

## Consultation Results and Transcript: Burnley Wood with Healey Wood

Burnley Wood with Healey Wood is the largest area that the council are proposing to designate for selective licensing. There are approximately 1257 properties in the proposed selective licensing designation in Burnley Wood with Healey Wood, of which it is estimated 33% are privately rented. During the consultation period we received 169 questionnaire responses from residents/businesses and 31 from landlords operating in the area. The responses from both groups are detailed below. Further written representations are detailed in the transcripts which follow.

In summary the area is currently suffering from low housing demand, having nearly double the number of private rented properties than the Borough. Significantly lower median house prices than that of the ward it is situated in and that of the Borough. There is also nearly double the number of empty properties within the designation area compared to that of the Borough. There is a high percentage of environmental crime and key hot spots of anti-social behaviour identified by Lancashire Community Safety Partnership.

The quantitative statistical data is supported by the qualitative descriptive information from the questionnaires received from residents who believe that the area is suffering from low housing demand in relation to empty properties, nuisance and antisocial behaviour, poor quality properties, a high turnover of private rented tenants, a poor perception of private landlords, badly managed rented houses, rubbish dumping, low house prices and people not wanting to stay in the area. The one exception is low rent levels; the majority of residents had no comment on this point.

This belief differed considerably from landlords and businesses, the majority believing that the problems associated with low housing demand were not a big problem or not a problem at all.

The majority (67.7%) of landlords operating in this area are not a member of a professional body nor have they attended any landlord events held by the Council. This raises concerns over how landlords know and keep up to date with all the legal responsibilities as well as best practices and sources of advice and guidance to ensure they do have suitable management practices in place for their properties.

The majority of residents who responded to the questionnaires state that they have encountered problems with private rented properties in their area and that the Council should have more control over the sector.

Furthermore there is a distinct difference of opinion between residents and landlords over Council intervention and whether selective licensing can assist with the problems of low housing demand. 88.4% of residents agreed with the Council's proposals to introduce selective licensing compared to 87.5% of landlords who disagreed. The main reasons for this disagreement were:

1. The cost of the licence fees are too high

2. Selective Licensing has not worked in other areas
3. There are no problems with property/tenants/the area.

**Responses from Landlords**

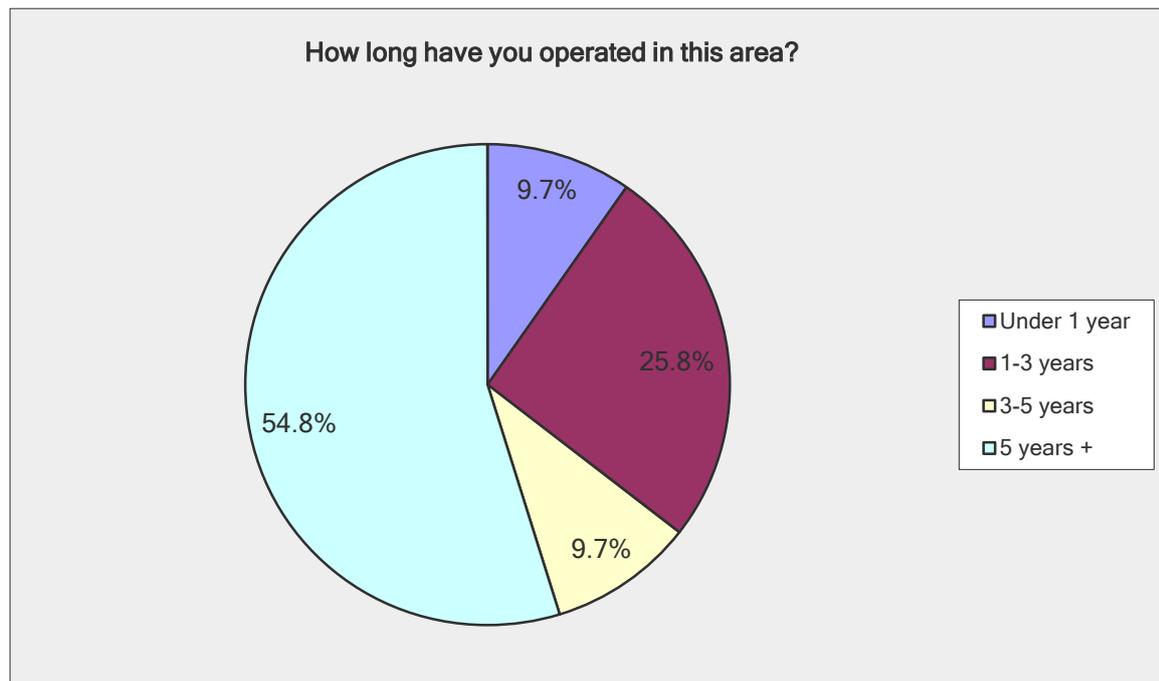
**Question 1: Personal Information**

**Question 2: Are you...?**

Answer Options	Response Percent	Response Count
A landlord?	96.8%	30
A managing agent?	3.2%	1
A letting agent?	0.0%	0
<i>answered question</i>		<b>31</b>
<i>skipped question</i>		<b>0</b>

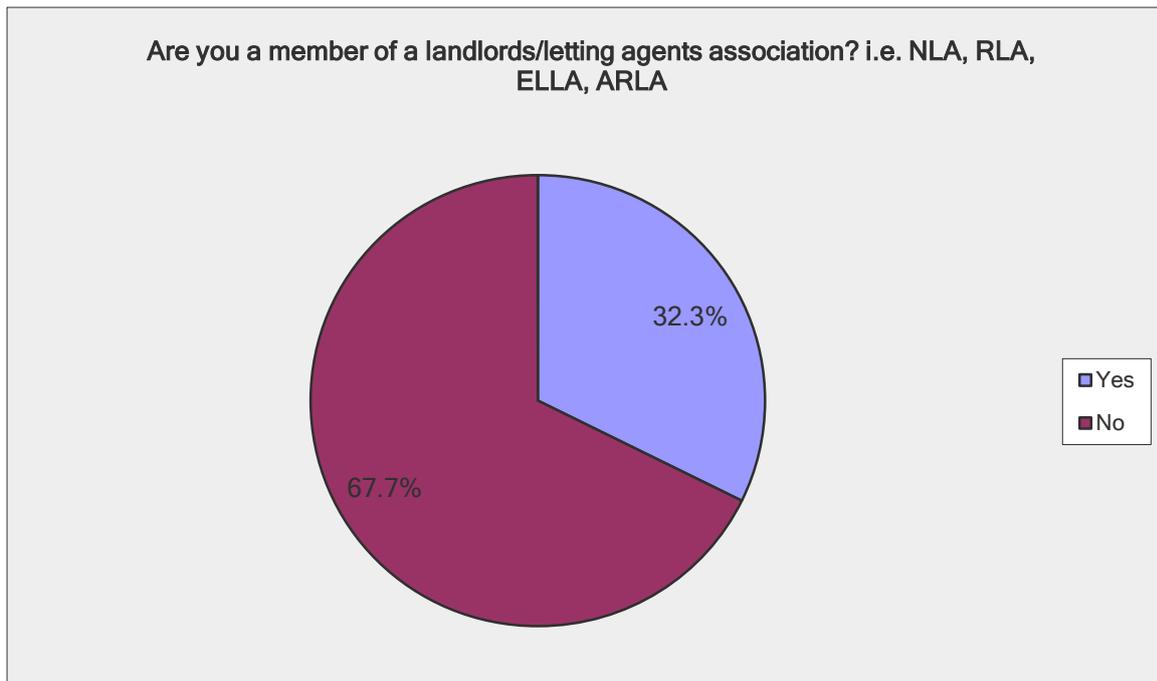
The questionnaire was completed by 30 landlords and one managing agent.

**Question 3**



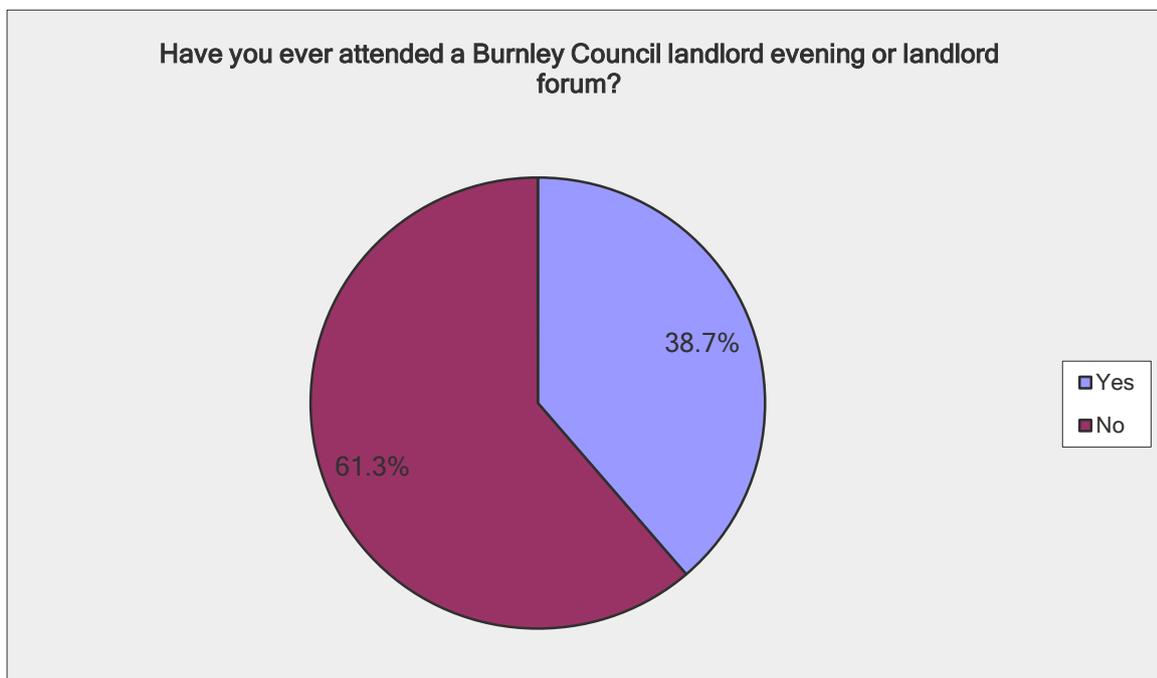
Just over half of the respondents have operated in the area for five years or more, with around a quarter having been in operation between one and three years.

#### Question 4



A significant number of respondents (around two thirds) are not members of any professional body related to property management.

#### Question 5



Most of the respondents (61.3%) have never attended a landlords' evening/forum held by the council.

**Question 6/7: How many properties do you own/manage in Burnley? How many are in the proposed designation area?**

	<b>Burnley</b>	<b>Proposed Designation</b>
<b>Number owned/managed</b>	<b>Number of respondents</b>	<b>Number of respondents</b>
1	8	13
2-5	12	8
6-10	3	2
11-15	1	1
16+	5	2

The above table demonstrates that just under half of respondents are owners of multiple properties, owning between two and five properties in Burnley.

Within the proposed licensing area, half of those who answered the question own just one property.

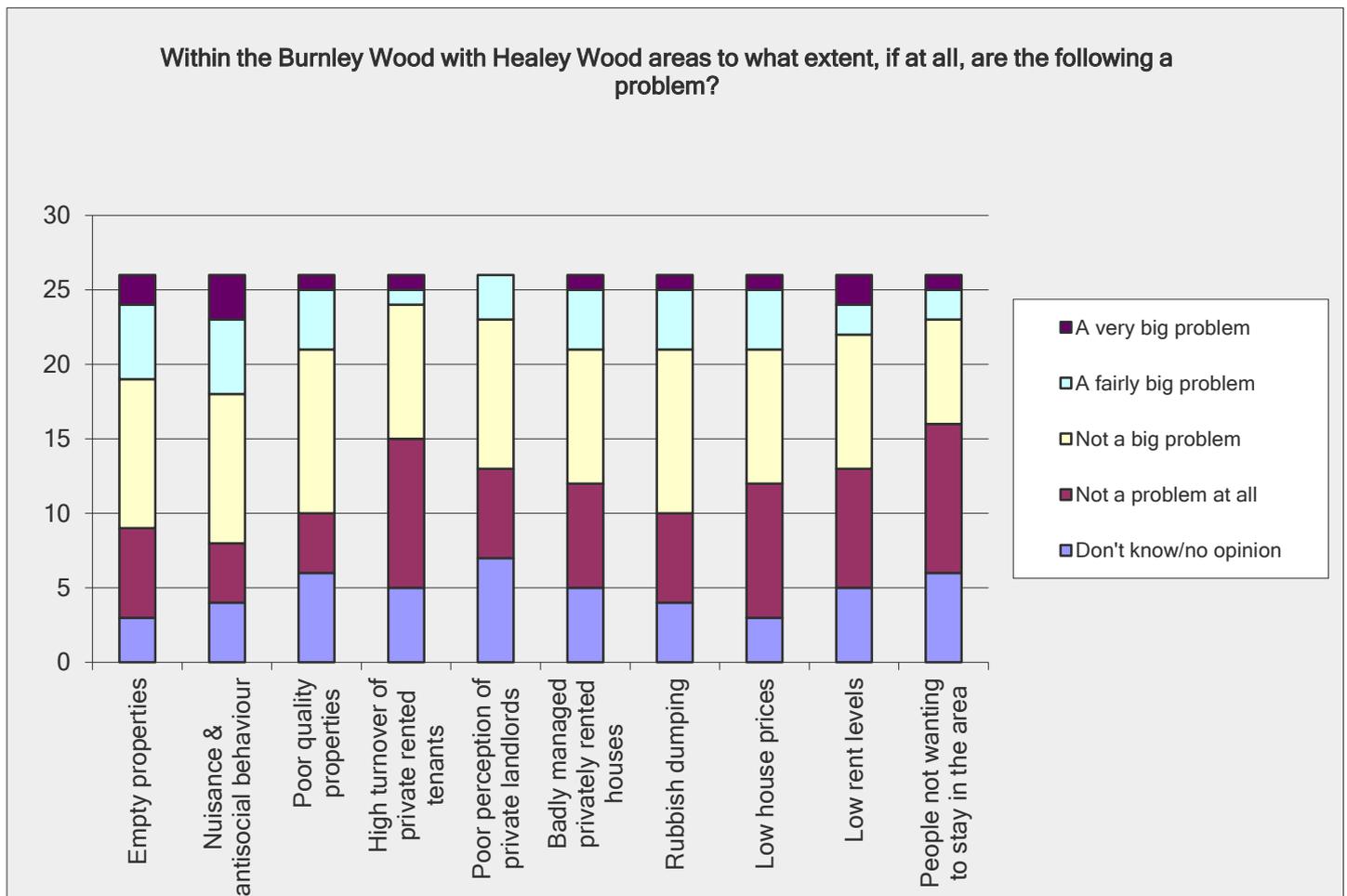
Two respondents skipped Question 6 (number owned in Burnley).

Five respondents skipped/did not answer Question 7 (number owned in proposed designation).

**Question 8: Within the Burnley Wood with Healey Wood area to what extent, if at all, are the following a problem?**

Answer Options	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	Don't know/no opinion	Response Count
Empty properties	2	5	10	6	3	26
Nuisance & antisocial behaviour	3	5	10	4	4	26
Poor quality properties	1	4	11	4	6	26
High turnover of private rented tenants	1	1	9	10	5	26
Poor perception of private landlords	0	3	10	6	7	26
Badly managed privately rented houses	1	4	9	7	5	26
Rubbish dumping	1	4	11	6	4	26
Low house prices	1	4	9	9	3	26
Low rent levels	2	2	9	8	5	26
People not wanting to stay in the area	1	2	7	10	6	26

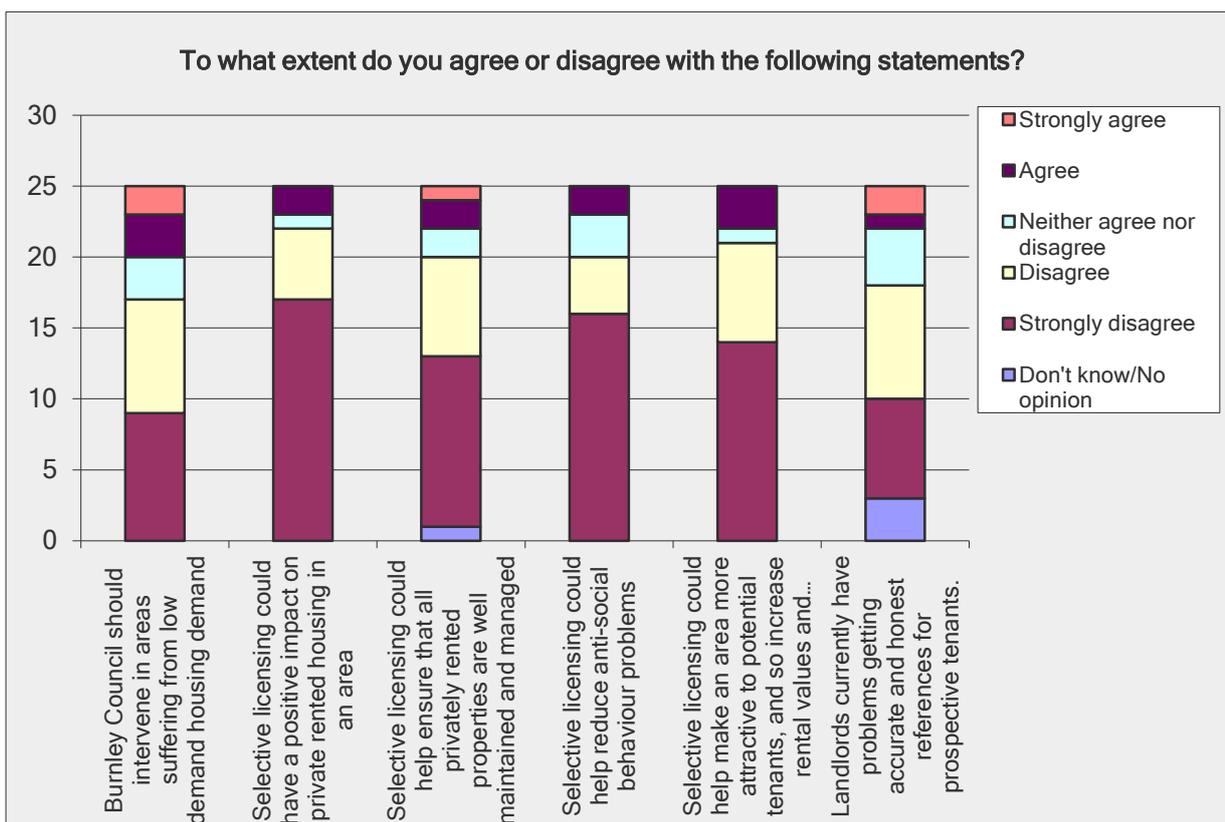
The questionnaire listed a series of possible issues in the proposed designation area and asked landlords to rate to what extent they were a problem. The most common responses in relation to the potential problems above were ‘not a big problem’ and ‘not a problem at all’, indicating these respondents do not believe the area to be suffering significantly from the issues listed. The responses are illustrated in graph format below. Five respondents skipped this question.



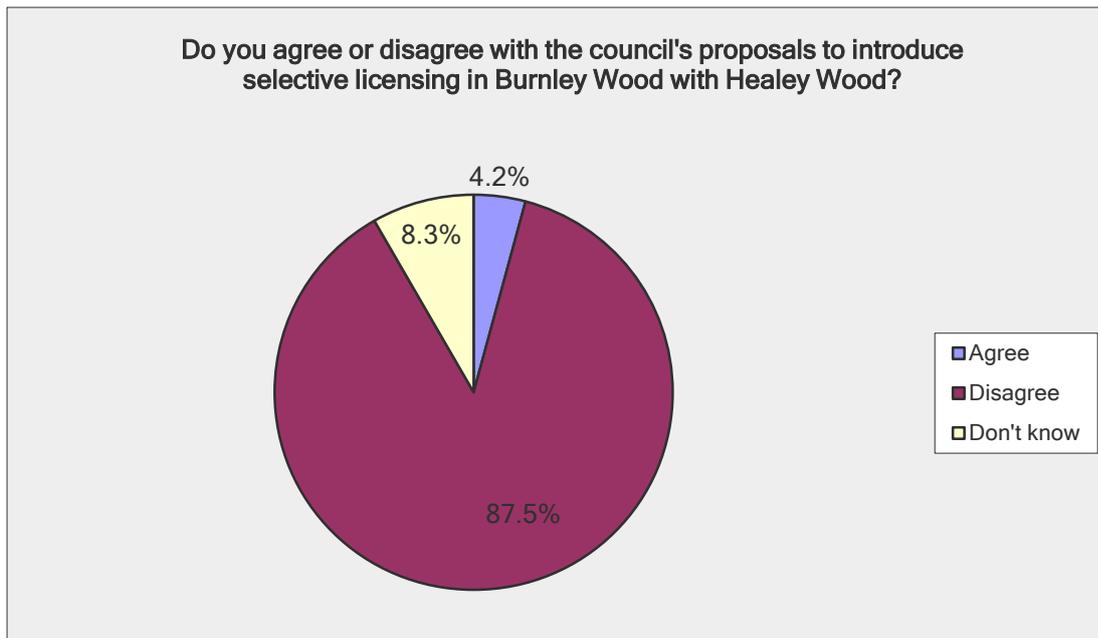
### Question 9: To what extent do you agree or disagree with the following statements?

Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/No opinion	Response Count
Burnley Council should intervene in areas suffering from low demand housing demand	2	3	3	8	9	0	25
Selective licensing could have a positive impact on private rented housing in an area	0	2	1	5	17	0	25
Selective licensing could help ensure that all privately rented properties are well maintained and managed	1	2	2	7	12	1	25
Selective licensing could help reduce anti-social behaviour problems	0	2	3	4	16	0	25
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	0	3	1	7	14	0	25
Landlords currently have problems getting accurate and honest references for prospective tenants.	2	1	4	8	7	3	25

The questionnaire asked respondents to what extent they agreed with a series of statements relating to selective licensing and the private rented sector. The majority of respondents either disagreed or strongly disagreed with all of the statements, indicating that they do not believe selective licensing is appropriate for the Burnley Wood with Healey Wood area. The most common response was strong disagreement that selective licensing could have a positive impact on private rented housing in an area. Very few respondents agreed with any of the statements, and six respondents skipped this question. Responses are illustrated in graph format below.

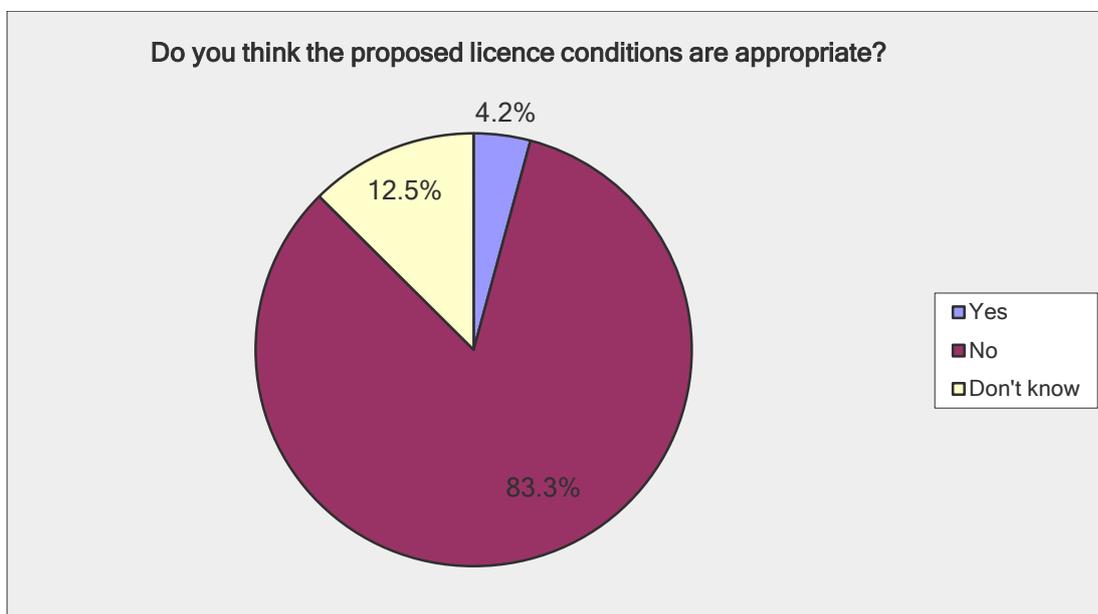


### Question 10



87.5% of respondents to the landlord questionnaire are against proposals to introduce selective licensing in Burnley Wood with Healey Wood, whilst 4.2% are in favour. 8.3% are unsure and seven respondents skipped this question.

### Question 11



The majority (83.3%) of respondents do not believe that the proposed licence conditions are appropriate. Seven respondents skipped this question.

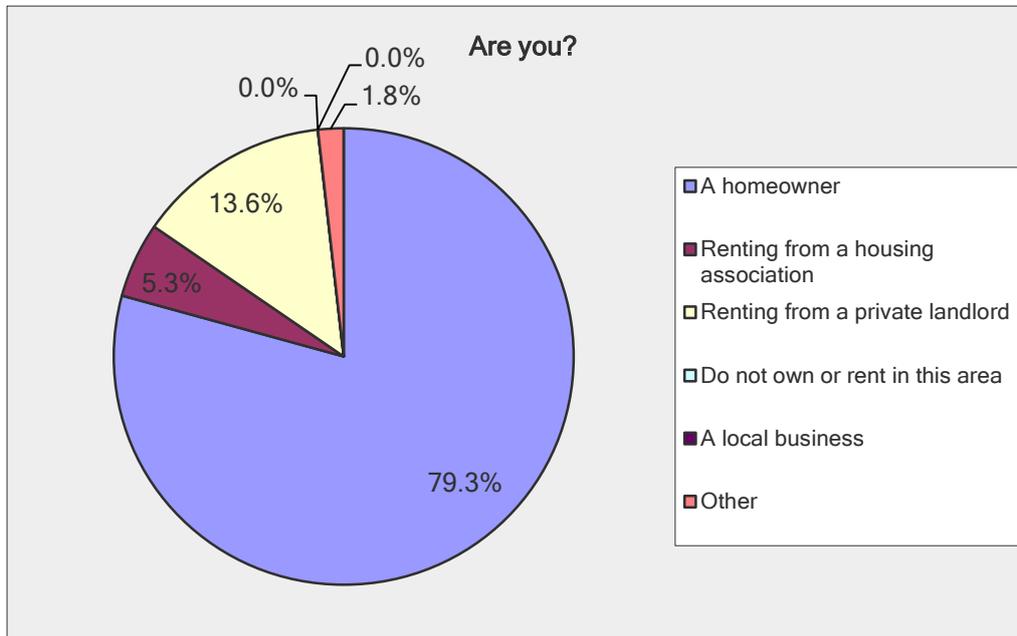
### Question 12: My reasons/comments

See transcript for comments received.

## Responses from Residents/Businesses

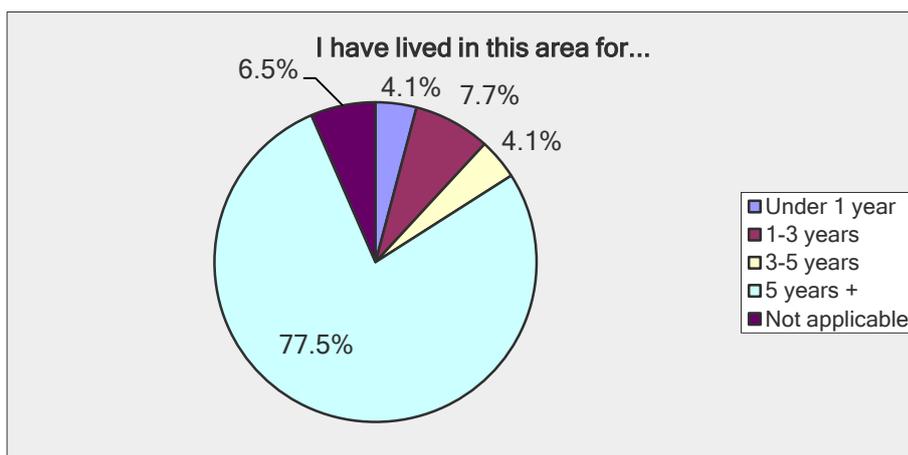
### Question 1: Personal Information

#### Question 2: Are you...?



The majority of respondents (79.3%) are homeowners, with 13.6% renting from private landlords.

#### Question 3/4: Do you live in the Burnley Wood with Healey Wood area? How long have you lived here?

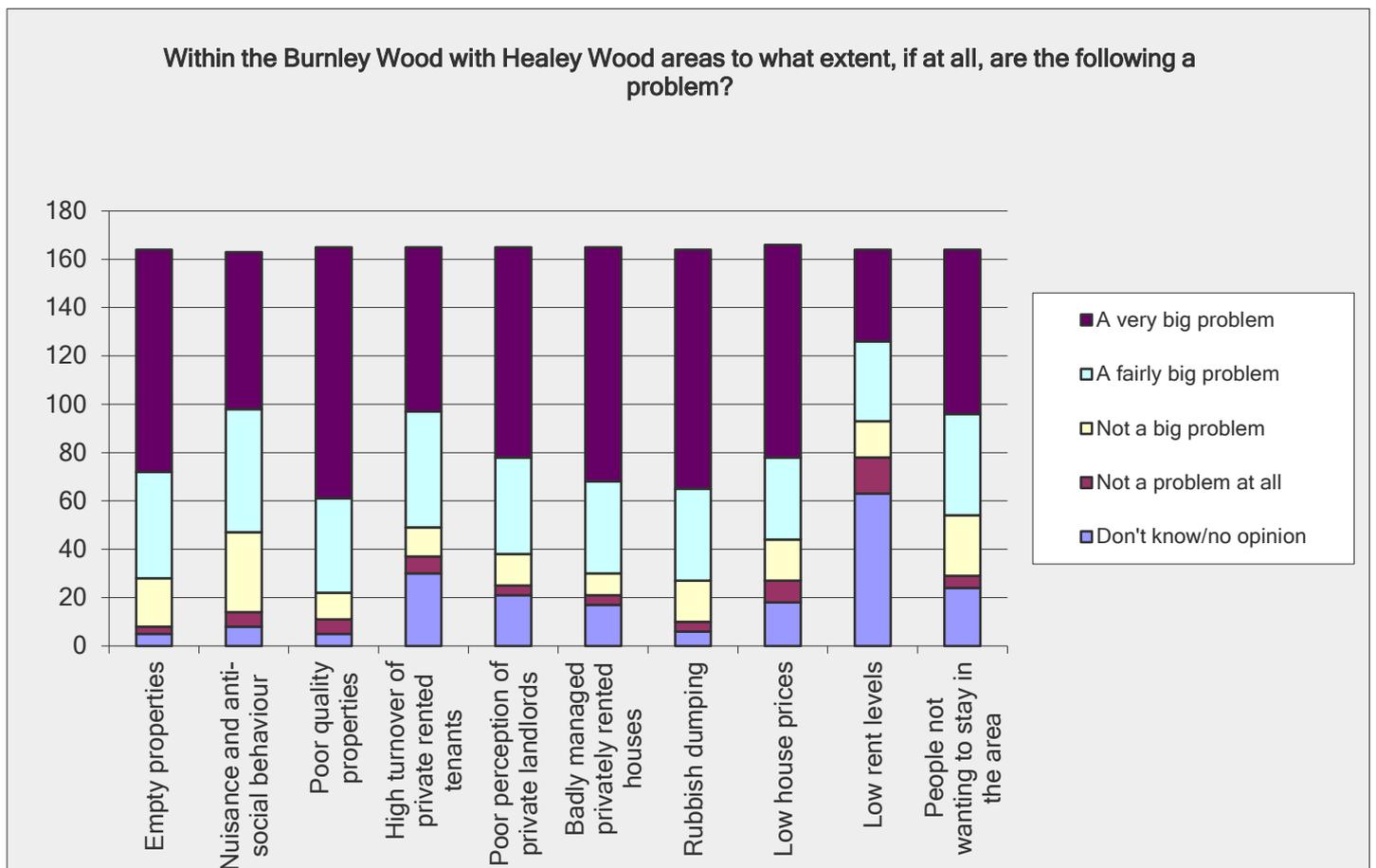


166 of the respondents live in the Burnley Wood with Healey Wood area (98.2%). Of these, 77.5% have lived here for five years or more.

**Question 5: Within the Burnley Wood with Healey Wood area to what extent, if at all, are the following a problem?**

Answer Options	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	Don't know/no opinion	Response Count
Empty properties	92	44	20	3	5	164
Nuisance and anti-social behaviour	65	51	33	6	8	163
Poor quality properties	104	39	11	6	5	165
High turnover of private rented tenants	68	48	12	7	30	165
Poor perception of private landlords	87	40	13	4	21	165
Badly managed privately rented houses	97	38	9	4	17	165
Rubbish dumping	99	38	17	4	6	164
Low house prices	88	34	17	9	18	166
Low rent levels	38	33	15	15	63	164
People not wanting to stay in the area	68	42	25	5	24	164

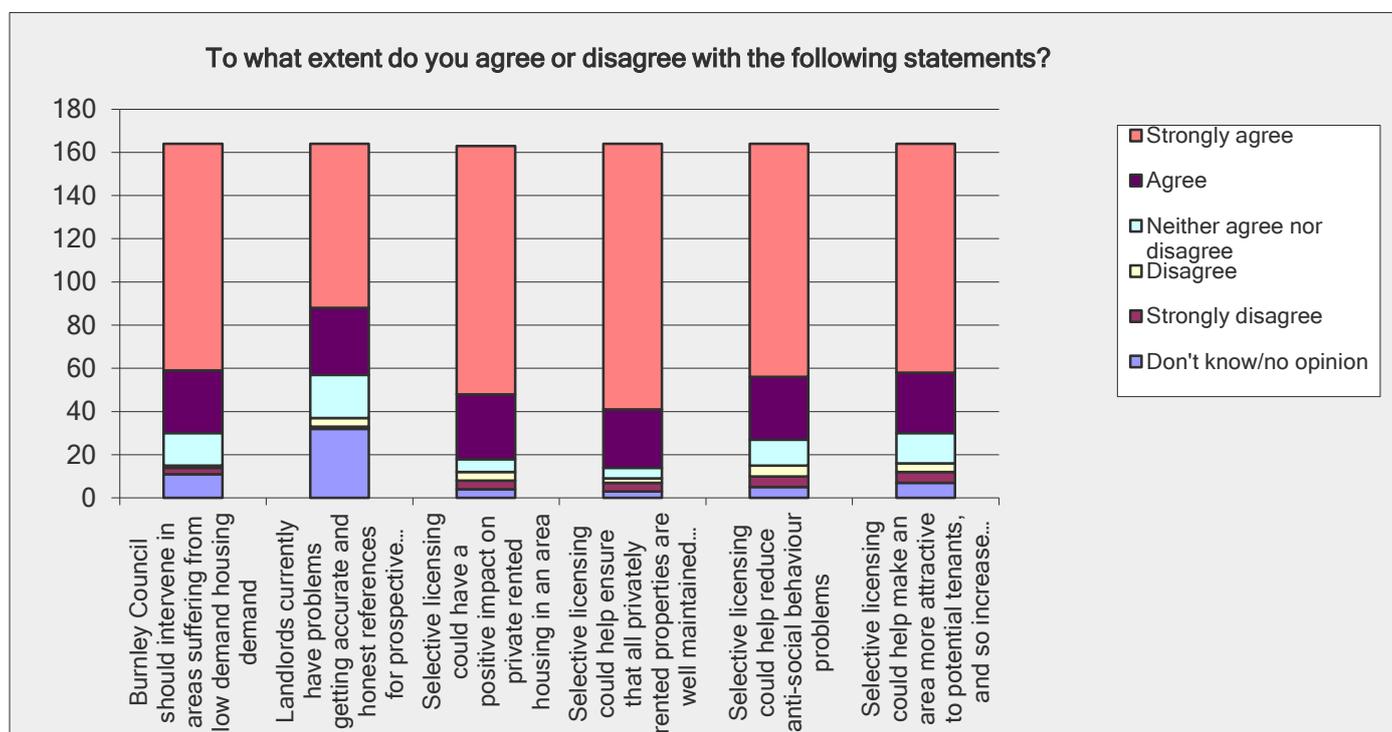
The questionnaire listed a series of possible issues in the proposed designation area and asked respondents to rate to what extent they were a problem. With the exception of low rent levels, the majority of respondents are highly concerned about the above issues, with most considering them to be a very or fairly big problem. The biggest concern appears to be poor quality properties with 104 respondents indicating this is a very big problem (62% of respondents). The results of this question are illustrated in graph format below. Two respondents skipped this question.



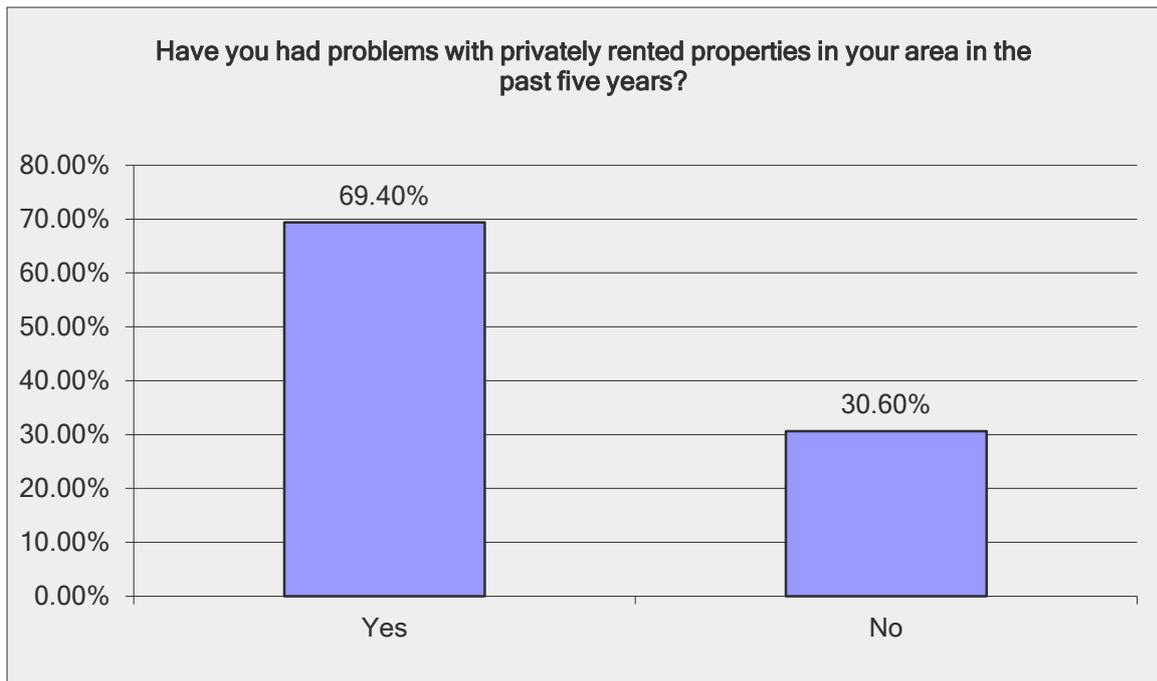
### Question 6: To what extent do you agree with the following statements?

Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/no opinion	Response Count
Burnley Council should intervene in areas suffering from low demand housing demand	105	29	15	1	3	11	164
Landlords currently have problems getting accurate and honest references for prospective tenants	76	31	20	4	1	32	164
Selective licensing could have a positive impact on private rented housing in an area	115	30	6	4	4	4	163
Selective licensing could help ensure that all privately rented properties are well maintained and managed	123	27	5	2	4	3	164
Selective licensing could help reduce anti-social behaviour problems	108	29	12	5	5	5	164
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	106	28	14	4	5	7	164

The questionnaire asked respondents to what extent they agreed with a series of statements relating to selective licensing and the private rented sector. The majority of respondents agreed or strongly agreed that landlords have problems getting honest references for tenants, and the majority also strongly agreed with the other five statements. The highest response was to the statement ‘selective licensing could help ensure that all privately rented properties are well maintained and managed’, which 123 of the respondents strongly agreed with (representing 75% of those who answered the question). Five people skipped this question. The results are illustrated in graph format below.

