

Consultation Results and Transcript: Daneshouse Area

There are approximately 788 properties in the proposed selective licensing designation in the Daneshouse area, of which it is estimated 28% are privately rented. During the consultation period we received 91 questionnaire responses from residents/businesses and 35 from landlords operating in the area. The responses from both groups are detailed below. Further written representations are detailed in the transcript which follows.

The Daneshouse area has the lowest percentage of private rented properties (28%) when compared to the other three areas currently being proposed by Council for the designation of selective licensing. It is however still significantly higher than the Borough (19.4%). Low housing demand is currently present in the proposed designation area and manifests itself particularly in low median house prices, higher levels of empty properties, particularly those properties that have been empty for more than 2 years, this percentage is significantly higher than the Borough and the other proposed selective licensing designation areas. This highlights a potential low demand for the typical 2 up 2 down terraced property and reluctance in property owners to bring the properties back into use. There is also a high percentage of environmental crime and anti-social behaviour recorded by the Police. However the top 4 streets for this recorded anti-social behaviour are not located in the proposed selective licensing designation area and are more likely the cause of Burnley's night life economy rather than the private rented sector.

The quantitative statistical data is not supported by the qualitative descriptive information from the questionnaires received from landlords who do not believe that any of the problems associated with low housing demand are a problem at all. With the exception of rubbish dumping that the majority of residents saw as a very big problem the other aspects of empty properties, nuisance and antisocial behaviour, poor quality properties, a high turnover of private rented tenants, a poor perception of private landlords, low house prices and people not wanting to stay in the area were not believed to be a big problems in the proposed designation area.

Furthermore the majority of residents who responded to the questionnaires state that they have not encountered problems with private rented properties in their area and a slight majority do not think that the Council should have more control over the way that private landlords manage their properties.

Despite this of the 35 landlords that responded to the consultation questionnaires the majority (88.6%) 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.

Whilst the majority of residents agree that the Council should intervene in areas suffering from low housing demand the majority then strongly disagree that selective licensing will assist in addressing these problems. 51.2% disagree with the Council's proposals to introduce selective licensing in the Daneshouse area. The main reasons being that:

1. The cost of the licence fee is too high;
2. Selective Licensing has not worked in other areas;
3. There is no need for the scheme in the area

The majority of landlords also disagree (94%) with the Council's proposals to introduce selective licensing in the Daneshouse area. The main reasons being that:

1. The cost of the licence fee is too high;
2. The scheme is not needed in the area as the properties are well managed/in good condition with not many vacant properties;
3. It is a money making scheme for the Council

Responses from Landlords

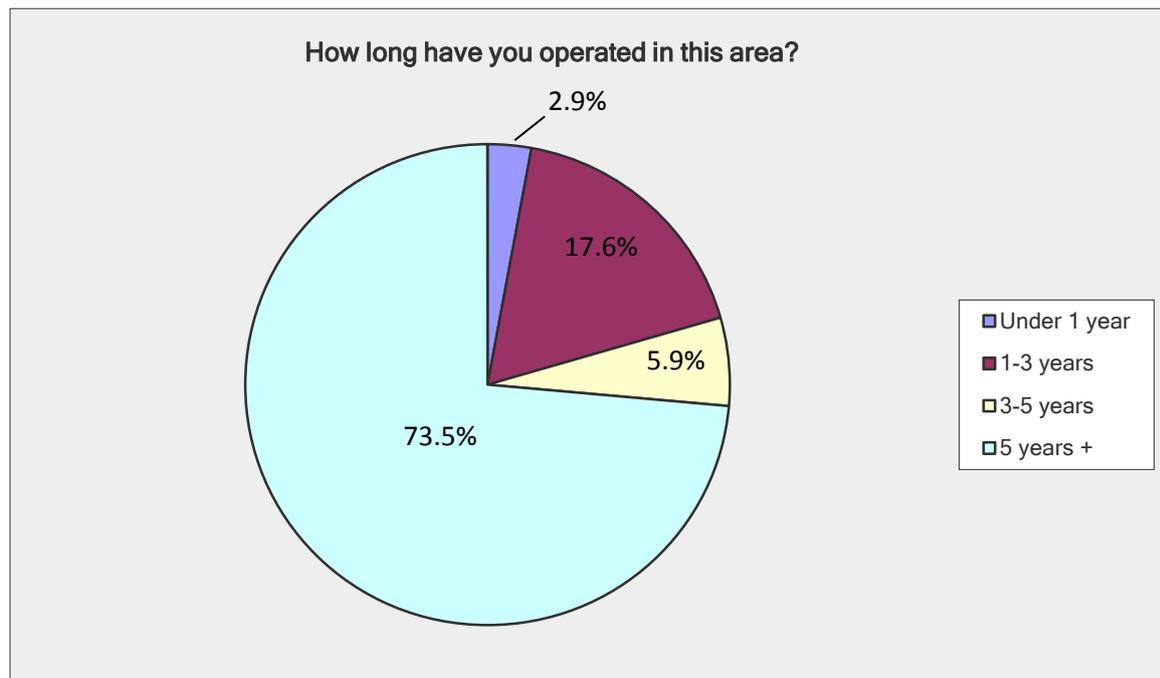
Question 1: Personal Information

Question 2: Are you...?

