

Non area specific responses from landlords & RLA (Written responses, landlord evening and further meeting)

N.B. Page 7-15 contain discussion on main problems in areas, discussion on proposed streets, alternatives to selective licensing and improving service delivery.

Comment	Number of respondents
Better to licence LL than property/LL should only pay once to be licensed	4
Pursue rogues LLs with existing legislation/HHSRS	3
Target rogue LLs/don't punish good LLs	3
Stronger action needed against tenants/tenants don't know how to behave	4
Communication with tenant crucial	3
Banks won't lend in licensing areas as council has labelled them low demand	3
Too many conditions/too bureaucratic/invasive	2
LLs under constant pressure: refurb after tenant destroys property, C.Tax, council imposed schedule of works	2
Too expensive/tax on good LLs/stops LLs spending money on property	2
Bad LLs will continue/good LLs will leave area	2
Deters investment/house prices stagnate	2
Referencing requirement: doesn't mean have to be <i>good</i>	1
LLs haven't been consulted adequately especially re: conditions	1
Statistics not clear: average/median house price	1
Looks like council saying no ASB caused by owner occupiers/RSL tenants	1
Happy to ref but takes time/under pressure to get tenant in before C Tax kicks in	1
Scheme should include reduction/exemption for C Tax	1
Rents going down/not getting top ups	1
No evidence of success in existing schemes	1
Fees shouldn't be used for SL team to get involved in community projects	1
Licensing not effective at tackling ASB	1
Should allow accredited LLs to bypass licence	1
LLs not listened to in previous consultations	1
Houses cheap to buy but running costs same as elsewhere and rents lower	1
Coverage of scheme too extreme; just to make money for council	1
Think has already been decided	1
Need for a "bad" tenants list	1
Good idea but too expensive	1
Welcome the training given to support landlords	1
Should recognise landlord association membership to receive a reduction to the fees	1

Responses from Landlords – non-area specific

Date	Name	Method	Query/Comment	BBC Response
05/08/2015	Landlord	Email	<p>Would you please send me the relevant information as to the success of the licensing of the reduction in empty homes in the Trinity area after so many years and how many houses are still empty?</p> <p>How does this number compare to pre-licensing days?</p>	<p>The overall objective of the designation area as part of a wider housing and economic development programme is to improve the social, economic and environmental conditions within the designation area. To achieve this within the designation areas we aim to:</p> <ol style="list-style-type: none"> 1. Improve the management of the private rented sector; 2. Improve the condition of the private rented sector 3. Reduce anti-social behaviour 4. Reduce environmental crime 5. Reduce empty properties <p>In summary January 2014 to January 2015 has seen further improvements in housing condition and housing management with less anti-social behaviour and environmental crime being reported. For the first time there has been a significant reduction in empty properties, turnover is more in line with the Borough average and the median house price has increased.</p>

			<p>I have been informed that there has been a reduction in the number of staff in the licensing department. How many staff are there now?</p> <p>As there are proposals for at least three new areas to be licensed how will the present staff able to cope?</p> <p>With the new proposals, what percentage of Burnley's housing stock will be licensed?</p>	<p><u>Empty Properties</u></p> <p>Pre licensing - 2007 – 15.5%</p> <p>October 2010 – 18%</p> <p>October 2011 16 %</p> <p>October 2012 20%</p> <p>October 2013 20%</p> <p>January 2015 16%</p> <p>For the Trinity, Queensgate and Gannow designation areas there is 1 Project Officer, 3 Project Assistants and 3 Administration Officers. The Council then fund a Technical Officer and senior management to support the scheme.</p> <p>If any of the proposed areas were to be approved to be designated, a new staffing structure would be designed to reflect the administration and monitoring of the new schemes.</p> <p>Current areas represent 24% of the Borough. Additional areas represent 13.7 %. Secretary of State approval will be needed if any of the four proposed areas are approved by</p>
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				the Council's Executive in January 2016.
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	<p>Why is the median house price for the Trinity area not shown in the results on the graph for all years which the scheme has been running and just this year?</p> <p>Banks won't lend in these areas as council deem it to be a low demand area. Why would they lend in an area where own council has said its low demand. I have a letter from RBS saying it's their policy not to lend in selective licensing areas.</p> <p>Selective Licensing legislation doesn't compel to have good references, just to seek references.</p> <p>How many false references have been received?</p> <p>5-10% is the given anomaly of unlicensed properties – should pursue these using HHSRS as they are rogue landlords.</p> <p>You have too many conditions. Huge issue with the contempt shown to good landlords. It is politically driven. The proposal documents states a wide range of stakeholders have been consulted,</p>	<p>The median is shown, the Trinity ward as a whole is what has been added.</p> <p>Please will you send this letter and we can look into it.</p> <p>You only have to look at the false references.</p> <p>Several</p> <p>We just don't have the funds to do that.</p> <p>The consultation has not yet closed. We met with the NLA regarding conditions and have changed some. Any comments on conditions – set them down, you tell us what is wrong. The condition about electrical certificates from the Hyndburn</p>

