

Appendix B

Selective Licensing Consultation Report 2022

1. Introduction

This document sets out the details of the public and stakeholder consultation on proposals by Peterborough City Council to introduce a new Selective Licensing Scheme, following the end of the city's original scheme in October 2021.

It includes details about the background to the consultation, its objectives, the timescales, and steps taken to engage with key stakeholders, landlords and letting agents, and local communities as well as a summary of the responses received.

This summary report does not explore either the rationale or mechanics of the Selective Licensing Scheme.

2. Background

Legislation

Section 80 of the Housing Act 2004 allows local authorities to apply for the selective licensing of privately rented properties within specified designated areas.

The aim of selective licensing is to improve the management of private rented homes to ensure they make a positive contribution on the area.

All private landlords with residential property within the proposed area would need to apply for a paid for licence for each property they let in the area. Licences would run for a maximum of five years.

Section 80 (9) of the Housing Act states that when considering designating an area the local housing authority must:

- Take reasonable steps to consult persons who are likely to be affected by the designation; and
- Consider any representations made in accordance with the consultation.

With effect from 1 April 2015, a local housing authority needs to apply to the Secretary of State for Levelling Up, Housing and Communities (Secretary of State) for confirmation of any scheme which would cover more than 20% of their geographical area or that would affect more than 20% of privately rented homes in the local authority area.

Areas proposed for selective licensing must have a high level of private rented housing. The criterion to be considered as 'high level' is for an area to have above average levels. Average levels are 19%; thus, any area above 19% can be considered.

If this level is reached, selective licensing can be introduced if an area satisfies one or more of the following conditions:

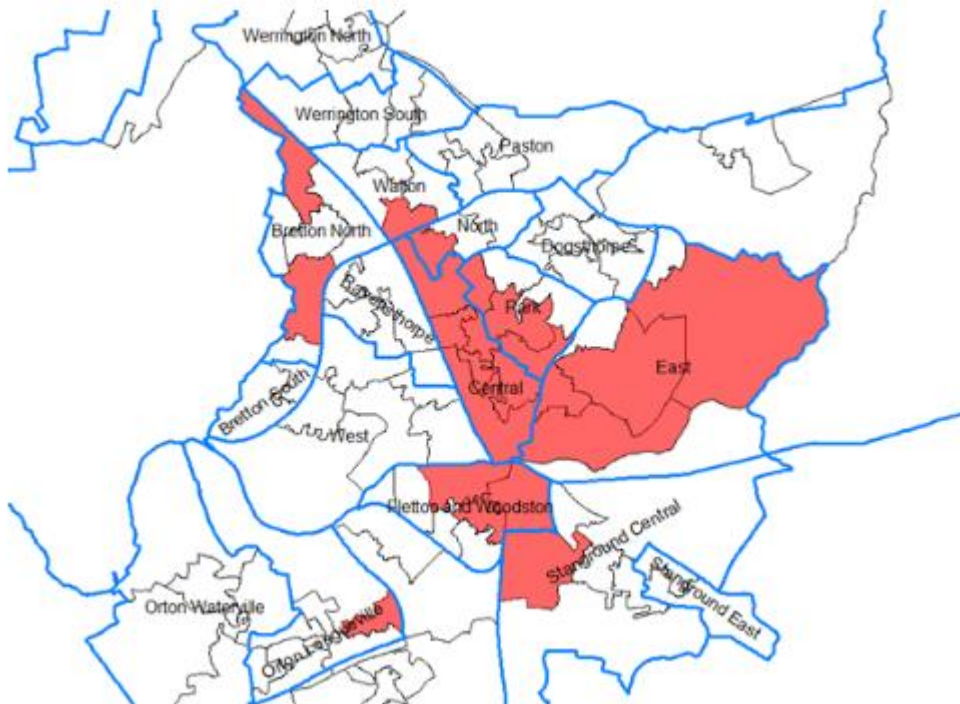
- Low housing demand (or is likely to become such an area)
- A significant and persistent problem caused by anti-social behaviour
- Poor property conditions
- High levels of migration
- High levels of deprivation

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- High levels of crime

Original scheme

The original scheme started on 1 December 2016. Prior to the start of the scheme, a review of Peterborough's Local Super Output Areas (LSOAs – a term used by the Office of National Statistics to divide the country into geographical areas of around 1500 population) was used to identify the locations that met the scheme criteria. Only those areas that met five or six of the Government's criteria were selected for the scheme; these can be viewed in the map below.



Upon launching the scheme, the council identified 6,205 properties in need of a licence. During the scheme 8,995 applications were received, with over 7,900 licences being granted, 660 rejected, and over 240 revoked.

For each application made, fit and proper checks were carried out on the applicant, safety documents were checked, and each property had an initial safety inspection carried out. All defects and hazards identified were brought to the landlord's attention with a full housing health and safety inspection scheduled according to risk. Many landlords worked with council officers and rectified issues without delay. Some have used the scheme as an opportunity to undertake large scale works and refurbish all their properties.

The scheme saw a range of improvements experienced in selective licensing areas. Successes included:

- 7,278 properties had an initial inspection. Housing defects identified from the inspection were notified to the owners with the opportunity to correct these voluntarily. Many landlords did this and as a result the number of formal actions necessary was reduced from the pre-scheme period.
- Formal action was taken in relation to 284 properties inspected that were found to have category one hazards (the most serious level). This ensured that these properties are now free from hazards and safe for tenants to live in.

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- In all but one of the scheme's LSOAs, anti-social behaviour has reduced over the 5-year period.
- The private rented sector has grown by 12% overall within the current selective licensing areas, showing investment is continuing within the areas and providing more choice of accommodation for private renters.
- The number of properties with serious hazards has reduced by an average of 14% across the selective licensing areas.
- Landlord and agent engagement with the council has improved significantly over the term of the scheme leading to a more open and productive relationship resulting in better management and improved housing conditions.

Due to the success of the original scheme, it is proposed to make an application to the Secretary of State for a new scheme to run for five years, which would build on these successes and continue to address the challenges related to the private rented sector.

Proposed new scheme

We have reviewed the data held to understand how the private rented market has changed over the five years since the existing scheme came into place. Private rented accommodation now makes up 25.3% of housing in Peterborough (up from 19% in 2016). Using council tax data, an up-to-date assessment has been carried out of areas which:

- a) have a higher percentage of private accommodation than the Peterborough average, and
- b) meet at least five out of the six criteria for selective licensing to be introduced as outlined earlier in this document.

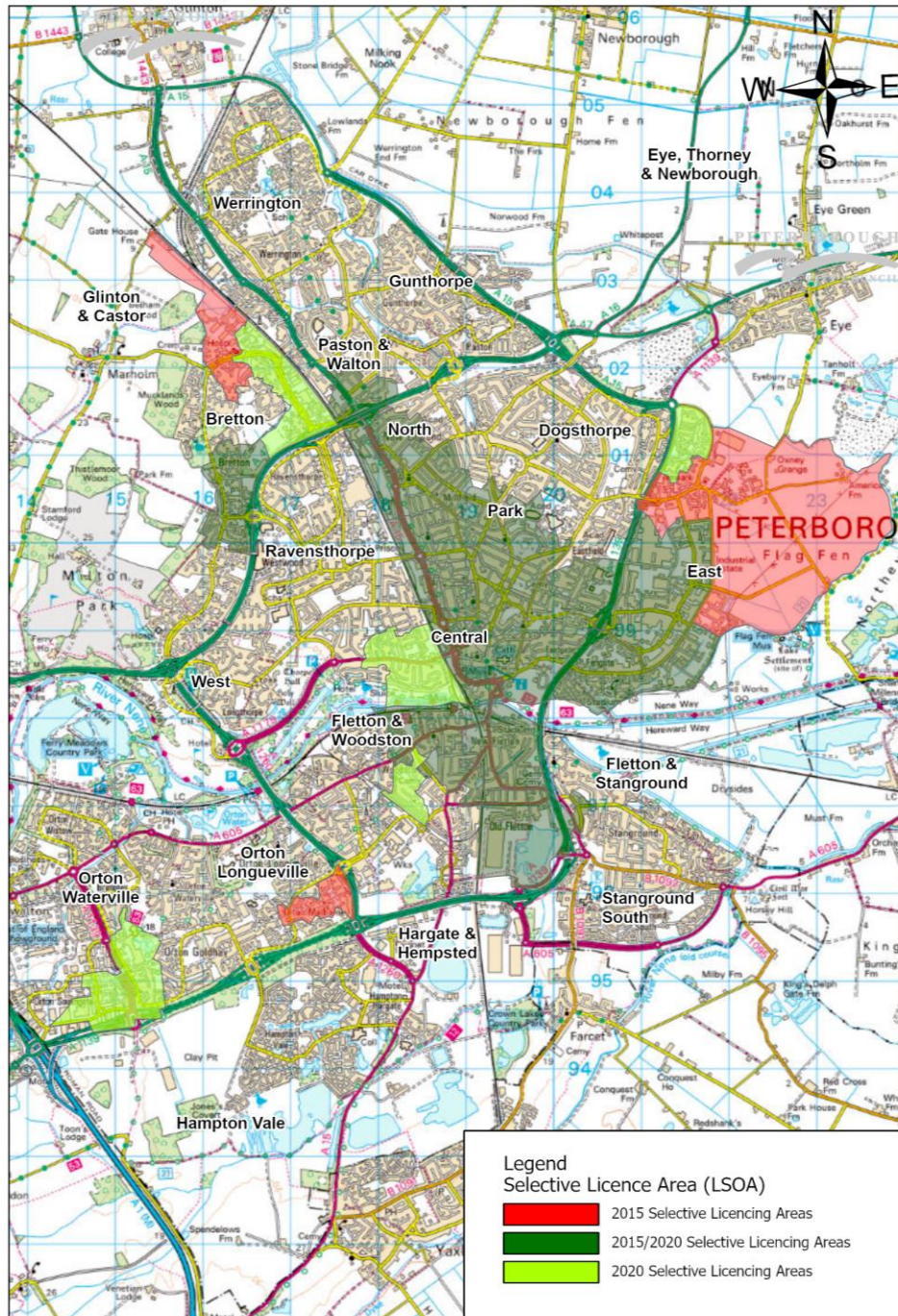
As a result, three areas which were designated under the original scheme no longer meet the threshold for selective licensing; these are located within Bretton, East, and Orton Longueville wards.

An additional five areas now meet the criteria for a selective licensing designation; these are located within Bretton, East, Fletton and Woodston, Stanground South and Orton Waterville wards.

The proposed new scheme will cover 39.75% of the city's private rented stock, which equates to 24.48% of the total housing stock within Peterborough.

A map showing the areas covered by the proposed new scheme, compared with the original scheme, is below.

Selective Licencing Areas 2020



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3. Consultation objectives

The engagement strategy for the public consultation was based on five key objectives designed to meet the requirements of both the Department of Levelling Up, Housing and Communities’ guidance about consulting on selective licensing proposals and Peterborough City Council’s own Statement of Community Involvement (SCI), to ensure that engagement was robust and approached in the right way:

1. To ensure that the consultation process is independent and is seen as independent and open.
2. To ensure that communications are clear and transparent and reach the right people.

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3. To provide a variety of robust mechanisms for people to provide feedback.
4. To build constructive links with key stakeholders, landlords, tenants, residents, local organisations, and businesses.
5. To respond to feedback.

Due to restrictions and guidance in place due to the pandemic, and the council's 'digital first' policy, it was decided to run the consultation online with webinars and online meetings replacing face to face events. Given this, it was increasingly important to develop a consultation which could achieve the objectives above in a virtual environment.

4. Timescales

The public consultation ran for 12 weeks from Thursday 20 January 2022 to Wednesday 13 April 2022. The minimum guideline for a selective licensing consultation is 10 weeks.

5. Delivery of consultation

This section includes details about the way that people were informed about the proposals and given the opportunity to provide feedback. More detail is provided in the following sections, but a summary of the main activities is provided in Table 1 below:

Activity	Date
All member briefing for councillors sitting on Peterborough City Council	Wednesday 19 January 2022
A flyer was distributed to 94,648 properties in the proposed and adjacent areas with details about the proposals and consultation.	From Thursday 20 January 2022
Letters sent via post to all landlords on the city council database with details about the proposals and consultation.	20 January 2022
Emails sent to all letting agents on the city council database with details about the proposals and consultation.	20 January 2022
Emails sent to identified stakeholders with details about the proposals and consultation.	20 January 2022
Emails sent to all parish council clerks in the city council areas with details of the proposals and consultation.	20 January 2022
Consultation email address set up for feedback and enquiries.	From 20 January 2022
Dedicated consultation web page created at www.peterborough.gov.uk/SLconsultation	Published on 20 January 2022
Online surveys for landlords/letting agents and tenants/residents were created and published on the consultation web pages.	The surveys were open from 20 January to 13 April 2022
A consultation document was produced and published on the consultation web page.	Published on 20 January 2022
An FAQ document was produced and published on the consultation page, with an updated version published with questions asked during the consultation.	Published on 20 January 2022, updated on throughout the consultation period.

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A media release was sent out with details of the proposals and consultation.	20 January 2022
Social media posts were published on the council's Twitter and Facebook pages about the proposals and consultation.	From 20 January to 13 April 2022
Posters were displayed at key locations in the proposed and adjacent areas with details of the proposals and consultation.	20 and 21 January 2022
Half page adverts were placed in the Peterborough Telegraph with details of the proposals and consultation.	10 February, 3 March and 24 March 2022
Five webinars were held via Teams to provide information and answer questions about the proposals.	1 February, 16 February, 3 March, 15 March and 30 March 2022

Engagement with councillors and stakeholders

A briefing session was held via Teams for all Peterborough City Council councillors on the evening of Wednesday 19 January. This was led by Michael Kelleher, Assistant Director of Housing, and Jo Bezant, Housing Enforcement Manager, and offered the chance to find out more about the proposals and ask any questions. This presentation circulated to all members the following day.

A follow up conversation was held with Councillor Kirsty Knight (Orton Waterville ward) and Bethan Griffiths, Communications Manager, on 12 April, where questions around the proposed fees and how the proposed areas were chosen were discussed. This was followed up by email with a copy of the webinar presentation.

Communications were sent to identified stakeholders via email on Thursday 20 January 2022, this included details of the proposals and the offer to take part in the consultation. No requests for meetings were received.

The letter was sent to:

Name	Organisation
Paul Bristow MP	MP for Peterborough
Shailesh Vara MP	MP for North West Cambridgeshire
Abdul Choudhuri	Chair of Faizan E Madina Mosque
Vic Annells	Cambridgeshire Chambers of Commerce
Leonie McCarthy	Peterborough Council for Voluntary Services
Melanie Wicklen	Age UK
Oliver Warsop	Peterborough Area Commander, Cambridgeshire Constabulary
Sandie Burns	Disability Peterborough
Keith Jones	Peterborough Citizens Advice Bureau
Chris Norris	Director of Policy and Practice, National Residential Landlords Association
Joanne Dron	Regional Representative, East of England NRLA
Isobel Thomson	Chief Executive, Safeagent
Julie Doyle	Chief Executive, Longhurst Group
Claire Higgins	Chief Executive, Cross Keys Homes
Neal Ackcral	Chief Executive, Hyde Housing

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Paul Dolan	Chief Executive, Accent Group
Professor Paul Leinster	Chief Executive, BPHA
Polly Neate	Chief Executive, Shelter
Chris Strickland	Chief Fire Officer, Cambridgeshire Fire & Rescue
Shazia Bashir/Gul Nawaz/Amjad Iqbal	Peterborough Racial Equality Council
Mark Henderson	Chief Executive, Home Housing Group
Catherine Dixson	Muir Group
Elysia McCaffrey	Gangmasters and Labour Abuse Authority
Dr Nik Johnson	Cambridgeshire and Peterborough Combined Authority
Tom Hennessy	Chief Executive, Opportunity Peterborough
Jan Thomas	Accountable Officer, Cambridgeshire & Peterborough CCG
Marcial Boo	Equality and Human Rights Commission
David Turnock	Chairman, Peterborough Civic Society
Bruce Moore	Chief Executive, Housing 21
Yasmin Ilahi	Manager, GLADCA
Moez Nathu	CEO, PARCA

An email was also sent to all parish clerks in the Peterborough City Council on Thursday 20 January 2022, with details of the proposals and consultation and copy of the consultation flyer.