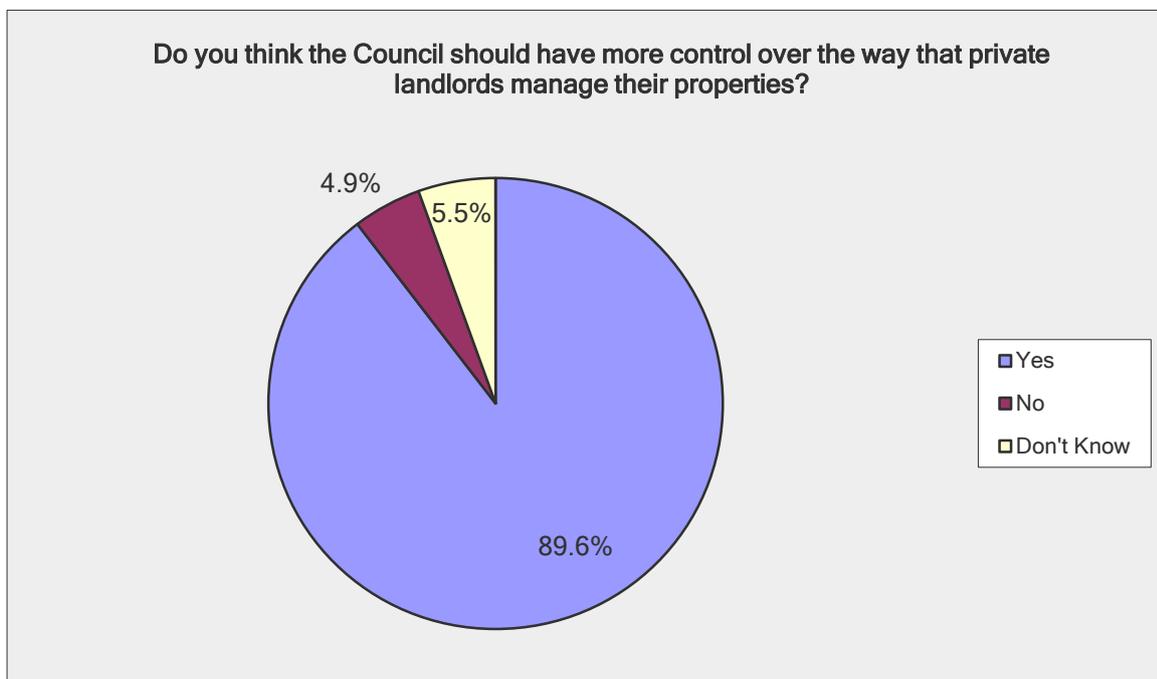


### Question 7



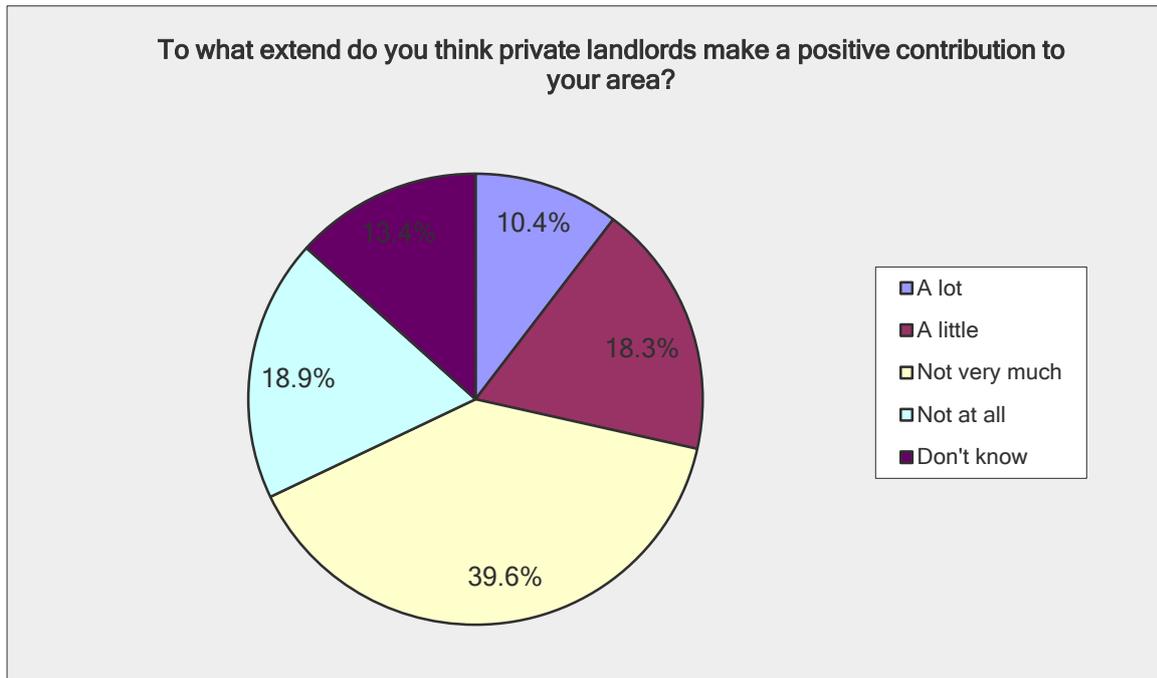
19 respondents skipped this question. Of those that answered, 69% had experienced problems with private rented properties in the past five years. Three respondents answered yes and no to this question. Their responses have been removed from the data represented by the above graph.

### Question 8

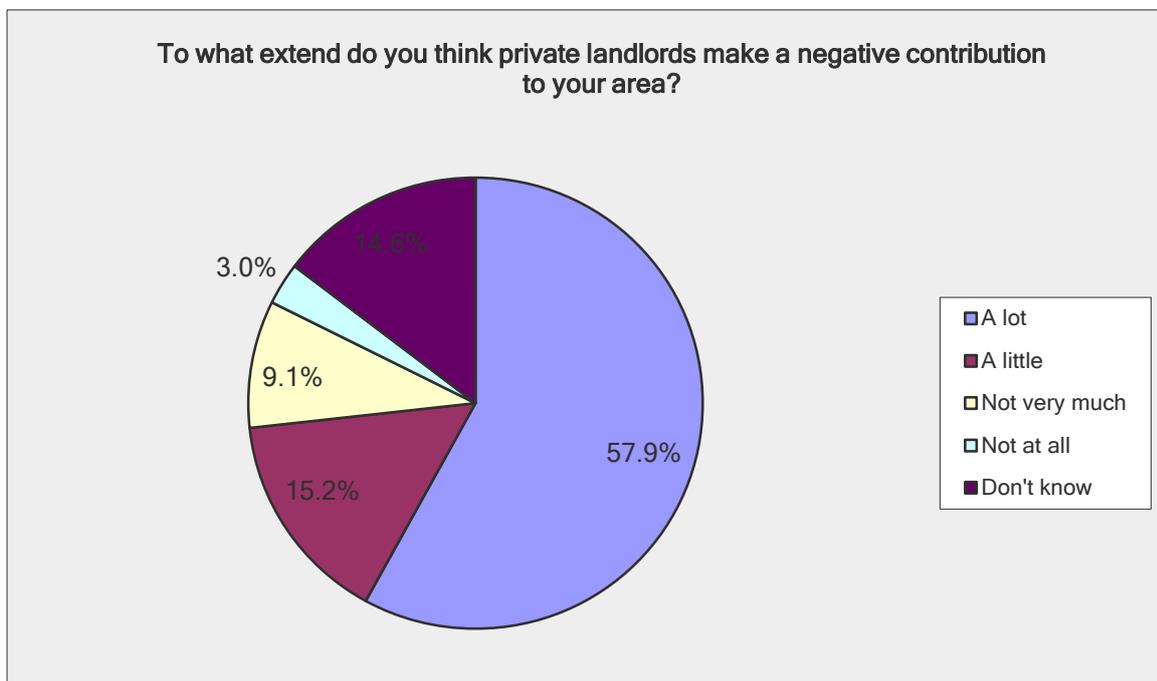


Just less than 90% of respondents believe the council should have more control over the way landlords manage their properties. Five respondents skipped this question.

### Question 9

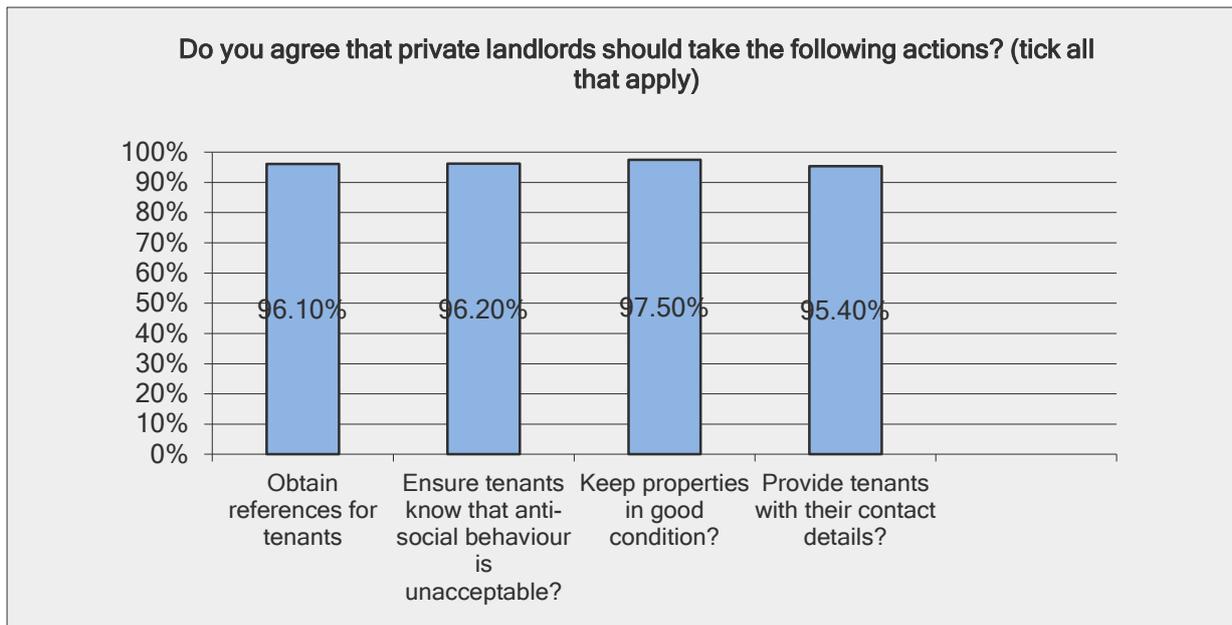


### Question 10



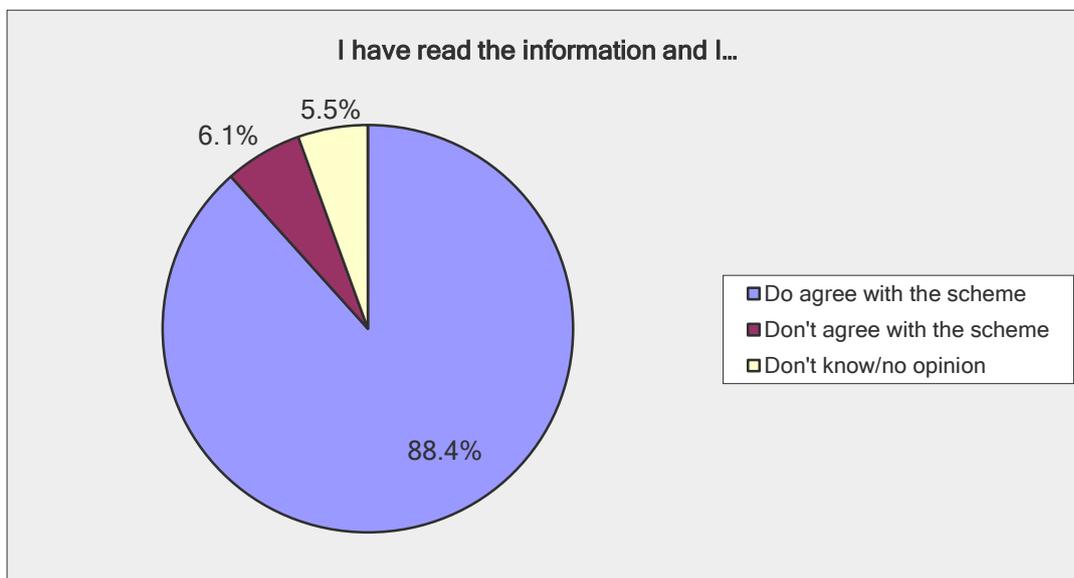
Responses to questions 9 and 10 demonstrate that over half of respondents believe private landlords are making a negative contribution in Burnley Wood with Healey Wood. 39.6% believe they do not make much of a positive contribution. This further indicates a poor perception of private landlords in the Burnley Wood with Healey Wood area. Five people skipped these questions.

### Question 11



The vast majority of respondents agreed that landlords should be take the actions detailed in the graph. The issue most people think landlords should be addressing is keeping their properties in good condition.

### Question 12



The graph demonstrates that the majority of residents who responded via the consultation questionnaire are in favour of the introduction of selective licensing in Burnley Wood with Healey Wood (88.4%).

### Question 13: My reasons/comments

See transcript for comments received.

### Perceptions of problems in Burnley Wood with Healey Wood

Question 8 in the landlords' questionnaire and question 5 in the residents/business questionnaire asked to what extent ten issues were a problem in the Leyland Road area. The table below compares responses from both landlords and residents/businesses; figures indicate number of responses.

	Landlord responses					Resident/business responses				
	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment
Empty properties	2 (8%)	5 (19%)	10 (38%)	6 (23%)	3 (12%)	92 (56%)	44 (27%)	20 (12%)	3 (2%)	5 (3%)
Nuisance and ASB	3 (12%)	5 (19%)	10 (38%)	4 (15%)	4 (15%)	65 (40%)	51 (31%)	33 (20%)	6 (4%)	8 (5%)
Poor quality properties	1 (4%)	4 (15%)	11 (42%)	4 (15%)	6 (23%)	104 (63%)	39 (24%)	11 (7%)	6 (4%)	5 (3%)
High tenant turnover	1 (4%)	1 (4%)	9 (35%)	10 (38%)	5 (19%)	68 (41%)	48 (29%)	12 (7%)	7 (4%)	30 (18%)
Poor perception of landlords	0 (0%)	3 (12%)	10 (38%)	6 (23%)	7 (27%)	87 (53%)	40 (24%)	13 (8%)	4 (2%)	21 (13%)
Badly managed rented houses	1 (4%)	4 (15%)	9 (35%)	7 (27%)	5 (19%)	97 (59%)	38 (23%)	9 (5%)	4 (2%)	17 (10%)
Rubbish dumping	1 (4%)	4 (15%)	11 (42%)	6 (23%)	4 (15%)	99 (60%)	38 (23%)	17 (10%)	4 (2%)	6 (4%)
Low house prices	1 (4%)	4 (15%)	9 (35%)	9 (34%)	3 (12%)	88 (53%)	34 (20%)	17 (10%)	9 (5%)	18 (11%)
Low rent levels	2 (8%)	2 (8%)	9 (35%)	8 (31%)	5 (19%)	38 (23%)	33 (20%)	15 (9%)	15 (9%)	63 (38%)
People not wanting to stay in area	1 (4%)	2 (8%)	7 (27%)	10 (39%)	6 (23%)	68 (41%)	42 (26%)	25 (15%)	5 (3%)	24 (15%)

The table demonstrates that the majority of landlords do not consider the area to be suffering from the problems listed, whereas residents and businesses in the Burnley Wood with Healey Wood area have significant concerns about their community and local area. The biggest concern indicated in the resident/business questionnaire is poor quality of properties, which 15 of the landlords who completed the survey (57.7%) did not believe was a problem.

### **Perceptions of possible solutions in Burnley Wood with Healey Wood**

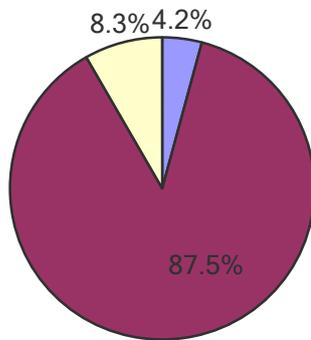
Question 9 in the landlords' questionnaire and question 6 in the residents/business questionnaire asked respondents to indicate how strongly they agreed/disagreed with a series of statements regarding selective licensing and the private rented sector. The table below compares responses from both landlords and residents/businesses.

	Landlords' Responses						Resident/Businesses Responses					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	No comment	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	No comment
Burnley Council should intervene in areas suffering from low housing demand	2 (8%)	3 (12%)	3 (12%)	8 (32%)	9 (36%)	0 (0%)	105 (64%)	29 (18%)	15 (9%)	1 (1%)	3 (2%)	11 (7%)
Selective licensing could have a positive impact on private rented housing in an area	0 (0%)	2 (8%)	1 (4%)	5 (20%)	17 (68%)	0 (0%)	115 (70%)	30 (18%)	6 (4%)	4 (2%)	4 (2%)	4 (2%)
Selective licensing could ensure that all privately rented properties are well maintained and managed	1 (4%)	2 (8%)	2 (8%)	7 (28%)	12 (48%)	1 (4%)	123 (75%)	27 (16%)	5 (3%)	2 (1%)	4 (2%)	3 (2%)
Selective licensing could help reduce anti-social behaviour problems	0 (0%)	2 (8%)	3 (12%)	4 (16%)	16 (64%)	0 (0%)	108 (66%)	29 (18%)	12 (7%)	5 (3%)	5 (3%)	5 (3%)
Selective licensing could make an area more attractive to potential tenants, and so increase rental and property values	0 (0%)	3 (12%)	1 (4%)	7 (28%)	14 (56%)	0 (0%)	106 (65%)	28 (17%)	14 (9%)	4 (2%)	5 (3%)	7 (4%)
Landlords currently have problems getting accurate and honest references for prospective tenants	2 (8%)	1 (4%)	4 (16%)	8 (32%)	7 (28%)	3 (12%)	76 (46%)	31 (19%)	20 (12%)	4 (2%)	1 (1%)	32 (20%)

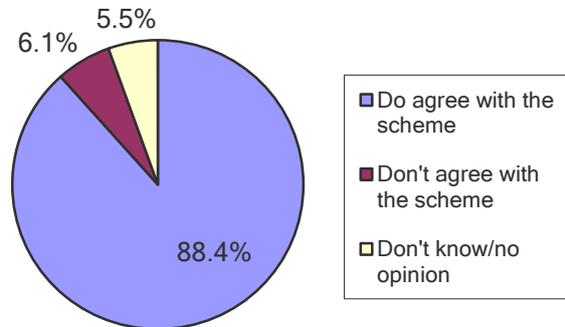
The table above demonstrates the distinct disparity of opinion between landlord and resident/business regarding the above statements.

**Do you agree with the council's proposals to introduce selective licensing in Burnley Wood with Healey Wood?**

Landlord Response



Resident/Business Response



The above charts demonstrate that 87.5% of landlords are against introducing selective licensing in Burnley Wood with Healey Wood, whilst 88.4% of residents/businesses are in favour of the scheme.

## Burnley Wood with Healey Wood – summary of responses

Queries/comments from residents:

Comment	Number of respondents
Good idea/area needs it/will raise standards/will improve area and properties	33
Area in decline/house prices have fallen/used to be sought after/run-down properties	22
Bad/absent LLs in area/just want money/don't care about area/make them accountable	12
ASB/drugs a problem	8
Rubbish/empty properties a problem	6
Hard for LLs to manage tenants/LLs not solely responsible for tenants behaviour	4
Concerned cost passed to tenants/rent increase/cost council more in benefits	4
Poor managing agents a problem	3
Council should buy all empty properties/demolition/redevelopment	3
Strong monitoring of LLs, tenants and home owners needed	3
Don't believe will improve standards/poor LLs will continue to operate	2
No problems with rented houses/good LLs in the area	2
Good LLs = better tenants/ scheme would attract good LLs	2
Just a money making scheme	2
Burnley Council and Calico responsible for decline of area	2
Council not interested in Healey Wood, only Burnley Wood	1
Area quieter now than used to be	1
Owner occupiers suffer as area declines	1
Good tenants leaving as bad LLs refuse to do repairs	1
Rail links mean commuters to Manchester could be attracted to area [if improve housing stock]	1
Owners who don't manage properties well should lose them; given to community group to manage	1
Have had problems with rented properties/tenants	1
Will help to foster more respect for homes/community	1
Should be able to buy run-down houses and get loan for improvements	1
Most people in area good; small minority cause problems	1
Good LLs have nothing to fear from scheme	1
Will help to make sure council tax is paid	1
People on low income/benefits have no choice but to rent poor properties	1
Tenants afraid to complain against LL	1
Problems not confined to Burnley Wood	1
Need CCTV in problem areas	1
Would improve tenant/LL relations	1

Queries/comments from landlords:

Comment	Number of respondents
Too expensive/other councils cheaper and more effective/profits already low	12
Scheme doesn't work/ineffective/isn't working elsewhere/poor service/little progress	10
No problems with my property/tenants/area	7
Shouldn't penalise good landlords/need to target poor landlords	6
Good landlords will be forced out/will sell up	5
Council have already made decision	5

Need alley-gates: prevent ASB/crime/fly-tipping	3
House prices will fall	3
Banks won't lend in licensing areas	3
LLs have no control over tenant behaviour/LLs victim of tenants behaviour/no support from council	2
Rents will rise	2
"Money-making" scheme for council/to create jobs at council	2
ASB at Calico properties/ Calico tenants cause problems for private tenants	2
Queried 20% Secretary of State approval required	1
Already sufficient legislation to tackle ASB/problem properties	1
Scheme stigmatises the area	1
LL and tenant behaviour should be monitored	1
Target owners of empty properties	1
Survey: questions very "closed"; little room for extra comment	1
Empty properties not a problem	1
Turnover of tenants is low	1
Accreditation sufficient to distinguish between good/poor LLs	1
Not aware of rubbish dumping problem	1
Happy with rent levels property commands	1
Scheme doesn't stop poor LLs operating	1
Council unable to enforce required standards	1
Demolition in Burnley Wood caused "bad" tenants to move to Gannow/Leyland Rd area	1
Can't allow kids to play out; Laithe St: squatters, no back gates	1
Been victim of burglaries/vandalism/fly-tipping	1
Increase LHA for compliant properties	1
Became "accidental" LL as couldn't sell property	1
Too bureaucratic/takes up too much time	1
Puts off investors	1

Streets which should be included/excluded:

Street	Number of respondents
<i>Should be included</i>	
Stoney Street	2
Huffling Lane	2
Branch Road	2
Laithe Street	2
Reed Street	1
Parkinson Street	1
Hollingreave Road	1
Brooklands Street	1
Ballam Street	1
Kingsland Road	1
Kingsland Grove	1
Dall Street	1
<i>Should be excluded</i>	
Huffling Lane	1
Berry Street	1
Parkinson Street	1

N.B. One landlord argued if Berry Street was included, Cleveland Street should also be included, or Berry Street removed.

PRSF: Emily St., Hollingreave Rd., Marlborough St., Parliament St. not problem streets.

Landlord evening: Berry St a good street.

Landlord meeting: Huffling Lane and top of Hollingreave Rd decent, Berry St ok. Scheme appropriate for Parliament St., Dall St., Reed St., Laithe St.

Police meeting: possible problem streets identified:

- Plumbe St
- Pine St
- Ash St
- Oxford Road
- Parliament Street

Concerns raised at meeting regarding tenants moving to another property within the area.