			<p>landlords aren't mentioned. But we are here 3 days prior to the close to deal with issues. We have never been involved in the discussion about the conditions. There are 49 conditions for which if I do not adhere to I am a criminal. Hyndburn tribunal had 8 struck out for being unreasonable, one being the need to inspect quarterly.</p> <p>I am to appeal that again. It will be appealed. We're the biggest stakeholder and we haven't been involved.</p> <p>We only have 3 days left now and my schedule is booked up.</p> <p>You have access to all landlord information. How long does it take to email landlords, would landlord fund an enforcement officer?</p> <p>But the 2 go hand in hand.</p> <p>Why enforce gas safe, no one wouldn't issue a tenancy agreement, tenants have more rights and are covered by statutory law without one anyway. Counter intuitive to the picture the council paints.</p>	<p>Tribunal has been overturned.</p> <p>You've had since July, resident events, landlord drop in sessions, questionnaires, 14 weeks to send in letters, emails. We will consider information received but we won't be dragging it on for months.</p> <p>We will give longer if needed.</p> <p>But it is not just about condition.</p> <p>Glad you said that. But there is all the other things such as Gas certificates, Tenancy agreements etc.</p>
29/09/2015	Landlord	Open Question Discussion –	Query regarding the banks. Not from round here so why are the banks not lending in	

		Landlord Conference	selective licensing areas?	
29/09/2015	Landlord/Agent	Open Question Discussion – Landlord Conference	Referring to the statistics in the presentation, you say 300 complaints of disrepair, when compared that is 3 in 80 rented properties, it doesn't seem very many. Comparing the median and average house price for an area is wrong they are 2 different things, and we need clear statistics.	In the final report we will make sure the stats are accurate.
29/09/2015	Landlord/Agent	Open Question Discussion – Landlord Conference	<p>Social associations and Owner Occupiers are exempt, only targeting the private landlords which is around 20-30%. Are you saying that ASB is not caused by social landlords/Owner occupiers?</p> <p>No anti-social behaviour is caused by registered social landlords or owner occupiers?</p> <p>Why is it just an attack on the private landlords?</p>	<p>The Registered social landlords such as Calico are governed by other legislation and other government agencies, selective licensing covers private rented properties.</p> <p>No</p> <p>Because it's about improving the private rented sector.</p>
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	You should employ inspectors to inspect properties, pinpoint the rogue landlords and tenants, may even get backing off landlords to pay a fee if it sorts the problems. Sort the atrocious conditions instead of passing the buck to good landlords.	That has been made by a number of tables tonight so we will take that back for consideration.
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	In the private rented sectors the tenants are the problem and occupiers of properties. Poor selection of tenants. No incentive for benefit tenants to behave and	Condition is one element – management is covered by selective licensing – tenancy agreements, ASB, Gas certificates. HHSRS can only look at condition. Agree that tenants can be a problem but their

			<p>be responsible. Problems are passed to landlords to “use your tenancy agreements to enforce”. How do you enforce when tenants don’t know how to act or behave? Fundamental problem alongside rogue landlords.</p>	<p>behaviour is something we need to tackle as a partnership with landlords, council and the police. Biggest challenge is preventing tenants moving from street to street. Licensing compels all landlords to reference and landlords are giving good references to bad tenants.</p>
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	<p>If I get a Calico tenant next door and my tenant leaves do I get any compensation?</p> <p>I’d be £450 better off.</p> <p>Landlords are put under a lot of problems and pressure. When you have nice houses, boarded up ones which are trashed nearby how can you come and say it needs £4000 of works doing. Takes a long time to renovate properties. Under pressure to pay for council tax.</p>	<p>Registered social landlords are not covered under selective licensing however if there are issues we would contact them. If selective licensing isn’t there what would you do then? What is the difference of not having selective licensing?</p>
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	<p>I am happy to reference but it takes time. 3 months before 100% council tax kicks in, big incentive to rush tenants in and don’t get the best people. Once it took 6 months and the tenant still wasn’t good. Scheme should include reduction/exemption in Council tax rates, so don’t feel forced to put the poor tenants in. disincentive to reference when paying tax. Used agents and they are no better. Tenant ransacked the house and the police wouldn’t act said it was a private matter and not a police</p>	