The National Landlords Association (NLA) responded to the Consultation via letter. In brief the NLA stated that they were in support of many local authority Selective Licensing Schemes being introduced, however they detailed numerous points:

- An active enforcement policy that supports good landlords is important as it will remove those that exploit others and create a level playing field. This has been lacking in Peterborough. Some schemes are delivering multiple inspections, up to 3 of every property. This is not being proposed within your scheme. Multiple inspections push criminals out of the sector and drives up the standards for landlords and tenants
- In following Hemmings and the Gaskin court cases. Monies paid by a landlord clearly now coming under the service directive (which has been adopted into UK legislation). The split between part A and part B monies paid by a landlord and the individual apportionment of the monies by the individual landlord for granting and compliance management done in connection to the license should be individually based. Therefore the £908 split should be proportionate to each landlord on an equal basis.
- The documentation provided fails to indicate what additional funding will be available to support the expansion of licensing. Adult Social Care will have to be involved as many tenants have mental health, alcohol, or drug related illnesses. How do landlords' access this for their tenants?
- The law is clear landlords do not manage their tenants; they manage a tenancy agreement. If a tenant is non cooperative, or causing a nuisance a landlord can end the tenancy, will the council make it clear in the report that they will support the landlord in the ending of the tenancy?
- While any additional costs levied on the private rented sector runs the risk of these being passed through to the tenants. We are disappointed that the local authority has not looked at a cost in a monthly basis for the Part B fee.

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- Many of the problems are caused by mental health or drink and drug issues. Landlords cannot resolve these issues and will require additional resources from the council.
- Often when tenants are nearing the end of their contract/tenancy and are in the process of moving out, they will dispose of excess household waste by a variety of methods. These include putting waste out on the street for the council to collect. This is in hope of getting there deposit back, this is made worse when the council does not allow landlords access to municipal waste collection points.
- Local authorities with many private rented sector properties need to consider a strategy for the collection of excess waste at the end of tenancies. We would be willing to work with the council to help develop such a strategy. An example is the Leeds Rental Standard, which works with landlords and landlord associations to resolve issues while staying in the framework of a local authority.

Engagement with landlords and letting agents

An email was sent to 66 Peterborough letting agencies, using the database held by Peterborough City Council, on Thursday 20 January 2022, outlining details about the proposals and consultation.

A letter was also sent by Peterborough City Council via first class post to approximately 6,099 registered landlords on Thursday 20 January 2022. The letter outlined details about the proposals and consultation. The database for all landlords is held by Peterborough City Council and is taken from electoral records.

Engagement with the local community

A **consultation flyer** was distributed to 94,648 homes and businesses within the proposed and adjacent areas with details of the proposals and how to take part in the consultation. The distribution was carried out by Royal Mail and started on Thursday 20 January 2022, taking around 2.5 weeks to complete.

A **media** release ([Consultation on new selective licensing scheme is launched - Peterborough City Council](#)) was sent out to local print, online and broadcast media on Thursday 20 January 2022, with details of the proposals and consultation. This was also added to the council's website news pages and promoted via the council's Facebook and Twitter channels.

The council's **Facebook and Twitter** channels were used regularly to communicate messages about the proposals and consultation throughout the consultation period (20 January to 13 April 2022), including reminders to take part in the webinars and complete the consultation surveys.

A4 **posters** were produced to promote the public consultation. These were placed at the following locations:

Fletton and Stanground:

Peters Traditional Bakery, High Street Fletton, Robertos Barbers, High Street Fletton, Jinja Café, High Street Fletton, Londis, South Street Stanground, Head2head Barbers, South Street Stanground.

Woodston:

Woodston Library x2, Stop and Shop, Oundle Road Woodston, Nisa, Oundle Road Woodston, Hassans Grill, Oundle Road Woodston, London Road Food Store, London Road.

Central and North

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Peters Cleaners, Lincoln Road, New England, Grocery store, corner of Crown Street/Lincoln Road, New England, The Hair Room, Lincoln Road, New England, Top Barbers, Lincoln Road, New England, Alexandra Trading, Lincoln Road, New England, Recruitment Finder, Lincoln Road, New England, Malik International Food store, Lincoln Road, New England, Europa Super Food Store, Lincoln Road, New England, Millfield Convenience Store, Lincoln Road, New England, Jamaican Delights, Lincoln Road, New England, EU Food store, Lincoln Road, New England, Julia Polish Shop, Lincoln Road, New England, Zorba 1, Lincoln Road, New England, Celebrations, Bourges Boulevard, New England, Nectar Polish Shop, Bourges Boulevard, New England, Baia Mare Mini Market, Bourges Boulevard, New England, Triangle Supermarket, Bourges Boulevard, New England, Cafe YU, Dogsthorpe Road, Aljenat Food Store, Dogsthorpe Road, Euro Shop, Dogsthorpe Road, Central Park Notice Board, Cartridge World, Lincoln Road, Cash 4 Clothes, Lincoln Road, One Stop, Paston Lane, Express Booze, St Pauls Road, Alexandra Mini Market, Alexandra Road, Bills Off Licence, Harris Street, Najibs Food Store, Bourges Boulevard, Central Library x 3,

East

Eastfield Road Convenience Store, Eastfield Road, Europe Shop. Eastfield Road, Paradise Café, Eastfield Road, Europe Two, Eastfield Road, A-Z Food Express, Eastfield Road, Kubus 2 Food Market, Eastfield Road, Food Plus, Padholme Road, Price Cutter, Padholme Road, Alzahara News Store, Star Road, One Stop, Parnwell, Squirrel Café, Fengate, P and P Lodge Stores, Fengate,

West Town

Europe Plus, Mayors Walk, Polish Shop, Mayors Walk,

Bretton

Bretton Library, The Cresset x 3 Posters, YMCA Gym, Bretton, The Oxcart, Bretton, Premier Late Shop, Bretton, Bretton Parish Council Office x 3, Best One Store, Adderley, Bretton,

Millfield and New England

Arshad Supermarket, Gladstone Street, Cromwell Convenience Store, Cromwell Road, Gladstone Connect Community Centre, Cromwell Road, Hassan Food Store, Cromwell Road, Lincoln Road Centre, Lincoln Road, Peterborough Mini Market, Lincoln Road, Bretts Newsagents, Lincoln Road, Euro Food, Lincoln Road, Euro Poli Supermarket, Lincoln Road, Pund Store Plus, Lincoln Road, Sakhi Store, Lincoln Road, Sharifi Food Store, Lincoln Road, Lithuanian Shop, Lincoln Road, Central Food, Lincoln Road, Food and Wine, Lincoln Road, International Food Centre, Lincoln Road, Westgate Newsagent, Westgate,

Park

Cell Phones, Park Road, The Phone Centre, Park Road, International, Fitzwilliam Street.

Ortons

Orton Library x2

The posters were also translated into Lithuanian, Polish, Portuguese, Romanian and Urdu

A half page **advert** was placed in the Peterborough Telegraph on 10 February, 3 March and 24 March 2022. This included information about the proposals and how to take part in the consultation.

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A dedicated **webpage** (www.peterborough.gov.uk/SLconsultation) was produced and published on Thursday 20 January 2022. As well as background to the proposals, it also included a frequently asked questions document, the evidence base for the proposed scheme, and a **consultation document which** provided detailed information about the previous and proposed schemes, proposed licence fees and conditions, benefits of selective licensing, timeline, and next steps and how to take part in the consultation.

Links to the online surveys were also made available on the webpages. Hard copies of the landlord/letting agent and tenant/resident surveys were requested and provided in two cases.

As the consultation progressed, links to the recordings of the webinars, as well as the webinar presentation were also added to the webpages to offer the opportunity for those who were unable to attend to view the sessions.

Webinars

Due to the social distancing guidance in place at the time of the consultation, and high infection rates in Peterborough, a series of five webinars were held in place of face-to-face public exhibition events.

These took place on the following dates and times, with a mix of daytime and evening sessions arranged to ensure those who worked full time were able to access them.

Tuesday 1 February – 2-3pm (10 attendees)

Wednesday 16 February – 6-7pm (8 attendees)

Thursday 3 March – 10-11am (9 attendees)

Tuesday 15 March – 6.30-7.30pm (3 attendees)

Wednesday 30 March – 2-3pm (9 attendees)

The sessions were held via Teams and led by Michael Kelleher, Assistant Director of Housing, with support from members of the Housing Enforcement and Communications teams. Each session included a presentation and the opportunity to ask questions either via the chat function, or by raising a hand and via the microphone. Where questions were not able to be answered during the webinars due to additional or specific information being required, these were taken away and added to the finalised frequently asked questions document.

A total of 39 attendees joined the five webinars.

Results/findings of the consultation

Nationally the private rented sector has doubled in size since 2002 and now houses 19% of households in England (English Housing Survey, 2017-18), Peterborough's private rental sector covers 25.3% of the city's housing stock. Alongside the growth of the private rented sector, some local authorities noted an increase in the prevalence of problems such as anti-social behaviour, poor property conditions, low housing demand and elevated levels of crime, deprivation and migration in areas containing high concentrations of privately rented properties.

The Housing Act 2004 introduced selective licensing to give local authorities an additional tool to tackle problems associated with private renting. Part 3 of the Housing Act 2004 gave local authorities the power to designate areas of selective licensing to help tackle anti-social behaviour

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and low housing demand. In 2015, the conditions for designation were expanded to include poor property conditions, high crime, high levels of deprivation and high migration.

Under further legislation introduced in 2015, local authorities are required to obtain confirmation from the Secretary of State for any Selective Licensing Scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the local authority area.

Section 80(6) of the Housing Act 2004 provides that a local authority may designate an area for Selective Licensing if:

- the area is experiencing a significant and persistent problem caused by anti-social behaviour.
- some or all the private sector landlords who have let premises in the area (whether under leases or licences) are failing to take action to combat the problem that it would be appropriate for them to take; and
- making a designation will, when combined with other measures by the local housing authority, or by other persons together with the local housing authority, lead to a reduction in, or the elimination of the problem.

The Selective Licensing of Houses (Additional Conditions) (England) Order 2015 provide four additional criteria and must be read alongside Government Guidance. For these conditions to apply the Guidance requires that the level of private rented sector housing should be above the national average (19%):

The designation of the scheme is based on the selected areas having higher than average levels of private rented property and satisfying 5 or 6 of the selective licensing conditions as set out in Housing Act 2004:

- Low Housing Demand
- Anti-social behaviour
- Poor property conditions
- Migration
- Deprivation
- Crime

The current Guidance on Selective Licensing sets out the statutory criteria for making a designation. Local authorities can designate an area for selective licensing for five years, but must first demonstrate the evidence for their concerns, look at alternative approaches and consult widely.

Selective licensing does not include properties owned by registered social providers. The proposed new scheme will cover 39.75% of the city's private rented stock, which equates to 24.48% of the total housing stock within Peterborough.

271 responses were received to the consultation questionnaire, this is a response rate of 0.28%. 42 from tenants and 214 from landlords and 15 letting agents. Of the landlord responses 199 owned properties within the proposed areas and 15 from adjacent areas. Of the tenants 31 respondents lived in a proposed area and 11 in adjacent areas.

Comments from Emails – General Themes

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Several respondents provided comments and suggestions by email. Although the comments do not relate directly to the questions in the consultation document. A sample of the most common views expressed during the consultation are:

- “As a landlord to one property I understand, and I am fine with the scheme. What I think is unfair is the large areas of Peterborough not included.
- With all the various things it cost me over £1k last time around, along with having to become an accredited landlord etc.
- Friends with properties in Walton for example didn't have to worry or do a single thing or spend a penny even if their properties might not be up to standard.
- So, my opinion is that you should cover everywhere.”
- “Speaking as a neighbour of a multi occupants house in Gunthorpe. I really don't think the measures go far enough. I notice Gunthorpe is not included in the leaflet and feel the new measures should be extended to the whole of Peterborough”
- “Private landlords have taken a lot of pain in the last few years with increasing tax burden as well as tenants' rights making the whole BTL hardly worth the bother. The last thing we all need is yet more interference from government or local authorities, that's before we even get to the proposed costs !!!”
- “By seeking to renew the selective licences in the city you are driving away decent and caring Landlords, and doing far more harm to tenants than good, and decreasing the good housing available for rent.
- I don't doubt that there are some very bad Landlords in Peterborough, however, you are penalising the good landlords with selective licensing. I know of three very good landlords who have now sold off all their rental properties as they cannot afford the selective licensing fees and all the hoops that you make landlords jump through to obtain a license”
- “If a property is managed by a registered property management company, they have a responsibility to ensure the landlord complies with all the necessary regulations and I would therefore suggest that licensing is only mandatory for unmanaged properties. If the management company is bound by the standards set by the licensing scheme, they could refer non-compliant landlords for enforcement through the scheme or decline to continue management forcing the landlord to apply to the scheme directly if they wish to continue rent”
- “One attendee suggested it was another form of taxation. Whilst we accept that it is admirable to address the problems of social deprivation of certain areas, we have to agree with that statement. Why should it fall upon 'Landlords' to be expected to finance this objective which is the responsibility of the Council?
- Despite attempts to suggest many benefits of the scheme to Landlords, we see no such benefit to ourselves. We have had the same tenants for over 10 years and always attend to any issues raised by them. We use a local agent who keeps in contact with those tenants and ensures all the necessary gas and electrical tests are carried out and in a timely fashion. We accept that not all Landlords behave in the same way but why should we be expected to pay such a large sum of money to compensate for their shortcomings? We would not object to a registration process to rent out properties and a Council department that carries out a yearly check of rented properties to ensure a minimum standard is being maintained and all safety checks are in place. However, this would have to be at little or no cost the Landlord and perhaps should only apply to Landlords that do not use an agent.
- Needless to say, we are strongly against having to pay a large sum of money for a scheme which we do not want and has no benefits to us. The aforementioned problems of any area

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are the problems of everyone living in those areas and it should not fall upon any one group (in this case Landlords) to be expected to pay for it. Such costs should be borne by everyone in the usual way through local taxation.”

