.1%	49.5%	7.1%	99

Selective Licensing Proposal

Q25 Do you think...

Selective Licensing would help to address these issues?	yes	no	don't know	total responses
All respondents	24.7%	68.6%	6.7%	866
Private tenants	80.3%	13.4%	6.3%	239
Housing association tenants	53.5%	36.6%	9.9%	71
Owner occupiers	46.9%	44.6%	8.5%	307
Businesses	85.7%	9.5%	4.8%	21
Private landlords	91.8%	3.4%	4.7%	232
Letting agents	100.0%	0.0%	0.0%	12
Community groups or organisations	50.0%	50.0%	0.0%	12
All residents of zones	66.6%	27.1%	6.4%	425
Own or manage properties in zones	92.2%	3.0%	4.8%	166
Residents of zone 1	67.5%	26.0%	6.5%	77
Residents of zone 2	64.5%	27.3%	8.2%	110
Residents of zone 3	64.2%	29.2%	6.7%	120
Residents of zone 4	70.7%	25.0%	4.3%	116

Q27 Do you think...

We should introduce the scheme in the four areas we have identified?	yes	no	don't know	total responses
All respondents	27.8%	66.7%	5.5%	860
Private tenants	15.1%	79.1%	5.9%	239
Housing association tenants	39.4%	50.7%	9.9%	71
Owner occupiers	49.7%	44.4%	6.0%	302
Businesses	4.8%	90.5%	4.8%	21
Private landlords	7.4%	90.0%	2.6%	231
Letting agents	0.0%	100.0%	0.0%	12
Community groups or organisations	50.0%	41.7%	8.3%	12
All residents of zones	30.8%	63.5%	5.6%	425
Own or manage properties in zones	6.0%	91.0%	3.0%	166
Residents of zone 1	29.1%	64.6%	6.3%	79
Residents of zone 2	26.6%	65.1%	8.3%	109
Residents of zone 3	37.6%	59.0%	3.4%	117
Residents of zone 4	28.2%	66.7%	5.1%	117

Appendix D – Consultation Survey Questionnaire



Selective Licensing Consultation

Introduction

We would like your views on our proposal to introduce a new scheme called “Selective Licensing” in certain parts of Telford and Wrekin.

The scheme would run for five years and through a set of specific licence conditions aims to improve housing standards in areas with a high proportion of privately rented homes. It also aims to improve the quality of life for everyone living in and around these neighbourhoods by reducing the turnover of occupiers and helping to tackle issues around anti-social behaviour and crime.

We are limited in how far we can run this scheme. We have analysed information from across the borough and identified four areas or “zones” which meet the Housing Act criteria for introducing Selective Licensing and which we believe would benefit from a Selective Licensing scheme. We are proposing to introduce the scheme in parts of Leegomery and Hadley (Zone 1), Malinslee and Hollinswood (Zone 2), Brookside and Sutton Hill (Zone 3) and Woodside (Zone 4))

You can see the details of each zone in the enclosed handout.

Whether you live in, work in, run a business or own a property, or have any other interest in any of these zones, we would like to hear from you.

You can find out if your home, business or property is in one of these proposed areas using the enclosed postcode handout. Even if it isn't in one of these four zones, we are still keen to hear your views and we would be grateful if you would complete this survey.

The consultation started on Monday 12 June and will end on Monday 21 August. All responses to the survey are anonymised and must be received by this date.

If you require more space for your comments please use a separate sheet of paper and reference the question number you are responding to.

Q1 Are you a? (tick all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Private tenant | <input type="checkbox"/> Business | <input type="checkbox"/> Community Group or organisation |
| <input type="checkbox"/> Housing association tenant | <input type="checkbox"/> Private landlord | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Owner occupier | <input type="checkbox"/> Letting agent | |



If you are a landlord or letting agent

Q2 How many properties do you own or manage in Telford and Wrekin?

Q3 Do you own or manage houses of multiple occupation?

Yes No

Q4 How many properties do you own or manage in the proposed selective licensing zones?