Discussion of possible clause to prevent this, ASBO powers.

**Consultation Transcript: Burnley Wood with Healey Wood**

Date	Name	Method – Phone/Letter/Email /Questionnaire	Query/Comment/Response	BBC Response
11/06/2015	Local police officers	Meeting	<p>Discussion of scheme. Possible pitfall of tenants moving from one property to another. Suggestion of putting clause in preventing tenants moving back to area. Potential problem streets identified:</p> <ul style="list-style-type: none"> <li>- Plumbe Street</li> <li>- Pine Street</li> <li>- Ash Street</li> <li>- Oxford Road</li> <li>- Parliament Street</li> </ul>	
01/07/2015	Resident	Phone Call	Said no longer landlord, own property and occupy it themselves. Said the letter didn't apply as it was all for landlords.	Thanked them for the call and explained that as residents they would still receive some information through their door and have the opportunity to have a say in relation to the proposal through questionnaire and resident drop in events. Requested when the information arrives they complete the questionnaire and potentially attend events.
01/07/2015	Landlord	Phone Call	Queried how much the fee was and whether it was per year? Also asked what benefits there were to selective licensing.	Explained the fee was £750 covering a 5 year period. Could opt to use direct debit and pay over 2 years, £100 discount for early application and 30% discount if accredited. Wants GLAS pack sending. Explained benefits of offering referencing, training, support and dealing with rogue landlords/agents used recent examples of the refusals issues. Was ok with proposals.
01/07/2015	Ex Landlord	Phone Call	Phoned regarding letter received, said used to own/manage a property in the area	Explained could disregard the letter as did not apply to her because doesn't have any properties within the

			however sold it around 10 years ago.	proposed area. Will update records when necessary.
01/07/2015	Landlord (Burnley Wood/Healey Wood, Leyland Road, Daneshouse, Ingham/Lawrence Street)	Phone Call	Queried 20% issue regarding gaining secretary of state approval. Wanted to know the percentages. Queried why it couldn't be done as one boundary and when the report is going back to the executive.	Explained the proposed areas are well below 20%, around 13% across all 4 areas. We will make exact figures available to the public.
01/07/2015	Landlord (Burnley Wood/Healey Wood, Leyland Road & Daneshouse)	Phone Call	Queried what needed to be done following letter. Felt that it was in anyway so didn't matter what was done. Queried which area Hunslet Street and Hobart Street were in.	Explained the consultation was taking place so any contribution was important. Also mentioned that nothing was set in stone any views are needed. Guided to the website to complete the questionnaire and view all documents and street lists. Looked into which area Hunslet Street and Hobart Street were and explained it was classed as Bank Hall and all was available to view.
01/07/2015	Resident	Resident questionnaire (online)	Disagree: Any costs which the landlord may have to pay would more than likely be passed on to the tenants, as many tenants are in receipt of benefits it would cost the council more money which it does not have!!!	Rent is contractually agreed between tenant and landlord and can only be increased through the terms and conditions of the tenancy agreement. Licensing will ensure that tenants have a tenancy agreement that is reasonable and lawful. In addition, the amount of housing benefit paid to cover rent for tenants is agreed based on a Local Housing Allowance which is calculated based on the Private Market Rents being paid within the Broad Rental Market Area, any changes to this would only occur based on changes in broad rental income.
01/07/2015	Landlord	Landlord questionnaire (online)	Disagree: I have properties in other areas where selective licensing has been applied, under the freedom of information act I discovered that the whole scheme was a net cost to the council (ie. It cost more to run	I note you have some concerns over the finances of the scheme. The legislation makes clear that a council is not permitted to make a financial profit from selective licensing; all monies received may only be used to implement and monitor the scheme. There is

			<p>and administer than revenue received) it's a joke and should be illegal.</p> <p>I am one of the better private landlords with over 80 properties, don't make it more difficult for landlords, it's a hard business yielding poor returns on huge capital investments, DO THE MATHS.</p>	<p>nothing in the legislation that says the scheme has to be completely self-financing. It is up to individual council's to decide if they wish to pursue selective licensing, and whether they are able to make a financial contribution to that for the benefit of their area. Selective licensing is a legal tool employed by a number of local authorities where levels of private renting are considered high (above 19% of the total stock of the borough).</p>
02/07/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: As landlords we take great pride and care in our property, any problems raised by tenants are acted on as quickly as possible. Our properties have been totally gutted and refitted to a high standard. We take references and do credit checks on all our tenants and to date have had no problems. It is very likely that if the selective licensing is introduced we will sell the properties in this area, as good landlords we do not see why we should be penalized.</p>	<p>There are a number of good landlords operating in the proposed designation area; however there are also a number of unscrupulous landlords who are neglecting their properties and responsibilities, giving the private rented sector in Burnley a bad reputation. Selective licensing would level the playing field so that poor landlords cannot make a profit by undercutting good landlords. Selective licensing is an area based initiative; there is no room in the legislation to omit good landlords, however we are able to offer a 30% discount to landlords registered under our Good Landlord and Agent Scheme, which recognises a higher standard of landlord.</p>
02/07/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: it has failed on Grange St etc you need to get the ones you have working better before expanding. The licensing is priced too high all in all it's a poor service that has failed and looks from the outside to be a tax on landlords. I have worked in other areas where licensing has been brought in and they are cheaper and more proactive, Sunderland was a success but the way Burnley is run at present you stand little chance.</p>	<p>Whilst licensing has been in place in the Trinity area we have witnessed improvements in property condition, a reduction in vacant properties, reduction in cases of ASB and environmental crime, and a rise in property values at a faster rate than that of the wider borough following the economic downturn. All this points to an increase in housing demand in this area, and we expect to see similar results in Queensgate and Gannow which were designated at a later date.</p> <p>The price for a GLAS accredited landlord who returns</p>

				their application in the first three months of the designation is proposed to be £425, which is one of the lowest of all the council's currently operating selective licensing.
03/07/2015	Landlord	Phone Call	<p>Asked why letter had ext 7234 when It went to highways. Said needs changing as wrong number. Asked costs of selective licensing, has 3 properties, council going to do this regardless. Owns properties in Essex and went ahead anyway. Asked what she is getting for her money. Has no control over the tenant once they are in the property, Section 21s don't work as tenants never leave. Wants to know if there are alley gates on the back streets, would appreciate some being put on so can see that the money paid is going towards something &amp; prevent dirty back yards/fly tipping. Asked who would be informed regarding the introduction, agent or themselves. Wants to be first on the list for being informed. Wanted to know if agent would be able to manage property on her behalf, said they use Frost &amp; co. Requested to be put on GLAS list. Won't be attending LL events as lives in Essex. Wanted to know why Burnley council website link wasn't on the letter just the questionnaires. "Not going to give me anything other than cost me a lot of money."</p>	<p>Said was surprised she ended up at highways as the extension is definitely to the consultation phone, not encountered any other trouble but will look into it. Asked if one property or more, first property 750 additional properties thereafter 670. Could apply for accreditation through GLAS for 30% reduction and £100 early bird discount if applied for in first 4 months of designation. Both could be used together. Explained the reasons for selective licensing, high ASB, dirty back yards, poor management and condition of properties and the support and training available. Discussed that as a landlord had plenty of control over tenant as they are bound by conditions in their tenancy agreement and if failure to comply, serve notice. Said would make a note regarding potentially having alley gates on to the back streets, currently none in place. Explained if the designation were to be introduced both agent and landlords would be informed, agreed that Frost &amp; Co would be ok to manage property as already working with us. Agreed to add to GLAS list and guided to the website, explained could access all other documents as well as links to the questionnaires to complete and add additional comments. Links on letter will also take straight to the questionnaire on survey monkey.</p>
10/07/2015		Landlord Questionnaire	<p>Agree: Costings of proposed licensing is extortionate Newham Council was more</p>	<p>Comments regarding the fees of a licence have been noted. Please see below for our response to your</p>

		(online) & LL Conference	<p>realistic. ie £180 for five years if sought earlier enough – 3 months and after that - £500 for the following five years. I think you should re-think your costings.</p> <ol style="list-style-type: none"> <li>1) Is our Agent, Frost &amp; Co an approved agent?</li> <li>2) Will we be informed of when we can obtain the cheapest payment £425, so that we do not pay too much. We would like as much notice as possible.</li> <li>3) Smoke alarm type required</li> </ol>	<p>further questions:</p> <ol style="list-style-type: none"> <li>1) Your agent, Frost &amp; Co, are not currently accredited under our Good Landlord and Agent Scheme. They do however manage properties in our current licensing areas, and have passed our ‘fit and proper person’ criteria. We do not require managing agents to be registered under GLAS in order to manage licensable properties.</li> <li>2) We have noted your interest in joining GLAS. If the proposals are approved we will send out further information to those who have registered an interest. If you would like to join regardless of the outcome of the consultation please email <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a> and we will arrange for an application to be sent to you.</li> <li>3) The new smoke alarm legislation does not specify which type of alarm must be used. You must install a working smoke alarm on every floor of a tenanted property which is used as living accommodation (including bathrooms/toilets). For most properties this equals two alarms, though extra consideration should be made if you offer living accommodation on more than two levels, such as loft rooms. Living accommodation for this purpose also includes bathrooms and toilets. If your property has a solid fuel burning appliance you must also install working carbon monoxide detectors in the room where the appliance is situated. It is</li> </ol>
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				<p>your responsibility to ensure that the alarms are in proper working order at the start of each new tenancy.</p> <p>Hard wired alarms are the best way to protect your tenants and your property, however the legislation does not specify this. We would also consider it best practice to check the smoke alarm is working as part of routine inspections/maintenance visits.</p>
03/07/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: From other areas already running similar schemes we know that little or no progress has been made. Conscientious landlords should NOT have to pay a fee so that the council can deal with bad landlords. There is already adequate legislation in place for anti- noise/social behaviour. We also know that the decision has already been made and that the survey is merely a box ticking exercise. All in all a terrible idea.</p>	<p>Whilst we cannot comment on the success of schemes in other local authority areas, in Trinity (our longest running licensing area) we have witnessed improvements in property condition, reduction in vacant properties as landlords continue to invest in the area, as well as a reduction in anti-social behaviour and environmental crime. We have also offered training, development and support to landlords, which has helped to improve property management in the area, a key aim of the selective licensing scheme.</p> <p>We have proposed to introduce the scheme in a further four areas as they are suffering from low demand and the problems associated with this. A strong private rented sector is crucial to the economic development of the town, and our current selective licensing designations form an important part of the council's housing strategy for the borough.</p> <p>Whilst we recognise that there are a significant number of good landlords in the borough, selective licensing is an area based scheme; the legislation does not allow us to omit good landlords. We are however able to offer a 30% discount to those landlords accredited under our Good Landlord and Agent Scheme (free voluntary accreditation scheme) as</p>

				<p>recognition of their good work. Unfortunately GLAS does not help us to engage with the worst landlords, and whilst we do have an enforcement team who can take action against landlords in certain circumstances, this is a reactive service which relies on a complaint being made to us regarding a landlord. Selective licensing legislation allows us to undertake proactive inspections to uncover poor management practices. As mentioned above, the decision on whether or not to approve the proposed schemes will be made by the Executive in January 2016. If they approve the proposals, we would then be required to apply to the Secretary of State for further approval. The decision has not already been made, and the feedback we have received during the consultation period has been extremely valuable. For example, we can reconsider including/excluding particular streets where we have received significant feedback that residents and landlords feel they would/would not benefit from licensing.</p>
06/07/2015	PRSF	Meeting of PRSF	Emily St, Hollingreave Rd, Marlborough St & Parliament St not really a problem.	
06/07/2015	Resident	Resident Questionnaire	Disagree: If house and area improve, my rent may increase.	<p>I am writing to respond to your comment regarding rent increases, and to reassure you that your landlord will only be allowed to increase your rent within the term and conditions of your tenancy agreement. Rent increases are permitted, but must be fair and reasonable. Your landlord will not be permitted to drastically increase your rent to cover the cost of a licence if the scheme comes into place. Selective Licensing ensures that all landlords are issuing fair tenancy agreements; if the designation</p>

				comes into place, licensing will ensure that you have a tenancy agreement that is fair and lawful. If the licensing proposal is approved by the Council, and your landlord subsequently increases your rent by an unfair amount, please contact the Council's Housing team for further advice and support.
06/07/2015	Resident	Resident Questionnaire	Agree: they need to do proper house checks so if it unkempt warn to tenant if it need maintenance do it best for both and the area.	
06/07/2015	Resident	Resident Questionnaire	Agree: any change is worth trying.	
06/07/2015	Resident	Resident Questionnaire	Agree: too many run down properties in area.	
06/07/2015	Resident	Resident Questionnaire	Excellent idea. Best idea I've heard in years.	
06/07/2015	Resident	Resident Questionnaire	Agree: landlords should be able to check up on state of the houses they collect rents.	
06/07/2015	Landlord	Landlord questionnaire (online)	Disagree: Huffling Lane is a lovely road on the outskirts of Burnley Wood. I believe that selective licensing will stigmatise the area, driving down house prices, and making this road a less desirable place to live.	I note you are concerned that licensing will stigmatise the area and drive house prices down, but I can reassure you that this has not been the case in our existing licensing areas. Trinity (our longest running designation) has seen a reduction of vacant properties and landlords continue to invest in the area. The aim of selective licensing is to stimulate demand for housing in areas currently experiencing low demand, and we have seen positive results so far in our current scheme.
06/07/2015	Landlord	Landlord questionnaire (online)	Disagree: It is far too expensive. Profit margins in these areas are low and renting is hard work already in Burnley. It is extortionate if a landlord has many houses in the proposed area. It gets into many	Your comments regarding the fees have been noted. We endeavour to keep the cost of the scheme as low as possible. The council is not permitted to make a profit from selective licensing and all monies received are used in implementation and monitoring of the

			<p>thousands of pounds in fees. It does little to change anything as I have experienced with Trinity area. I think landlords and tenants behaviours should be monitored however the fees should not be so high. One fee per landlord not per house. Taking large fees off landlords just makes the rents increase as profit is already low. There may be landlords who give up renting due to these fees.</p>	<p>scheme. In our current areas, the fee for an accredited landlord who returned their application with three months of the designation coming into force was £425. This ranks amongst the lower end of fees charged by council's who operate selective licensing in England. It is proposed to use the same structure again should further designations come into force. We also offer reductions for applicants who have been previously licenced.</p> <p>We are sorry to hear that you feel that there has been little progress made in Trinity. Our evidence and feedback demonstrates an improvement in property condition, reduction in numbers of vacant properties and cases of ASB and environmental crime have fallen. It was felt that the progress was sufficient enough to consider if any other areas in Burnley would benefit from the scheme, hence the current consultation. I note you feel it would be more reasonable to licence the landlord, rather than each property, however the legislation is clear that licences must be issued on an individual property basis. We do offer reductions for additional properties. We also offer landlords the option to spread the payments over a 24 month period, which many have found helpful in spreading the cost of the licence.</p>
07/07/2015	Resident	Resident Questionnaire	<p>As a Healey Wooder the council only bothers with Burnley Wood and completely ignores us so don't see the purpose in consulting us! Healey Wood doesn't count up here only Burnley Wood.</p>	<p>The council are consulting with <b>both</b> Burnley Wood and Healey Wood residents and welcome responses from residents and landlords in both areas. We are holding residents drop-in sessions in both areas to enable residents to speak with council officers; the event for Healey Wood is being held at Rosehill Baptist Church. We have also delivered questionnaires to all residents in both areas.</p>

07/07/2015	Resident	Resident questionnaire	Agree: Because this area needs a scheme badly. It's the worst it's been in a long time. Hope this scheme doesn't fade.	If implemented the intention is that the scheme would last for a 5 year period to tackle the issues surrounding Burnley Wood with Healey wood such as low housing demand, anti-social behaviour, poor property condition, poor property management and empty properties. The scheme hosts a number of partner agencies who work directly with the council in order to tackle these issues.
07/07/2015	Resident	Resident questionnaire	Agree: I would love to live in a safe place.	
07/07/2015	Resident	Resident questionnaire	Disagree: Will just increase rent and standards will remain low. Many people struggle paying their rent, you should not bring in a system that is likely to increase this. Stupidity!!!	Rent is contractually agreed between tenant and landlord and can only be increased through the terms and conditions of the tenancy agreement. Licensing will ensure that tenants have a tenancy agreement that is reasonable and lawful.
07/07/2015	Resident	Resident questionnaire	Don't agree: I have seen people come and go. Anti social, druggies, noisy, selfish and abusive. Quiet now.	We are pleased to hear that you are not currently experiencing problems with anti-social behaviour. However, the selective licensing scheme aims to address wider problems which may affect you, primarily low housing demand in this area. Our data demonstrates that Burnley Wood with Healey Wood is suffering from low housing demand, as evidenced by the high number of vacant properties, high tenant turnover and low house prices. Selective licensing aims to work with tenants, private landlords and managing agents to improve the private rented sector, benefiting the wider community.
07/07/2015	Resident	Resident questionnaire	Agree: Reed St and Parkinson St are a mess something needs doing (fast).	
07/07/2015	Resident	Resident questionnaire	Agree: next door bad tenant music been playing early hours also loads rubbish back street. Empty houses full of rubbish! Burnley Wood needs tidying up more bins!	

07/07/2015	Resident	Resident questionnaire	Agree: I hope it will have a positive impact.	
07/07/2015	Resident	Resident questionnaire	Agree: there are too many single parent families who do not control their children.	
07/07/2015	Resident	Resident questionnaire	Agree: been oined with a multi occupied house next door.	
07/07/2015	Resident	Resident questionnaire	Agree: Bring area back to a family neighbourhood	
07/07/2015	Resident	Resident questionnaire	Agree: I have lived in this property for 27 years and find anti-social behaviour a big problem.	
07/07/2015	Resident	Resident questionnaire	Agree: to make irresponsible landlords responsible and accountable for maintaining their property.	
07/07/2015	Resident	Resident questionnaire	Agree: to make the area a better place to live.	
08/07/2015	Landlord (Leyland Road area, Daneshouse & Burnley wood)	Phone Call	Phoned querying the fees for the new proposed areas. Thinks roughly around 6 properties in Leyland road area, a couple in Burnley wood and Daneshouse. Mentioned already licensed in the Trinity area of Burnley. Asked if £664 was for each first property in each area. Said was previously accredited but would be interested in the information. Wanted to know how many properties would be inspected on GLAS and whether a fee was associated with it. Said would have to consider the best option whether paying the full fees or having a few properties inspected with work to do on them was most cost effective. Wasn't sure whether would attend any of the landlord events as was unsure of whether the dates	Explained fees. Asked how many properties had within the area, asked where properties were and went through street lists to confirm. As already a licence holder in Trinity first property is £664 and any additional properties are £584. Explained £664 just for the first property in any of the areas as would be classed as an application altogether rather than by area. Explained could be entitled to 30% reduction in fees if were accredited, queried whether was accredited already or if it was something would be interested in, could add to the list of landlords requesting applications and information re GLAS. Explained that landlords/managing agents with larger portfolios usually have around 10% of properties inspected, could have around 4/5 or more properties inspected however no cost involved in applying for GLAS. Explained all properties in licensing areas would

09/07/2015		Email	<p>were suitable at the minute. Queried where would find list of streets etc as searched selective licensing and it directed straight to Queensgate and Gannow and Trinity etc. Asked whether completing questionnaire would make a difference. Said had sent an email saying not happy about the fees and past experience in Trinity. Seen that 75% of landlords were against the schemes but they went ahead anyway. Requested hard copy of questionnaire as didn't want to complete 4 times online. Thinks a landlord with more properties should be entitled to have more of a say than others with just 1 or 2 properties.</p> <p>I would like to make it clear that I object to selective licensing in the areas of all of my properties at Leyland Road area, Daneshouse and Burnley Wood with Healey Wood.</p> <p>I am already a licensed landlord at Trinity and have found the scheme to be too expensive and ineffective and I have not seen any benefits for the community. Can I please ask if a survey has been done on the existing tenants where a scheme is in place to prove the benefits of the scheme?</p>	<p>be inspected at some point so would detract from having to have the works done should any be identified. If have lots of properties in the long term GLAS maybe a better option. Asked if would be attending any of the landlord events, if were to attend the evening session to let us know to book a place as tend to be heavily subscribed. Detailed online location of documents. Questionnaires also available to complete or could send a hard copy. Mentioned that all data from the questionnaires is converted into statistical data and goes into the executive report along with evidence found previously. Secretary of state approval needed afterwards so would be useful to express views and comments. Explained questionnaires appear to be area specific however would send one for the areas in which most of their properties are and could add comments regarding properties in other areas at the end. Added to GLAS list.</p> <p>There is both statistical and anecdotal evidence to suggest that the scheme has been effective in Trinity. There has been a drop in antisocial behaviour, a reduction in environmental crime, an improvement in the management of properties and a reduction of 20% in the number of vacant homes. We have refused licences to a significant number of underperforming landlords so that they are not able to operate whilst their management procedures are below the minimum standard set by the Council. This means they are not able to benefit financially over good, law abiding landlords. We have also been able to provide free NLA training to over 80 landlords this financial</p>
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				<p>year in the selective licensing areas.</p> <p>We take regular feedback from tenants at our weekly drop in surgeries held in each of the selective licensing areas, and attended by the Project Assistant for that area. During the first Trinity designation we also sent out customer feedback forms for tenants to let us know what they thought of the licensing scheme. This information is available to view in the Annual Report for Trinity 2011-2012, in section 8. Please see the link below for where to find this report:</p> <p><a href="http://www.burnley.gov.uk/residents/housing/private-rented-sector/selective-licensing/selective-licensing-trinity-ward">http://www.burnley.gov.uk/residents/housing/private-rented-sector/selective-licensing/selective-licensing-trinity-ward</a></p> <p>There is also further information available here regarding the monitoring of the effectiveness of the scheme. We produce annual reports which are publicly available to view on the Council's website. The first reports for Queensgate and Gannow are due to be produced later this year.</p>
08/07/2015	Landlord	Resident Questionnaire	Disagree: I pay for 4 houses on this scheme and there is no difference. You should target empty houses. Target owners of empty properties and degenerated properties- stop making good landlords pay for poor ones.	Letter sent 13/07 requesting that as (XXX) is a landlord, she complete the landlords' questionnaire, not residents. Sent paper copy and link to online survey.
23/07/2015		Landlord Questionnaire	Don't agree: Nothing has changed with properties that are currently licensed. I still have the same tenants, my properties are the same quality, the street stays the same and guess what – yes- still empty properties causing the same problems. Target owners who should bring their houses up to	Through a coordinated approach between different units and government agencies the Trinity Selective Licensing area has seen a reduction in anti-social behaviour, a reduction in environmental crime, an improvement in property management and property condition and a reduction in the number of empty properties. It is forcing poor performing