Answer Options	Response Percent	Response Count
A landlord?	100.0%	35
A managing agent?	0.0%	0
A letting agent?	0.0%	0
<i>answered question</i>		35
<i>skipped question</i>		0

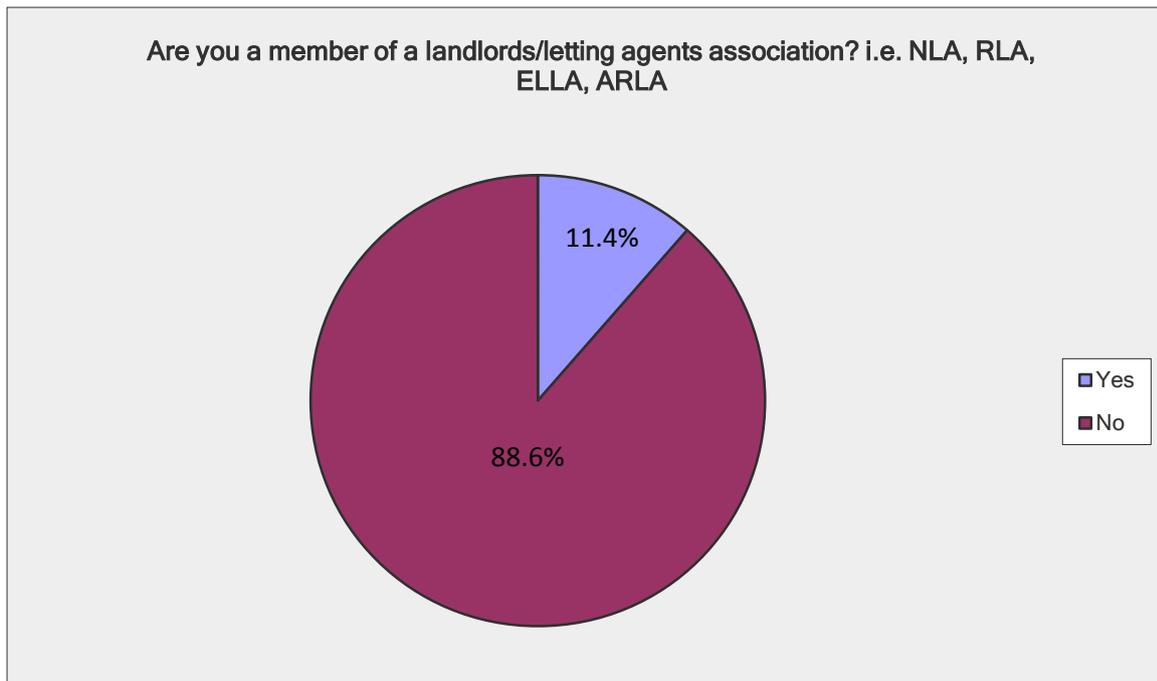
100% of respondents who completed the questionnaire are landlords.

Question 3:



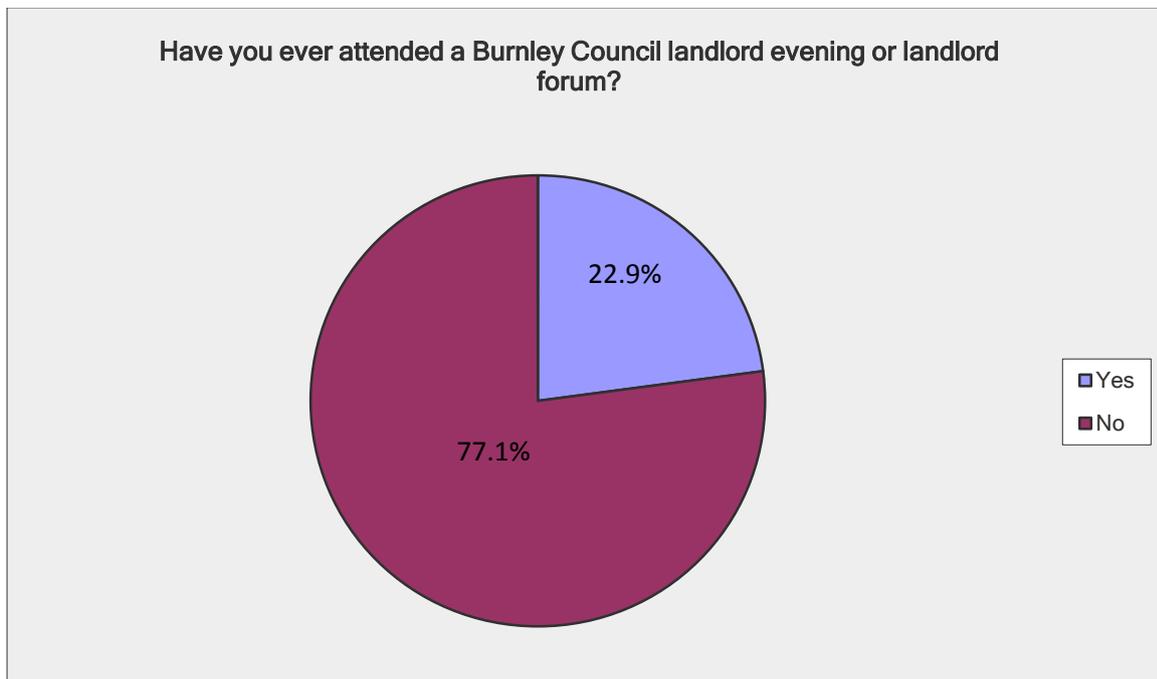
The majority of respondents operating in the Daneshouse area have done so for five years or more. One respondent skipped this question.