- “I am sending email to you regarding selective licence I have been landlady to two properties for over 10 years houses which are well maintained by myself and two very good tenants .I paid £600 5 year ago and I feel that licence fees should not be any higher or indeed kept low for landlords/landlady like me that keep up with tidy properties its not our problem unfortunately they are in some bad kept areas please could you consider this when making decisions on charges ,as with everything else prices have gone up when having to deal with things to do with up keep of houses”
- “I am sending this email regarding the licensing as I know the landlord has to pay a fee for the selective licensing. With them having to do this they have already notified me that my rent will be rising because of this. This makes me very nervous about my future of my rent because you are making landlords which look after their tenants apply for this. I am a single parent that works part time hours with very little help off the council for housing benefit. My rent only just went up at the beginning of the year and now looking to go up again because of this renew of licence landlord's need to have. Which is wrong as there are landlords which are great to their tenants.
- Is there any other way this could not happen as with the pandemic and rising in household bills and even food this is now becoming a very worrying time for myself and what I may need to pay for and what we will have to go without when my rent rises after the licensing has been done.”
- “We have little doubt that there may well be unscrupulous landlords in Peterborough as in other towns and cities. Our view is that they should be pursued vigorously by the authorities and brought into line. But it is quite wrong for the good landlord to suffer financially for the misdeeds of the bad and that would be the result of the imposition of these proposals. The cost of a licence would mean a substantial additional burden for landlords, already facing increasing insurance premiums as well as other inflationary pressures. The system implies that a sledgehammer is being prepared to crack a few rather unpleasant nuts
- Genuine landlords who have real regard for the welfare of their tenants would be delighted to see the back of rogue landlords but why should they suffer financially for them?”

SUMMARY OF KEY FINDINGS

The key findings from the consultation questionnaire can be found below. Please note that not every respondent answered every question, and, in some cases, people made more than one comment

The key facts from the public consultation include

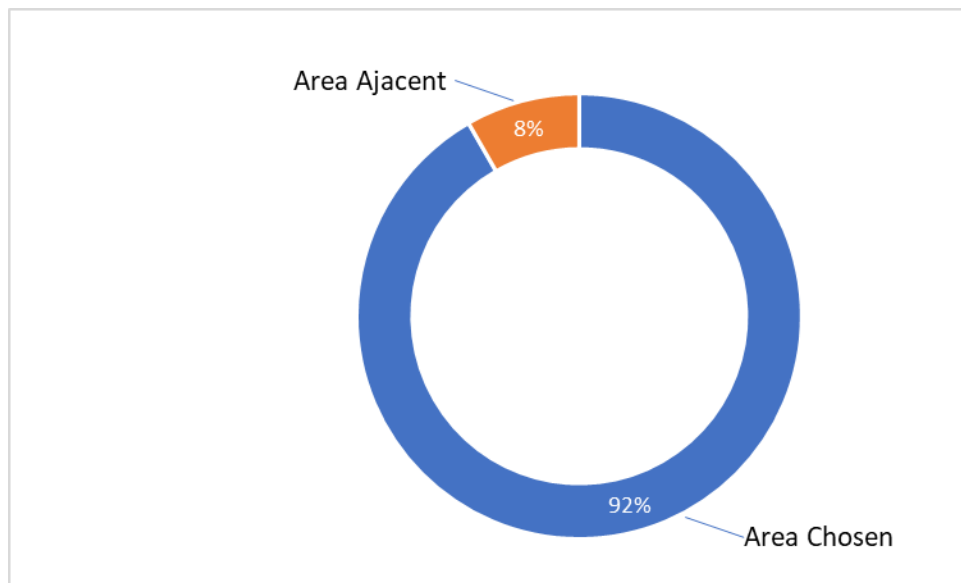
- A total of 39 people attended the online webinars
- A total of 271 questionnaire forms were completed
- A total of 101 emails were received via the selective licensing email account

The information summaries the responses below received via the completed questionnaires. Separate questionnaires were completed by landlords/agents, and this is reflected in the report.

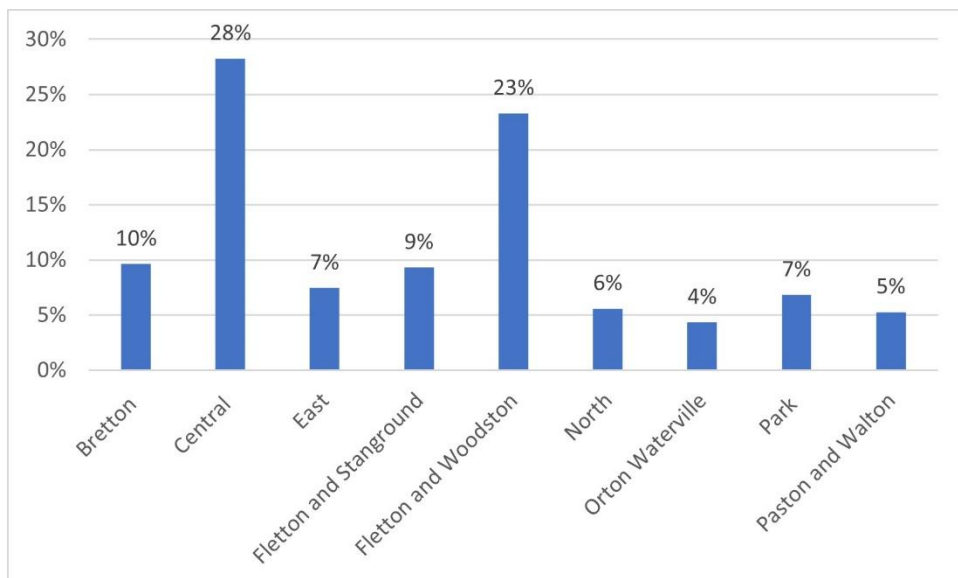
Landlord and Agent Reponses

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Q1. Is your property in, one of the areas chosen for selective licensing or one of the adjacent areas

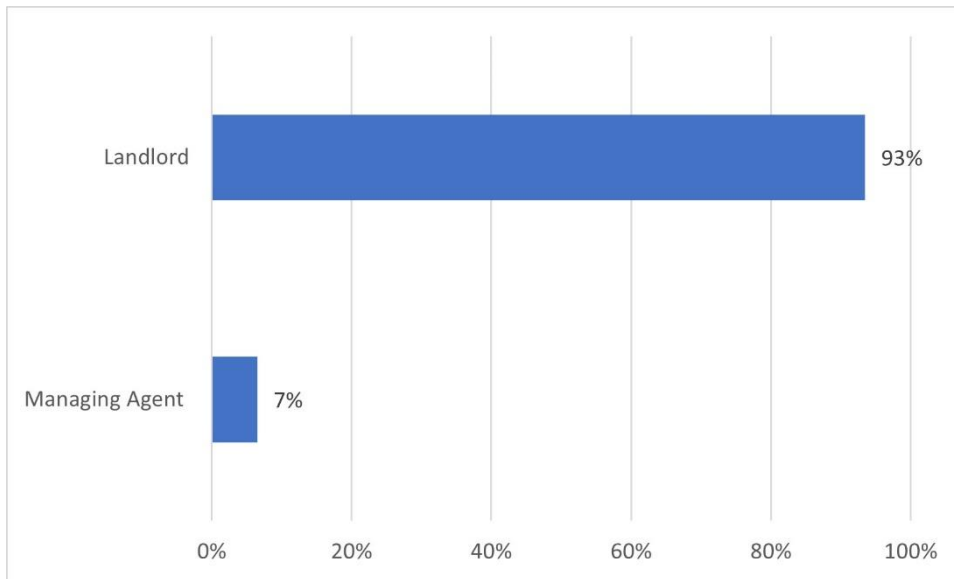


Q2. If your property is in one of the proposed areas, which ward is it in?

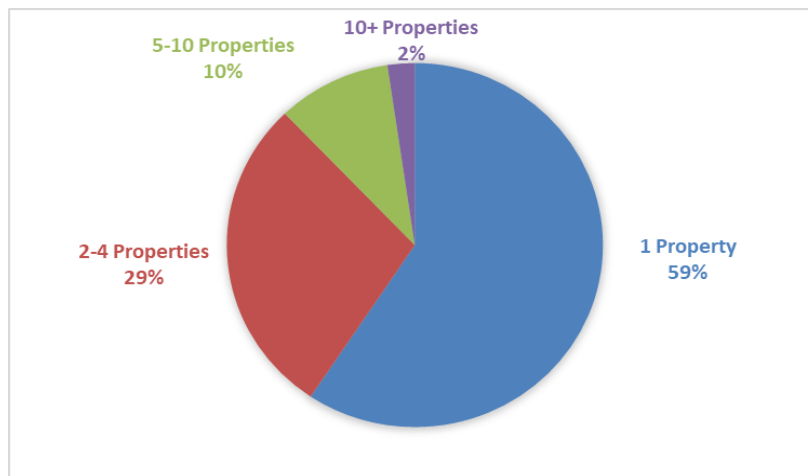


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Q3. Are you a landlord or agent of one or more properties within the proposed selective licensing areas?

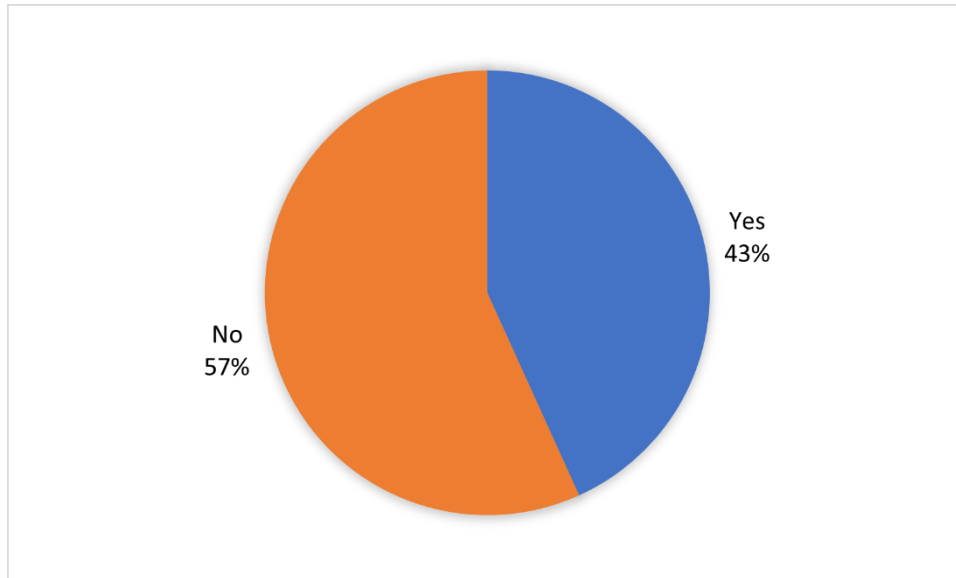


Q4. How many properties do you own or manage that fall within the proposed selective licensing areas?

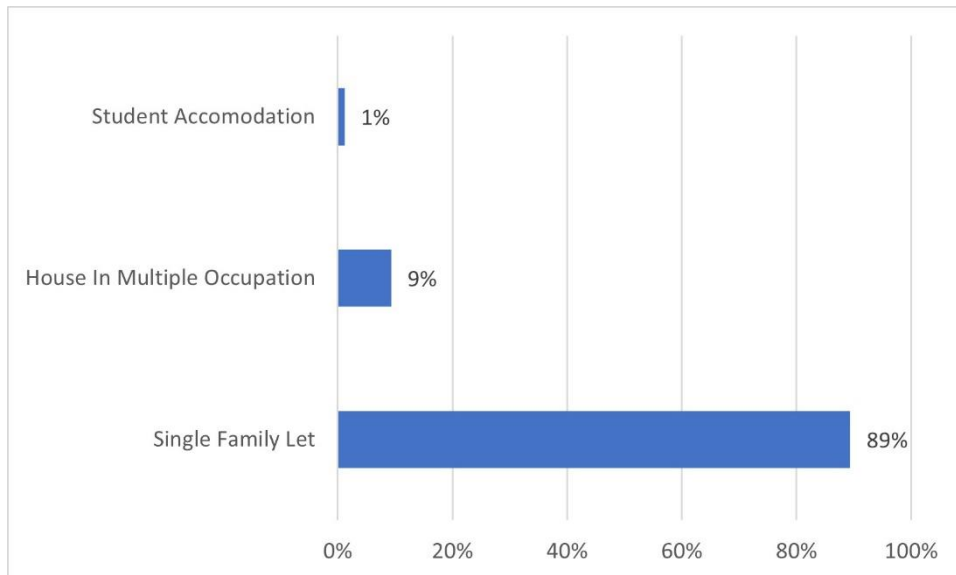


Q5. Do you own or manage properties in Peterborough that are outside the proposed selective licensing areas?

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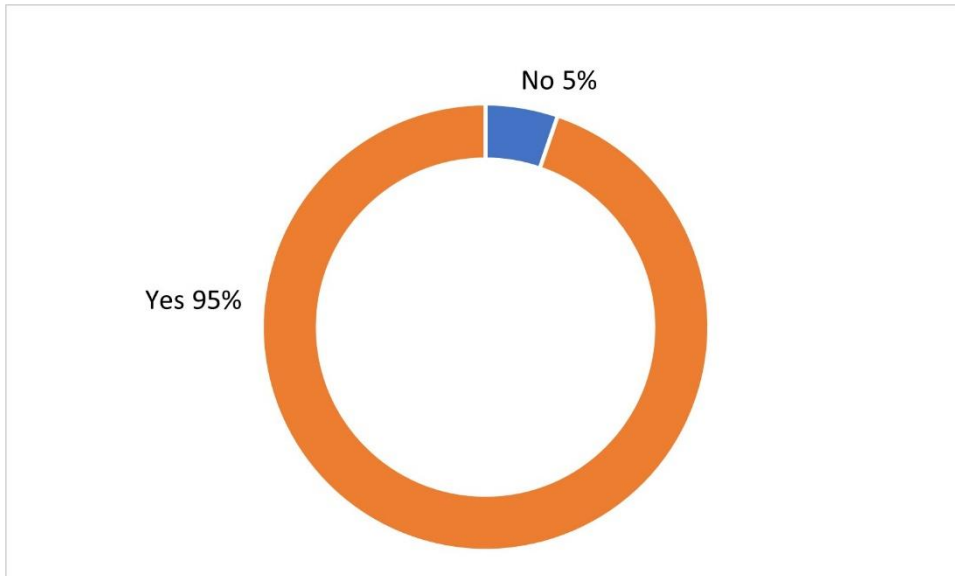


Q6. What type of properties do you manage?

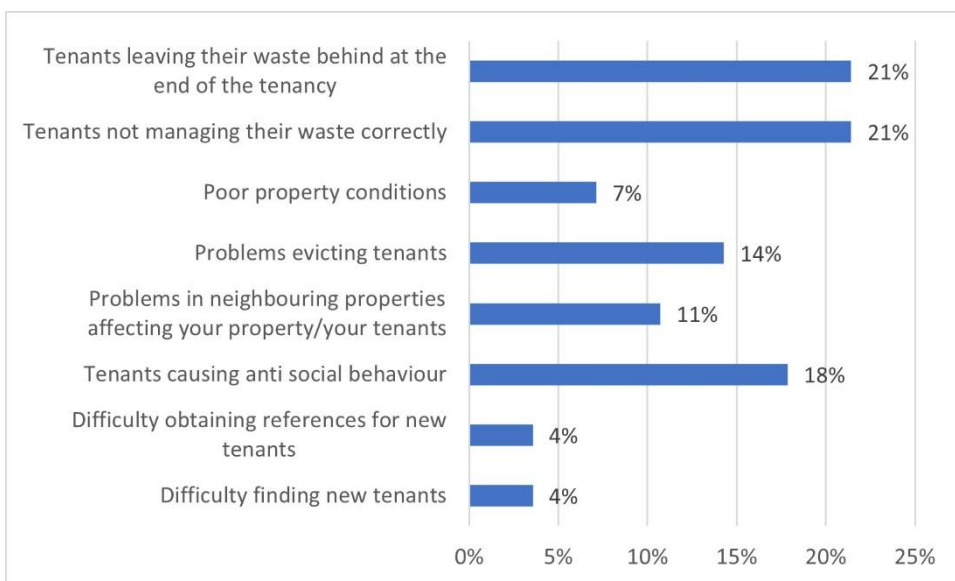


Q7. In the past 12 months have you encountered any of the following problems regarding your property/properties?