			matter.	
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	Your website states selective licensing is a management issue. Distinction between HHSRS and SL. Better to licence the landlord rather than the property	Governed by legislation which states every property requires a licence.
29/09/2015	Landlord	Open Question Discussion – Landlord Conference	<p>I have fallen out of love with selective licensing, took a tenant from Elizabeth street project, very happy to do so. I took a bond and invited the council to inspect. Officer came out and gave a schedule of works for fire doors and escape windows, smoke alarms etc. it is going to cost £4,500 for the work. This is driving me underground. The council makes me nervous, I am nervous about council approach. Rent has gone down, not paying the top up of £2 a week but I can sort that. I am really scared. Is it time to get out? If they were inspected before they were licensed I would of sold. Got properties in Burnley Wood with Healey Wood.</p> <p>It makes me incredibly nervous, not unreasonable, you make it impossible. Who would buy it?</p>	<p>Inspections which are done are only necessary to meet the minimum legal standard. I need to know the specific address so I can look into it.</p> <p>I would need to look into the specific case.</p>
29/09/2015	Landlords/Agents	Questions asked at round table discussion	<ul style="list-style-type: none"> • What are the main issues in the Private rented sector ? <ul style="list-style-type: none"> • Absent landlords • Poor economic conditions • Poor education of landlords and tenants • 95% of LLs based out of the area 	

			<ul style="list-style-type: none">• Poor managing agents• Overcrowding• Vacant properties• No diversity in the type of accommodation• Cash buyers• Wider economic areas• Minimum values• Banks unwilling to lend• Landlords not getting references• High number of benefit tenants• Poor landlords do not get targeted – what is being done to get these people?• What review has been done?• Displacement of tenants• If proposals introduced do the bad landlords pay anything?• Council Tax 150% - only 2 month exemption used to be 6 months• Poor quality tenants due to rushing them in• 150% CT only fair if no intentions of doing anything with prop, if refurbishing shouldn't be done.	
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			<ul style="list-style-type: none">• If property is furnished no free period.• Communication between CT and LL needs to be better• Black list for tenants needed• Flytipping/Dirty back yards• Housing Benefit paid directly to tenant• Derelict properties affecting good tenants• SL should be borough wide• Theft/Crime• Difference in fees compared to other councils• Inspect poor properties• No support from the council for landlords• Contributions towards targeting worst landlords• Reward for accreditation linked to council tax• Why licence properties if received 300+ complaints• Penalises good landlords• No individual benefits from paying for licensing only wider benefits to the borough• Consultation is a pointless exercise	
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			<ul style="list-style-type: none">• Owner occupiers are a big problem too• Drug related issues in areas• Bulky items charge to remove waste <ul style="list-style-type: none">• Are the proposed areas the right areas?<ul style="list-style-type: none">• How are the areas selected?• Where are the statistics from?• Why aren't calico included? Problems with calico tenants• Shouldn't properties owned by bad landlords be targeted?• Top of Leyland road (straight mile court) should not be included as it is new build, why is it?• Why is only one side of belvedere road included, should be all of it• No empty properties on left hand side of the canal in Leyland road (forest street, Lindsay street and Godley St) – most are owner occupiers• Chosen the poorest, oldest areas of town	
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			<ul style="list-style-type: none">• Try other interventions and enforcement methods• Shouldn't be in any area• Would be accepted more borough wide• Alley gates needed• Good properties rub off on each other• Could be good want to see results• Compulsory targeted inspection in certain areas – 6 month routine• Fee for inspection – happy to pay for this• Grading system for properties like council tax• Stop paying benefits to certain people in certain properties, incentivise good behaviour• Penalised for effective management – getting rid of ASB tenants• Lawrence St ok but Ingham street much worse• Evelyn Street ok• Rent not going up but everything else is, i.e tax, SL fees• What does council tax pay for?	
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			<ul style="list-style-type: none">• Don't licence good landlords• No issues with areas• Berry street very good street <ul style="list-style-type: none">• If no selective licensing, what is the solution?<ul style="list-style-type: none">• Better funding for the council• Additional funding for enforcement• Vacant properties a major issue• Better education for tenants and landlords• Good landlords could pay a fee to fund targeting of bad landlords.• Demolition• Charge distant landlords higher fees• More police presence – drug issue in Leyland road• Alley gates borough wide• Extend council tax exemption from 2 months to longer period• Proof of information submitted by landlords should be considered rather than just tenants i.e	
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			<p>when tenants leave</p> <ul style="list-style-type: none">• More communication i.e panels between all landlords and council departments• CCTV to improve areas• Block repair and facelifting – more schemes• Officers spend more time roaming streets targeting poor landlords• More hands on with landlords• Share information regarding tenants – tick box data protection to have information shared• Licensing fees go on administration of the scheme – detracts from enforcement action• Always seems one way going after the landlord• Exemption of 21 years seems very long –should be less• If accredited in other areas e.g London can this reduce fee in Burnley?• Link Housing Benefit to behaviour – referencing <p>4. How could we improve the delivery of the selective licensing service?</p>	
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			<ul style="list-style-type: none">• Discount fee 3 months should exist community over life of scheme• Rents are not going up• Fit and proper test just done once• Longer than 5 years for designations• More skips – more involvement from SL team for community skip days shouldn't be just dependant on ward councillors• Better liaisons between landlords and CBM's rather than just being given a crime number• Include social housing and housing associations• More agency interventions with problem tenants/landlord support• Licence the landlord not the properties• Reduce fees• Existing powers to target derelict properties• Reprioritising council tax• Additional properties should be £200 ish• Couple of hundred pounds	
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			<p>is a fair fee per property</p> <ul style="list-style-type: none"> • Happy with the scheme – not with the high fee for the area • Vacant properties major issue • Pay fee to fund targeting of bad landlords • Better funding for the council • Additional funding for HHSRS 	
02/10/2015	Residential Landlords Association	Email/letter	<p>The following outlines the Residential Landlords' Association's (RLA's) opposition to proposals to introduce Selective and Additional Licensing in the above mentioned areas.</p> <p>Existing schemes</p> <p>Burnley already runs several licensing schemes. The RLA welcomes reasonable conditions to improve the PRS, however, feels that licensing is effectively a tax on the good landlords that wish to be legally compliant. Criminals posing as landlords will avoid licensing and continue to prey on</p>	<p>Thank you for your response to the above consultation. Your opposition to the scheme has been noted and your comments will inform the report to the council's Executive in early 2016, after which a decision on whether or not to introduce the scheme will be made. As you mentioned, we will be required to apply to the Secretary of State should the Executive approve the proposals.</p> <p>I note you question the effectiveness of the current schemes operating in Burnley, yet we continue to see improvements in our current designations, particularly in the Trinity area which has</p>