Question 4:



The majority of respondents (88.6%) are not members of a professional body or association related to property management.

Question 5:



The vast majority of respondents have never attended a landlord 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?

	Burnley	Proposed Designation
Number owned/managed	Number of respondents	Number of respondents
1	12	10
2-5	14	10
6-10	3	2
11-15	0	0
16+	2	1

The above table demonstrates that the highest number of respondents own between two and five properties in Burnley, with around a third owning just one property.

Within the proposed licensing area, equal numbers of respondents owned either one property or between two and five.

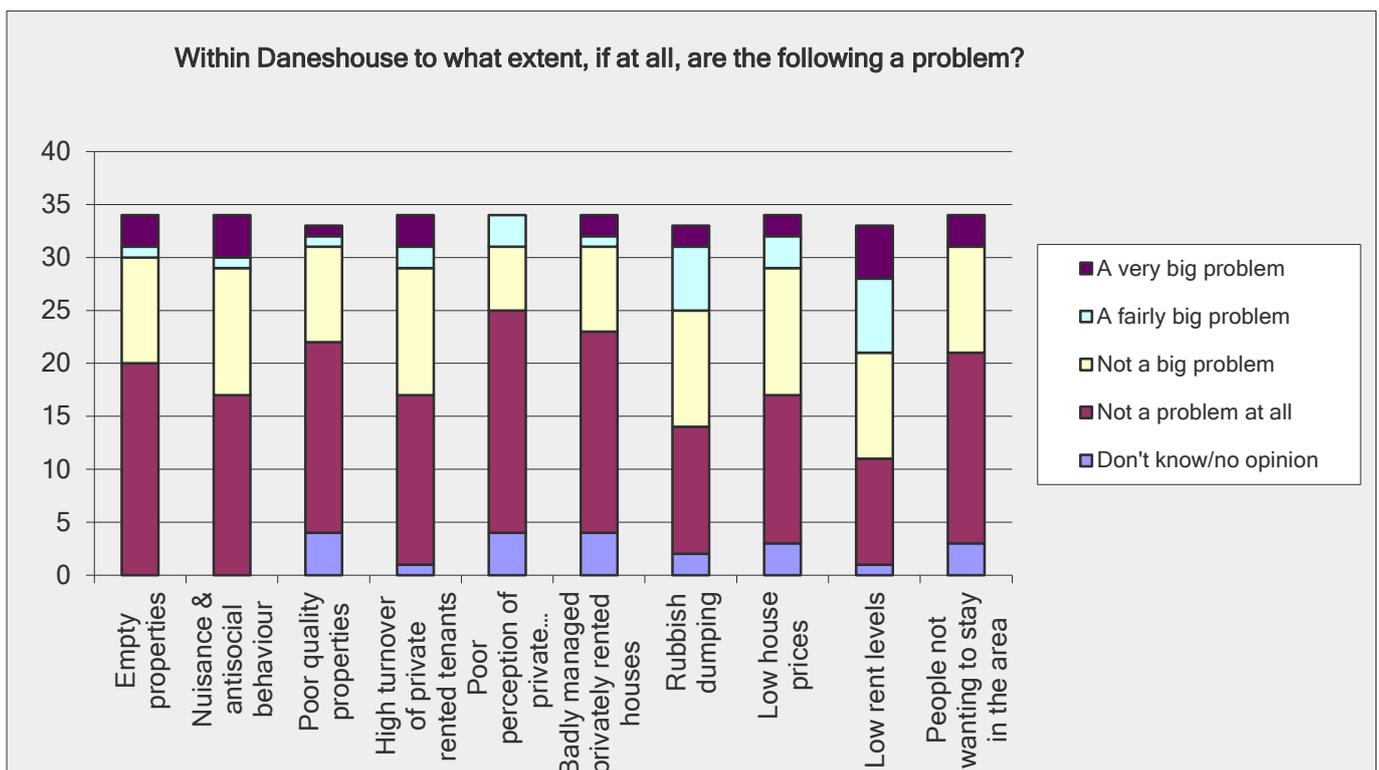
Three respondents skipped/did not answer question 6 (number owned in Burnley). One respondent answered none/zero properties, their response has not been included in the above chart.