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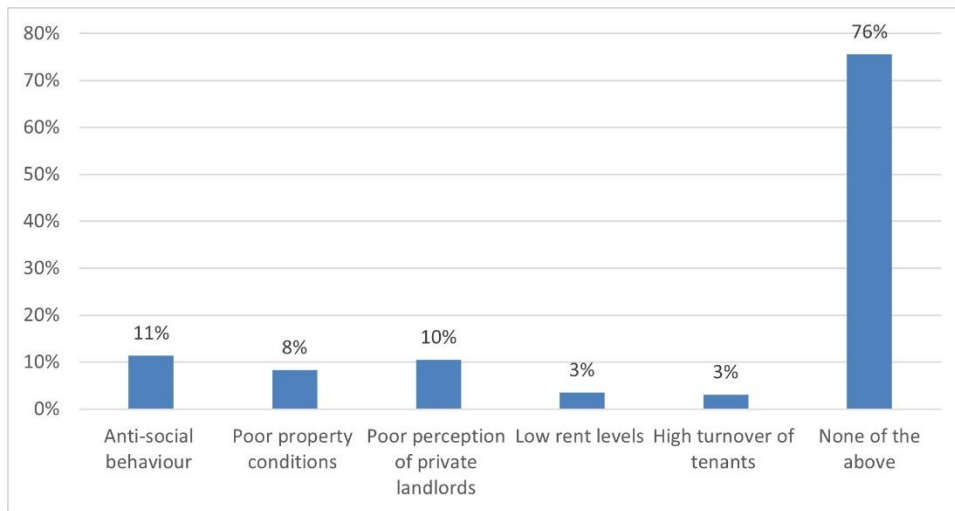


Difficulty finding new tenants, difficulty obtaining references for tenants, tenants causing ASB, problems from neighbouring properties affecting your tenants, problems evicting tenants, poor property conditions, tenants not managing waste or leaving waste behind when they vacate

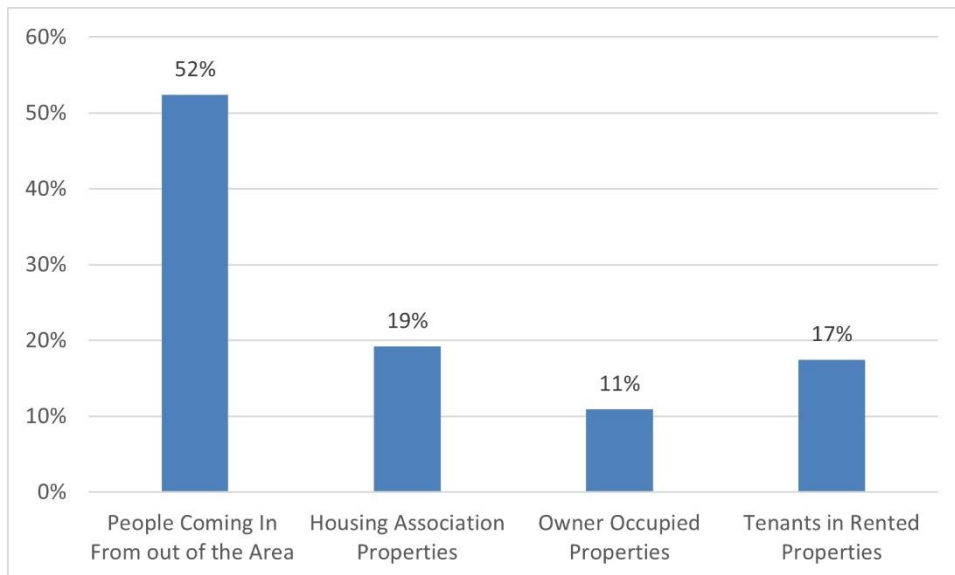


Q8. Looking beyond your own properties, do you believe that your area has any of the following problems?

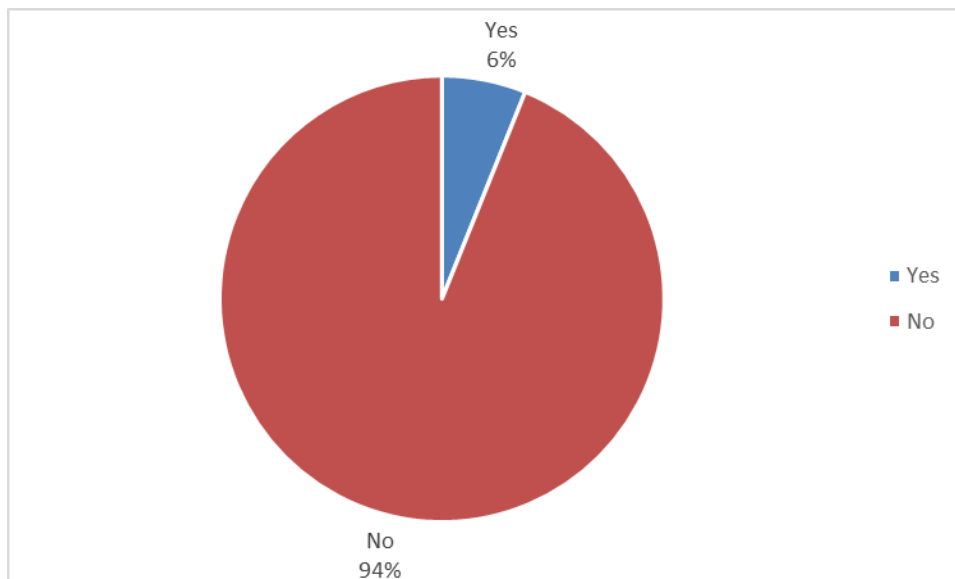
Appendix B



Q9. In relation to fly tipping and rubbish dumping, where to do you think this is coming from?

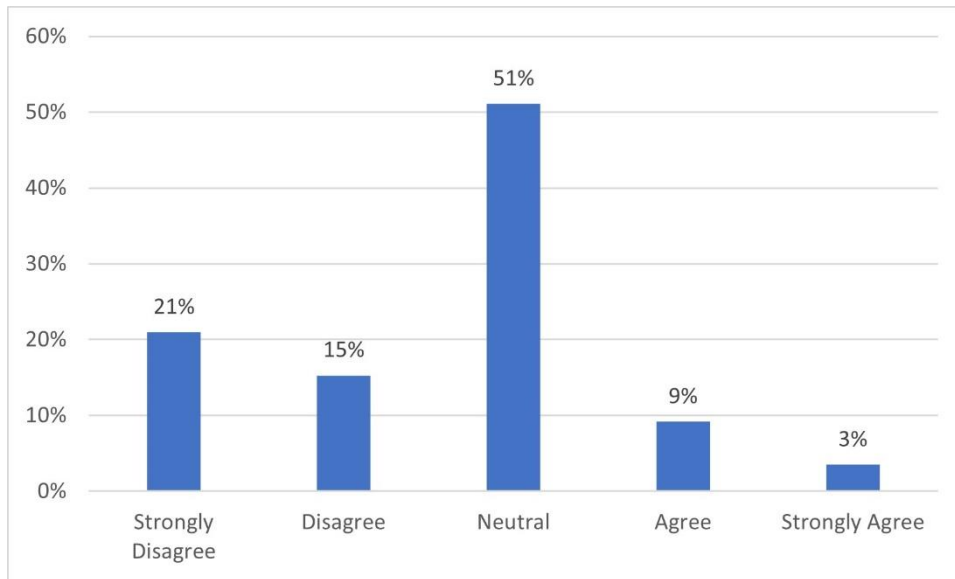


Q10. Have you ever been a victim, or witnessed anti-social behaviour in your area?

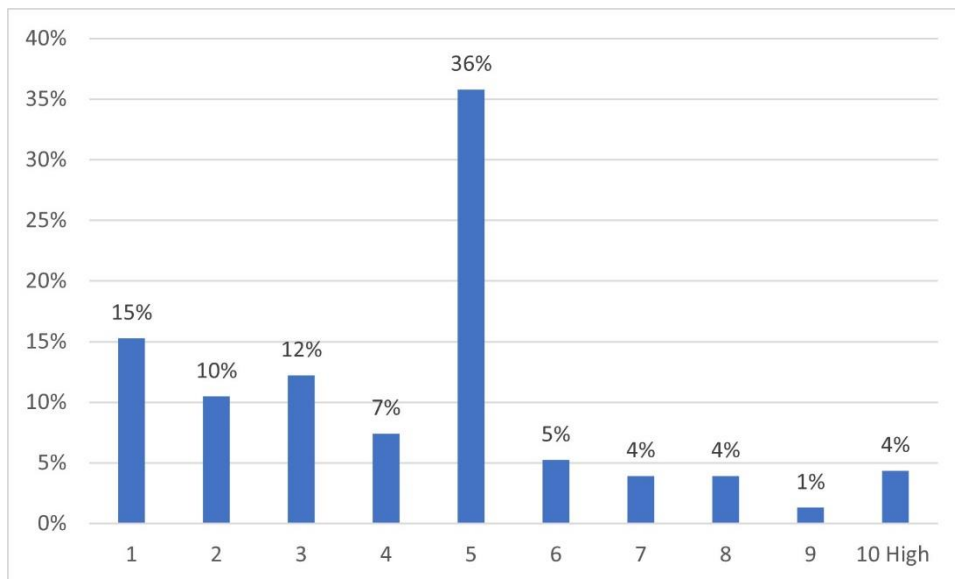


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Q11. Do you agree Peterborough City Council is effective at dealing with anti-social behaviour in your area?

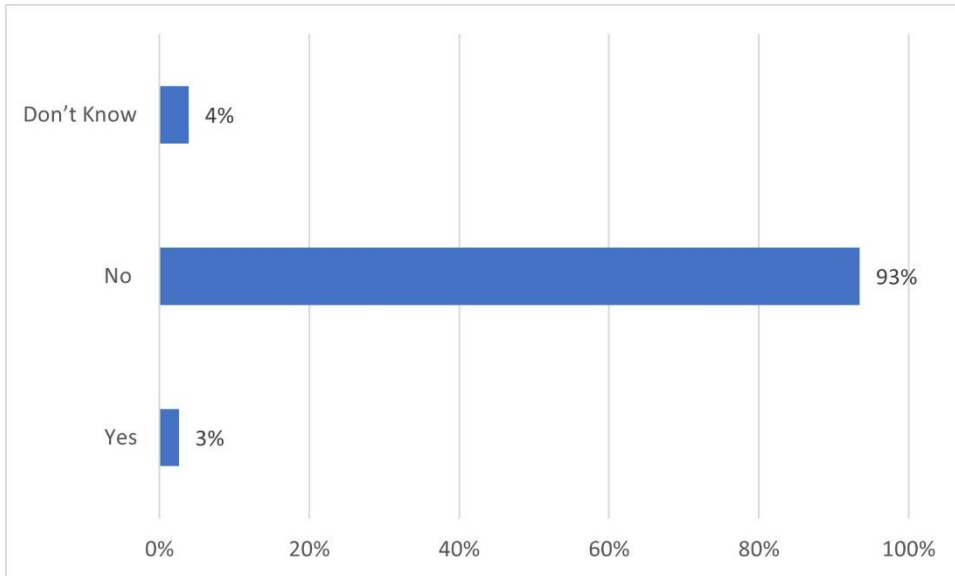


Q12. How effective do you think the police are at dealing with anti-social behaviour, with 1 being ineffective and 10 being very effective

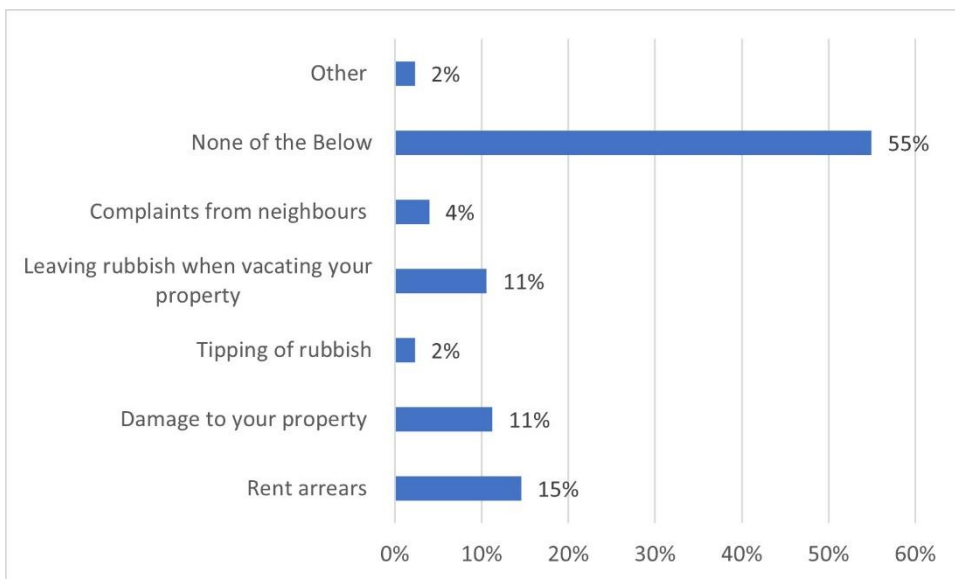


Q13. Are you aware of any anti-social behaviour being caused by your tenants

Appendix B

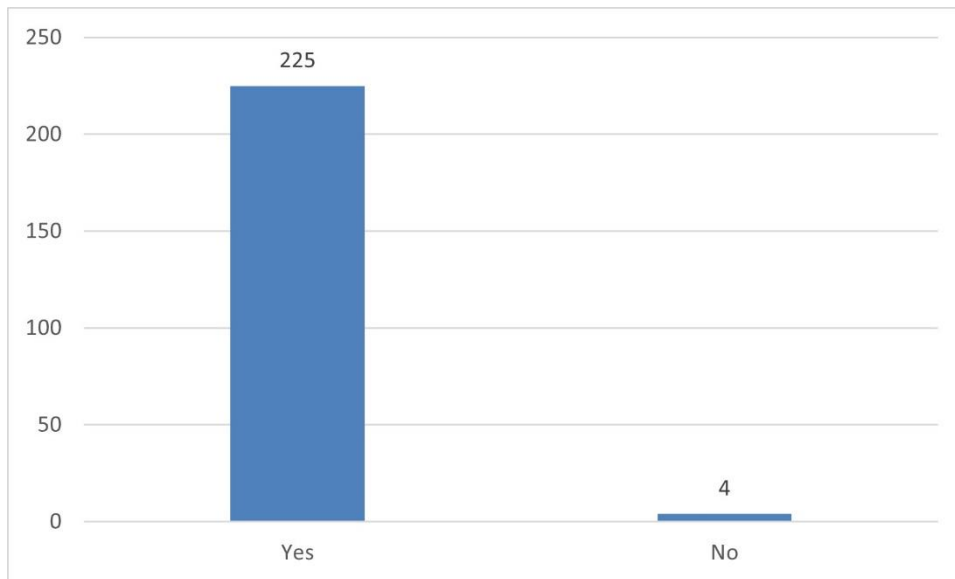


Q14. In your experience as a landlord, have you had problems with your tenants for any of the following reasons?



Q15. Do you request references from your tenants?