		<p>vulnerable tenants. The RLA champions 'better enforcement, not more regulation'. There is no evidence in the consultation documents of the success of these schemes that would justify further licensing areas. For example, having youth centres open does not really relate to private housing and yet the selective licensing team got involved. Licence fees should not be used for community amenities or tackling anti-social behaviour. The Association would have liked to have seen effective monitoring of how well other schemes have worked to improve property conditions & management as evidence that licensing does improve these problems. The lack of compelling monitoring data implies that the schemes are unable to provide the benefits claimed. Burnley Council should be careful that the proposed areas in this scheme, along with existing schemes, do not exceed the restrictions of 20% of all private properties or 20% of the geographical area of the jurisdiction. Should the schemes exceed the 20% threshold on either metric, the Council will require permission from the Secretary of State in order to administer the scheme.</p> <p><u>Fee structure</u></p> <p>The Council offer discounts to landlords with properties already licensed. However, the fee structure for those without licences</p>	<p>experienced licensing for the longest period in the borough. We have witnessed improvements in property condition and housing management, with less anti-social behaviour and environmental crime. There has been a reduction in empty properties over the first year of the current designation, turnover is more in line with the borough average and the median house price has increased. Following the economic downturn, house prices in the Trinity designation recovered at a faster rate than those of the wider ward and borough, demonstrating an increase in demand for property here.</p> <p>I note you have concerns about the selective licensing team being involved in community projects, as you feel it does not directly link to private rented housing. However, in the case in question the selective licensing team were made aware of a group of young people from private rented properties causing anti-social behaviour. The licensing team acted as a point of contact to co-ordinate existing amenities for the benefits of the tenants and other residents. Licensing fees do not fund community initiatives; the team only became involved in this case as it directly involved residents of private rented properties.</p> <p>We monitor the effectiveness of the schemes by gathering data on property condition, house prices, cases of ASB and environmental crime and qualitative feedback from residents. On the whole the scheme has been well received by local</p>
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			<p>is high. Rather than re-investing that money into the properties, or other properties, the landlord may consider increasing rents to cover the costs of licensing. Even those with existing licences face steep charges. Burnley Council states a desire to make the area a more attractive place to live and work. Licensing fees could deter potential investment from outside the area.</p> <p><u>Anti-Social Behaviour (ASB)</u> Burnley Council argues that Selective Licensing will help tackle instances of ASB which is an issue within the areas of the designation. A House of Commons briefing note acknowledges that ‘licensing schemes are ineffective at reducing incidents of anti-social behaviour.</p> <p><u>Alternatives</u> The council argues that accreditation will not compel landlords to bring properties to a proper standard. However, if the council was to consider some tangible benefits, such as bypassing the need for a licence through accreditation, it would create positive incentive for landlords to achieve accreditation.</p> <p>The council state in their consultation documents that accredited landlords provide appropriate management standards which are one of the founding basis for proposals for the licensing scheme. Encouraging this behaviour should be the key objective.</p>	<p>residents in the current designated areas.</p> <p>As you mentioned we do offer a 30% discount for applicants accredited under our Good Landlord and Agent Scheme (GLAS), with a further £100 reduction for those landlords who apply within the first three months of the designations. We also offer significant reductions for those landlords already licenced in other areas. When this is taken into consideration Burnley Council’s fees for a licence are much lower than a number of other local authorities who operate the scheme.</p> <p>I note you are concerned that this will reduce the amount of money landlords are able to invest in their properties, however unfortunately in the proposed areas there are a number of poor landlords who are not spending any time or money maintaining their properties, which is why we proposing selective licensing. You also point to potential rent increases, which of course landlords are entitled to impose, provided they are consistent with the terms and conditions of their tenancy agreements, and are considered reasonable and in line with local rent levels. We would investigate any instances of rent increase considered to be unreasonable. GLAS accredited landlords who return their applications within the first three months of the designation would pay a fee which works out at around £1.60 per week for the five year duration of the designation.</p> <p>You also mention that potential investors would be</p>