Eleven respondents skipped question 7 (number owned in proposed designation). One respondent answered none/zero properties, their response has not been included in the above chart.

Question 8: Within the Daneshouse 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	3	1	10	20	0	34
Nuisance & antisocial behaviour	4	1	12	17	0	34
Poor quality properties	1	1	9	18	4	33
High turnover of private rented tenants	3	2	12	16	1	34
Poor perception of private landlords	0	3	6	21	4	34
Badly managed privately rented houses	2	1	8	19	4	34
Rubbish dumping	2	6	11	12	2	33
Low house prices	2	3	12	14	3	34
Low rent levels	5	7	10	10	1	33
People not wanting to stay in the area	3	0	10	18	3	34

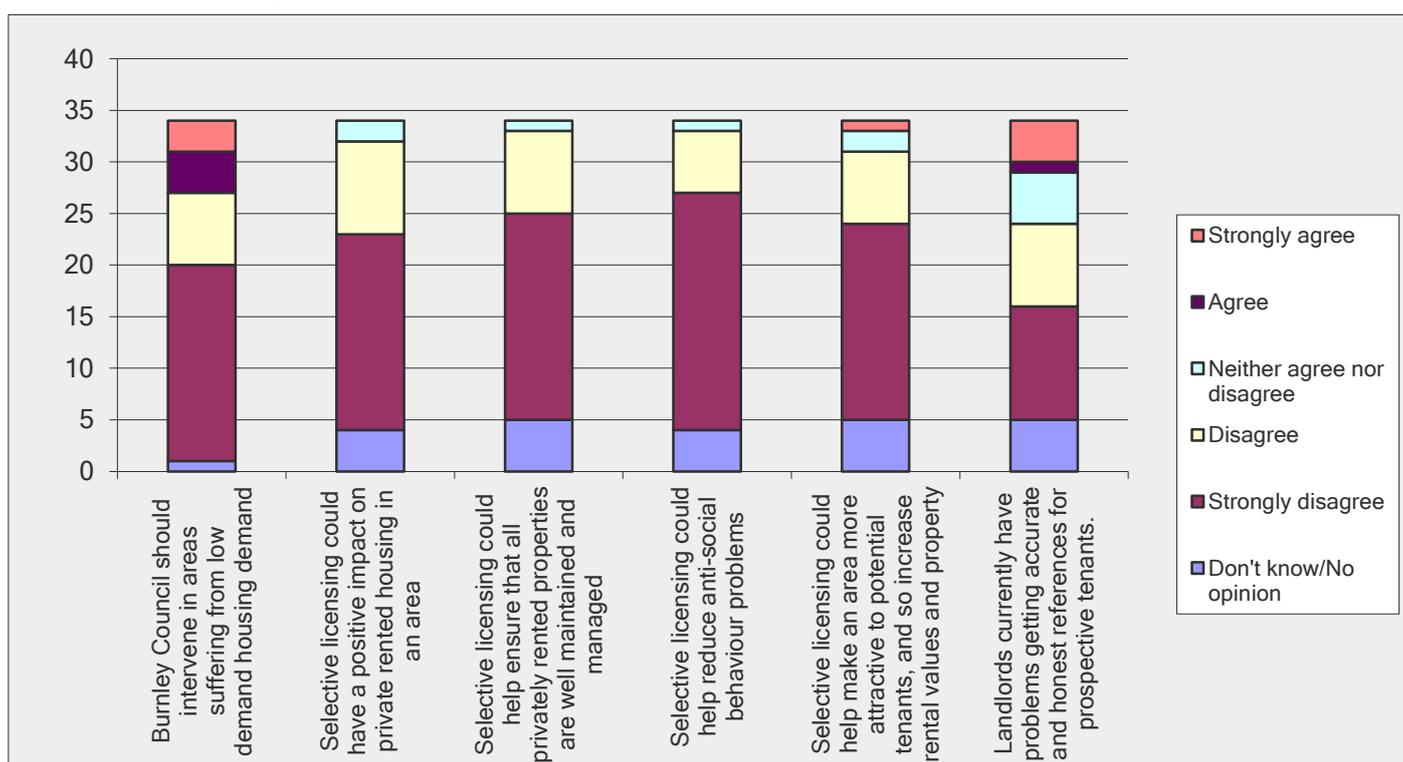
The questionnaire listed a series of possible issues in the proposed designation area and asked landlords to rate to what extent they were a problem. The majority of respondents thought all the issues listed were ‘not a problem at all’ for the Daneshouse area. The highest scoring issues for ‘a very big problem’ and ‘a fairly big problem’ were low rent levels and rubbish dumping, but this was only indicated by 5 and 6 landlords respectively. The issue which most respondents felt was ‘not a problem at all’ was poor perception of private landlords. The responses are illustrated in graph format below. One respondent skipped this question.