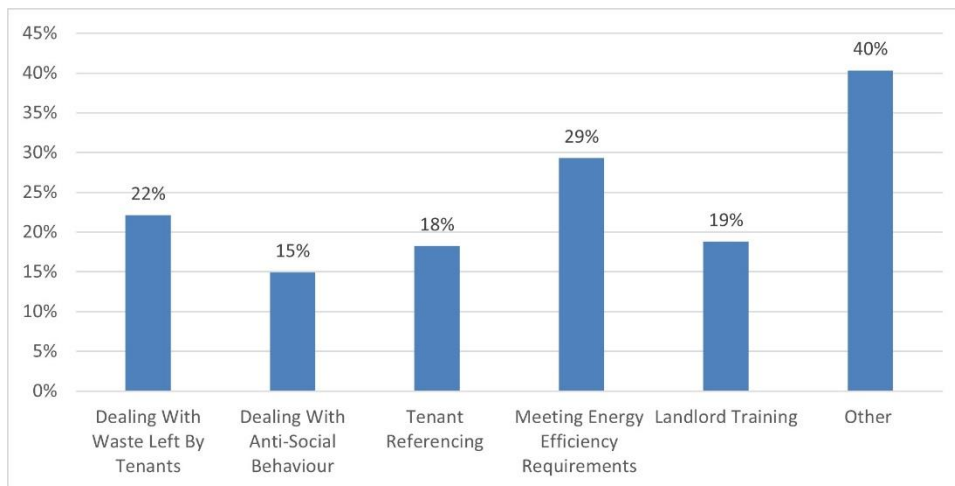
Appendix B



Of those landlords who don't request references, the reasons given were

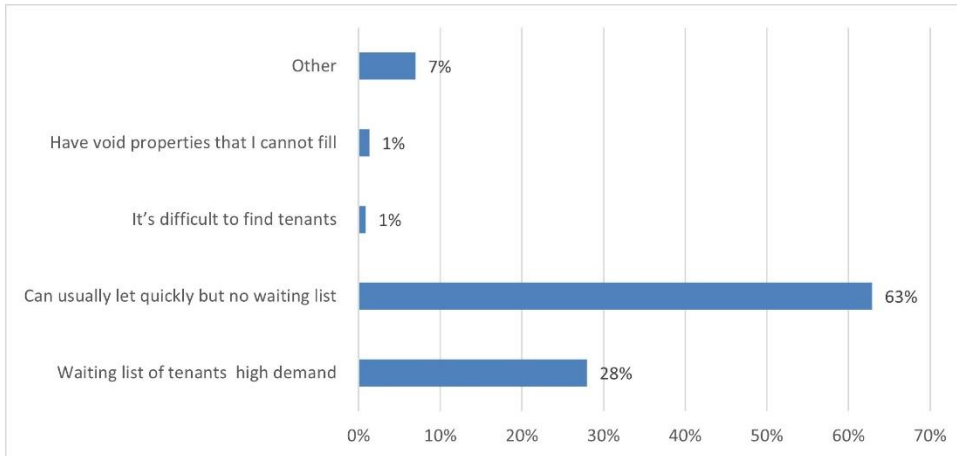
- Same tenant for last 5 years, I am a good landlord, and they all stay for a long time
- I use my common sense when interviewing prospective tenants – references can be easily faked, and it is naïve to rely on them
- Long term acquaintance

Q16. In what areas of managing your tenancies do you think the council could offer more support?

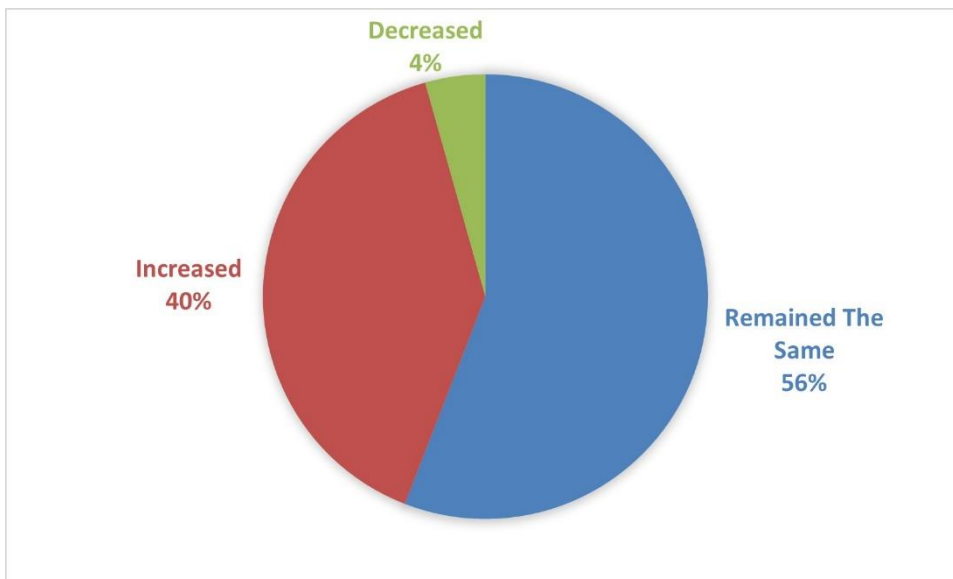


Q17. What is the demand for your properties?

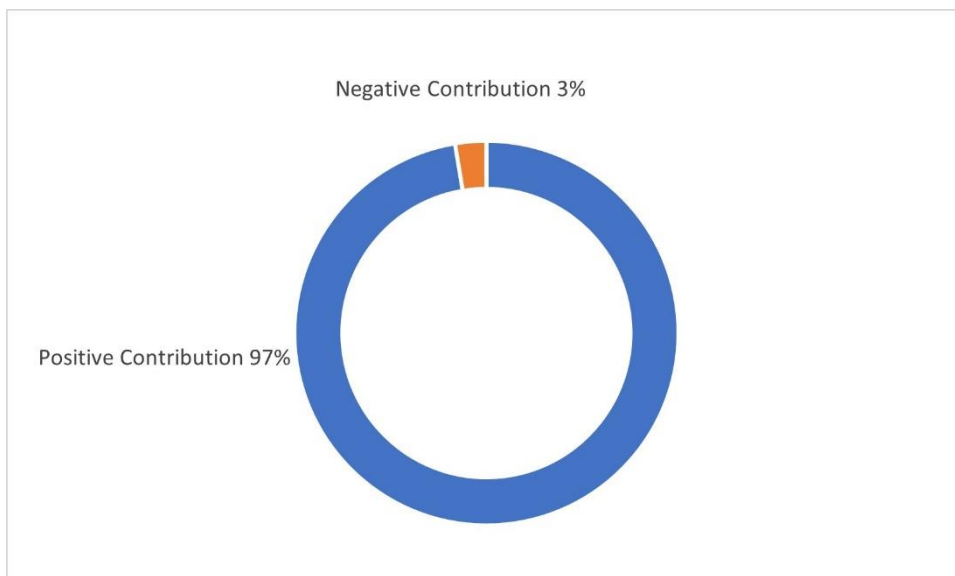
Appendix B



Q18. Has demand for your properties increased over the last 2 years?

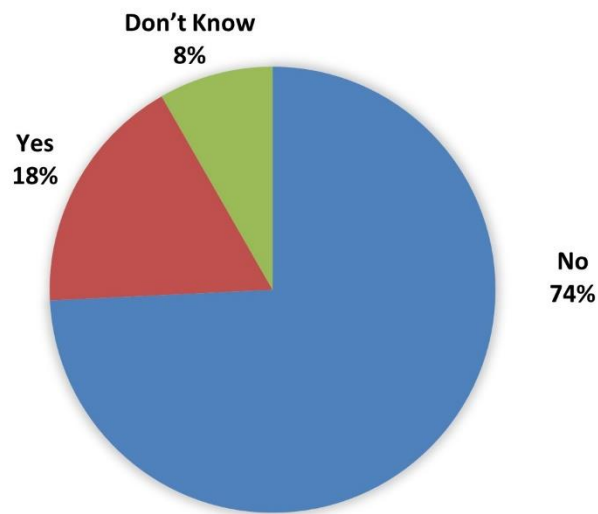


Q19. Overall, do the landlords in the area make a positive or negative contribution to the area?

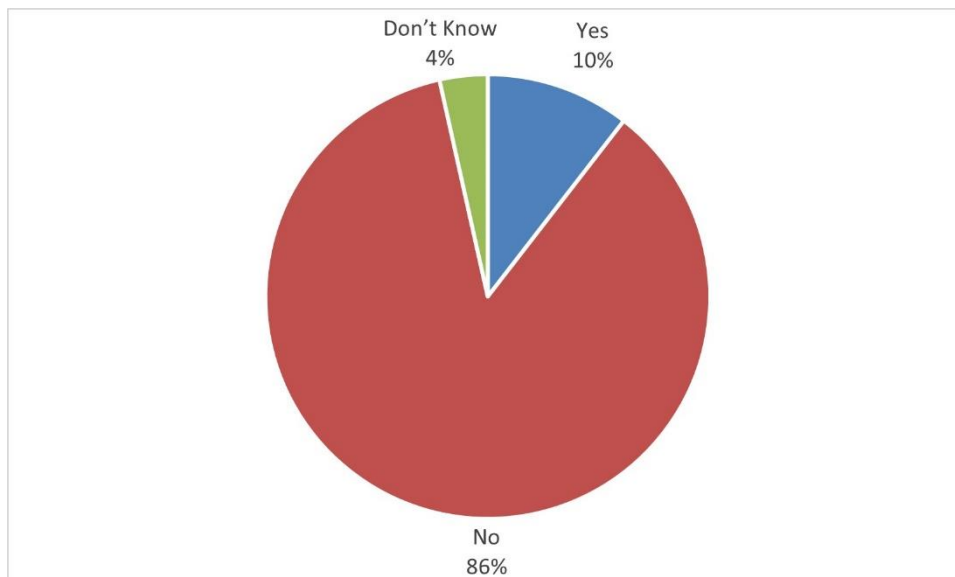


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Q20. Do you think the Council should continue to have control over the way landlords manage their properties



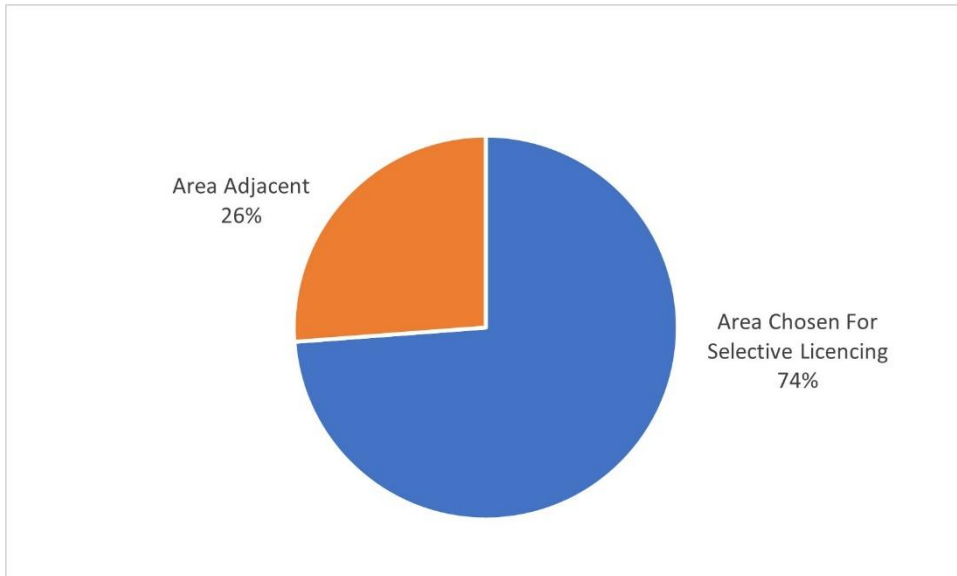
Q21. Would you support the introduction of selective licensing in your area?



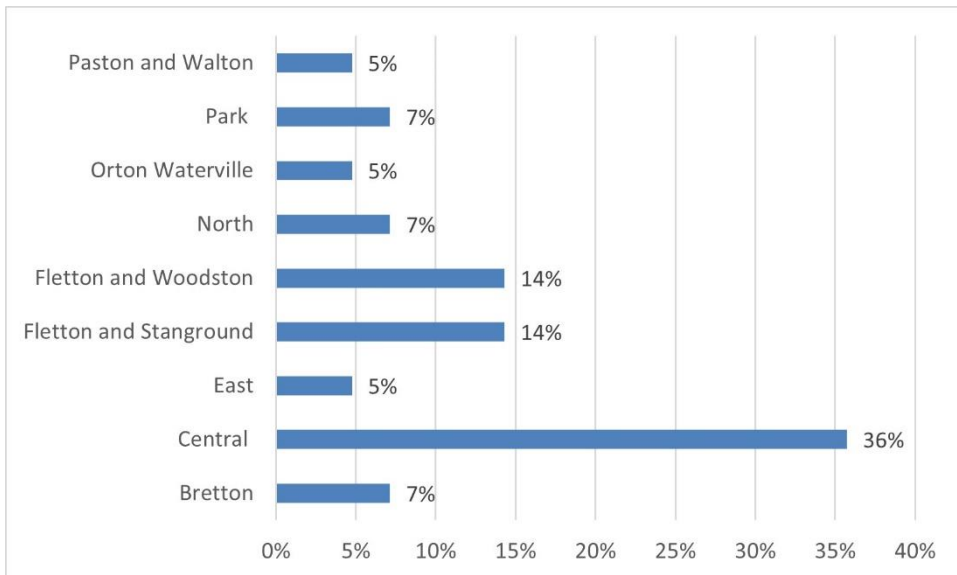
Tenant/Resident Responses

Q1. Where is your home?

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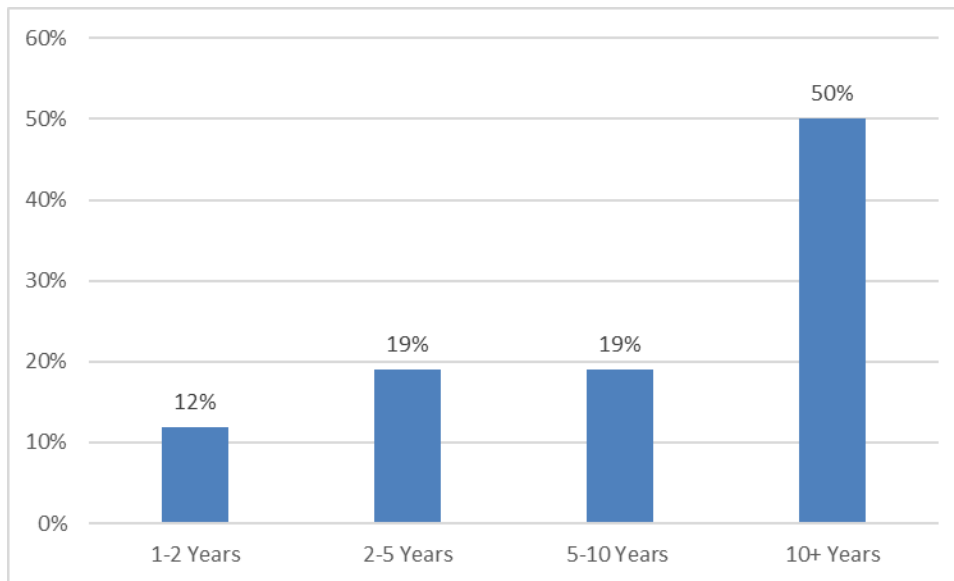


Q2. If you live in one of the proposed selective licensing areas, which ward is your home in?