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			<p>In the alternatives table, when considering Selective Licensing, the council misses the obvious risk that the worst landlords will not register with the scheme. This is one of the greatest flaws with mandatory licensing schemes: good landlords will continue to pay out to remain compliant while the criminals posing as landlords – who provide the worst properties and treat tenants poorly – will take their chances and save their cash.</p> <p>This concern should have been included within the consultation document as otherwise there is an overly positive view towards Selective Licensing not allowing criminals to operate whilst alternatives might.</p> <p>Focused enforcement could tackle the issues that Selective Licensing claims to be able to achieve. While the Council rightly argues that this is resource intensive, licensing must also be resource intensive - if it is to be successful, it must be effectively enforced. Either way, the real issue is a lack of resources to enforce regulations and licensing merely levies a charge on those landlords who wish to remain on the right side of the law (much of which is swallowed in administering the scheme) and does little to tackle the worst housing provided by criminal landlords who will refuse to comply and, largely, go undetected.</p>	<p>put off buying in a licenced area, yet we have not found this to be the case in our existing licensing areas. In Trinity, for which the most data is available, properties continue to change hands as landlords purchase in the area.</p> <p>Cases of anti-social behaviour have reduced in the Trinity area whilst the designation has been in place. I note you refer to a House of Commons briefing note on anti-social behaviour in private housing, however having followed the link at the bottom of your letter I was unable to find this particular quote and am therefore unable to comment on its wider context. Whilst the 2015 version of this document does state that in general, landlords are not responsible for tenants anti-social behaviour (provided they have not authorised it), it also highlights that a number of problems in the private sector are ignored due to absentee landlords, or landlords who do not feel able to tackle anti-social behaviour when it arises. Whilst we are not seeking to designate these areas solely on the grounds of anti-social behaviour, it is a proposed condition of the licence that the landlord takes reasonable steps to deal with ASB when it arises. We can offer training and support to assist landlords who are struggling to control ASB at their properties; reducing cases of ASB and environmental crime is crucial if we are to stimulate demand for housing in the proposed areas, a key aim of selective licensing.</p> <p>We have been encouraging landlords to join our</p>
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				<p>accreditation scheme since it began in 2001, however it fails to engage with the worst landlords. Selective licensing gives us stronger legal tools to ensure all landlords are operating to the required standard. We will continue to promote GLAS, and offer a 30% discount on selective licensing fees to those accredited prior to the designation as recognition of their positive engagement with us.</p> <p>I note you are concerned about the worst landlords not registering with the scheme, but it is important to note that this is not a voluntary scheme which requires registration. All landlords would be required to obtain a licence if they wish to operate in the designated areas. We hold a database which is informed by council tax, housing benefit and land registry data which enables us to locate and take action against any landlord who refuses to comply with the legal requirement to apply for a licence. We are in the process of prosecuting a number of landlords who have not applied in our current designated areas.</p> <p>The council's Enforcement team carry out on average 250-300 property inspections per year, and take action where improvements are required. However this is a reactive service and relies upon a tenant or resident making a complaint against their landlord, which many are afraid to do for fear of eviction. Selective licensing allows us to undertake proactive inspections and uncover poor landlords whom we were not previously aware of.</p>
12/10/2015	Landlord	Consultation	Concern raised over previous designations,	Consultation may not stop introduction of selective