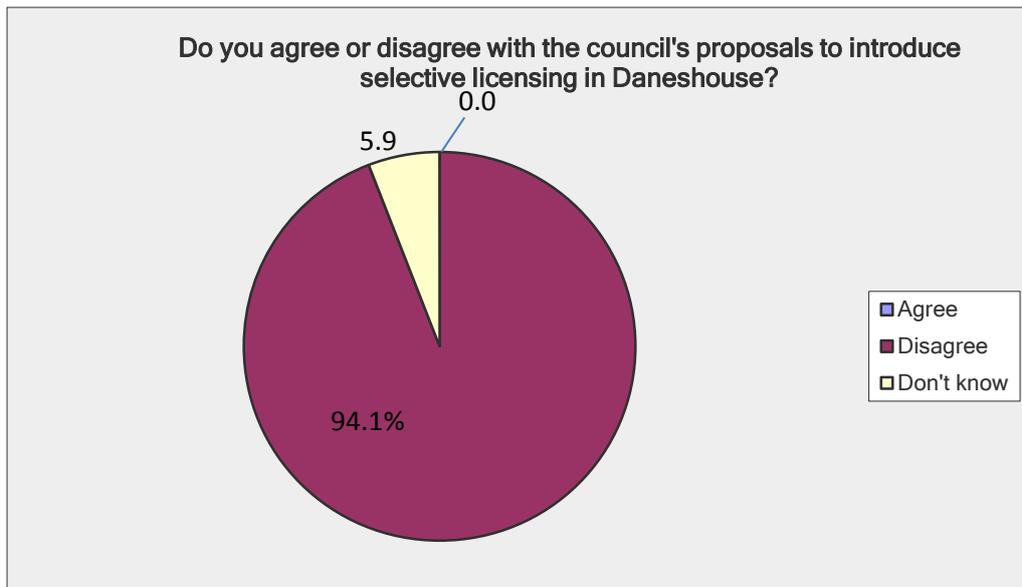
Question 9: To what extent do you agree or disagree with the following statements?

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	3	4	0	7	19	1	34
Selective licensing could have a positive impact on private rented housing in an area	0	0	2	9	19	4	34
Selective licensing could help ensure that all privately rented properties are well maintained and managed	0	0	1	8	20	5	34
Selective licensing could help reduce anti-social behaviour problems	0	0	1	6	23	4	34
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	1	0	2	7	19	5	34
Landlords currently have problems getting accurate and honest references for prospective tenants.	4	1	5	8	11	5	34

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 strongly disagreed with all of the statements, indicating that they do not believe selective licensing is appropriate for the Ingham and Lawrence Street area. The most common response was strong disagreement that selective licensing could help reduce anti-social behaviour problems. The statement which respondents strongly agreed with the most was 'Landlords currently have problems getting accurate and honest references for prospective tenants', however this was only indicated by four out of 35 respondents. One respondent skipped this question. Responses are illustrated in graph format below.

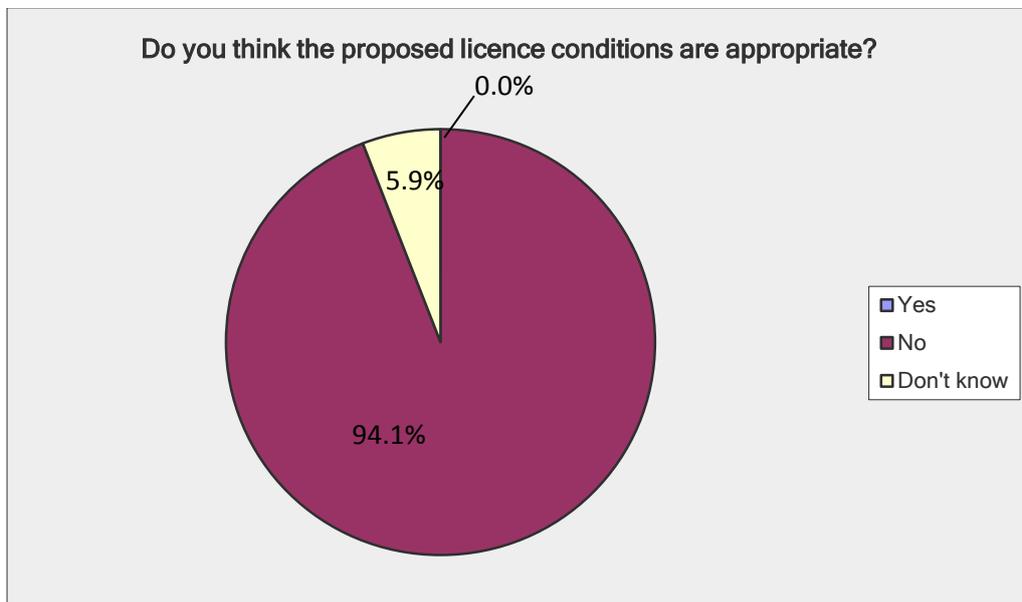


Question 10:



94.1% of landlords are against the proposals to introduce selective licensing in the Daneshouse area, whilst 5.9% are undecided. One respondent skipped this question.

Question 11:



The vast majority of respondents (94.1%) of respondents do not believe the proposed licence conditions are appropriate. One respondent skipped this question.