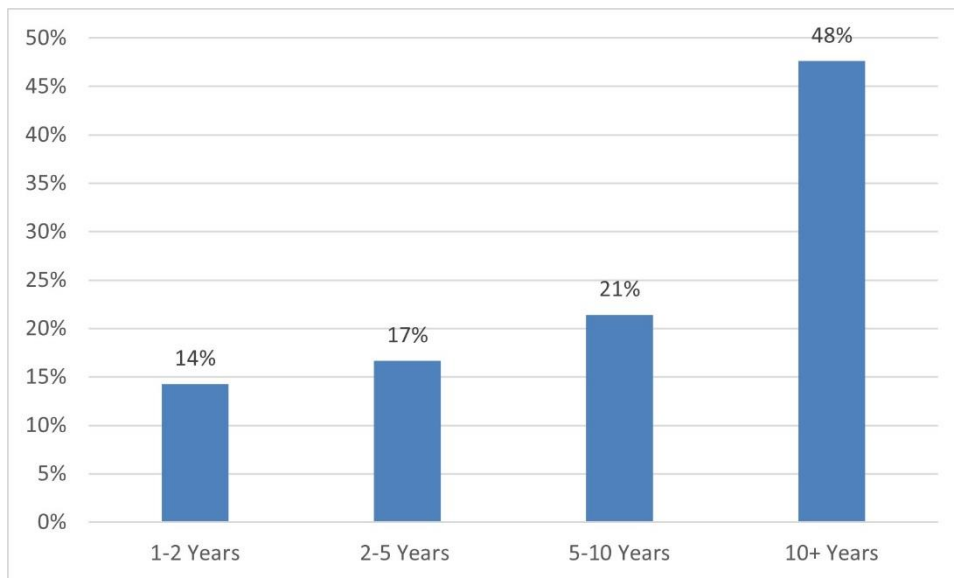


Q4. How long have you lived in this area?

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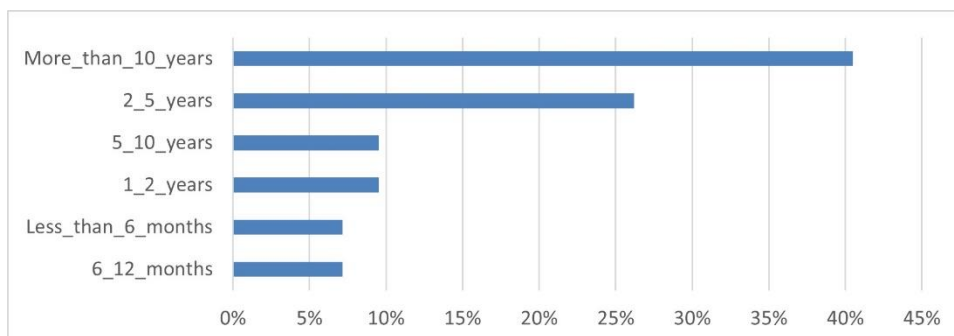


Q5. How long have you lived in your current property?



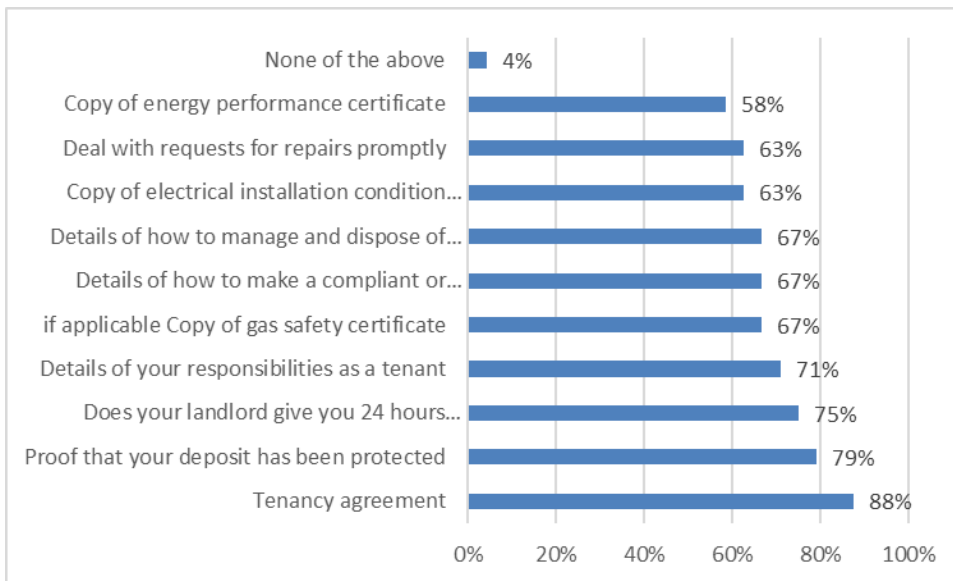
Questions 7 to 11 were asked to establish the type of property respondents lived in and the number of occupants. None of the respondent properties were overcrowded.

Q12. How long do you intend to remain living in the area?

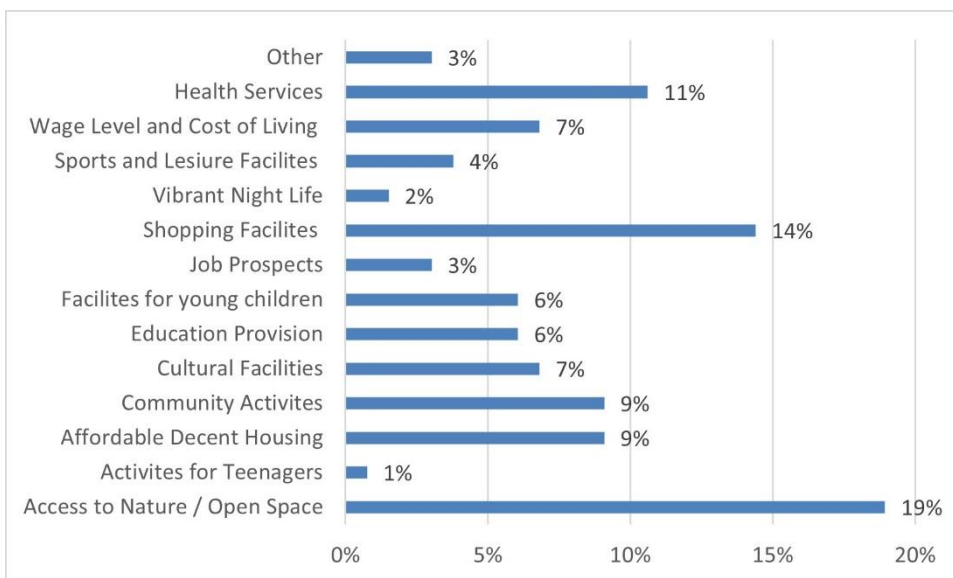


Q13. If you are a tenant in a private rented property, has your landlord provided you with any of the following?

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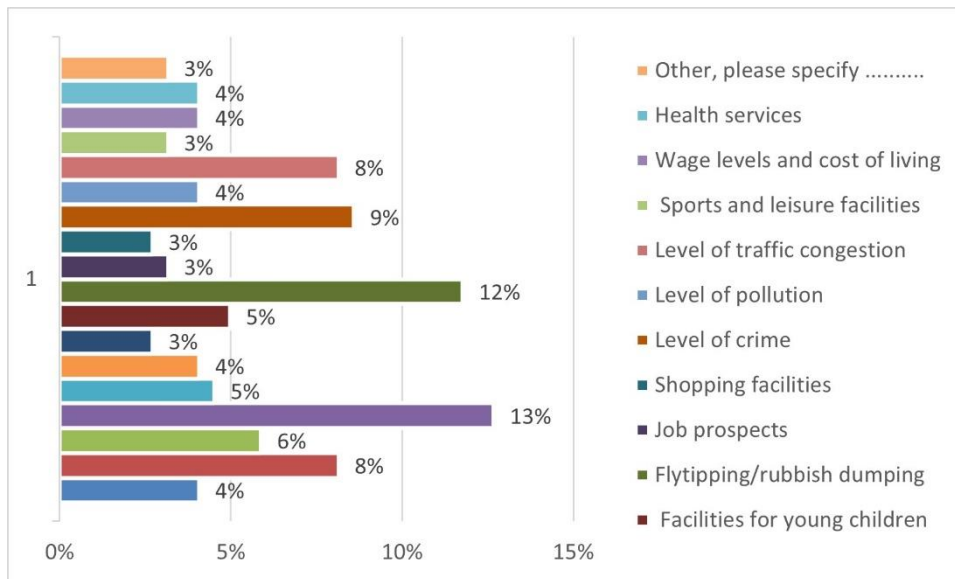


Q14. What do you like most about the area you live in?



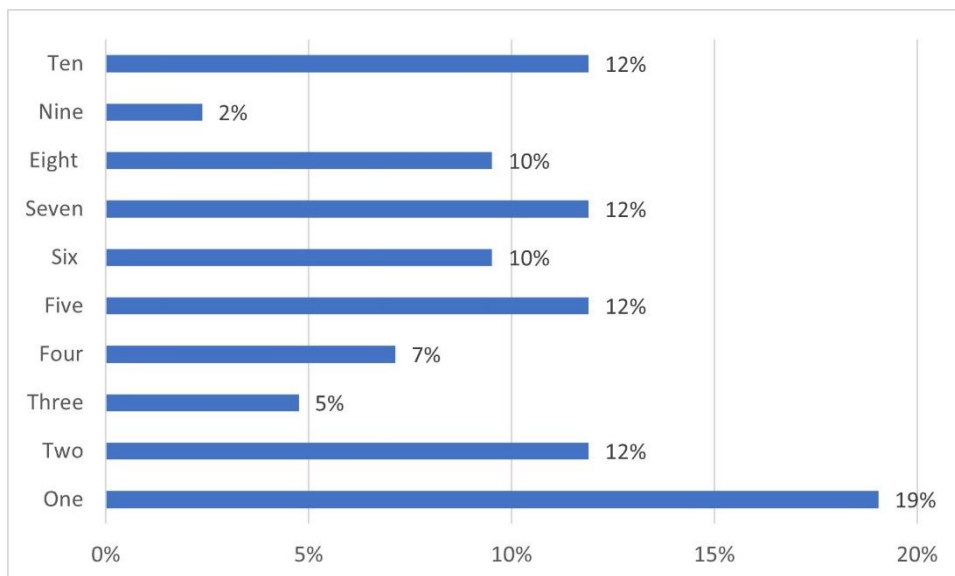
Q15. What most needs improvement in your area?

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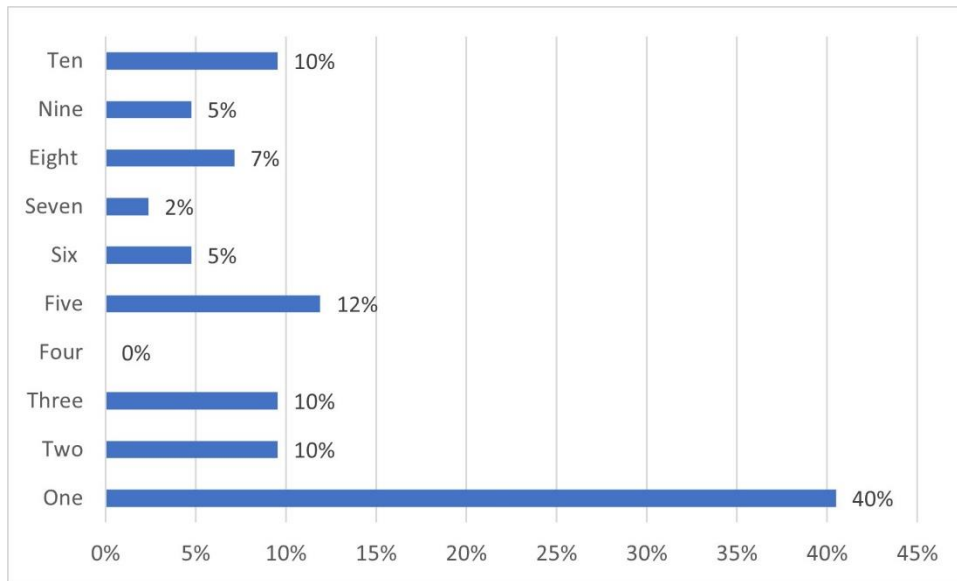
Q16. Thinking about the area you live, how much are the following a problem, on a scale of 1-10?

Loud noise

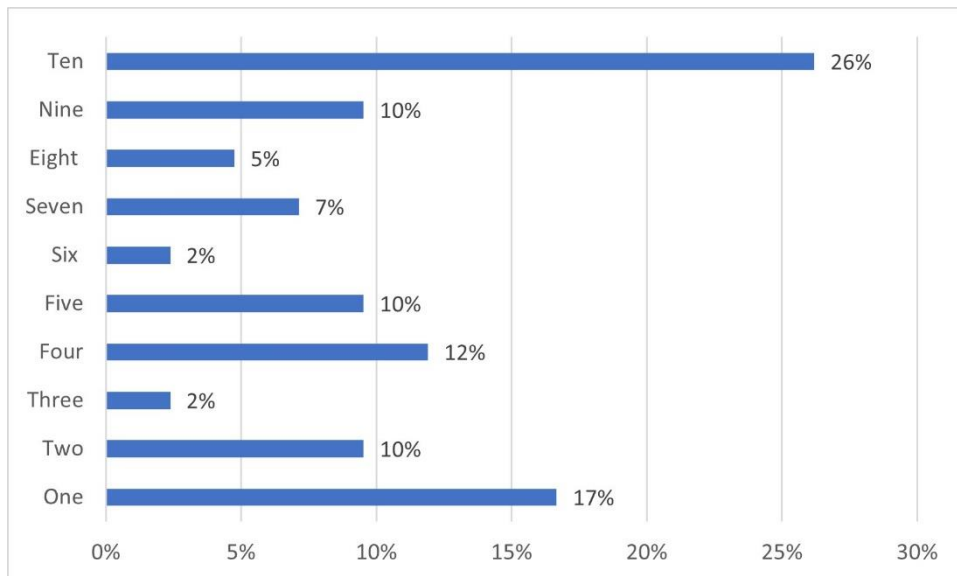


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Large Gatherings in the Street