		Meeting	<p>contributed to the consultation, Mitchell St in Gannow should have been excluded. Was included in designations. Puts LLs off investing in an area, prices become stagnant.</p> <p>Good LLs that get the stick. We are the good LLs, can always get hold of us, sort out problems.</p> <p>As well as poor landlords, poor standards, also poor tenants</p>	<p>licensing, but helps us to tweak proposals. Previously as a result of consultation able to increase GLAS discount, pay over longer periods, early application discount. Recently LLs raising issue of 150% Council Tax charge, if take on vacant property to bring back into use, stuck with charge as stays with property not person. LLs also wanted help with empty properties; empty homes loans available within SL boundaries. Up to £20K for licenced/accredited LLs, with agreed schedule of works.</p> <p>Wider context of SL/housing strategy. Making the borough a better place, promoting employment, business, education, growth, connectivity to Burnley. Todmorden Curve: live in Burnley commute to Manchester. Opens up possibilities. Other key component is Housing – has to be right to bring people into the borough. Vast majority of housing provision is existing stickm needs to be more up to standard. Some pockets of very poor quality private rented housing. Older housing stock more at risk of problems if not properly maintained. GLAS since 2001, already engage better LLs, doesn't tackle poor LLs.</p> <p>Have enforcement team, respond to complaints. Type of legislation SL is, selective in terms of area, no option to omit good landlords. Every single property under every single LL must be up to standard.</p> <p>Important to reference.</p>
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			<p>Tenants could be lovely people, no record of ASB, but haven't had education how to look after property. How they've been brought up. Not necessarily bad people, just the condition they choose to live in.</p> <p>You know who the poor LLs are now?</p> <p>Don't charge the good landlords, inspect the properties of those you know (on radar). Get the contact details of every LL under SL, contact them if problems.</p> <p>Some LLs with lots of houses, lot of money to find from a house that doesn't bring in thousands. Rents go up out of Burnley. Houses are cheaper here but running costs are just the same as elsewhere where LLs get more rent. Going to start losing good LLs.</p> <p>Council Tax targets those. Targets buyers in London who leave properties boarded waiting for them to go up in value, doing nothing with them.</p> <p>Prices going down in trinity?</p>	<p>Not disagreeing that problems can be caused by tenants. LLs raised concerns over universal credit changes. Spoke to DWP and can apply online for rent to go to LL direct. Only make changes through LLs coming to the council and us lobbying on your behalf.</p> <p>In our existing areas. SL is the only thing that forces them to come up to the required standard or be forced out of the business in this area.</p> <p>SL allows us to do that. Identify every rented property, deal with it. Many are fine, many not. Grey area in between needs bringing up to standard. Allows systematic approach to bring everyone up to the right standard.</p> <p>Want to target those bringing the industry down. Outside investors buying at auction, no agent, becomes a problem.</p> <p>If neighbouring LL not spending money on their property it affects yours.</p> <p>Going up in the selective licensing area. Seen from</p>
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			<p>Why was Mitchell street (Gannow) included? Really nice street, no ASB. Licensed it then houses started going up for sale. Licensing getting out of hand. Cog lane still looks the same as it did before.</p> <p>Needs more direction to get hold of those poor LLs not engaging.</p> <p>Agreed that landlords should only pay once to be licenced.</p> <p>How many staff are in the licensing team?</p> <p>Heard of someone wanting people to take ex-offenders. I give neighbours contact details.</p> <p>Coverage is too extreme, when does it stop? Money earner for the council.</p>	<p>the first time prices higher in designation than in ward. Would only ever propose SL in an area which is already in low demand.</p> <p>Can't use SL to pay for physical improvements, but matched by HMR funding, renovations, CPO's face-lifting. Still problems with odd tenants. There won't be landlords operating below the minimum standard in these area. One piece of wider regeneration.</p> <p>1 project officer, 3 project assistants and 3.5 admin staff. Admin cover reduces over the years as requirement lessens. Annual reports show staff costs. Can't pay for HHSRS inspections under SL but we see condition going hand in hand with management. Council fund a technical officer for inspections. Can see where you're coming from regarding cost but same amount of work goes into licensing each property.</p> <p>Not saying don't take them, but don't ignore the problems.</p> <p>One of the questions at the landlord evening was have we got the proposed areas right? Not profit</p>
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			<p>I have had tenants in 15+ years, they don't change. Communication is key, build a relationship, be available at all times.</p> <p>We're never going to stop it, no LL thinks you should do it. The council is too powerful, work with us.</p> <p>Don't charge us. Get all LL contact details, focus on rogue LLs/those with no details, and come down heavy on them.</p> <p>Think it is already decided, will go ahead.</p>	<p>making, not legally permitted to do so.</p> <p>One of the questions in the application asks about procedures, seems obvious but so many LLs don't provide contact details. Some cases where we can't get hold of the LL we've had to do work in default. Very basic thing, but if can get all LLs doing that it's a small improvement.</p> <p>How? What would make it better?</p> <p>Decision is not made by officers, made by Executive.</p>
12/10/2015	Landlord	Consultation Meeting	<p>Does that (the loan) cover 100% of work?</p> <p>Should be clamping down on the poor landlords</p> <p>Before take on a tenant, meet them where they currently live, get a good idea of how they live. Speak to tenants frequently, see change over time. Lack of work ethic, too easy not to work, need to make a contribution to society. HMO Market.</p> <p>Had problems with arrears, stronger action</p>	<p>Structural work, not cosmetic.</p> <p>LLs who have engaged with us are the good LLs; SL</p>