			<p>standard. Inspect all houses and make owners pay who don't adhere to legislation. STOP targeting good landlords – we get <u>no benefit</u> from licensing (just less yield).</p>	<p>landlords/managing agents to either improve or cease operating in the selective licensing areas. The first Trinity Selective Licensing area saw:</p> <ul style="list-style-type: none"> <li>-301 properties fitted with smoke alarms through referrals to Lancashire Fire and Rescue Service.</li> <li>- between January 2013 and December 2013 there were 311 incidents of ASB reported to the Police; this reduced to 289 between January 2014 and December 2014 showing a downward trend.</li> <li>-prosecution of 26 landlords for failing to be licensed or breaching the licence conditions. Subsequently made Rent Repayment Orders and Management Orders.</li> </ul> <p>We are also having a positive impact in our newly designated areas, Queensgate and Duke Bar, and the Gannow Lane area:</p> <ul style="list-style-type: none"> <li>-Since January 2014 refused the licences for 23 properties</li> <li>-Since January 2014 licensed 935 properties.</li> <li>-Since March 2015 delivered four landlord development days proving training for 80 landlords.</li> </ul> <p>Selective Licensing is part of a wider regeneration programme to attract people to the town to work and live. A poor private rented sector detracts from this aspiration and deters people from living or remaining in a neighbourhood. Although there are many good, responsible landlords, the reputation of the private rented sector in Burnley is one of poor quality, with poor management practices. Working with landlords, tenants and managing agents we want to improve the sector and the reputation so it is tenure of choice. We try to do this through landlord evenings, forums and</p>
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				<p>the accreditation scheme, however many landlords will not engage.</p> <p>Selective Licensing is a way of compelling landlords to engage with Officers and to have appropriate management standards to take action where breaches occur in tenancy agreements before they start to affect the wider community. The legislation does not facilitate the targeting of “bad” landlords only, it is based on an area and any landlord operating within that area then has to apply for a licence. However, to recognise that there are good landlords already operating in the areas there is a 30% discount to the selective licensing fee for those landlords that are accredited through the Good Landlord and Agent Scheme (GLAS).</p>
08/07/2015	Resident	Resident questionnaire	Agree: I am a homeowner and surrounded by rented houses.	
09/07/2015	Resident	Resident questionnaire	Agree: landlords just want money. They are not interested in other people in this area.	
09/07/2015	Resident	Resident questionnaire	Agree: Healey Wood could become a desirable area if control is taken.	
09/07/2015	Resident	Resident questionnaire	Agree: should all be under councils.	
09/07/2015	Resident	Resident questionnaire	Agree: buy to rent was a bad idea when Burnley Wood was demolished.	
09/07/2015	Resident	Resident questionnaire	Agree: to improve the area generally	
10/07/2015	Resident	Resident questionnaire	Agree: area rundown need help	
10/07/2015	Resident	Resident questionnaire	Agree: We work full time and look after our home and frontage and yard area, but we have to live in a bad area now which used to be a decent working class area. But addicts	

			and dole dossers have brought the area down. The tenants do not look after the properties it isn't just the landlord. A lot of the properties are disgusting with addicts and alcoholics living in them.	
10/07/2015	Resident	Resident questionnaire	Agree: because I am fed up with rubbish and empty houses and junkies	
10/07/2015	Resident	Resident questionnaire	Don't agree: we have no problems with rented houses on our street.	Whilst we are pleased to hear that you are not currently experiencing problems with rented properties, there is sufficient evidence to suggest that other residents in your area are suffering due to problems associated with a low demand for housing. These include problems such as poor property condition, antisocial behaviour, poor management of properties and rubbish dumping, among other issues. The council is proposing to introduce selective licensing in order to tackle these problems and in turn create areas of high demand where people want to live.
13/07/2015	Resident	Resident questionnaire	Agree: anti-social behaviour massive problem from privately rented [properties].	
14/07/2015	Landlord	Landlords questionnaire (online)	Disagree: Do not expect that license will help area in any way besides give a few people working for council a job!	I note from your response that you do not feel that there are any problems in the area relating to the private rented sector, however statistics on housing tenure, house prices, vacant properties and instances of anti-social behaviour and environmental crime indicate that this is an area suffering from low demand. We have also had feedback from a significant number of residents who feel there is a problem with the private rented sector in their area, which selective licensing aims to tackle. In our existing licensing areas we have seen significant improvements in property condition and management.

21/07/2015	Landlord	Landlord questionnaire (online)	Disagree: Has made no difference in other areas where licensing has been introduced, just punished good landlords financially, the council needs to sort out the bad ones and leave the good ones like me alone. I haven't increased my rents for a long time but if I am forced to pay for a licence I will have to increase the rent to cover it. I keep my properties in good order and repairs are carried out promptly. If tenants get into arrears because they can't afford increased rents then the repairs won't be carried out as fast	<p>Whilst we cannot comment on the success of the scheme under other local authorities, in Trinity (our longest running designation) we have witnessed improvements in property management, a reduction in empty properties as people continue to buy in the area, and a reduction in the number of cases of ASB and environmental crime.</p> <p>We are aware that there are a number of good landlords operating in the borough. We have previously offered a 30% discount to those landlords accredited under our Good Landlord and Agent Scheme (GLAS) as recognition of this, and are proposing the same fee structure for any further areas of selective licensing. In our current scheme, the fee for a GLAS accredited landlord who returned their application within three months of the designation was £425. This works out at around £1.60 per week for one property as the licence is valid for five years. Of course you are entitled to increase your rents through the terms and conditions of your tenancy agreements, provided this is by a reasonable amount. Once a tenancy has begun it remains the responsibility of the landlord to complete all repairs within a reasonable time period. Landlords who fail to do so citing rent arrears put themselves at risk of a complaint by their tenant.</p>
22/07/2015	Residents	Resident Drop-in session	Complaints regarding property in area. Drugs, noise, rubbish, fly-tipping. Resident lived there 40 years. Her daughter lived in house briefly and moved because LL wouldn't do repairs. Don't have a bin, LL refuses to get another. Concerns about criminal background of some tenants being	<p>Explained HMOs subject to different kind of licensing.</p> <p>Explained issue for Highways to deal with. Contacted them who said railways responsible.</p>

			<p>placed in property.  Derelict buildings, slates falling off.  Metal drain outside house, noise every time a car drives over it, sinking into road.  Stoney St now nearly half rented. Would help if the tenancies were for longer.  Properties are falling into disrepair.  Resident of area had new car vandalised.  Only 10 houses owner occupied on whole block. Ashamed to come to area, people drunk in streets. Good tenant next door but threatening to leave as LL does not do repairs. General appearance of area a concern. Have had to pay for CCTV.  Bottom end of Huffling Lane more of a problem. Brooklands St has problem property. Drugs on Stoney St.</p>	<p>Discussed how licensing can help with these issues, and methods for residents to report problems through surgeries, by contacting SL team by phone.</p>
22/07/2015	Landlord	Email	<p>Dear Sirs,  Having received your recent letter regarding your consultation on the above subject, &amp; looking at the survey that you have mentioned in this, I feel compelled to send you a separate e-mail because, as is generally the case with these types of online surveys, the questions are very closed, &amp; also, save for a single comment box at the end of the survey, do not allow room for further comment.</p> <p>The first 3 pages of the survey are just personal details, ask whether I am a member of any professional landlord/letting agent body, &amp; how many properties I own/manage</p>	<p>Whilst we accept that you personally have not experienced problems with many of the issues raised on the questionnaire, statistical and anecdotal evidence suggests that other residents and landlords have had bad experiences with the following:</p> <p><b>Empty properties</b> – Our most recent council tax data indicates that 14% of the properties within Burnley Wood with Healey Wood are currently vacant, compared with 8.4% for the ward of Rosehill with Burnley Wood and 6.4% for Burnley as a whole.</p> <p><b>Nuisance &amp; anti-social behaviour</b> – Whilst we are a separate entity to Calico, we work closely with them in our existing designated areas. We can liaise with their officers to address issues caused by problem tenants. Regarding wider issues, all wards affected by the</p>

			<p>in the areas in question:  I am not currently a member of the NLA but this is because, at the moment, it is not cost effective for me to become a member.  I currently have 2 properties in Burnley, with 1 in Burnley Wood (X Branch Road, which I have owned &amp; rented out for 7½ years), with more planned for areas outside of any further proposals for Selective Licensing.  With regard to the remaining pages, I feel that the questions asked require more than an answer limited to somewhere between ‘A very big problem’ &amp; ‘No problem at all’. As such, please find my comments below:  Page 4:  <b>Within the Burnley Wood with Healey Wood areas to what extent, if at all, are the following a problem?</b></p> <ul style="list-style-type: none"> <li>• <b>Empty properties</b> – I only have one house in this area on the lower end of Branch Road, &amp; in that area, or whilst travelling to it along Parliament Street, I have not noticed an abundance of empty properties</li> <li>• <b>Nuisance &amp; antisocial behaviour</b> – Again, in my limited experience of this area, I have rarely had complaints about this, outside of complaints from, &amp; subsequently departures of, 3 of the 4 tenants that I have had renting my property, regarding the neighbours at [...], a property owned/managed by Calico. Although there should only be one tenant at [...], the two</li> </ul>	<p>proposed designations have had higher reported levels of crime than that for Burnley as a whole, as well as issues with anti-social behaviour and environmental crime. We work closely in our existing designations with the local Police teams and Anti-Social Behaviour teams to tackle ASB, and ensure landlords are taking action to enforce the conditions of their tenancy agreements, for the benefit of residents in the area.</p> <p><b>Poor quality properties</b> – When considering this proposal, we reviewed cases of disrepair reported to the Council. Our most recent available figures prior to the production of the proposal document (2013/14) indicated that the ward of Rosehill and Burnley Wood (within which one of the proposed designations lies) recorded the third highest number of disrepair cases reported out of the 15 Burnley wards.</p> <p><b>High turnover of private rented tenants</b> – Council tax records indicate that tenant turnover within the four proposed designations are high. We have also received feedback from residents which supports this.</p> <p><b>Poor perception of private landlords / badly managed privately rented houses</b> – Unfortunately the Good Landlord and Agent Scheme has not allowed us to tackle the worst landlords operating in the area, due to its voluntary nature. It does not prevent bad landlords from renting poorly maintained properties, whereas selective licensing gives us legal powers to tackle poor property management. Licences will not be issued to landlords who fail to meet a set of minimum standards (‘Fit and Proper Person’ criteria), and any landlord who continues to rent his/her</p>
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			<p>occupants of this property are well known to Calico, &amp; also the local police, who have been out to the property on numerous occasions regarding domestic disturbances, something which has, after a lengthy period, lead several of my tenants to vacate my property, having been unable/unwilling to put with the continual disturbances.</p> <ul style="list-style-type: none"> <li>• <b>Poor quality properties</b> – I cannot speak for the quality of other properties in the area but being on the Good Landlords Register, I know that my property has had to undergo inspection to ensure that it was up to the standards that the Council expect for Good Landlords.</li> <li>• <b>High turnover of private rented tenants</b> – Again, I cannot speak for other landlords in the area but I have had 4 tenants in 8 years, which I do not think is particularly high. I currently have a working couple in my property &amp; am hoping that they are not driven to leave by the aforementioned Calico tenant(s) [...].</li> <li>• <b>Poor perception of private landlords / Badly managed privately rented houses</b> – I am aware that there are some very poor private landlords but I had assumed that the Good Landlords Register, although voluntary, was an effort to prevent these landlords from being able to continue to rent out unfit properties. However, I continually get calls from prospective tenants who have obtained my number from the Good</li> </ul>	<p>property without a licence can be prosecuted. Similarly, those landlords who are issued a licence will be bound by a set of conditions relating to the management of the property. (A copy of these conditions is available on the Council’s website). Any landlord who breaches these conditions can be prosecuted and fined, and, in some instances, face having their licence revoked.</p> <p><b>Rubbish dumping</b> – Our data demonstrates a high number of complaints in all four proposed areas in relation to environmental crime such as flytipping, which has a detrimental impact on the attractiveness of an area to both residents and potential investors.</p> <p><b>People not wanting to stay in the area</b> – Selective licensing gives us the information and tools to intervene when we receive complaints regarding tenants behaviour or the maintenance of a property. We are able to hold information about landlords of each private rented property in the area, and ensure they are meeting the conditions of their licence. We are then able to take action when this is not the case. In this way we hope to resolve tenant disputes, create higher demand for properties, and reduce the number of people leaving the area.</p> <p><b>Burnley Council should intervene in areas suffering from low housing demand</b> – As selective licensing is an area based scheme, there is no room in the legislation to omit good landlords. As discussed above, we have considered other options such as accreditation but this does not force the worst performing landlords to engage. We recognise the work that good landlords do by offering the 30% discount for those registered under GLAS.</p>
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			<p>Landlords Register, which, if you believe that there is a generally poor perception of private landlords, suggests that the landlords on the Good Landlords Register are better perceived than those who aren't.</p> <ul style="list-style-type: none"> <li>• <b>Rubbish dumping</b> – I have not noticed this issue during the limited time that I have spent in the area.</li> <li>• <b>Low house prices</b> – I am not aware of what the current house prices are because for the moment, I am happy to keep this property, &amp; as such, I am not looking to sell it. Thus, I am unable to comment on whether it is low or not.</li> <li>• <b>Low rent levels</b> – I work on the basis that I would never attempt to rent out, or expect someone to live in, a house that I was not prepared to live in myself. As such, &amp; due to the fact that I keep the property well maintained, look after my tenants, &amp; will respond, if not immediately, within hours of any contact from my tenants, I am able to command a rent that I am more than happy with.</li> <li>• <b>People not wanting to stay in the area</b> – As I have previously mentioned, the biggest problem I have had in this regard has been caused by the disturbances caused by the Calico tenants housed next to my property at [...], who for some reason, despite perpetual complaints, are always allowed to remain in the property. This does seem a little like one rule for one, &amp; one for</li> </ul>	<p><b>Selective licensing could have a positive impact on private rented housing/ensure private properties well maintained/managed/could reduce anti-social behaviour problems</b> – Since selective licensing began in Burnley in 2008, we have not experienced large numbers of good landlords selling their properties and leaving the area. With regard to the cost, we do offer the option of paying over 24 months; this works out at around £30 per property for the first two years, with nothing to pay for the remainder of the licence period (reduced by 30% for GLAS). Many landlords under our existing scheme have found it helpful to spread the cost in this way, rather than pay up front. Negligent landlords will not be able to pay for a licence and continue to operate in substandard ways; they will have to prove that they meet the council's fit and proper person criteria, and demonstrate that they have adequate management arrangements in place. Within our existing schemes we have refused licences to a number of poor landlords, forcing them to hire a professional managing agent to manage their property/ies. Selective licensing ensures that poor landlords are not able to financially undercut good landlords. It aims to level the playing field and ensure that all landlords are operating to at least the minimum standards set. Landlords who are refused a licence will not be legally allowed to rent their property, and face prosecution if they do so. They will not be able to make a profit from an un-licensed property. In our existing licensing areas, Project Assistants are regularly out in the areas, monitoring properties and performing inspections to ensure all landlords are abiding by the conditions of their</p>
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		<p>another. Page 5: <b>To what extent do you agree or disagree with the following statements?:</b></p> <ul style="list-style-type: none"> <li>• <b>Burnley Council should intervene in areas suffering from low demand housing demand</b> – If this is a problem caused by poorly maintained properties &amp; negligent landlords, then this should be the focus of your efforts to improve the situation, not targeting landlords who are already voluntarily maintaining their properties &amp; vetting their tenants, which, I imagine, is what your Selective Licensing proposals are designed to do. Landlords who are voluntarily doing this are not the problem, &amp; given that we have all had to submit to Council inspections to get on the Good Landlords Register in the first place, it seems highly unfair that we are to be grouped in with all of the negligent landlords who do not have to, or want to, maintain these already high standards.</li> <li>• <b>Selective licensing could have a positive impact on private rented housing in an area / Selective licensing could help ensure that all privately rented properties are well maintained and managed / Selective licensing could help reduce anti-social behaviour problems</b> – Anything <i>'could'</i> happen. However, according to you own standards, I am a Good Landlord, &amp; yet you are proposing to penalise me, &amp; others</li> </ul>	<p>licence. Regarding raising money for the council, we are not legally permitted to make a profit from selective licensing; all fees are ring-fenced and are only to be used in the implementation and monitoring of the scheme, for the benefit of the proposed areas. <b>Selective licensing could make an area more attractive/increase rental and property values</b> – As mentioned above, selective licensing prevents poor landlords from being able to rent their properties. We are in the process of preparing a number of cases for prosecution where landlords have failed to engage and apply for a licence. By raising standards in these areas we aim to create higher demand for these properties; selective licensing areas will be known as places where a minimum set of standards must be met.</p>
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			<p>on the register, as though we were similar to the negligent landlords that do cause problems in areas by not maintaining their properties, or vetting their tenants. What it will actually cause to happen for me, is that, due to the likely extortionate cost of the scheme (even withstanding any discount I might receive for being on the Good Landlords Register), at the earliest opportunity, I will sell the property, leaving it open to yet another negligent landlord to move into the area, further bringing it down. Surely, the idea is to make it attractive for private landlords to keep their properties well maintained, rather than trying to force the negligent ones to pay more for the privilege of renting poorly maintained properties, &amp; penalising the ones who already voluntarily maintain their properties to a good standard. As far as I can see, if the Selective Licencing was put in place, something I fully expect to happen as it clearly raises a lot of money for the Council, the negligent landlords will continue to behave as they currently do, potentially just with slightly less profit than they currently get. Far from this encouraging those landlords to improve their properties, due to having to pay a large sum just for the privilege of owning property in the licenced area, they are much more likely, in order to try to maintain their profits, to spend even less on maintaining their properties, whilst</p>	
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			<p>the ones who voluntarily keep their properties well maintained lose out. This is the same thing that frequently happens; the good landlords are penalised, along with the negligent ones!</p> <ul style="list-style-type: none"><li>• <b>Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property</b> – Again, anything ‘<i>could</i>’ happen. However, Selective Licensing does not necessarily prevent negligent landlords from renting property, as can be seen in the area at the top of Gannow Lane in Burnley, it just slightly reduces their profit from doing so. As such, there is no evidence that I have seen, which suggests that Selective Licencing has any effect on rental values.</li><li>• <b>Landlords currently have problems getting accurate and honest references for prospective tenants</b> – If this is the case, then all I can say is that they aren’t trying hard enough, or aren’t using the correct methods for doing so.</li></ul> <p>In summary, in case the above isn’t clear enough, I do not agree with the council's proposals to introduce selective licensing in Burnley Wood with Healey Wood because I do not believe that it produces the effect the Council would argue it does. It merely raises a significant amount of money for the Council, which I think is the main motivation behind it, &amp; penalises landlords who are</p>	
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			<p>already voluntarily keeping their properties well maintained, &amp; who are vetting their tenants properly, not just for their own benefit, but also for the benefit of those who also live in the area, whilst allowing the negligent but cash rich landlords to continue to behave in the same way as they always have or ever will. As you may already have guessed, I do not think the proposed licence conditions are appropriate, &amp; hope that these proposals are not implemented.</p> <p>I would appreciate a response to this message &amp; look forward to hearing your comments on the above at you earliest convenience.</p> <p>Thank you for your response to my recent e-mail.</p> <p>As I suggested in my previous message, it does not surprise me that the Council seem to have already made up their mind about the proposed plans; I'm not sure what the point of asking people what they think is, when all that happens is that you provide people with the statistics that justify why you're going to do exactly what you want to do.</p> <p>I guess all there is to do is wait until the enormous bill which charges me for doing</p>	
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06/08/2015		Email	<p>what I'm already doing lands on my doormat.</p> <p>As you may have guessed, I do feel aggrieved that whilst I look after my rented property as the Council would like me to, I am going to suffer for all the unscrupulous landlords out there who don't give a stuff about their tenants or their living conditions.</p> <p>I have always worked on the basis that I wouldn't rent a house out that I wasn't prepared to live in myself, so to be told that I now have to pay an additional fee to be able to continue doing what I already voluntarily do is quite galling, especially when the reason for it is because the aforementioned immoral landlords don't already do it. Again, it is the bad apples spoiling things for everyone else. I just wish that you could find a way to penalise the ones that aren't toeing the line, whilst leaving the good landlords to continue doing what they're already doing.</p> <p>I have registered my intention to attend the event that you mentioned in your previous message because if there is a chance of reducing the bill that's inevitably going to land on my doormat, then I would only have myself to blame if I didn't attempt to reduce that bill. Just as an aside, since we both know that this is going to happen, is this going to be a yearly charge, or a one-off fee?</p>	<p>The final decision will be made following a report from the consultation. Every response that we receive will be included in a transcript as part of this report which goes to the Council's Executive Committee. I have provided you with the statistics so that you have an idea of the evidence base we were working from when the proposal document was drawn up. However the final decision is not just based on these statistics, but also on the feedback we get from residents, landlords and other stakeholders. We do value your comments and they will be included for consideration.</p>
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11/08/2015		Email	<p>Thank you for your response, though it wasn't needed. However, may I suggest that if you are going to respond on someone else's behalf, that you familiarise yourself with the details of their conversation. [...] actually hasn't 'mentioned the options available to Landlords regarding their fee', hence the question at the end of my last e-mail!</p> <p>Further, had you taken the time to familiarise yourself with the details of our discussions, you would have learned that the main reason for my objection to the proposed but quite likely licensing regulations is that, as an existing member of the Good Landlords Scheme, I am already</p>	<p>Just as an example, during the consultation for the Trinity area, comments from landlords resulted in a bigger discount for accredited landlords and a longer period over which they could pay their licence fee.</p> <p>Selective licensing legislation does not facilitate the targeting of "bad" landlords it is based on an area and any landlord operating within that area then has to apply for a licence. Once the consultation closes on the 2<sup>nd</sup> October, the report will be collaborated for the executive board. If they decide to approve the proposals we must then seek secretary of state approval. There is no forgone conclusion on the designation of these areas, the responses received from both landlords and residents will all be analysed to produce the data necessary. This is one of the reasons we are asking landlords and residents to complete their questionnaires as this is the most effective way of them having their say and the data will reflect this.</p> <p>Any landlords who fail to meet the required standard of management will be refused a licence and unable to operate within the designation areas. In the most severe cases, the Council will serve management orders on the properties and take over management. In raising the standards in these areas, it will increase the housing demand. Landlords who breach the conditions of their licence will also be penalised and those who fail to comply in applying will be prosecuted.</p> <p>(...) has before mentioned the options available to Landlords regarding their fee. The Council operates a Good Landlord and Agent Scheme (GLAS)</p>
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13/08/2015		Email	<p>voluntarily conducting myself as the Council would like all Landlords to do! I assume that the additional £100 discount that you mention will be available to Landlords who sign up to the GLAS scheme within the first three months, will also be available to existing members, so that Landlords who have already been conducting themselves morally and professionally, will not also be penalised by having to pay more for their licence than people who haven't bothered doing this and then decide to join up, rather than face fines. I believe that you should be targeting 'bad' landlords because without them, an 'area' would not need to have selective licencing legislation in place but instead, you are proposing to penalise existing Good Landlords by levying an additional charge to allow them to continue doing what they are already doing. In addition, all you will achieve by denying these 'bad' landlords a licence to operate in these areas, is move them to other areas to continue with the immoral practices that they already subscribe to.</p> <p>Obviously, given the above, I will not be accepting your offer of sending me a GLAS application pack!</p> <p>I would, however, like the information that I requested in my last message, that is, details of how the fee will be levied, the payment options, and how often the licence will need to be renewed? Once I have this</p>	<p>accreditation scheme, this enables landlords to apply to the council to gain accreditation status. This scheme is a voluntary and free scheme and operates borough wide, not just for those whose properties fall within selective licensing areas. In applying for accreditation and gaining the status, landlords can reduce their selective licensing fees by 30%. In addition to this if applications are submitted within the first 3 months of a designation being introduced the council offers a further £100 discount off the overall cost. If GLAS is something you wish to consider, please let us know and we can add you to the list for application packs.</p> <p>The selective licensing fee is a one-off application fee. The cost covers the whole 5 year period and there is an option to pay over 24 monthly instalments by direct debit.</p> <p>[...] and I both work in this role in implementing and running the consultation, therefore either of us are responsible and entitled to respond to any emails received as all correspondence is added to the transcript. I have seen the previous communication between yourself and [...] and therefore picked up on what had been discussed prior to my email.</p> <p>In [...] response to your first email regarding the points you raised from the questionnaire, under the heading "Selective licensing could have a positive impact on private rented housing/ensure private properties well maintained/managed/could reduce anti-social behaviour problems", [...] had highlighted the options available regarding the payment of the fee over 24</p>
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15/08/2015		Email		<p>a landlord applies for their licence within the first 3 months of the designation. Licensing periods last for 5 years and once the licence is granted no renewal is required unless an area is re-designated for a further 5 years. However, this all depends on the improvements seen in the area and the need for any further intervention.</p> <p>The Council's Enforcement team is able to enforce minimum standards in private rented properties, and in some instances we make use of Management Orders to take control of the property where improvements are not made. In these cases the Council steps in and brings the property up to the required standard; the landlord does not receive any rent whilst the Order is in place, all funds are directed to improving the property.</p> <p>Whilst this is an effective service, it is reactive and depends on tenants/neighbours/family members making a complaint to us. Unfortunately many tenants are unwilling to make complaints regarding poor landlords for fear of retaliatory eviction. The Enforcement team are only able to respond to complaints, not take part in proactive inspections. The selective licensing legislation would give us legal powers to undertake proactive inspections, and uncover more instances of poor property management.</p>
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				The proposal document for these areas (including Burnley Wood with Healey Wood) is available to view on our website, which contains details of alternative options we have considered to tackle low housing demand and associated problems in the four proposed designations.
22/07/2015	Resident	Resident questionnaire (online)	Agree: Good landlords will lead to better tenants and will improve the area with people hopefully taking more pride in their surroundings. With the improved rail links commuters to Manchester could be attracted to the area.	
22/07/2015	Resident	Resident questionnaire (online)	I think this is a great idea. The owners of properties in particular on Branch Road need to maintain the properties better. If not they should have them taken off them and allow the local community group repair and manage them and earn a rental income of them. That way local residents could also monitor the properties and ensure there is no anti-social behaviour.	
22/07/2015	Resident	Resident questionnaire	Agree: upgrade the district of Burnley Wood.	
23/07/2015	Resident	Resident questionnaire	Agree: my property was a decent 2 bed house. The landlords agent has turned it into a slum. I have not been able to use 1 bed 18 months.	I note in the comments section that you have had problems with the agent managing your property. Your landlord is responsible for maintaining the property and ensuring it meets minimum health and safety standards. If you have disrepairs and the property is in a poor condition, you should contact the landlord or managing agent, and ask them to carry out the repairs. The landlord/agent should inspect the property and carry out repairs in a reasonable timescale.