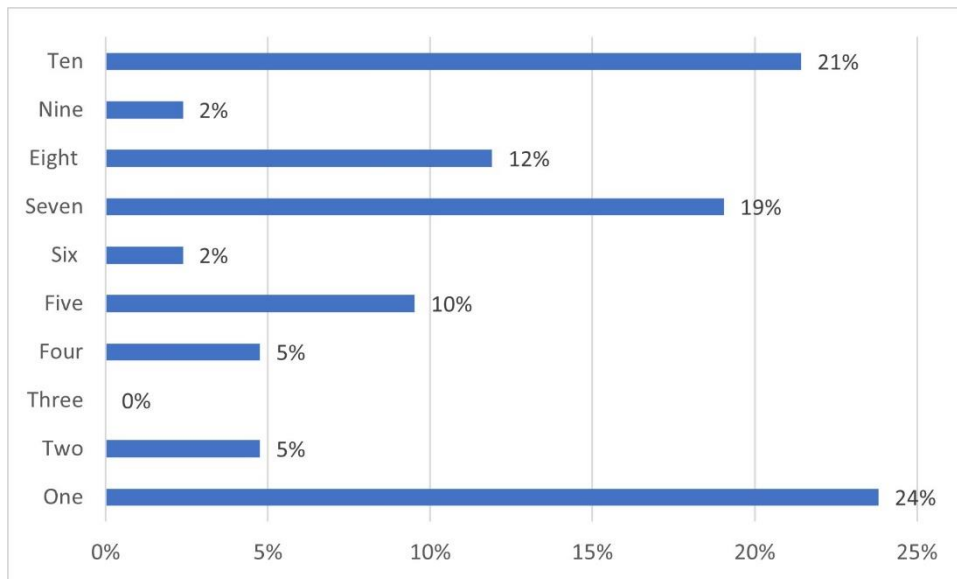


Drug dealing or drug related crime

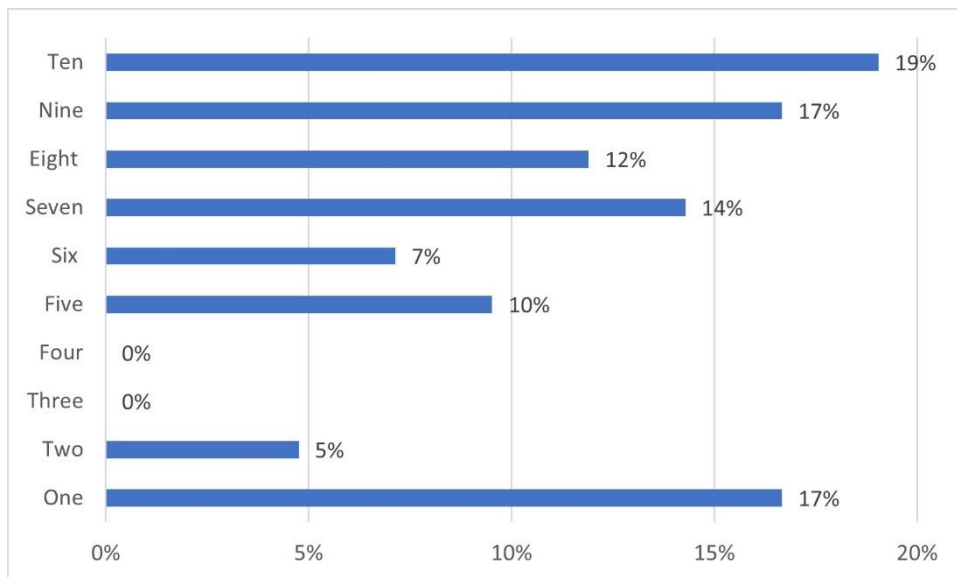


People not treating others with respect

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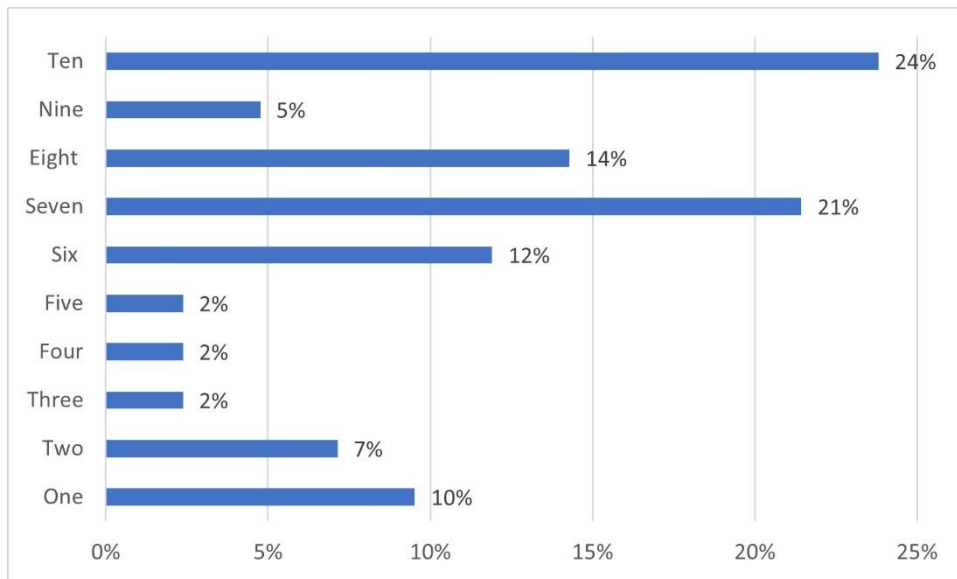


Fly tipping and Rubbish dumping

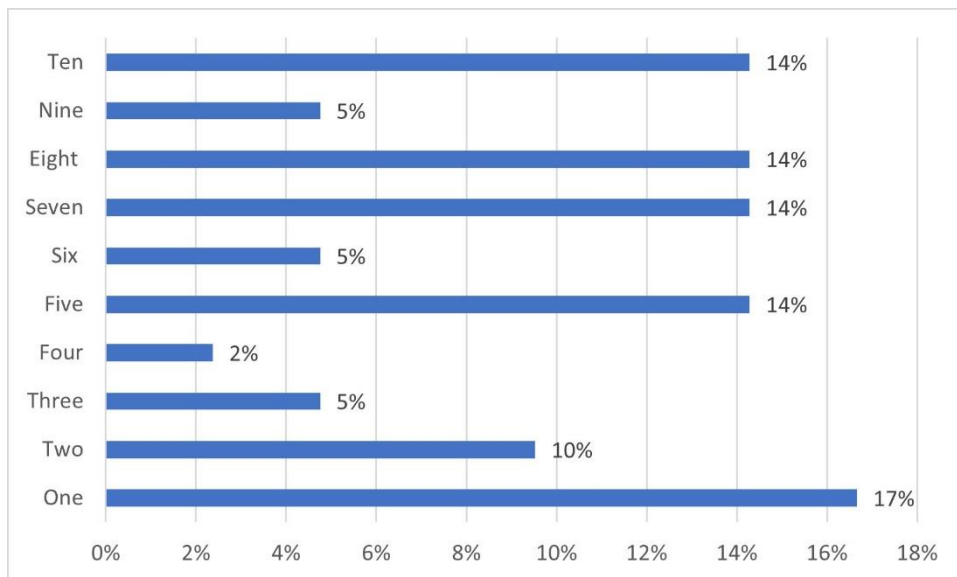


Littering

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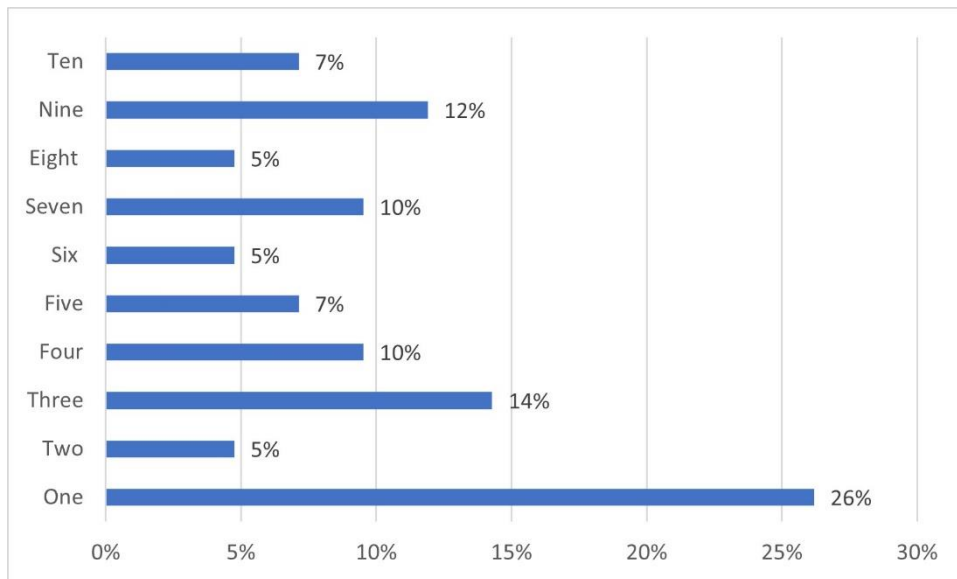


Noise from Cars parking

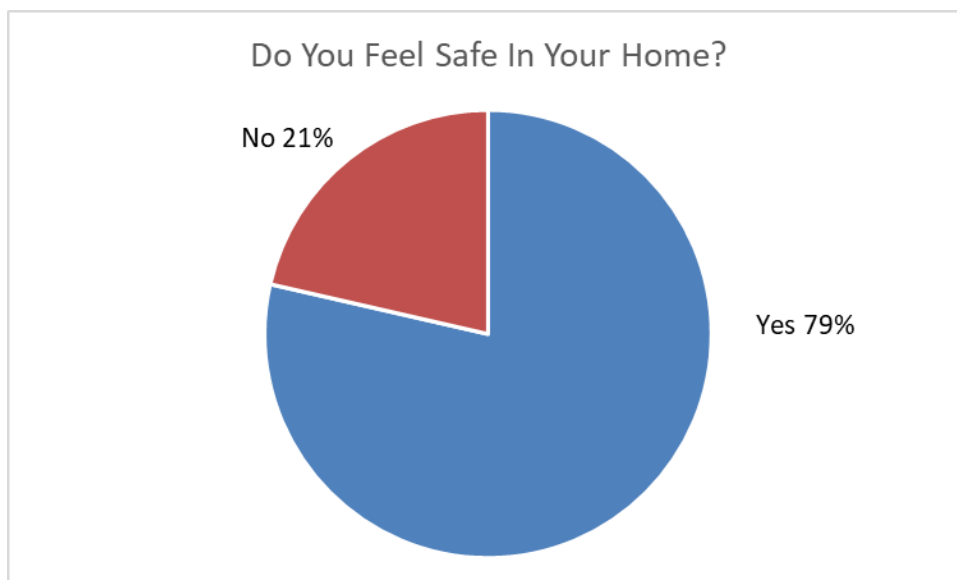


Neglected and run-down properties

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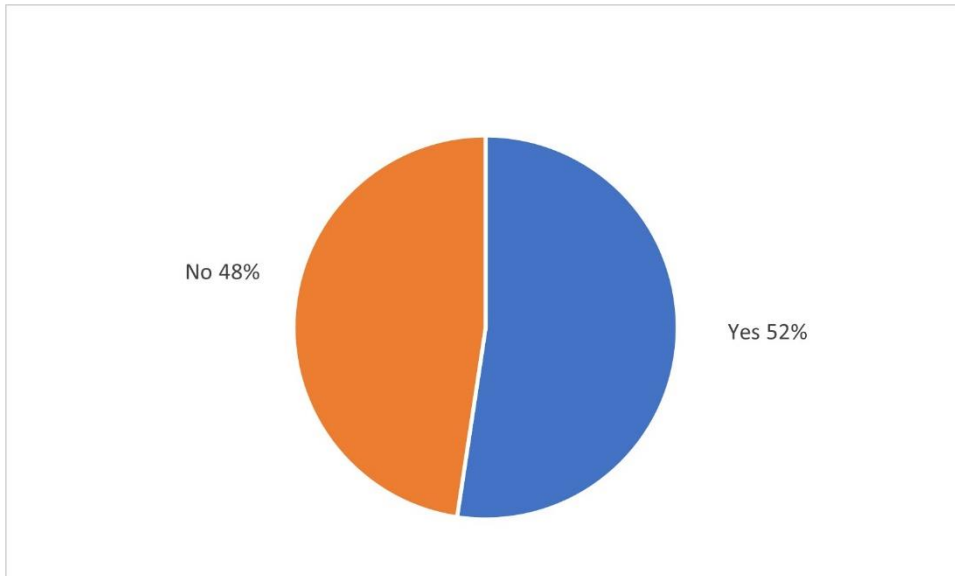


Q17. Do you feel safe in your own home and the area around it?

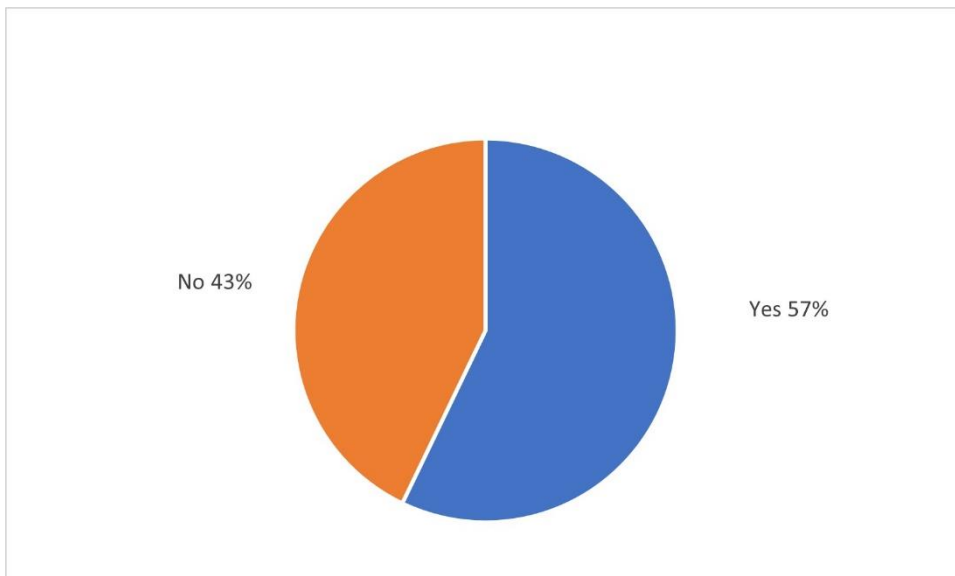


Q18. Have you ever been a victim or witness of any anti-social behaviour in your area?

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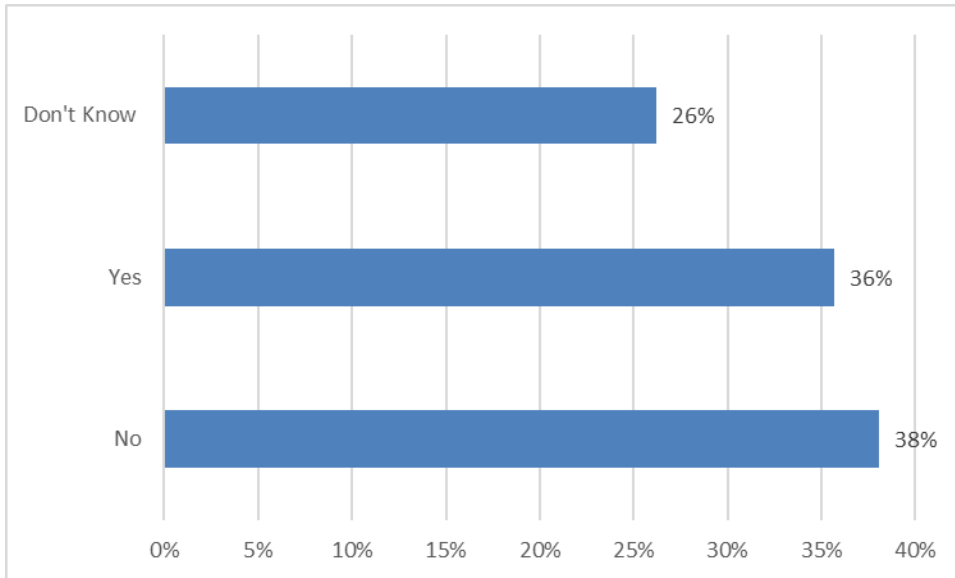


Q19. Thinking about the properties in your area that are owned by private landlords, have you ever experienced or witnessed anti-social behaviour from those properties?