			<p>should be taken against tenants.</p> <p>Legislation needs to be changed so doesn't punish good LLs. A sensitive group of LLs who the council are frightened to tackle. Have taken on some tenants from very poor conditions. (More so in Nelson)</p> <p>Investing in a property and then just leaving it is inherently wrong, need to tackle those people.</p> <p>You're doing the same checks on the same landlord? Due diligence on the landlord but only once.</p> <p>Haven't become accredited as too "big brother", needing to know everything. Have had inspections for HMO/Bonds.</p> <p>Recognise that accreditation is the right thing to do. Nothing to hide but have 40+ properties, why do the council need to know about them all? Housing needs and calico regularly contact me for places. Houses are a very good standard.</p> <p>How would you tackle drug use tenants?</p>	<p>is the only legislation we currently have to go after the poor LLs.</p> <p>Never shied away from taking action against criminal landlords, enforced RRO's, management orders, shut down poor managing agents. Appreciate good LLs get mixed up a bit but unless the legislation changes, SL is what we have to work with.</p> <p>In current areas, LLs still buying. Recent case bought property with sitting tenant at auction. In very poor condition. Worked with streetscene to bring back up to standard to get licence. Still seeing transactions in area. Jan 14-Jan 15 60+ transactions in Trinity. Still investing in area.</p> <p>We check properties individually.</p> <p>If we have done inspections recently we can use those as part of the accreditation application.</p> <p>Certainly wouldn't want to inspect all 40.</p> <p>Contact the landlord and see if they were aware of</p>
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			<p>What if the landlord contacted you?</p> <p>Is there a way to get around data protection re: bad tenants?</p> <p>Certain Streets are decent, e.g Huffling Lane, top of Hollingreave Road, crazy to include. (BW with HW) Others such as Parliament Street, Dall Street, Reed Street, agree more appropriate. Laithe Street always a problem, Berry Street ok, families, tidy backyards. Go round areas on a Friday night, also look at state of yards.</p> <p>Keeping them happy is easier than moving them in/out.</p>	<p>the issue. If they have tried and struggled to deal with it, refer to other support options. Floating support referral takes around 5 days. Depends on engagement of tenant. If it doesn't help, looking for LL to evict. Can cause problems in low demand areas, lots of houses available, just move to another. Referencing is key, important part of SL. Work with police, weekly surgeries and monthly meetings, go through cases. Some instances police will go to property with LL to serve notice. Grange St served management order where LL was too afraid to take action.</p> <p>No way round it, also not allowed to publish a list of bad landlords, only good ones. We'll do referencing, can't tell you exactly what they've done but advise caution where requires, idea of severity. Still exploring this issue as was raised at Private Rented Sector Forum.</p> <p>Where do you find hard to let? What's Healey Wood like compared to Burnley Wood?</p>
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12/10/2015	Landlord	Consultation Meeting	<p>Landlords should only pay to be licenced once, even if have multiple properties.</p> <p>Would welcome inspections if it came in, but shouldn't be charged per property.</p> <p>Looking at costs, getting nothing from one property for 17 months, all income taken by fees, Tax, repairs etc, another cost. Going to apply for accreditation.</p> <p>Personally I think it's a good idea (Selective Licensing), I like it, but I can't get past the fee. Top end of Leyland Road is ok, bottom end where it becomes claustrophobic is a problems area.</p> <p>Queried consultation and decision.</p> <p>Do schemes ever get turned down?</p> <p>Build up a friendship with some tenants. If it gets to the stage where the tenant is</p>	<p>Legislation is clear, every individual private rented property has to be licenced.</p> <p>Has been some hearsay re: fees, had people tell us they've heard its £900 per year. Explained regarding fee structure £750 first property £670 thereafter and discounts regarding accredited landlords of 30% reductions. Explained how to become accredited.</p> <p>Ideally we would charge nothing for the licence. Discount is offered to recognise good landlords.</p> <p>Report to Exec Jan 2016, if approved, Secretary of State.</p> <p>Not sure under the new rule, we may be the first to test it. Don't know if any refused. Hyndburn challenged by LLs who won, went to judicial review, then was brought in.</p>