				If the landlord/agent refuses or does not carry out the works in an agreed time period, we would recommend you contact the Council's Housing Enforcement Team for further advice.
23/07/2015	Resident	Resident questionnaire	Agree: it will help everyone	
23/07/2015	Resident	Resident questionnaire	Don't agree: moneymaker that's all	Any licensing scheme will incur a fee. The fee charged for selective licensing is ring-fenced and is an administrative fee which goes towards implementing and monitoring the scheme. The council is not legally permitted to make a profit from selective licensing. This is a self-funded initiative and all funds go directly into improving your area.
23/07/2015	Resident	Resident questionnaire	Agree: I think it will make Burnley Wood a nicer area	
23/07/2015	Resident	Resident questionnaire	Agree: anti-social behaviour is getting out of hand	
23/07/2015	Resident	Resident questionnaire	Agree: tenants keep clean house and landlords property in good condition	
23/07/2015	Resident	Resident questionnaire	Agree: all of the above would improve area greatly.	
23/07/2015	Resident	Resident questionnaire	Agree: to stop landlords filling their pockets with money	
23/07/2015	Resident	Resident questionnaire	Agree: Burnley Council plus Calico are the two main reasons the area is like it is.	Burnley Council is committed to making improvements in your area; one way we hope to do this is by tackling poorly managed private rented properties through selective licensing. Whilst Calico, as a registered social landlord, would not be directly affected by selective licensing, we have a strong partnership with them and will work together on behalf of residents to resolve any issues you may have.
23/07/2015	Resident	Resident	Agree: the area was good, but has become a	

		questionnaire	ghetto type area and UNATTRACTIVE	
23/07/2015	Resident	Resident questionnaire	Agree: we've had unreasonable tenants next door on two occasions	
23/07/2015	Resident	Resident questionnaire	Agree: due to poor landlords, house prices have dropped in Burnley Wood	
23/07/2015	Resident	Resident questionnaire	Agree: 100%. Dodgy landlords!	
23/07/2015	Resident	Resident questionnaire	Agree: fair for landlords serious about renting, less bad landlords	
23/07/2015	Resident	Resident questionnaire	Agree: get council to buy all empty properties	Burnley Borough Council no longer owns its own housing stock, and has limited capacity to buy empty houses. Our Empty Homes team have purchased and refurbished a number of properties however we are not able to purchase <i>all</i> empty homes within the proposed licensing area. Selective licensing is a tool which we <i>can</i> use to tackle problems with private rented properties in your area. The scheme is funded by the licence fee, which means that local residents are not paying for its implementation through council tax.
23/07/2015	Resident	Resident questionnaire	Agree: This scheme would make Burnley Wood a happy, safe area for families to live in	
23/07/2015	Resident	Resident questionnaire	Agree: fed up of the rented houses forever being wrecked by tenants who then move out ready for the next rowdy lot.	
23/07/2015	Resident	Resident questionnaire	Agree: Because something needs to be done, so people respect their home, also respect the people they rent from.	
23/07/2015	Resident	Resident questionnaire	To improve Burnley Wood what is needed is a system to enable people to buy a run-down house and then get a loan at a low rate to bring the house up to today	Regarding your comments on loans to bring empty homes back into use, I thought you may be interested to know that the council's empty home team has been able to offer loans to landlords in some areas of

			standards in a limited time. This would really make an impact.	Burnley, and this has been effective at bringing some empty properties back into use. Selective licensing takes a wider approach and focuses on the management of private rented properties. The selective licensing scheme is already in operation in some parts of Burnley, the longest running being in the Trinity area, which has seen a reduction in empty properties over the course of the designation. Selective licensing aims to tackle low housing demand by working with private landlords, managing agents and tenants to make the area a more desirable place to live, which should in turn reduce the number of empty properties.
23/07/2015	Resident	Resident questionnaire	Agree: Lived on Emily St for 23 years, neighbours are great. Rented houses have drug dealers resident, houses are scruffy and neglected. You are welcome to contact me for more info.	
23/07/2015	Resident	Resident questionnaire	Agree: make it a better area	
23/07/2015	Resident	Resident questionnaire	Don't agree: generally there are good people in BW area. It's a small minority of anti-socials that's problem.	I am pleased to note that you have not had problems with private rented properties in your area recently, but also note that you consider empty properties, nuisance and anti-social behaviour, poor quality properties and rubbish dumping to be a very big problem. It would be wrong to say <i>all</i> of these problems are associated with private rented housing, but selective licensing has been effective in other parts of Burnley by engaging with landlords and tenants to address such issues. I also note that you agree with the four actions all private landlords should take (obtain references, ensure tenants know ASB is unacceptable, keep

				properties in good condition, provide tenants with contact details). The conditions of a selective licence ensure that all landlords comply with these actions, as well as a number of others which will ultimately improve the condition of private rented properties.
27/07/2015	Resident	Resident questionnaire	Agree: strongly agree with the scheme and hope to see a vast improvement with tenants.	
27/07/2015	Resident	Resident questionnaire	Agree: This area needs a big improvement- this will help a lot!	
29/07/2015	Resident	Resident Questionnaire	Agree: Burnley Wood needs help!	
29/07/2015	Landlord	Landlord Questionnaire	Disagree: Too high £750 House	<p>I note that you agree that the area has some issues and that Burnley Council should intervene in areas suffering low demand, and also that you feel that the fee required is too high.</p> <p>We have endeavoured to keep the licence fee as low as possible, and in our current selective licensing areas we have been able to offer a 30% discount to landlords who are accredited on our Good Landlord and Agents Scheme (GLAS). We also offer landlords the option to pay over 24 months, which many landlords take advantage of in order to spread payments, rather than paying in one lump sum.</p> <p>All fees received from the licence fees are spent on implementing and monitoring the scheme, for the benefit of the area concerned.</p> <p>If you would like more information on the GLAS scheme (our voluntary accreditation scheme), please email your contact details to <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a>. We are currently taking expressions of interest for those interested in joining the scheme should the proposed selective licensing</p>

				designation go ahead.
29/07/2015	Landlord (properties in BW and Leyland Rd)	Landlord Drop in Session	Believes that demolition of Burnley wood created the bad tenants to spread to Gannow, Leyland Rd etc. Before they were all in one area.	Asked where had properties and if he had experienced any issues within the area.  Explained that selective licensing includes mandatory referencing to avoid tenants who cause anti-social behaviour moving from place to place which would help to alleviate issues.  Gave questionnaire for completion.
29/07/2015	Landlords (properties in Healey Wood)	Landlord Drop in Session	Wanted more information on what selective licensing is and why its proposed.  Laithe Street is the worst street, 5 empty properties next to each other boarded up. Worried as can't let children play out on the back street as none have back gates and don't know who might be in them. Squatters are often there and some aren't boarded up.  Thinks if Berry Street is included that Cleaveland Street should be too. Or Berry street removed. Not happy about the fee, Punishing the good landlords and charging us. Doesn't believe that when properties have schedules of work done that they are properly inspected.	Explained what selective licensing is and the reasons parts of BW & HW have been proposed.  Showed maps of the area and street lists and asked on their thoughts.  Explained the fees for selective licensing at £750 and £670 thereafter. explained GLAS 30% reduction and option to pay by direct debit.  Explained that through GLAS properties are inspected and selective licensing also brings with it property inspections so condition is also taken into account and no one will be able to get away with leaving tenants in inhabitable properties.  Gave questionnaires and asked to complete and return.
24/09/2015		Landlord Questionnaire	Disagree: I have rented properties out for over 13 years and haven't had any problems with tenants whatsoever. My properties are kept in good order and I don't see why I	Whilst we are pleased to note that you have not personally had any problems with your rented properties, unfortunately the private rented sector in some parts of Burnley is in decline. Selective licensing

29/09/2015		Landlord Conference Question Sheet	<p>should have to pay when it's not me that's causing the problem. I feel I am being punished for all the bad landlords in the area. Make the bad ones pay not the good ones. There needs to be a fairer solution.</p> <p>If the banks aren't going to give mortgages on properties in licensing areas. Have all the private home owners been informed that they will have a problem selling their houses. The prices will <u>drop</u>.</p>	<p>legislation gives us the power to tackle the poor landlords who are in part responsible for this. We recognise that there are a number of good landlords operating to a high standard, however as selective licensing is an area based scheme there is no option in the legislation for us to omit good landlords. We can, however, offer a 30% fee discount to those landlords accredited under our Good Landlord and Agent Scheme (GLAS) as recognition of their good work. This is a voluntary scheme which is free to join. If you would like more information on GLAS or the proposed licensing scheme please contact us on the details below.</p> <p><i>Email sent to all attendees 22<sup>nd</sup> October 2015.</i></p> <p>Hello,</p> <p>At the landlord evening on the 29th September 2015 concerns were raised that the large financial institutes would not lend money for buy to let mortgages if the properties were situated in an area designated for selective licensing. During the presentations, one of the statistics referred to was the number of property sales in the Trinity designation area between January 2014 and 2015. At that time it was reported that there had been 65 property transactions.</p> <p>Further research has shown that between January 2014 and the extended period to August 2015 there has been 110 property sales in the Trinity designation area. Land Registry records show that 27 of these properties were bought with a mortgage, provided by several financial institutions including the larger</p>
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				<p>companies of Natwest, Santander, HSBC, Birmingham Midshires (Bank of Scotland) and Lloyds.</p> <p>In addition on the 13th July 2015 the Mortgage Solutions publication stated that Natwest would consider cases in selective licensing areas provided there are no issues highlighted by the valuer. A Natwest spokesman explained that the previous decision not to lend on selective licensing properties was a historic part of the criteria and changes across local authorities had prompted the lender to review its conditions.</p> <p>In the same publication a spokesman for RBS said “Selective licensing has been an issue for brokers in specific parts of the country where they have been introduced by local authorities. With the expectation that the number of schemes will increase over the coming months and years, I am pleased that we are now able to accept applications from buy-to-let investors who want to buy a property in an area where they require a selective licence.”</p> <p>To read the full article please refer to <a href="http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/">http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/</a></p> <p>There is no evidence in the Burnley selective licensing designation areas to support the concerns raised.</p>
29/07/2015	Landlord	Landlord Drop in Session	<p>Wanted to know more about Selective licensing, asked how absent landlords who live in London for example are found.</p> <p>Wanted to be added to GLAS list and book a place on the LL evening.</p>	<p>Explained selective licensing and the reasons for proposals. Said that housing benefit and council tax data is one of the ways we find landlords who are not known to us and local.</p> <p>Explained fees for licensing and GLAS 30% reduction.</p>

22/08/2015		Email	<p>Thank you for the list, we have looked through and a couple of street are missing which we feel should be on  Ballam Street  Kingsland Road  Kingsland Grove  With regards to the Good Landlord scheme is this something that we can join sooner?</p>	<p>Asked if would like adding to list for GLAS.</p> <p>Gave questionnaire and maps, said would send street list via email as none left to pick up.</p> <p>Added to GLAS list and LL evening and email sent with street list attached.</p> <p>I have noted your comments regarding streets you would wish to see included in the designation .We are currently taking expressions of interest for those who would like to become accredited under the Good Landlord and Agent Scheme (GLAS), should the proposed designations come into place. However if you wish to join sooner we are currently accepting applications, though these will not be processed before October. If you wish to go ahead and join I can pass your details to the GLAS team who will send out an application pack. You can return this as soon as you like, but as mentioned it will not be processed until October at the earliest.</p> <p>If you wish to become accredited please email me with your home address, and the address of one or more properties which you let in Burnley. This does not have to be within the proposed selective licensing area, as GLAS is open to landlords borough-wide. I hope this has answered your queries. Please don't hesitate to contact me if you require further assistance.</p>
22/09/2015		Landlord Conference Question Sheet	Calico Housing – can house bad tenants in selective licensing areas but good landlords still have to pay? Penalise tenants	Please see below for our response to queries raised at the landlord conference on 29 <sup>th</sup> September regarding proposals to introduce further selective licensing areas

			<p>Kingsland Grove, Kingsland Road, Ballam Street still missing off the list, why?</p> <p>Banks lending in selective licensing areas?</p> <p>New builds?</p> <p>Why was the GLAS scheme stopped through this process?</p>	<p>in Burnley.</p> <p><b>Calico Housing</b> The selective licensing legislation states that registered social landlords are exempt from licensing. This is because they are subject to alternative rules and regulations stipulated by DCLG. In our current licensing areas if we receive reports of ‘problem’ tenants, we will contact the RSL in question to ensure they deal with the situation.</p> <p><b>Boundaries of the proposed schemes</b> Part of the consultation process is taking feedback from landlords and residents regarding which streets/blocks they think would benefit from licensing, or conversely should not be included. With that in mind, your comments regarding Ballam St., Kingsland Road and Kingsland Grove have been noted and will be given consideration. If we can see sufficient evidence that the scheme is required there, we can alter the proposed boundaries to reflect this.</p> <p><b>Banks lending in selective licensing areas</b> You should have received a separate email regarding this issue. In summary, we have undertaken research in our existing licensing areas which has proven that banks are continuing to lend in licensing areas; there is no reason to be concerned about this in Burnley.</p> <p><b>Why was the GLAS scheme stopped through this process?</b> GLAS has not stopped, we continue to accept new applications and are taking expressions of interest</p>
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				from those landlords who wish to become accredited should the proposed schemes be approved.
30/07/2015	Resident	Resident questionnaire	Don't agree: How or why should private landlords, providing necessary housing, be responsible for the behaviour of people who are socially irresponsible.	There is a correlation between poorly managed private rented properties and anti-social behaviour. Landlords are responsible for undertaking satisfactory references before the tenancy commences to reduce the risk of anti-social behaviour occurring. During the tenancy landlords are responsible for addressing any breaches of the tenancy agreement including the causing of annoyance or nuisance at/ in the vicinity of the property by occupiers or their visitors. Failure to address these issues causes further problems for the wider community. Landlords must manage these tenancies and ensure any breaches are addressed and if necessary escalated to eviction proceedings where the breaches continue. The selective licensing team will support landlords in complex cases.
10/08/2015	Landlord	Landlord questionnaire (online)	Disagree: Selective Licensing on its own would not solve the area's problems in my opinion. Landlords are also victims of the anti social behaviours and other more serious crimes that abound in this area and should receive the council's support like other members of the community. In my experience landlords get little if any sympathy, support or consideration from the council when they are the victim, which is often. My property is now long term empty as a result of several burglaries and acts of vandalism. The property's gas boiler, central heating system and all copper pipes have	I note from your responses that you agree there are a number of problems in the proposed designation area, such as empty properties and anti-social behaviour, but you feel that selective licensing on its own will not tackle this. Selective licensing is just a part of our wider housing strategy to improve property condition and management in the borough. In our existing areas we work closely with the police and community safety team to tackle anti social behaviour, and we can offer training and support to landlords who are struggling to deal with this. We offer a free tenant referencing service which will give landlords information relating to crime and ASB for potential tenants. We also work closely with the Housing Enforcement