Q5 Are you a member of the Telford and Wrekin Landlord Accreditation Scheme?

Yes No

Q6 Would you consider joining the Telford and Wrekin Landlord Accreditation Scheme at a reduced rate?

Yes No Don't know

If you a tenant or owner occupier

Q7 Do you live in a house of multiple occupation?

Yes No Don't know

Q8 Do you live in one of the proposed selective licensing zones?

Yes No Not sure

Q9 Please indicate which zone?

Zone 1 - Hadley and Leegomery Zone 2 - Malinslee and Hollinswood Zone 3 - Brookside and Sutton Hill Zone 4 - Woodside

If you are a business

Q10 Is your business located in one of the proposed selective licensing zones?

Yes No Not sure

Licence Conditions

Under the proposed scheme, landlords with properties in the selected zones would need to have a licence for each property. The landlords would need to meet the conditions of the licence.

There are a number of conditions that are designed to help ensure that properties are well managed, are in a good state of repair and that would help address issues relating to anti-social behaviour, crime and the general environment in these areas.

Many of these conditions are ones that landlords must already adhere to by law. In addition to these legal requirements, the Selective Licensing scheme further proposes a number of other conditions. It is only these additional conditions that we are consulting on. The following questions will help us gauge how strongly you feel about them...

General Conditions

Q11 To what extent do you agree or disagree that the licence holder and/or their representative must:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Be permanent UK residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have in place suitable emergency/management arrangements in the event of their temporary/short term absence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide a copy of the licence to each new tenant when they move in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide tenants who pay their rent by cheque or in cash with a receipt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Please tell us why you think this

Health and Safety

Landlords have a responsibility to ensure the health and safety of their tenants.

Q13 To what extent do you agree or disagree with the following conditions?

The licence holder and/or their representative must:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Ensure all provided furnishings are in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide instructions/manuals for all electrical equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide an Electrical Installation Condition Report (EICR) at no more than 5 year intervals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure that no rooms, other than bedrooms, are used for sleeping purposes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make sure there is a deep clean of the property and that all facilities are clean and in good working order before the property is re-let.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a previous tenant hasn't returned the keys, change all the locks before a new tenant moves in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inform the Council within 24 hours, or the next working day of any fires or incidents involving the Police or Fire and Rescue Service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give all new tenants training in fire safety and instruction on using fire safety equipment before they move in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Please tell us why you think this