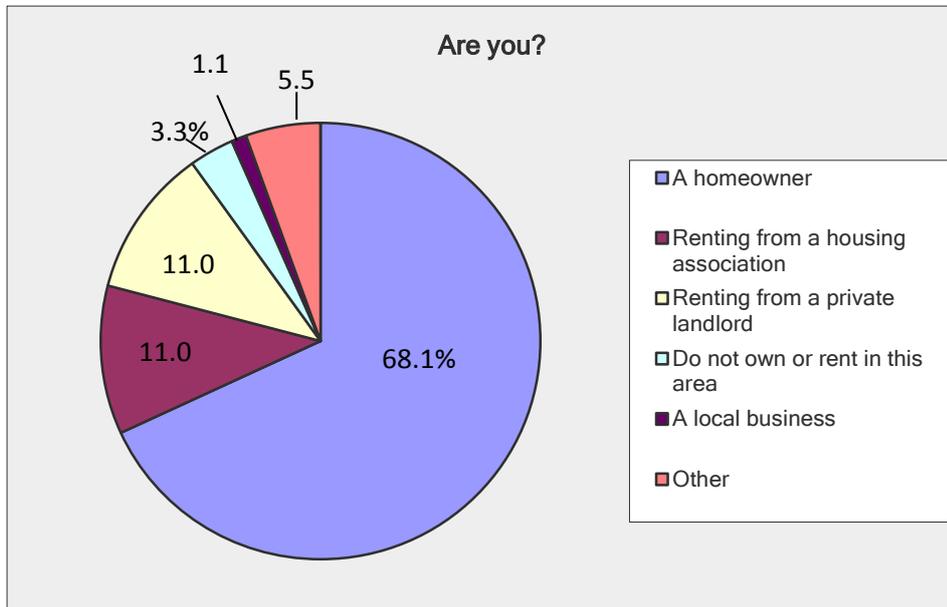
Question 12: My reasons/comments

See transcript for comments received.

Responses from Residents/Businesses

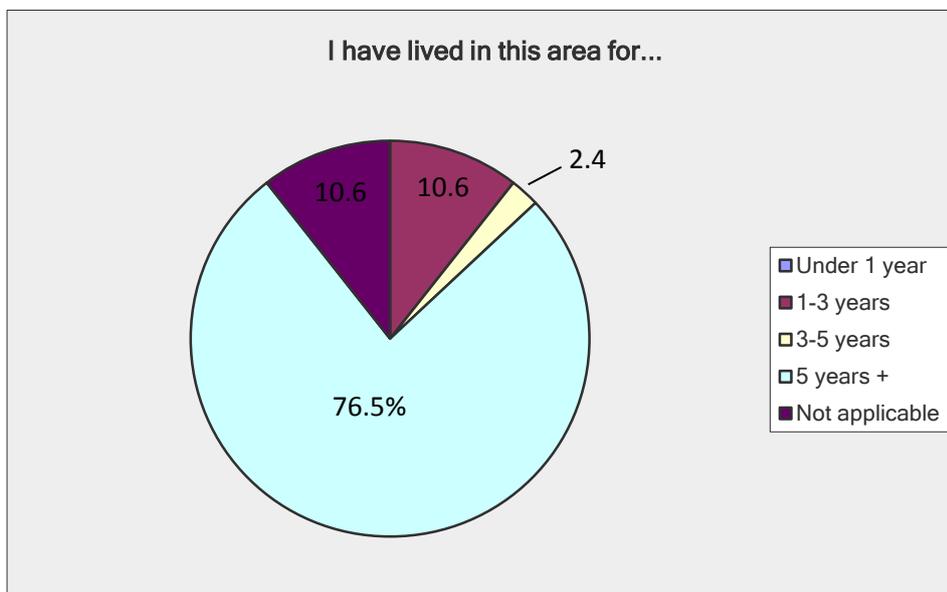
Question 1: Personal Information

Question 2



The majority of respondents (68.1%) are homeowners, with 11% renting from a housing association and 11% renting from private landlords.

Question 3/4: Do you live in the Daneshouse area? How long have you lived here?