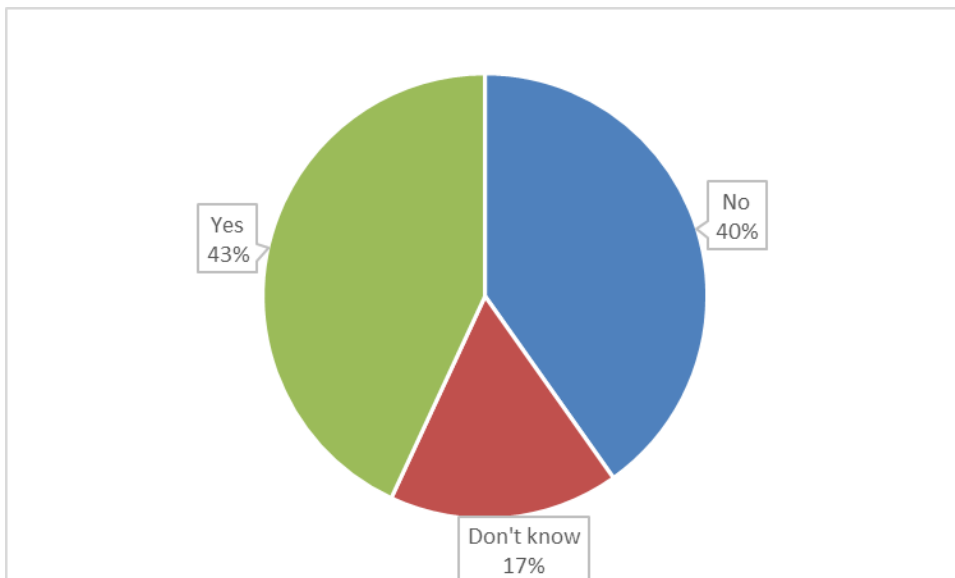


Q20. Again, thinking about the properties in your area that are owned by private landlords, do think the owners maintain the properties to a good standard?

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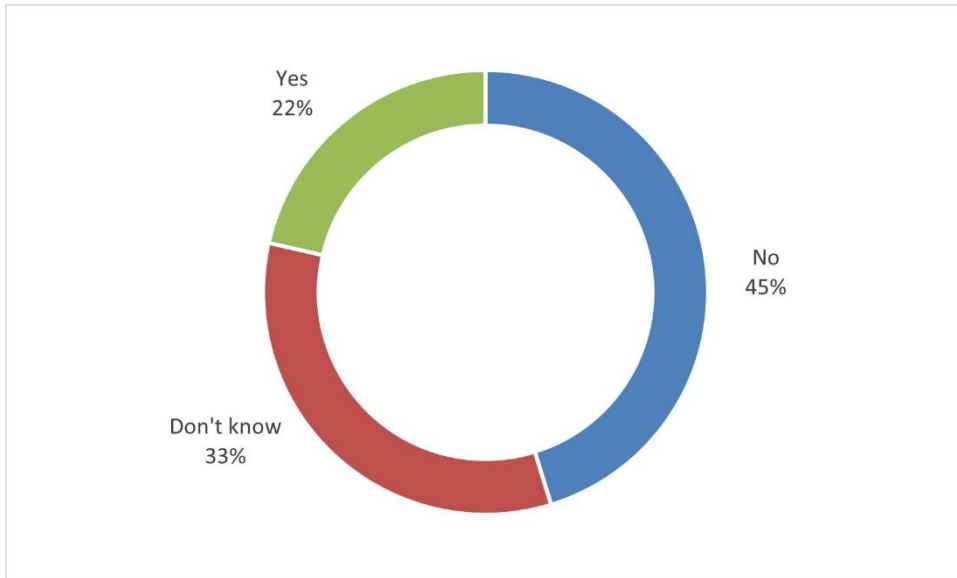


Q21. Overall, would you say the landlords in your area are responsible in letting, managing, and maintaining their properties?

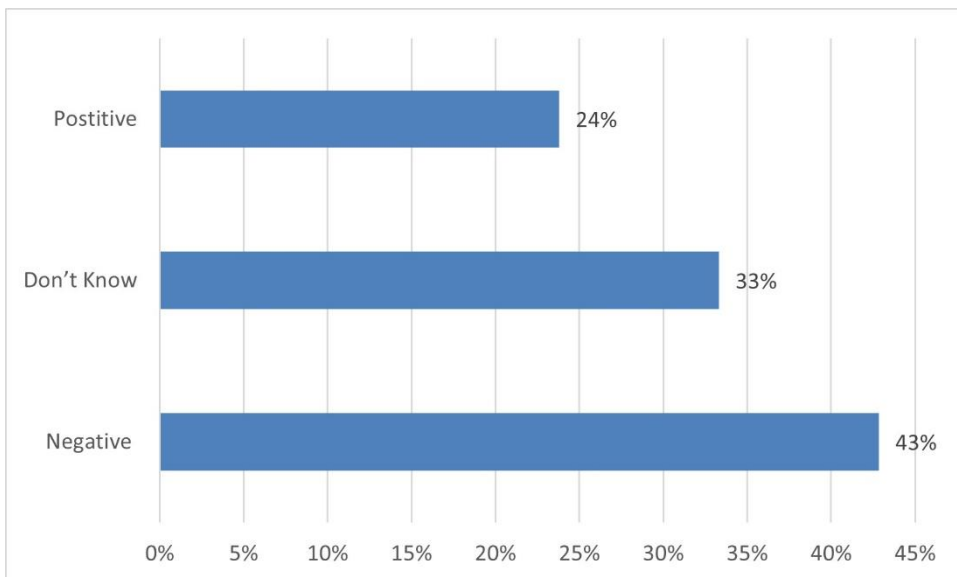


Q22. Do you think that landlords take appropriate action against tenants who cause nuisance or anti-social behaviour?

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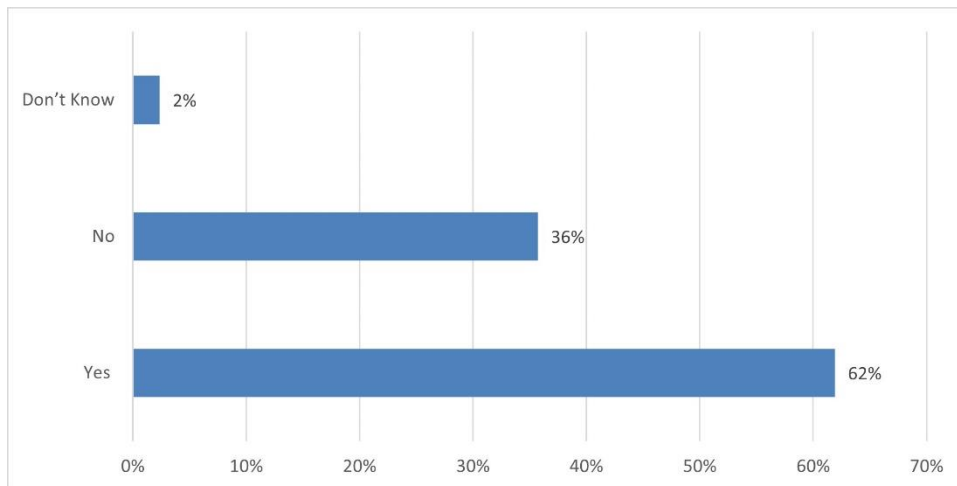


Q23. Overall do the private landlords who operate in your area make a positive or negative contribution to the area?

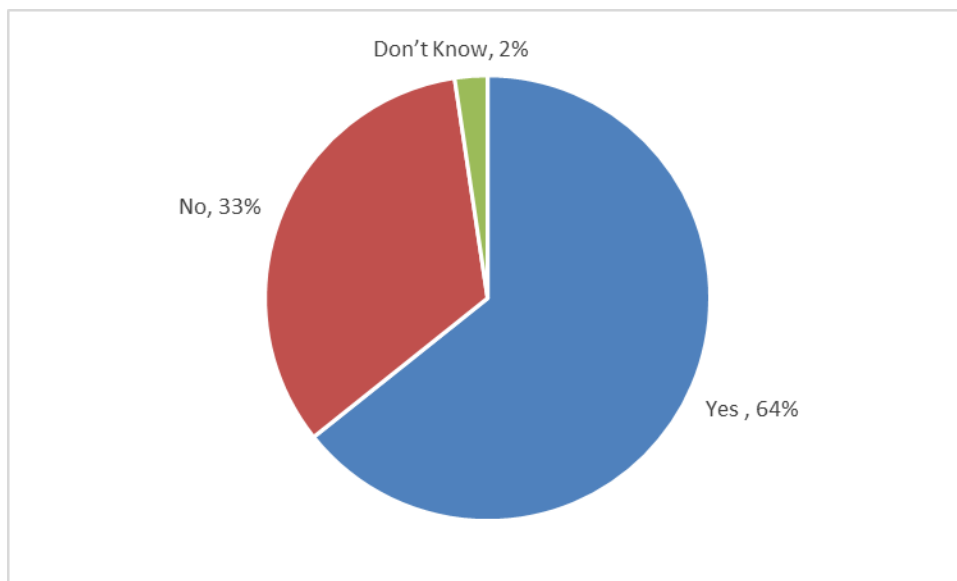


Q24. Having read the information about selective licencing in the consultation document or on the Peterborough City Council website, would you support the introduction of selective licencing in your area?

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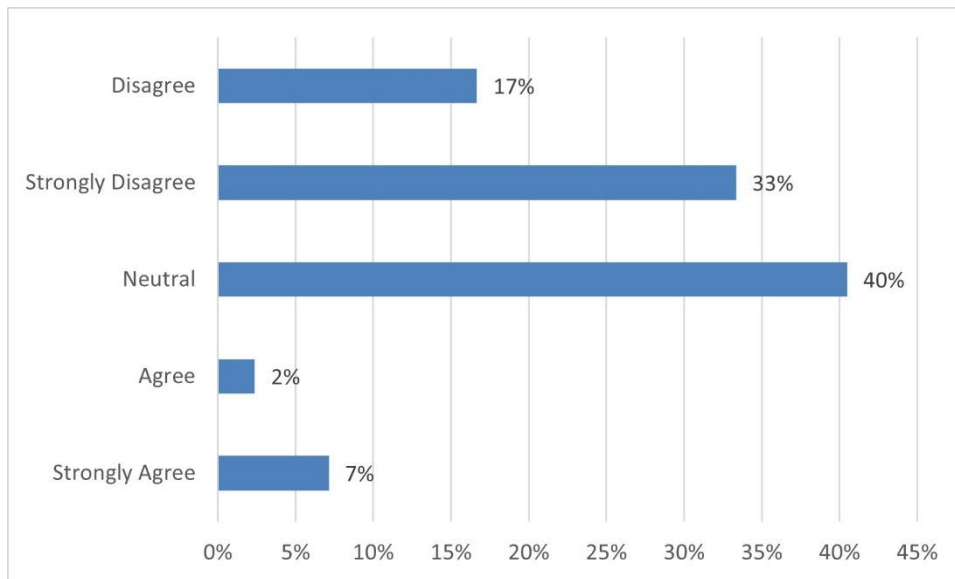


Q25. Do you think the Council should continue to have control over how landlords manage their properties?

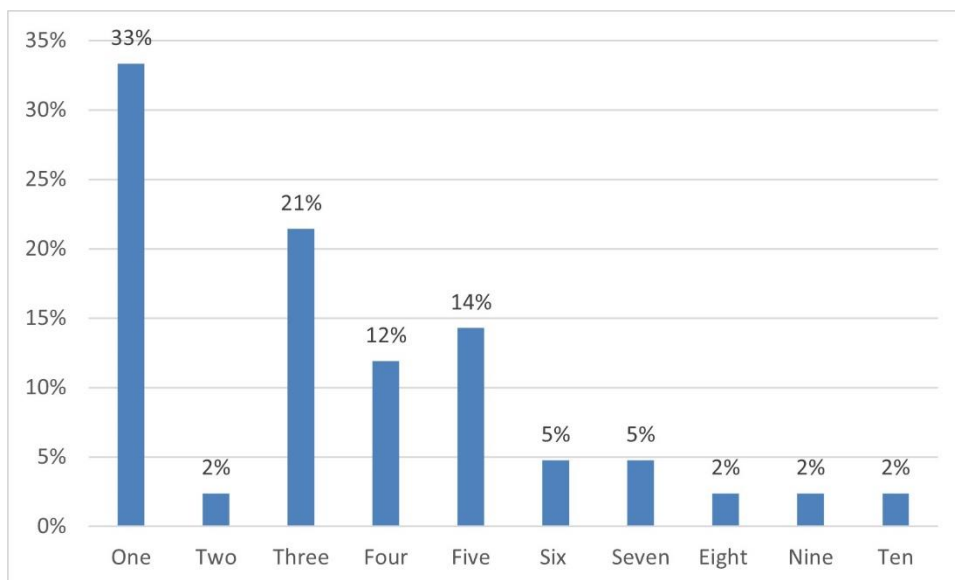


Q26. Do you think the Council is effective in dealing with anti-social behaviour in your area?

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Q27. How effective do you think the Police are in dealing with anti-social behaviour in your area?



Conclusion

The Selective Licensing consultation ran for 12 weeks from Thursday 20 January 2022 to Wednesday 13 April 2022.

The consultation sought to ensure:

- That communications were clear, transparent, and reached the right people
- That there were a variety of ways that people could provide feedback
- Respond to feedback

A wide range of key stakeholders, landlords, tenants, residents, local organisations, and businesses were consulted about the proposals. The consultation was widely promoted, both in the areas where Peterborough City Council propose to introduce a Selective Licensing Scheme and, in neighbouring areas. The proposals and public consultation were also promoted in the local media,

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via the Councils Facebook and Twitter pages and on the Councils website. People have been able to provide feedback at the public webinars, via the online survey and by writing to the consultation email address.

The findings from the public consultation about the Selective Licensing Scheme proposals can be summarised in several key headlines:

- A total of 39 people attended the 5 public webinar events held between February and April 2022.
- 271 completed feedback questionnaires submitted via the online survey.
- 62% of respondents said that they supported the council's proposal to introduce selective licensing. 36% said that they did not support the proposal and 2% said that they did not know.
- 64% of tenant / resident respondents said that they think the council should continue to have control over the way that private landlords manage their properties. 33% said that they did not think the council should continue to have control and 2% said they did not know.
- When landlords / agents were asked the same question, 18% answered that they think the council should continue to have control over the way the that private landlords manage their properties, with 74% stating they did not think the council should have control, the remaining 8% said they did not know.
- 43% of tenants' respondents said that landlords were responsible in letting, managing, and maintaining their properties, 40% said that they were not and 17% didn't know.
- 36% of tenant respondents said that private landlords maintain their properties to a good standard, 38% said they didn't and 26% didn't know.
- 24% of respondents said that landlords make a positive contribution to the area, 43% said they made a negative contribution, and 33% didn't know
- When asked what areas of managing your tenancies do you think the council could offer more support, 29% of respondents said 'meeting energy efficiency requirements, 22% said dealing with waste left by tenants and 19% said landlord training.
- Tenant respondents were asked what documentation was provided by their landlords:

88% had a tenancy agreement	79% proof that their deposit was protected
63% Copy of electrical condition report	71% details of tenant's responsibilities
67% copy of current gas safe certification	75% of landlords give 24 hours' notice before entering
58% copy of energy performance certificates	67% details of how to make a compliant
63% said landlords deal with repairs promptly	67% details of how to dispose of rubbish
4% none of the above	

Recommendations

1. Approve the submission of an application to the Secretary of State for the implementation of a Selective Licensing Scheme for the area defined within the report.

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2. Subject to approval by the Secretary of State implement a Selective Licensing Scheme.
3. Through an integrated approach to service delivery ensure that arrangements are in place to address problems such as waste management, as well as promoting the support available to landlords, and tenants.
4. Explore the feasibility of the 'Part B fee' being paid on a pro-rata monthly basis.
5. Undertake analysis to identify whether areas of private rented accommodation outside of proposed Selective Licensing Area would benefit from an 'Additional Licencing Scheme' to raise housing standards.