Property Structure and Services

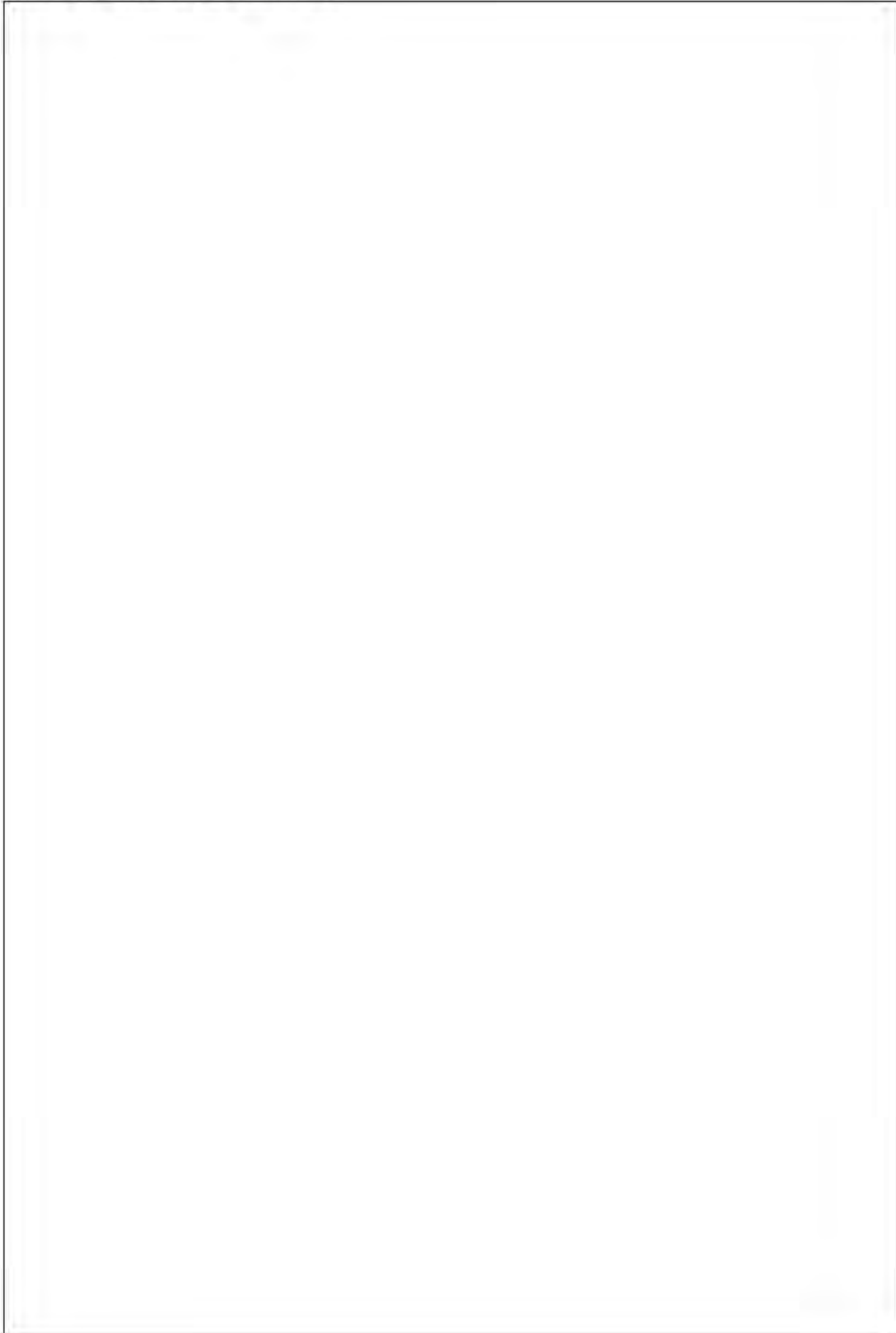
As well as ensuring the health and safety of their tenants, landlords and lettings agents have a responsibility to properly maintain their properties.

Q15 To what extent to you agree or disagree with the following conditions?

The licence holder and/or their representative must ensure:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
If gas and electricity are supplied through pre-payment meters, that tokens/cards/top up must be readily available locally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The heating system is capable of heating the entire property to at least 18c when the temperature outside is -1c. Convection heaters are not acceptable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All radiators part of any central heating system are fitted with thermostatic radiator valves.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are enough electric sockets within the property for the number of appliances likely to need them without the need to use multi-socket adaptors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ground floor bedrooms are fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All ground floor, basement windows, low level windows and accessible roof lights have suitable locks to prevent access from outside and that tenants are provided with the keys.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an escape window or door to allow access to the outside where a ground floor bedroom is located off a high risk room such as a kitchen, lounge or dining room, and the communal escape route is not directly accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the property uses gas or oil appliances, that a Carbon Monoxide alarm which conforms to the relevant British Standards is fitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property has an Energy Performance Certificate (EPC) which is no more than 10 years old and the property must be Grade D rated or above.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The exterior of the property is in reasonable decorative condition and state of repair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Please tell us why you think this

A large, empty rectangular box with a thin black border, intended for the respondent to provide their answer to question Q16. The box is currently blank.

Waste/Refuse, Fly-Tipping and Pests

Poorly managed properties can result in higher levels of rubbish accumulations around properties, fly-tipping and an increased likelihood of pests

Q17 To what extent do you agree or disagree with the following conditions?