			<p>been ripped out twice, my back door has been destroyed severally, my backyard gate has been damaged/stolen many times, rubbish has been dumped in the yard more times than i can count. The latest incident, from which i am still recovering - the reason the property is empty, was when the entire FLOOR (original flagstones) of the house was dug up and removed! I wrote to the council for support and i suggested that the alleyway behind my property should be gated to improve security but i got no reply. Instead I got council tax demands and further demands/threats from the council's environmental unit. The consequent repairs, fees and the normal property payments have cost me thousands of pounds plus untold heartache and stress and yet there is no assurance that these draining occurrences will not be repeated. What is required now is not just another scheme with its obligatory high fees which make the council seem exploitative, but joined up thinking and a regime in which landlords are treated less like criminals/ offenders but more as partners in the council's endeavours to pacify the real abusers of our community.</p>	<p>team and vacant property initiative to tackle a wide range of private housing related problems. You own property in an area which is currently experiencing low demand and decline; selective licensing aims to turn this around by raising standards in the private rented sector and creating communities and neighbourhoods where people choose to live, and respect their homes and the wider environment. We want to do this by working with landlords, managing agents, tenants and other residents. If the scheme is approved we will act as a point of contact for landlords and other parties. We recognise that there are a number of good landlords operating in the area, but unfortunately there are also a number of poor landlords who are not acting appropriately; the reputation of private renting in Burnley is suffering as a result of this. Selective licensing gives us the tools to tackle the worst offenders, and create a level playing field for all landlords, operating to a set of adequate standards.</p>
11/08/2015	Landlord	Landlord Questionnaire (online)	<p>I have several properties in other licensed areas and as far as I can see it has no major effect apart from costing the landlord more money and as well as the empty property council tax this may well drive landlords out of the area therefore having the opposite</p>	<p>We are sorry to hear that you feel that there has been little progress made in the current selective licensing areas. Our evidence and feedback in Trinity in particular demonstrates an improvement in property condition, reduction in numbers of vacant properties and cases of ASB and environmental crime have fallen.</p>

			effect to what you are trying to achieve.	It was felt that the progress was sufficient enough to consider if any other areas in Burnley would benefit from the scheme, hence the consultation which has taken place. In terms of costs to landlords, properties are only licensable once tenanted, therefore any property which is vacant and being charged additional premiums for council tax will not incur licensing fees on top of this. In the current selective licensing areas we have continued to see investment in properties for the rental market and not seen any evidence that the area being designated is a deterrent for investors.
11/08/2015	Landlord (Burnley Wood with Healey Wood & Bank Hall)	Email	<p>I note – admittedly with some concern for the financial implications for landlords – that the council is proposing to extend the licensed areas yet again.</p> <p>Before submitting a formal response, I would be very interested to have a report from the council on the effectiveness of the Trinity area which was renewed last year. What has improved within this area and what is the council doing on an ongoing basis? Can you please provide me with some statistics with results of the initiatives taken – for example, but not limited to, any change in ASB, how many properties that were unoccupied are now occupied and what comparable crime statistics are available by how much has the crime rate reduced? Has the ‘quality’ of tenant improved and are tenants still leaving properties with arrears of rent.</p> <p>It also occurs to me the council could provide an incentive to landlords to continue to improve their properties by increasing the</p>	<p>In terms of the management of properties and tackling Anti-social behaviour, traditionally through the last designation we have only been able to report on ward data for ASB. Although it was an indication it was not a true reflection of the designation area which is a much smaller footprint. Through the Partnership Analyst team we can now report on the actual designation area ASB data. Between January 2013 and December 2013 which was through the last year of the previous designation there were 311 incidents of ASB reported to the Police. Between January 2014 and December 2014, the first year of the re-designation the reported cases of ASB have reduced to 289. The Police have dealt with a majority of these incidents which relate mainly to, neighbour disputes, juvenile nuisance, and drug related resident concerns. Over 50 warrants have been executed relating to drugs in the area and there have been arrests for possession &amp; possession with intent to supply Class A &amp; B drugs. Environmental crime has also reduced from 302 cases to 225. The selective licensing team meet with the local community beat managers on a weekly basis at their</p>

			<p>LHA payable for fully compliant properties – just a thought that I rather doubt will be received with any enthusiasm as I’m pessimistic!</p> <p>My reason for asking these pertinent questions is that I own properties in the Durham area and licensing was introduced by Hartlepool Council 6 years ago. It was managed effectively and the neighbourhood improved to such an extent that the licensing area has been withdrawn and renewal was not required.</p>	<p>resident surgeries and hold a multi-agency meeting on a six weekly basis. These meetings ensure that through working together PACT (Police and Communities Together) priorities for each of the areas are addressed. Property inspections are being conducted, ensuring the condition of the property is up to standard, any issues identified will result in a full Housing Health and Safety Rating System (HHSRS) inspection being undertaken.</p> <p>Since the re-designation the percentage of privately rented properties in the area has increased from 38% to 40%. Figures from October 2013 state there were approximately 20% of properties empty within the designation area. As of January 2015, there are approximately 16% of privately rented properties which are vacant. The reduction in some of these vacant properties has been seen through the work of the cluster programme which started in March 2012, the Council acquired and renovated 19 properties, 6 have been sold to owner occupiers and 2 to licensed landlords. 2 are on the open market for resale and 7 are being leased to Calico for rental accommodation. 34 interest free loans have also been given to licensed and or accredited landlords through the empty homes programme.</p> <p>The average house price has risen from £31,895 to £40,000 between October 2013 and January 2015. Turnover of properties is more in line with the Borough average and the median house price has increased. Further information in relation to these statistics can be seen on our website under Trinity Annual Monitoring Report 2014-2015.</p> <p>In reference to the quality of tenants in these areas,</p>
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				<p>landlords are bound by their licensing conditions to reference all prospective tenants before placing them in a property. Failure to reference tenants and provide evidence of their methods will result in action being taken for breaches in licensing conditions. The selective licensing team also offers reference checks for landlords free of charge. These checks highlight any anti-social behaviour that may have occurred, the checks however do not highlight how the tenant has conducted their tenancy and any arrears. Landlords should always contact one and other to establish how tenants acted in their previous tenancy to avoid issues of damage and arrears occurring.</p> <p>The LHA is set for the whole of the borough not just for those which fall in the selective licensing areas. The calculations are based on the private market rents being paid within the Broad Rental Market Area, any changes to this would only occur based on changes in rental income resulting in an increase in higher local housing allowance.</p> <p>The hope for the current selective licensing areas is that after 5 years the scheme will come to an end and no re-designations will be necessary. Trinity had reached a point where changes were beginning to be seen and the Council felt that it would be best to continue to see through the changes as opposed to leaving the area and enabling standards to slip and the neighbourhood return to its original position.</p> <p>Queensgate and Gannow have just reached the end of their first year of designation and reports on the progress will be produced over the next few months and they too will be available to view on our website.</p>
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25/08/2015		Email	<p>Many thanks for your comprehensive reply and the statistics you have provided all seem to be positive. However, to fully justify the extension of the licensing in Burnley, it is reasonable to be provided with the comparable statistics for the year before the introduction of the licensing in Trinity (i.e. 2008) so that the value to all concerned can be calculated and therefore used to support – or otherwise – the proposed new area.</p>	<p>When selective licensing was introduced to Trinity in 2008 it was as part of a wider regeneration programme aimed at making social and economic improvements in the area. The early withdrawal of Housing Market Renewal funding and the economic downturn slowed progress and impacted on longer term plans for the area. However regeneration does continue through the introduction of the Clusters of Empty Homes Programme, and working with other key partners. Significant progress was made in Trinity during the first five year designation in terms of improving property management and reducing anti-social behaviour, though there is still work to be done. The Council felt that there was sufficient evidence of the success of the scheme to re-designate the area for a further five years in order to support the wider programme of regeneration in the area. We have seen the positive impact the scheme can have in areas suffering from low housing demand, which is why we are proposing to extend the scheme so more residents and landlords can benefit.</p> <p><b>Anti-social Behaviour</b></p> <p>Anti-social behaviour (ASB) was not an integral ground for licensing to be introduced in 2008 and therefore the data for this prior to the designation coming into force was not recorded. During the term of the first designation of Trinity, ASB cases reported to the police reduced from 453 cases in 2010/11 to 311 cases by December 2013. Although Selective Licensing alone is not solely responsible for the reduction in ASB, it ensures that landlords can be easily identified and notified of complaints. The legislative powers also enable Licensing to ensure that a landlord takes action</p>
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				<p>and deals with breaches of tenancy. The Police see the Selective Licensing team as their main partner in tackling ASB within the areas and hold both weekly meetings with community beat managers and 6 weekly multi-agency meetings in which ASB is discussed and tackled contributing towards improved community safety. Closure orders have been made by the Police on houses within the Trinity ward in which ASB and drug dealing have been reported to be continuous issues. Since the re-designation of the Trinity ward in January 2014, ASB cases have reduced to 289.</p> <p><b>Vacant Properties</b></p> <p>The Clusters of Empty Homes Programme is a central part of the Council's wider housing strategy which enables landlords to access interest free loans to renovate empty properties and bring them back into use. Over the course of Trinity's Selective Licensing 34 Interest free loans have been provided to bring vacant properties back into use. The current "Cluster Areas" in which this scheme is available are exclusively within the current three selective licensing areas of Trinity, Queensgate and Gannow. Another scheme which is offered is that of the Vacant Property Initiative which enables the council to seek to acquire problem properties which are seen to be long term vacant. 19 properties in total have been purchased since March 2012, renovated and re-sold to new Landlords, Owner Occupiers or leased to Calico for rental accommodation. By the end of October 2013 the number of vacant properties was 280. By the end of January 2015, the total number of vacant properties was 224, an overall decrease in 20%. Together with</p>
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				<p>selective licensing these schemes enable landlords and the council to work together in partnership and be pro-active in tackling problem empty properties.</p> <p><b>Inspections</b></p> <p>Over the course of the previous designation of Trinity, 2008-2013, 212 properties were identified as having no means of smoke detection. These properties were subsequently provided with smoke alarms from Lancashire Fire and Rescue services via fire referrals from selective licensing applications. A further 89 referrals have been made since the introduction of the new designation for Trinity in January 2014. 383 Properties within the Trinity area were inspected over the course of the previous designation. Of the number of landlords in the area, 63% have had one or more of their properties inspected. In the first year of the new designation 132 properties were inspected. In the main the issues identified were low levels of damp and mould and insufficient number of electrical sockets in the living room. Two properties are being pursued for not having central heating.</p> <p><b>House Values</b></p> <p>Whilst we do monitor house values as an indicator of housing demand in the licensing area, demand and values are subject to national/regional trends, and house price stability is very sensitive to interest rates, mortgage availability and wage growth. In 2006 the average house price in Trinity was £44,000, compared to £68,000 for Burnley as a whole (65%). Prices continued to rise in Burnley and Trinity throughout 2007 reaching a peak in 2008 where the average price in Trinity was 67.9% of the average price for Burnley as a whole. The economic downturn saw a reduction</p>
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				<p>in house values across the borough, but this has now continued to rise again. The most recent figures demonstrate that values in Trinity were 57% of the borough average in 2013, but by January 2015 this had risen to 64%. Though there has been significant volatility in the housing market in recent years, the Trinity area has recovered well; house prices have risen here at a faster rate than Burnley as a whole. Wider economic trends can have a significant impact on areas of low demand. Greater numbers of repossessions and difficulties in accessing mortgages provides more opportunities for buy-to-let investors. As part of the wider regeneration strategy for Burnley it is more important than ever than we regulate landlords operating in low demand areas, to ensure the housing market here continues to grow and support wider economic recovery. It is also important that we continue to ensure all landlords are operating to a minimum standard and are not making a profit by undercutting good landlords who invest in their properties and manage them to a high standard. Further statistics and evidence in relation to the Trinity area successes of Selective Licensing can be found on the Council Website in the Annual reports. Queensgate and Gannow First year annual reports are also being produced and will be available to view in due course.</p> <p>The four new proposed areas for selective licensing bring with them their own statistics and reasons for potential designation. These can be found in the proposal document which is available to view on our website at <a href="http://www.burnley.gov.uk/node/2153">www.burnley.gov.uk/node/2153</a></p>
13/08/2015	Resident	Resident	Agree: Rented accommodation is often badly	

		questionnaire	maintained and poorly managed.	
13/08/2015	Resident	Resident questionnaire	Agree: Brilliant idea	
13/08/2015	Resident	Resident questionnaire	Agree: As a previous landlord (guest house) I know the difficulties in ensuring the tenants obey the rules requested and can just pick up and leave without letting the landlord know in advance.	
14/08/2015	Resident	Resident Questionnaire	Agree: Make safer for residents.	
17/08/2015	Resident	Resident Questionnaire	Agree: Good Landlords have nothing to fear should raise quality rentals.	
17/08/2015	Resident	Resident Questionnaire	Agree: It is not before time that housing and tenants including home owners are <b>strongly</b> monitored.	
17/08/2015	Resident	Resident Questionnaire	Agree: The area needs total re-development as the only way to go forward.	<p>In relation to your comments regarding re-development of the Burnley Wood with Healey Wood area. There have previously been large programmes of compulsory purchase and demolition in specific areas of the Borough through the Government's Housing Market Renewal Pathfinder fund. A number of houses were demolished and some rebuilt in order to create a mixture of tenure and size of new housing. Burnley Wood is one of these areas which has benefited and seen new developments being built following these schemes.</p> <p>Unfortunately this funding was subsequently stopped, and since then no further demolition has taken place. The private rented sector is an important part of housing choice, if it is well managed and maintained to a good standard. Selective licensing is one way of ensuring the sector improves and housing quality is of the minimum standard.</p>

17/08/2015	Resident	Resident Questionnaire	Agree: We live next door to a rented property in our private development and it has not been maintained despite several phone calls to the estate agents!	I note in the comments section that you are experiencing problems with the rented property next door. If the Council decide to introduce selective licensing we would hold information about all landlords in the area and would be able to contact him/her direct to address the issues you are facing. As mentioned above, a decision on whether to introduce the scheme will not be made until next year. I did, however, want to write to you to give you the contact details for our Streetscene department who may be able to assist you. They can be contacted in writing or online/telephone at the details below:
18/08/2015	Resident	Resident Questionnaire	Agree: To stop unsociable behaviour/ensure property is maintained	
18/08/2015	Resident	Resident Questionnaire	Agree: many houses are being boarded up in the area and give people a poor view of this area	
18/08/2015	Resident	Resident Questionnaire	Agree: Important	
18/08/2015	Landlord	Landlord Questionnaire (online)	Personally me as already involved with selective licensing due to having 2 properties in trinity which are already under the scheme think that its not improved the area or anti social behaviour there are houses now bien put up for sale around burnley wood for reasons of the implications of paying selective licence fees in my case a lot of money which I personally will struggle to afford to pay. Ive rented property throughout the burnley area for a number of years but if selective licensing comes into the area of burnley wood I will be looking to privatly sell on my portfolio because I simply	In your response you refer to the Trinity area of Burnley, one of the current selective licensing areas in which you have 2 properties. You mention that there has been no improvements in the area or reduction in anti-social behaviour. We are sorry to hear that you feel that there has been little progress made in Trinity. Our evidence and feedback demonstrates an improvement in property condition and management, reduction in the number of vacant properties and property values have risen at a faster rate than that of the wider borough following the economic downturn. The cases of anti-social behaviour (ASB) and environmental crime have also fallen. Between

			<p>couldnt afford to pay the licence fees. I don't speak for myself a lot of other landlords I know in this area are also going to be selling up so there will be no rented housing properties available in Burnley Wood area because all landlords are selling up because no one wants to pay in my eyes and others the extortionate licence fees. I can only speak for myself but all my properties are in very good order and managed properly with good tenants who cause no trouble... I'm against these proposals for selective licensing in Burnley Wood and Leyland Rd areas it's just going to cause more problems with landlords not being able to afford to pay mortgages etc so bank repos are going to occur. Listen to the landlords of Burnley instead of just ripping us off. That's my opinion and I speak for many more. Thanks...</p>	<p>January 2013 and December 2013 in the last year of the previous designation of selective licensing there were 311 incidents of ASB reported to the Police; this reduced to 289 between January 2014 and December 2014 showing a downward trend since the new designation was introduced in January 2014.</p> <p>In terms of the cost of selective licensing, landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which is a free and voluntary scheme which operates borough wide. In joining GLAS and reaching accreditation status, landlords are entitled to a 30% reduction in their selective licensing fees. An additional £100 discount is available off the overall cost of the licence for selective licensing applications returned within the first 3 months. The fee for a GLAS accredited landlord who returned their application within three months of the designation is £425. This works out at around £1.60 per week for one property as the licence is valid for five years. There are also provisions in place enabling landlords to pay via direct debit in monthly instalments over a period of 2 years. In the current selective licensing areas we have continued to see investors purchasing properties within selective licensing areas for the rental market. We have not experienced a downward trend of privately rented properties because of this.</p> <p>If GLAS is something you wish to become a member of, please inform officers by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a></p>
19/08/2015	Resident	Resident Questionnaire	Agree: This used to be a reasonable area to live – everyone moved out as area downgraded over the years properties bought up	

			as rentals.	
19/08/2015	Resident	Resident Questionnaire	Agree: Need to monitor tenants as well as landlords to make a better safer place to live.	
19/08/2015	Resident	Resident Questionnaire	Agree: Also to make sure that the tenant/landlord pays the council tax	
19/08/2015	Landlord	Landlord Questionnaire (online)	Not sure when this fee would have to be paid. Is it payable over a period of time e.g two or three payments over the first year. I live 250 miles away and visit twice a year. Unfortunately it was not possible to attend your meetings	<p>In reference to your query regarding the payment time for the fee, landlords have the option to pay the fee either in full via cheque or bank transfer on submission of their application, or they can take advantage of the direct debit form which enables payments to be taken in monthly installments over a period of 2 years.</p> <p>In addition to these options regarding the payment, landlords are also given the opportunity to join the Good Landlord and Agent Scheme (GLAS) which is a free and voluntary scheme which operates borough wide. In joining GLAS and reaching accreditation status, landlords can benefit from a 30% reduction in their selective licensing fees for each property. If landlords return their selective licensing applications within the first 3 months of the designation period, they are also entitled to a further £100 reduction off the total cost of their fees. This would bring the total fee for an accredited landlord with one property who returned their application early to £425.</p> <p>If GLAS is something you wish to consider joining, please inform officers by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a> and your name will be added to an application request list.</p>
20/08/2015	Resident	Resident questionnaire	Agree: too many run down properties.	
24/08/2015	Resident	Resident	Agree: would help to improve housing	

		questionnaire	standards	
24/08/2015	Resident	Resident questionnaire	Agree: all aspects of concern well covered	
24/08/2015	Resident	Resident questionnaire	Agree: Improvement is always good and positive	
24/08/2015	Resident	Resident questionnaire	Agree: a couple of months after moving into my nice new home discovered (...) Branch Rd next door has been bought to rent out. Proper management is important.	
24/08/2015	Resident	Resident questionnaire	Agree: terraced side of B/W has needed help for more than 20 years.	
24/08/2015	Resident	Phone call	Keen to support the scheme, lives on Dall St, "terrible round here". Requested paper copy of questionnaire.	Paper copy sent 24/08/2015. Requested return by free post before 2 <sup>nd</sup> October.
24/08/2015	Resident	Phone call	<p>Call went through to KB, left voicemail, confused as to why received reminder leaflet when owns own property.</p> <p>Calico biggest problem in the area. Boarding up houses with green steel shutters, problem tenants. Burnley Council and Calico one and the same, quickest sell off in history, no doubt some council staff directors at Calico.</p> <p>Not specific Calico property to complain about, just general.</p> <p>Private landlord next door, very good tenant, any problems landlord comes up and sorts straightaway. Only rented properties had a problem with are Calico.</p>	<p>Explained for information, applies to private landlords but want to know what all residents think of scheme as it directly affects their area.</p> <p>Explained two separate entities, if wanted to make complaint about specific property could do so.</p> <p>Explained Calico subject to different set of rules and regulations, SL not applicable.</p> <p>Asked if had any experience of private rented properties. Said want all landlords to be as good as his neighbour's, introduce regulation to monitor and ensure all performing well.</p> <p>Offered to send paper copy of questionnaire, gave details to call back if had any queries. Paper copy sent</p>