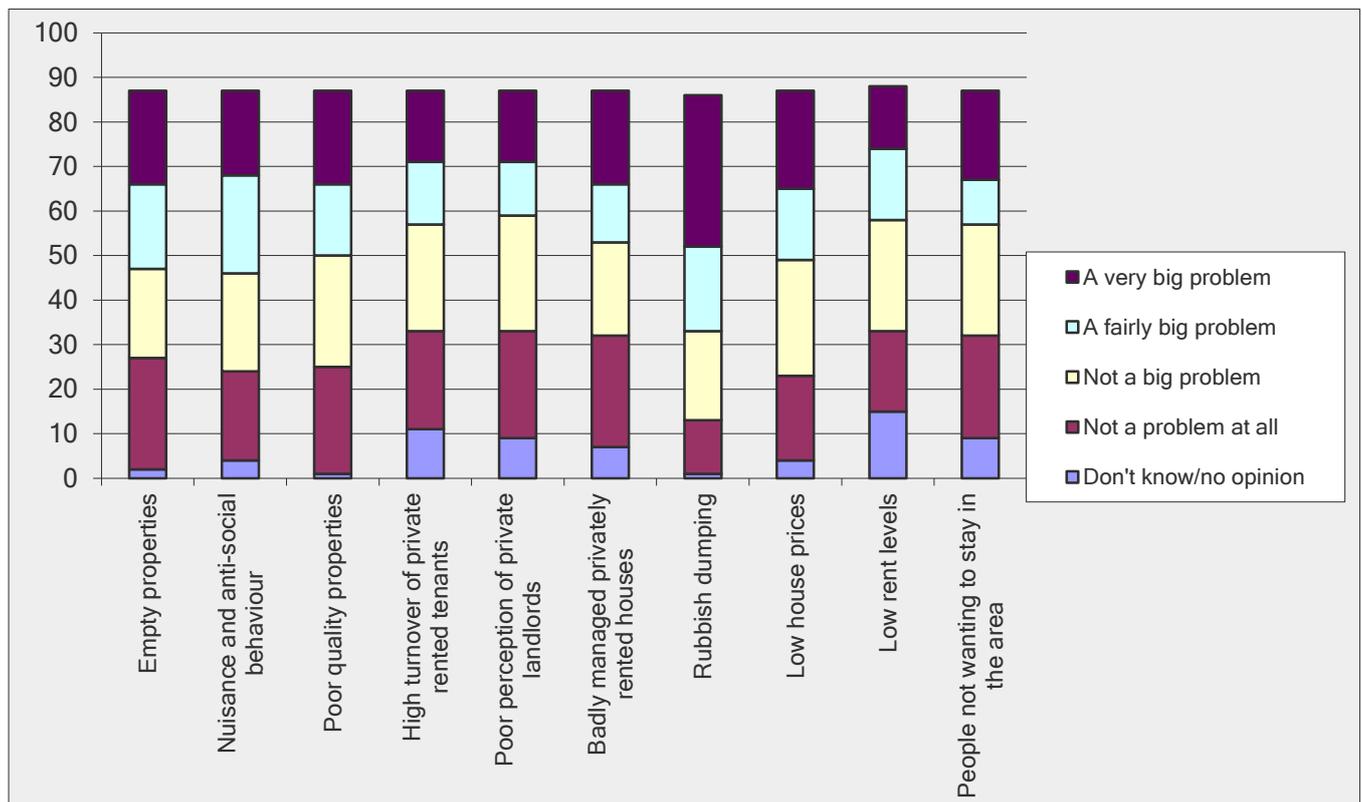


87 of the respondents live in Daneshouse (96.7%). Of those, more than three quarters have lived in Daneshouse for five years or more. One respondent skipped this question.

Question 5: Within the Daneshouse 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	21	19	20	25	2	87
Nuisance and anti-social behaviour	19	22	22	20	4	87
Poor quality properties	21	16	25	24	1	87
High turnover of private rented tenants	16	14	24	22	11	87
Poor perception of private landlords	16	12	26	24	9	87
Badly managed privately rented houses	21	13	21	25	7	87
Rubbish dumping	34	19	20	12	1	86
Low house prices	22	16	26	19	4	87
Low rent levels	14	16	25	18	15	88
People not wanting to stay in the area	20	10	25	23	9	87