The licence holder and/or their representative must ensure:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
There are enough bins/containers for the storage and collection of rubbish and recycling from the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When each new tenant moves in, they are told of where to put their rubbish and recycling and when and how it is collected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All tenants, are able to access, at all times, all external areas within the property boundary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All waste removed from the property by anyone other than the Council is disposed of legally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste and rubbish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In Houses in Multiple Occupation (HMO) bins are ready for collection at the right time and place and brought back in following collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Please tell us why you think this

Anti social behaviour

Q19 In order to prevent/reduce anti social behaviour and criminal activity by any person living in or visiting the premises, to what extent do agree or disagree the licence holder and/or their representative should:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Co-operate with Telford & Wrekin Council, West Mercia Police and other agencies in resolving complaints of anti-social behaviour or illegal activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make each tenant aware that they are responsible for their own behaviour, and that of their children and visitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When requested by the Council, provide a list of who is currently living in their property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Include details of any allegations of anti-social behaviour when providing a reference for a current or former tenant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where the property is a House in Multiple Occupation (HMO), undertake management checks of all communal areas within the property's boundary at least weekly and record these in writing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 Please tell us why you think this

Fit and Proper Person

Q21 To what extent do you agree or disagree that landlords should have to complete a basic DBS disclosure? www.gov.uk/disclosure-barring-service-check/overview

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Please tell us why you think this

Licensing fee structure

Selective Licensing is a not-for-profit scheme. Telford & Wrekin Council proposes to charge a licence fee to cover the cost of running the scheme. More information on how the licence fee would be spent can be found in the enclosed information for landlords fact sheet.

The proposed Selective Licensing scheme would run in the four selected areas for five years. A licence per property would need to be obtained for the duration of the scheme. The proposed fee per licence which covers the full five years is £610 which can be paid up-front, or in annual instalments.

The fee structure is as follows:

- Licence paid in full within three months of the introduction of the scheme - £610
- Additional late application fee for applications made more than three months after the introduction of the scheme - £250
- Additional fee for paper applications - £100
- If paying in annual instalments this would be £326 per year over two years, £217 per year over three years, £163 per year over four or £130 per year over five years. (this figure includes an additional £30 administration charge plus 1.75% interest)

Q23 Do what extent do you agree or disagree that it is reasonable to...?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Have a fee of £610 per licensed property for applications made online within three months of the start of the scheme.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have an additional late application fee of £250 for applications received three months after the start of the scheme.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have an additional charge of £100 for a paper application.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the option to spread the fee annually with an additional £30 administration charge plus 1.75% interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Please tell us why you think this

Selective Licensing Proposal

We propose to introduce Selective Licensing to help improve housing standards in privately rented homes, reduce the turnover of occupiers and help to reduce levels of anti-social behaviour, crime and environmental issues including rubbish accumulations and fly-tipping.

Q25 Do you think Selective Licensing would help to address these issues?

Yes

No

Don't know

Q26 Please tell us why you think this

Q27 Do you think we should introduce the scheme in the four areas we have identified?

Yes

No

Don't know

Q28 Please tell us why you think this

Q29 If you have any other comments about this proposed scheme, please tell us about them here:

About you

It is important that we receive opinions from people from all sections of our community. We would like you to answer these last few questions, but you don't have to if you don't want to.

Q30 **Are you?**

- Male Female Prefer not to say

Q31 **What age group are you?**

- 17-18 25-39 65+
 19-24 40-64 Prefer not to say

Q32 **What is your ethnicity?**

- | | |
|--|--|
| <input type="checkbox"/> White: English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> Asian/Asian British: Pakistani |
| <input type="checkbox"/> White: Irish | <input type="checkbox"/> Asian/Asian British: Bangladeshi |
| <input type="checkbox"/> White: Gypsy or Traveller | <input type="checkbox"/> Asian/Asian British: Any other (please write in box below) |
| <input type="checkbox"/> White: Polish | <input type="checkbox"/> Black/African/Caribbean/Black British: African (please write country of origin in box below) |
| <input type="checkbox"/> White: Any other (please write in box below) | <input type="checkbox"/> Black/African/Caribbean/Black British: Caribbean |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Black Caribbean | <input type="checkbox"/> Black/African/Caribbean/Black British: Any other (please write in box below) |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Black African | <input type="checkbox"/> Other ethnic group: Arab (please write country of origin in box below) |
| <input type="checkbox"/> Mixed/multiple ethnic group: White and Asian | <input type="checkbox"/> Other ethnic group: Chinese |
| <input type="checkbox"/> Mixed/multiple ethnic group: Any other (please write in box below) | <input type="checkbox"/> Other ethnic group: Any other (please write in box below) |
| <input type="checkbox"/> Asian/Asian British: Indian | <input type="checkbox"/> Prefer not to say |