			ringing the council, something has gone wrong.	
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Meeting with NLA 17th July 2015

Clare Jackson (BBC)

Robert Johnson (NLA)

Gavin Dick (NLA)

CJ outlined the Council's proposals and the main reasons for those proposals.

Fundamentally opposed to selective licensing, however welcome the training that Burnley provides to support landlords.

CJ six landlord development days planned from January 2014 to October 2015. They are well attended and in the main feedback is good. Covers all aspects of property management.

Landlords are not responsible for the behaviour of their tenants and there should be more consequences for tenants.

CJ may not be responsible for their behaviour but they can act more due diligently when granting tenancies through thorough referencing. Where the tenant breaches the tenancy agreement through anti-social behaviour have a procedure for dealing with such breaches.

CJ Trinity has seen improvements in property condition and housing management, with less anti-social behaviour and environmental crime. There has been a reduction in empty properties over the first year of the current designation, turnover is more in line with the borough average and the median house price has increased. Following the economic downturn, house prices in the Trinity designation recovered at a faster rate than those of the wider ward and borough, demonstrating an increase in demand for property here. here is the evidence that the current schemes are working in Burnley.

Why don't Burnley recognise NLA accreditation as a way for a landlord to receive a discount from the accreditation fees?

CJ the Council have run an accreditation scheme (GLAS) since 2001 which unlike the NLA schemes includes a percentage of property inspections for each landlord. Improved property condition is integral to improving the private rented sector in Burnley; GLAS is one scheme which helps achieve this. Landlords who are already a member of this scheme do receive a 30% discount to the selective licensing fees.

Financial institutes will not approve buy to let mortgages in the selective licensing area. Although they can't have a blanket policy selective licensing areas are too high risk for them.

CJ several years ago we had one incident reported to the Council but nothing further. We will however undertake further research into this area.

Talked about Home Safe Scheme that Doncaster City Council is piloting. Twin track to selective Licensing.

Meeting with Home Safe 1st October 2015

Paul Gatrell (BBC)

Clare Jackson (BBC)

Carl Agar (Home Safe)

Ian Wales (Home Safe)

The Home Safe Scheme is an advisory body for Landlords operating within the Private Rented Sector. It is a code of practice that incorporates both local and national standards, as well as any selective license conditions that may be applicable to the Doncaster City Council area.

Apply to join the Home Safe Scheme, which checks all applicants details and the property documentation and advises what we will be needed in order to apply to Doncaster for a selective license for the properties. Once this has been done Home Safe will then apply to the council for a license on the landlords behalf. Doncaster will then issue a license and Home Safe will then carry out the first property inspection.

Cost - a one-off fee of £25 together with an agreement to pay £5 per month thereafter (or £50 per year).

Home Safe will then submit an application on your behalf direct to Doncaster for £75. The Home Safe Scheme will raise additional charges for the required annual property inspections of £50 per inspection, however members will have the opportunity to attend a one-off inspection training course at a one-off cost of £50, enabling Landlords to perform their own inspections, making the minimum overall cost lower than the direct application route through Doncaster City Council which has been capped at £500, actual running costs are higher.

Total £400 if landlords do their own property inspections after the training course.

Started around 18 months ago.

Currently have 650 private rented properties signed up to the scheme.

Have a quarterly landlord forum.

On line complaints service for landlords, tenants, and the local authorities.

Developing a tenant database so that landlords can enter end of tenancy details such as rent arrears, property damage. Tenants would have to agree to this at the beginning of the tenancy agreement and would be identified by their NI number. Tenants would have a right of appeal.