24/08/2015		Resident Questionnaire (online)	Don't know: Burnley council used to be the biggest slum landlords in the area, then they sold to Calico ? I wonder how many Burnley councillors own part of Calico or get paid to advice. I hope that the Landlord Licensing includes Calico.	25/08/2015 I note you had some concerns with Calico. Burnley Council are a completely separate entity to Calico, and have no involvement in how they run their services. However we can contact them on residents' behalf if they are experiencing problems with Calico properties or tenants. As a registered social landlord, Calico are exempt from selective licensing. Registered providers are financially regulated and funded by the government through the Homes and Communities Agency, and are monitored by the Department for Communities and Local Government. They are exempt from selective licensing because they are already subject to separate regulations..
24/08/2015	Resident	Resident questionnaire (online)	Agree: The area in Burnley wood needs new property in particular Branch Rd area with a number of empty houses making it look a poor and untidy area. Why not give Keepmoat the opportunity to knock these all down and recreate a new rd with new properties as the current development is going well...seems a good idea to me!	I note you would be in favour of demolition and redevelopment in the Branch Road area. Selective licensing aims to improve the condition of existing housing stock by focusing on the management practices of private landlords. Part of this is making improvements in the physical appearance and condition of their houses. In our existing licensing areas we have seen significant improvements in property condition, and would work to see the same improvements in Burnley Wood with Healey Wood should the scheme go ahead.
24/08/2015	Resident	Resident questionnaire (online)	Agree: after complaining to council a year or so ago about properties across from me at Huffling lane I have not had any acknowledgement. The house has been in a worsening state for the last 4 or 5 years. It might be if this house is owned by a landlord	If selective licensing is introduced in Burnley Wood with Healey Wood it would give us the opportunity to undertake inspections of all private rented properties in the area. If the property you describe is owned by a landlord and tenanted we would be able to take action to ensure it is fit for purpose.

			and he was under a license the property would have to be looked after.	Currently we would advise that you contact the council's Housing Enforcement team for further advice on this matter.
25/08/2015	Resident	Resident Questionnaire	The area has gone down a lot with private landlords.	
25/08/2015	Landlord	Phone Call	<p>Has 2 properties in Burnley Wood with Healey Wood area. Can't attend 29<sup>th</sup> September landlord conference.</p> <p>Queried if any discounts available to landlords.</p> <p>Wishes to be added to the list for GLAS and asked how would receive application</p> <p>Asked if anything at the landlord conference would be raised which landlords don't already know.</p>	<p>Explained the option of GLAS entitling 30% discount off fees for each property. Also mentioned if applications are made within the first 3 months of the designation a further £100 off the total cost of the fees would be available. Asked if would be something they would consider and added to the list. Said applications would be sent following the close of the consultation. Explained as it was borough wide scheme it would be something they could join on a voluntary basis free of charge at any time however applications are not being processed until at least after October. Explained the purpose of the landlord conference is to discuss proposals, no new information will be provided and if it is, would be sent to all landlords involved. The meeting will be similar to drop in sessions in terms of content covered, however in a more formal style.</p>
04/09/2015		Landlord Questionnaire	<p>Disagree: As a new landlord who has worked hard to renovate all our houses to a very high standard. Always take up references and do checks. All our houses have smoke detectors and carbon monoxide detectors fitted. The council want us to pay £1248 for both our houses for being good landlords. This means that we most likely will have to sell the houses. Why are good landlords made to pay for bad ones.</p>	<p>We do recognise that there are many good landlords who manage their properties to a good standard. Unfortunately there are also many poor landlords who are not investing the time and money required to manage their properties adequately. It is these landlords who are responsible for the common negative perception of landlords in Burnley. There is sufficient evidence to suggest that the area in which you own property is suffering from decline, low demand for housing and associated problems of anti</p>

				<p>social behavior. Feedback from residents has indicated that many would welcome a scheme which would tackle the problem of rogue landlords.</p> <p>Selective licensing is an area based scheme and the legislation does not give the option to omit good landlords. However we are able to offer discounts to landlords already accredited under the council's Good Landlord and Agent Scheme (GLAS). We are proposing to utilise the same fee structure should the proposed designation come into place. Under this structure an accredited landlord who returns their application within three months of the designation would be required to pay £894. We also allow applicants to spread this fee over 24 months (around £37 per month); we do not demand payment up front.</p> <p>Implementing selective licensing means we are able to level the playing field and ensure poor landlords are not able to undercut good landlords and make a profit by not investing in their properties. Landlords who do not apply or are not fit to hold a licence will not be granted one, and cannot legally rent their property. This ensures that only good landlords are able to operate in the licensing areas.</p>
25/08/2015	Resident	Resident questionnaire (online)	<p>Agree: So many properties rented out are a mess outside as well as inside. The landlords do nothing to fix repairs just temporary botch up yet get away with charging high rent to which is cash surely paying some sort of landlord fees may make the landlords care what the property looks like and improve the look of the area. The people living in these house are on low income or benefits that are just desperate for a house with low</p>	

			bond so no other option but to rent in this area!	
25/08/2015	Resident	Resident questionnaire (online)	Don't know: This would only be controlled for tenants if they are on council benefits, not if they pay in full themselves how would this be controlled?	The tenants method of payment is irrelevant in terms of how the scheme would operate; it is the landlord who has to pay to acquire the licence.
26/08/2015	Resident	Phone Call	Phoned regarding reminder leaflet posted. Wanted to know what to do as couldn't attend the drop in session. Received copy of questionnaire and completed however not yet returned as wanted to put a letter in with it as the area is so bad. Really mad with landlords and what they are doing, getting people in houses and charging maximum rent plus a top up and then not completing jobs. People only have agent numbers and when ring to complain they said they can't find the landlord as they live in Spain and so do not complete repairs. "These areas are terrible and it breaks my heart as I have lived here for many years. When I first moved in you couldn't find a house for rent or for sale it was a sought after area, now it's just a mess." Spoke about a few houses in the area which tenants are having issues with disrepair on, said there was a lot of damp and mould and water coming through electrics in a property which the agent was then demanding a month's rent on after the tenant left. Said tenants are too scared to come forward and speak up as they are afraid of being kicked out. Also mentioned a few managing agents which are causing	Said the purpose of the reminder was to encourage responses of questionnaires which were delivered at the beginning of July. Asked if they had received a copy of the questionnaire. Requested they send back questionnaire with letter and comments regarding the proposals whatever they may be. Comment on streets included or excluded and if they feel they are adequate. Spoke about the agents that aren't completing repairs and tenants' rights to place a disrepair complaint with the council's enforcement team if these issues are still continuing so we can take action. Explained that whether a landlord was in Spain or the UK their managing agent is liable in ensuring repairs are completed. Discussed the severity of water in electrics etc and Category 1 hazards. Stressed the importance that these tenants come forward in logging disrepair complaints. Retaliatory eviction bill ensures landlords cannot evict tenants for making a complaint regarding their property. Discussed the managing agents mentioned and said would look into it. Asked to feedback to residents in the area the importance of completing questionnaires and even phoning and attending the drop in sessions. Explained they are very informal and officers are available throughout the day so could drop in at any time to discuss issues or find out more about the intentions for the area.

			problems and refusing to do repairs. Said a lot of people have lost hope and probably won't come forward as they think it will amount to nothing after saying this is what we are going to do. Said would try and get people to phone in and speak to us about it.	
26/08/2015	Resident	Resident Questionnaire	The area is in decline and something needs to be done about it. Also would like to have attended the meeting in July but didn't receive this until after.	Dates for the resident drop in sessions were advertised on the questionnaires which were sent out in July, as well as in the local press. A further event was held at Rosehill Baptist Church in September for residents of Burnley Wood with Healey Wood.
26/08/2015	Resident	Resident Questionnaire	Visual – Empty beer cans strewn on streets  Whilst not in your immediate area of concern, it would be a big boost to the area if that huge eyesore on Finsley Gate was demolished.	
26/08/2015	Resident	Resident questionnaire (online)	Agree: I believe this scheme is essential for this area – as I am completing this survey I am looking at 2 properties across the road from my house which are almost derelict which is detrimental to the future of this neighbourhood. Only this week in a property 2 doors from me there has been problems with loud music, an excessive smell of weed when they open the back door,, people in and out all the time, threatening behaviour – going on from morning till night all a result of absent and uninterested landlords. I strongly believe that some of the management agencies are a lot to blame – the focus is on getting money. There have been problems with tenants disregarding	I was concerned in your comments that you have been having a number of problems with a nearby property, you mentioned drug use and noise nuisance, as well as rubbish dumping. If selective licensing is introduced into your area and the properties are private rented, these are the sorts of things we would be able to tackle. However in the meantime I would suggest you contact the Council's Streetscene team and report the problems to them. (01282 425 011 and ask to be put through to Streetscene). Alternatively if you wish to provide me with the addresses of the properties in question I can pass the details onto them. It would be helpful if you could keep a log with dates and times of when you have experienced problems at these addresses. You also asked who owned a derelict property at the

			<p>any rules around the area of waste who are not too choosy where they dump their rubbish. I have had to complain several times about tenants leaving mattresses etc on the back street or yards being used as rubbish dumps. There are a few of us on my row who own and maintain our properties – who believe that the money already invested in properties in this area should not be marred or spoilt by uncaring private landlords or disinterested management agencies. ( perhaps we should interview perspective tenants in the future). Whilst I am on the subject of derelict properties I would be interested to know who owns that derelict building at the top of Branch Road which is a definite blot on the landscape of new property development area. Its time it was raised to the ground – I dread to think what lurks inside – some radical changes do need to be made to ensure the future of Burnley Wood for future generations. This area could become one of the most sought after in town being only a short distance from, in my opinion, the best park in Burnley. I would definitely support anything which would make this area one to be sought after for perspective home owners.</p>	<p>top of Branch Road. If you could provide me with an address or further description I will try to find out who owns this property and if there are any plans to bring it back into use.</p>
31/08/2015	Resident	Resident questionnaire (online)	<p>Agree: Having lived on the same street since the 1980s in a property that was purchased, I have seen how majority of houses on Stoney Street have gone over to the private rented companies/landlords and constantly</p>	

			see so many of the same houses being seemingly damaged for someone else to move in and the cycle appears to continue. Currently there is around 6 properties on the street that are unoccupied and they appear to be houses that are rented out.	
01/09/2015	Resident	Resident Questionnaire	No agreement or disagreement given: Only time will tell	
01/09/2015	Resident	Resident Questionnaire	Having lived next door to private landlord. Lots of problems.	
01/09/2015	Resident	Resident Questionnaire	Agree: To help B wood get back to the area it once was.	
04/09/2015	Resident	Resident Questionnaire	Agree: Unscrupulous landlords/anti-social tenants	
07/09/2015	Resident	Resident questionnaire	Agree: I think the recommendations represent common sense which everyone should use.	
07/09/2015	Resident	Resident questionnaire	Agree: This is not confined to 1 area of the town.	
10/09/2015	Resident	Resident Questionnaire	I live in between 2 rented houses and they are not in good condition.	
10/09/2015	Resident	Resident drop in session	Area is not as bad as it once was, but still problems with empty, dilapidated houses, dirty backyards, fly tipping, LLs not securing doors. Some houses have been empty over 5 years. House on Laithe St long term empty. Some nice tenants, but have had friends leave the area as LLs refuse to do repairs. Some LLs do repairs, others don't. Want people to stay in the area. Leaving because LLs not giving proper attention to properties, inside and out.	Asked if LLs maintaining ones that are occupied?

			<p>Older residents who have lived in area longer are quite close knit but hard to get younger ones interested. Think licensing will help, LLs should be made to secure back doors and gates when vacant, references from tenants, proof of adequate finances to pay rent.</p> <p>Raised concern regarding ASB in area. Used to have residents meetings at Elgin's on Springhill Road, now disbanded. Rosehill Church a bit out of the way; people won't come if too far/have to walk up hill. Not much police presence, but has been quieter so maybe not needed. But gives confidence if see them out and about, and they get to know children in area. Not a bad area but trees need looking at. Good nursery in area.</p>	
15/09/2015	Resident	Resident Questionnaire	We want a cleaner safe are to live in.	
17/09/2015	Resident	Resident questionnaire	Agree: Anything that reduces anti-social/criminal behaviour and deals with unscrupulous private landlords should be seen as positive.	
18/09/2015	Landlord	Phone Call	<p>BW landlord with 7 properties. Phoned regarding Consultation, wanted information as thought deadline for applications was close. Will complete questionnaire online. Wants to join GLAS and anything that will benefit him whilst also perceiving good landlord status. Probably won't be able to attend landlord conference as got lots of kids clubs to take kids to in an evening.</p>	<p>Explained just a consultation at the moment, closes on the 2<sup>nd</sup> October. Asked whether had completed a questionnaire/wanted one sending. Explained also available online and guided to website link. Queried if a member of GLAS, said would add to the list for GLAS interest. Explained regarding landlord conference and the need to book a place. Explained not a requirement to attend evening just an opportunity to discuss with officers if wanted. Said 30% reduction for each</p>

			<p>Asked if all information was on the website and if not attending would go against him. Asked what fees were like and what discounts GLAS gave. Asked about application forms and said knows we need tenancy agreement, gas certificate, EPC, Electrical report but what else? Said manages the properties himself, is that ok and does he need any training/qualifications to pass application. Said NLA/GLAS was what he was alluding to. Queried what responses were like, was it positive? Very happy with everything.</p>	<p>property for GLAS plus £100 off overall fee if returned within 3 months. First property £525, additional £469, £100 off overall. Explained application process and asked whether managed himself. Explained fine with managing own property as long as within 40 minute drive of the property and a member of either NLA/RLA/GLAS as discussed before, would enable him to pass criteria. Said good response from residents and seem to be in favor as beneficial for their area although in terms of whether will go ahead will need to wait until the consultation is closed before we can judge.</p>
18/09/2015	Landlord	Phone Call	<p>Phoned saying was a Burnley wood landlord but couldn't attend the landlord conference but wanted to know more information regarding selective licensing. Said property was in Atrium Court. Said would just disregard email and also queried whether GLAS was still going as used to use Belvoir, however now manage themselves. Asked if GLAS was for 5 years and thinks that application is due for renewal soon so would sort it out.</p>	<p>Asked if had a property in Burnley Wood, explained that selective licensing covered small parts of the borough not necessarily all of an area and that Atrium court wasn't included in the proposals. Said that GLAS was still running and that accreditation lasted for 5 years.</p>
24/09/2015	Landlord	Phone Call	<p>Phoned regarding letter received for consultation. Asked what was going on and if there was anything needed to do. Said was a Burnley Wood Landlord. Queried whether fee is attached. Said had spent £20,000 on property refurbishing and has no issues with tenant as is young and so thinks will be paying for nothing. Asked if not too late to</p>	<p>Explained a consultation on proposing to designate selective licensing in 4 new areas. Said consultation runs until 2<sup>nd</sup> October. Explained what selective licensing was and reasons for proposal following areas of low demand. Explained fee is attached but could apply for GLAS and receive 30% reduction on fees, further £100 reduction if applied for within first 3 months. Explained good landlords can benefit from</p>

			complete a questionnaire. Requested a paper copy of the questionnaire.	the reduction in fees. Said not too late had until next Friday links on the letter and also on our website, alternatively if having issues accessing can complete a paper copy. Sent Paper copy of questionnaire for Burnley Wood with Healey Wood today.
24/09/2015	Landlord	Landlord Questionnaire	(In Berry street) very good street, I don't think council assistance needed on Berry street. Also I'm not landlord. I have to become a landlord I got one house it's small for me and I have to move to bigger house. I couldn't effort to sell buy bigger one so – there I'm a landlord.	Thank you for your response to the consultation to introduce selective licensing in Burnley Wood with Healey Wood. Your opposition to the scheme has been noted and your comments will form part of the report to the council's Executive in January 2016, after which a decision on whether or not to introduce the scheme will be made. The report will be publicly available for you to view and will contain feedback from all residents and landlords who responded to the consultation. If you have any further queries regarding the proposed scheme please contact us on the details below.
25/09/2015	Landlord	Letter	Dear Selective Licensing Section, Burnley Council Re: Proposed new areas of selective licensing – consultation I have not received a consultation form though I am landlord of a house in Dall street. I am completely against landlord licensing as it is hugely bureaucratic and costs so much of the money and time of landlords that it will deter landlords (the main potential buyers of such properties as they are generally valued below the mortgageable loan level for owner occupiers), from buying properties in the area (exacerbated by the fact that ever more	I am sorry to hear that you have not received a questionnaire; I have enclosed one with this letter. The consultation is due to close on 2 <sup>nd</sup> October; normally we would not be able to consider questionnaires received after this date, however we are willing to make an exception in this case provided we receive the form back by Friday 9 <sup>th</sup> October. Alternatively if you wish to complete the questionnaire online please go to <a href="http://www.burnley.gov.uk/node/2153">http://www.burnley.gov.uk/node/2153</a> and follow the links to the relevant survey.

09/10/2015		Landlord Questionnaire	<p>high street lenders are absolutely refusing to lend for properties in licensing areas), thus hugely reducing home values. In neighbouring Hyndburn in their licensed areas, property values fell by over 18% in just 2 years over and above the otherwise small general fall in Hyndburn property values. Why would any sensible landlord buy within selective licensing area when he can avoid all that by buying elsewhere? I would also remark that in the last couple of years Parkinson street in particular has improved greatly without landlord licensing. Indeed Burnley Council has not spotted problems that have been sufficient even (in its opinion) to warrant the gating of most alleyways in the area which would improve the area in at least making it more secure whereas landlord licensing would be counterproductive in terms of home values, and occupancy rates and therefor because of more empty properties harming living conditions in the area for the remaining residents. Please record the above remarks as my response to your consultation.</p> <p>Disagree: Selective licensing inevitably decreases house prices in an area for both tenanted and owner occupied property (as figures in Hyndburn dramatically demonstrate) as landlords are not likely to buy in licensing areas except at very much reduced prices when they can buy elsewhere</p>	<p>Your opposition to the scheme has been noted. I note you are concerned that selective licensing deters buyers from investing in designated areas; however in our existing licensing areas we have not found this to be the case. Landlords and investors are continuing to invest in the area by purchasing properties to let. Your further comments regarding Parkinson Street have</p>
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			which distorts home values downwards: see my letter previously sent re this consultation.	been noted and will be given full consideration. All of the comments made will form part of our report to the council's Executive in January 2016 which will be publicly available to view. A decision on whether or not to introduce the scheme in Burnley Wood with Healey Wood will be made after the results of the consultation have been presented.
28/09/2015	Resident	Resident questionnaire (online)	Disagree: The council will only cost good landlords more money putting the rental price up whilst still poor landlords are not pursued as is the current situation and made to clean up their act. This is and will be seen as another council tax levy to raise funds and achieve nothing.	I note you have some concerns about how the scheme would operate. We actively pursue all landlords operating in licensing areas to ensure they are complying with the law. As selective licensing is an area based scheme the legislation does not allow us to omit good landlords, but we do offer discounts to those accredited under our Good Landlord and Agent Scheme. Landlords are entitled to increase their rents if they wish but this must be done in line with the terms and conditions of the tenancy agreement and must be considered reasonable (i.e. in line with local rent levels). All monies received from the licence fee would go directly into making improvements in your area. The scheme has proven to be effective at improving property conditions in other parts of Burnley, which is why we are looking into whether any other areas could benefit from the scheme.
29/09/2015	Resident	Resident questionnaire	Agree: I love my home. The landlords just want money and don't look after the properties. I feel strongly that the council could make it better.	
29/09/2015	Landlord	Landlord Conference Question Sheet	What if anything, will you be doing if the large banks etc refuse to give loans to properties in selective licensing areas.	<i>Email sent to all attendees 22<sup>nd</sup> October 2015.</i> Hello,

				<p>At the landlord evening on the 29th September 2015 concerns were raised that the large financial institutes would not lend money for buy to let mortgages if the properties were situated in an area designated for selective licensing. During the presentations, one of the statistics referred to was the number of property sales in the Trinity designation area between January 2014 and 2015. At that time it was reported that there had been 65 property transactions.</p> <p>Further research has shown that between January 2014 and the extended period to August 2015 there has been 110 property sales in the Trinity designation area. Land Registry records show that 27 of these properties were bought with a mortgage, provided by several financial institutions including the larger companies of Natwest, Santander, HSBC, Birmingham Midshires (Bank of Scotland) and Lloyds.</p> <p>In addition on the 13th July 2015 the Mortgage Solutions publication stated that Natwest would consider cases in selective licensing areas provided there are no issues highlighted by the valuer. A Natwest spokesman explained that the previous decision not to lend on selective licensing properties was a historic part of the criteria and changes across local authorities had prompted the lender to review its conditions.</p> <p>In the same publication a spokesman for RBS said "Selective licensing has been an issue for brokers in specific parts of the country where they have been introduced by local authorities. With the expectation</p>
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				<p>that the number of schemes will increase over the coming months and years, I am pleased that we are now able to accept applications from buy-to-let investors who want to buy a property in an area where they require a selective licence.”</p> <p>To read the full article please refer to <a href="http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/">http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/</a></p> <p>There is no evidence in the Burnley selective licensing designation areas to support the concerns raised.</p>
29/09/2015	Landlord	Landlord Conference Question Sheet	If selective licensing is introduced can CCTV cameras be put up in problem areas? (To be identified by council/landlord discussion!)	<p>Monies received through selective licensing could not be used to fund cameras, as all funds are ring-fenced and can only be used directly in the implementation of the scheme, i.e. to process applications, inspect properties. It may be that there are other funding options we could explore to do this, and any landlord wishing to install CCTV at their own properties could do so.</p>
01/10/2015	Resident	Resident questionnaire (online)	<p>Agree: The introduction of selective licensing would help to improve the overall appearance of the area in general. It would help to attract only Landlords who have a vested interest in improving and maintaining the housing stock to a high standard. It would ensure that only properly managed tenants are offered properties and provide a positive on-going relationship with the landlord that is mutual to both parties.</p>	