Q33 **Do you have any long-standing illness or disability that limits your daily activity?**

- Yes No Prefer not to say

Q34 **Do you belong to any particular religion or hold particular beliefs?**

- Christian Hindu Other religion (please state below)
 Muslim No religion
 Sikh Prefer not to say

Thank you for taking the time to complete this survey and share your views.

Completed surveys must be returned to Telford & Wrekin Council by 21 August 2017

You can return your survey using the enclosed FREEPOST envelope or to the following FREEPOST address (no stamp required).

Freepost RTKJ-KGJA-ASXU
Co-operative Council Delivery Team
Telford & Wrekin Council
Darby House
Lawn Central
Town Centre
Telford
TF3 4JA

Appendix E – Response to issues raised

After consideration of the comments and opinions expressed during the consultation, the following table details the response to the main issues and concerns raised.

Issue/Concern	Response
<p>The financial impact that selective licensing will have on people living or renting in the proposed zones including:</p> <ol style="list-style-type: none"> 1. increased rent as the cost of the licence fee may be passed on to the tenant 2. increased insurance premiums due to zones being categorised as “high crime” areas 3. difficulties obtaining mortgages for properties in the zones 4. devaluation of properties in the zones 	<p>1. Throughout the consultation landlords indicated that should selective licensing proceed the cost of the licence fee would be passed onto their tenants. Whilst the Council does not approve of passing the licence fee on to tenants, landlords can increase fees in the following circumstances:</p> <p>Government guidance provides advice on rent increases and the tenancy agreement should include how and when the rent will be reviewed.</p> <p>For a periodic tenancy (rolling on week by week or month by month) a landlord can’t normally increase the rent more than once a year without the tenant’s agreement.</p> <p>For a fixed term tenancy (running for a set period) a landlord can only increase the rent if the tenant agrees. If a tenant does not agree the rent can only be increased when the fixed term ends.</p> <p>Generally for all tenancies , a landlord must get the tenants permission if they want to increase the rent by more than previously agreed and the rent increase must be fair and realistic i.e. in line with local rents</p> <p>A tenant can apply to a tribunal to decide on certain rent disputes in England</p> <p>There are Council schemes in place to support the most vulnerable tenants</p> <p>2. The Council notes the concerns raised and during the consultation process did contact insurance companies and brokers. However no conclusive evidence provided that would confirm or deny this concern.</p> <p>3. Comments from mortgage lenders on this matter differed and there was no definitive answer.</p> <p>From the information received it appears it is more difficult for landlords to re-mortgage .Some providers indicated that they would not mortgage where they may become subject to selective licence whilst others would and would integrate it into their mortgage conditions.</p>

Issue/Concern	Response
	<p>If someone wanted to convert a standard residential mortgage to a “to-let” mortgage they would face a reduced market in a selective licence area</p> <p>There was no indication that a non-let property would be affected by the area being included in a selective licensing area there would be no charge put on the non-let property by the Council therefore to the mortgage company it would have no relevance.</p> <p>4. This is difficult to assess as house prices fluctuate due to a number of external factors. In an evaluated scheme (Newcastle City Council) it was reported that licensing did not appear to depress the housing market.</p>
<p>The selective licensing scheme is discriminatory and stigmatises:</p> <ol style="list-style-type: none"> 1. good landlords 2. private landlords 3. residents of the proposed zones 	<p>Selective licensing can only be designated in areas with a high proportion of privately rented properties and applies to all private landlords (with certain exemptions) in those areas. The areas selected for the proposed scheme were done so based on evidence and the impact analysis undertaken did not indicate that the scheme was discriminatory.</p>
<p>The scheme won't be effective in tackling the issues it sets out to address. Reasons for this including:</p> <ol style="list-style-type: none"> 1. it doesn't apply to and address issues in other sectors e.g. RSLs and owner occupiers 2. the scheme is too ambitious 3. it won't change the behaviour of individuals 4. the council won't be able to enforce it properly 5. the scheme will be divisive and cause more issues in the proposed zones 6. displacement of bad landlords to other areas 	<ol style="list-style-type: none"> 1. Selective Licensing of Houses (Specified Exemptions) (England) Order 2006 lists exemptions from selective licensing which includes a specific exemption for RSLs. 2. The proposal was deemed deliverable and similar schemes have been delivered in other parts of the country. Potential risks were factored into the business case. 3. Other authorities (see Newcastle City Council report) who have operated and evaluated successful schemes have found that anti-social behaviour has reduced. 4. The proposal details the additional staffing required. 5. See response 3 any impact of the scheme on the amount of ASB/ fly-tipping and any rise in community tension would be monitored. The consultation responses showed some evidence that this would not be the case and would bring communities together as selective licensing would help address issues.

Issue/Concern	Response
	<p>6. This is something that the Council have considered and would monitor the situation.</p>
<p>Many of the conditions listed are the responsibility of tenants in particular those relating to waste/refuse and anti-social behaviour</p>	<p>Landlords can play a vital role in helping to tackle anti-social behaviour. However the proposed conditions do not seek to make the landlord responsible for the anti-social behaviour of their tenants or for the fly tipping of their tenants.</p> <p>The conditions ask that a landlord inform their tenant at the start of the tenancy of their responsibilities and the behaviour expected and that they inform tenants of how to dispose of their waste correctly. Landlords can manage these issue through their tenancy agreements and do have legal redress to deal with tenants who persistently behave in an anti-social manner.</p> <p>Landlords are responsible for any waste left at the property once a property becomes vacant – this waste is then classified as commercial waste. To see a full summary on all licence conditions see Appendix 1 of the Selective Licensing Business Case.</p>
<p>Responsible landlords are conforming with many of these conditions already</p>	<p>Whilst the council acknowledges that many landlords provide decent well-managed and well maintained accommodation, which do not cause any problems for the local community; there are properties that are poorly managed, suffer from overcrowding, or provide unsafe accommodation. These properties have a negative effect on their local area.</p>
<p>The council needs to be doing more to tackle issues and make greater use of existing enforcement provisions.</p>	<p>Enforcement is a key priority for the Council and has an extensive enforcement training program for officers. More officers now have enforcement powers to enable them to deal with fly-tipping and anti – social behaviour and a number of campaigns have taken place borough wide since the start of the selective licensing consultation. An enforcement policy that sets out the approach that will be taken in relation to Housing matters has also been produced.</p>
<p>There are issues in the neighbourhoods within the proposed zones relating to property conditions, rubbish and anti-social behaviour that need to be addressed</p>	<p>The data used in the Selective Licensing Business Case supports this concern as do some of the comments received during the consultation. The Council continues to take steps to tackle these problems. Since June 2017 data and intelligence has been used to target those streets with the highest incidents of fly-tipping reports. Using the Integrated</p>

Issue/Concern	Response
	Community Management model a more robust and consistent approach together with stronger partnership working , improved intelligence and developing bespoke local action plans to address local issues are providing key reassurance and support to those communities effected by ongoing anti-social behaviour and crime.
<p>The proposals/zones are too broad and the scheme should be more targeted focusing on:</p> <ul style="list-style-type: none"> • bad landlords • problem tenants • individual properties 	If a selective licensing scheme is introduced it applies to all the privately rented properties in the designated area. There is no scope within the legislation that allows selective licensing to be applied to individual properties or landlords. There are other powers in legislation that allow for a more specific approach. The rationale behind selective licensing is to allow local authorities to tackle problems such that lead to low housing demand and anti-social behaviour on an area basis.
<p>Selective licensing is a money making scheme for the council and the fees are too high.</p>	Fees were calculated to ensure full cost recovery only and no profit. Fees were benchmarked against other local authorities with similar schemes. Details of the benchmarking and the breakdown of how the fee was calculated were included in the business case .
<p>The proposal will have a negative impact on the private rented sector as landlords will sell properties reducing the available housing stock and increasing homelessness</p>	We would have to monitor the homelessness figures within the borough, looking at the reasons why clients are approaching us for becoming homeless and to identify any impact. We always welcome working with all landlords to not only identify solutions to prevent clients from becoming homeless but also to identify sustainable move on accommodation which not only helps homelessness but can provide a good tenant to landlords.
<p>The scheme should be broader and include either other areas or the whole of the borough</p>	There are criteria that must be met to propose a selective licensing area. The business case details the selection process based on this and the other criteria the Council has to demonstrate in the area it is proposing to license.
<p>Issues with the consultation process and business case including:</p> <ul style="list-style-type: none"> • The decision to implement selective licensing had already been made 	<ol style="list-style-type: none"> 1. No decision has been made in respect of selective licensing 2. The consultation survey was designed to capture the opinion of respondents on the selective licensing proposal. This included the licence conditions; fee structure; whether it would address the issues identified and whether it

Issue/Concern	Response
<ul style="list-style-type: none"> • The survey was biased towards a positive outcome supporting the proposal • The business case and evidence used in it was flawed/out of date 	<p>should be introduced. There were no mandatory questions in the survey and respondents could complete as much or as little as they liked. As well as agree/disagree and yes/no options, neutral or don't know options were included for each question. Ten free text fields were included in the survey to allow respondents to comment on each section of the survey. All comments have been read, analysed and considered in the production of the survey report.</p> <p>3. Similar to other authorities who have considered selective licensing, data was analysed at an Lower Super Output Area (LSOA) level where available. The business case makes use of housing tenure data from the 2011 census. This was the most recent national statistic on housing tenure at output area level allowing a comparison to be made to the national average. Other sources of data were considered but comparability with national data could not be confirmed and were therefore not included in the analysis. The data used shows the situation in the borough to the best of our knowledge at the time the business case was produced.</p>
<p>It is not realistic or practical for landlords to deliver training or instruction on fire safety equipment.</p>	<p>Landlords or their agents have a responsibility under the Regulatory Reform (Fire Safety) Order 2005 and under the Housing Act 2004 and Regulations made under the Act in respect of fire safety in privately rented accommodation. They also have a duty to meet certain safety obligations in respect to gas appliances, electrical appliances and furnishings. If they provide firefighting equipment such as fire blankets or extinguishers it is reasonable that they provide instructions to their tenants on their use</p> <p>Similarly landlords must ensure that there is a working smoke alarm on each storey and should carry out checks to make sure they are working at the beginning of each tenancy after that tenants should test that the alarms work – it is therefore essential that the landlord show/ instruct the tenant how to test that the smoke alarm is working and how to change batteries etc.</p> <p>Similarly where there is a solid fuel appliance they should also provide a carbon monoxide detector. Although gas appliances are not included in the</p>

Appendix E – Response to issues raised

Issue/Concern	Response
	<p>legislation in the guidance document the DCLG state that they would expect reputable landlords to ensure working carbon monoxide detectors are installed in rooms that contain gas appliances.</p> <p>And again as tenants are expected to ensure that they are working after the initial test at the start of the tenancy it is imperative that they know how they work.</p> <p>If the property is a provided with a fire alarm again it is reasonable to expect the landlord to provide instruction on how to test, and reset the alarm.</p>
<p>The proposal is too onerous, bureaucratic and places too much burden on landlords</p>	<p>In any application process there is a required amount of administration and provision of supporting information. However, if the proposal were agreed then the Council would work to ensure that the application process was as streamlined and efficient as it could make it. Responses received during the consultation process indicated that many good landlords were already meeting the standards proposed.</p>