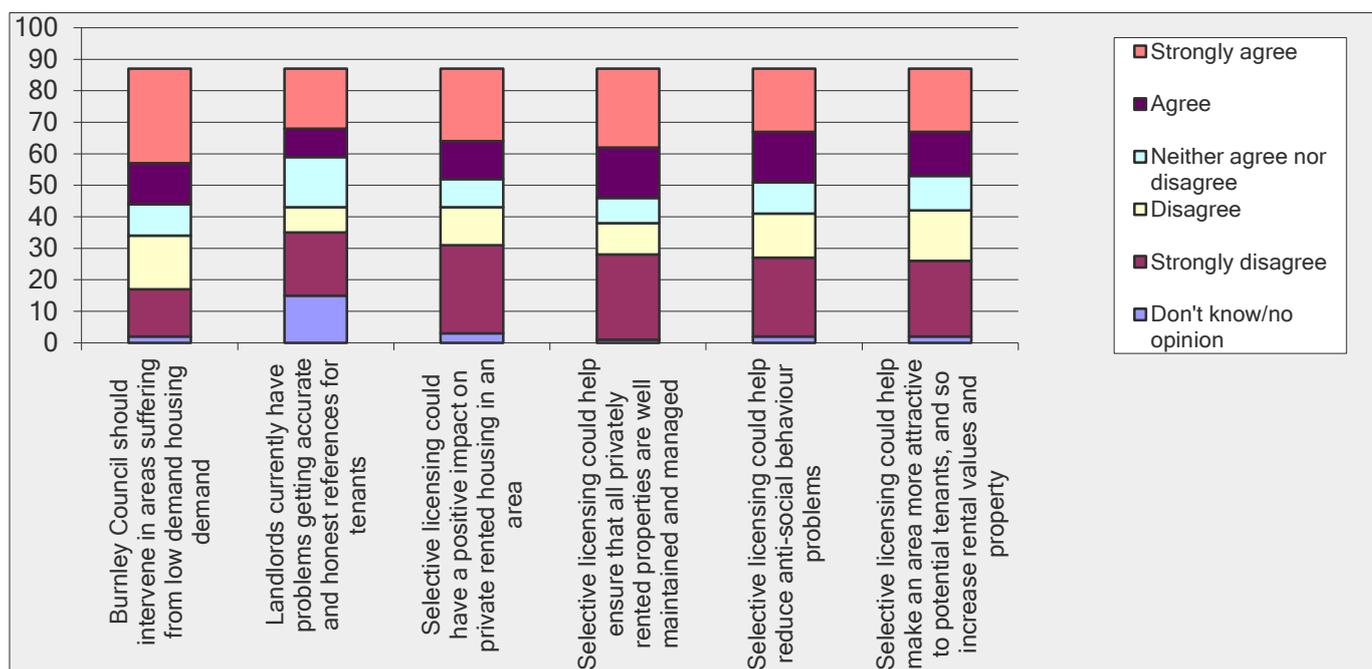
The questionnaire listed a series of possible issues in the proposed designation area and asked respondents to rate to what extent they were a problem. The results from respondents are varied with the biggest concern being rubbish dumping which recorded the highest number of respondents rating this as a very big problem. The issues which were highlighted as not being a problem at all were empty properties and badly managed private rented houses. Nuisance and anti-social behaviour were recorded as being split equally between a fairly big problem and not a big problem. The results are illustrated in graph format below. Three respondents skipped this question.



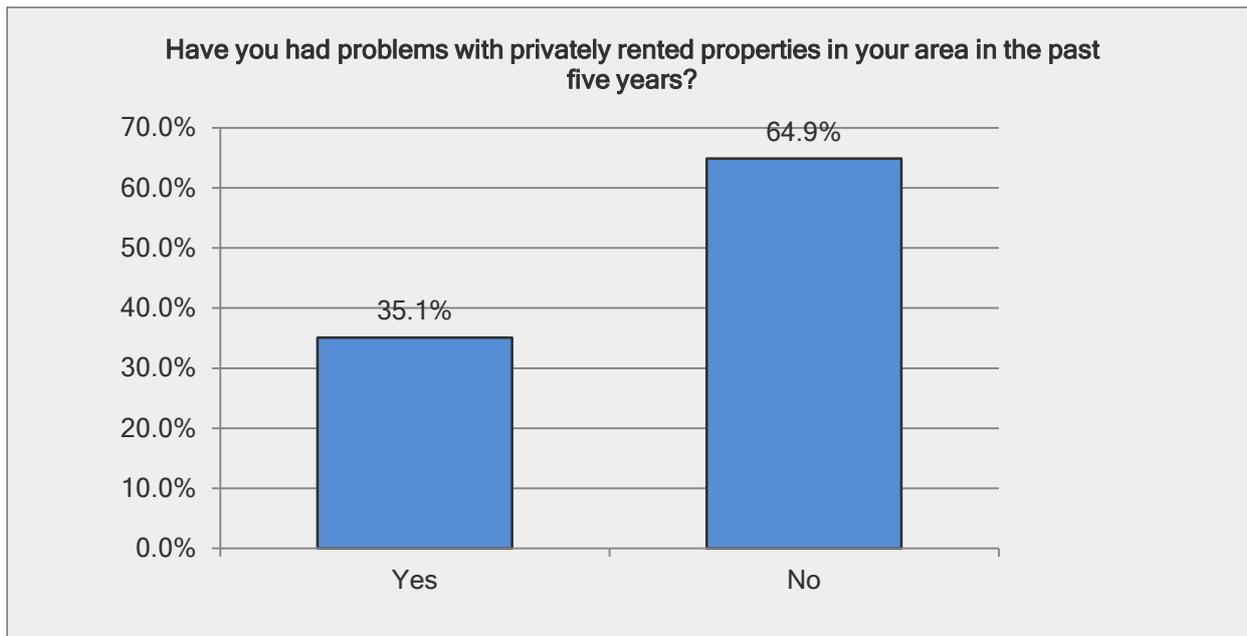
Question 6: To what extent do you agree or disagree with the following statements?

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	30	13	10	17	15	2	87
Landlords currently have problems getting accurate and honest references for tenants	19	9	16	8	20	15	87
Selective licensing could have a positive impact on private rented housing in an area	23	12	9	12	28	3	87
Selective licensing could help ensure that all privately rented properties are well maintained and managed	25	16	8	10	27	1	87
Selective licensing could help reduce anti-social behaviour problems	20	16	10	14	25	2	87
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	20	14	11	16	24	2	87

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 strongly disagree with the above statements, excepting 'Burnley Council should intervene in areas suffering from low housing demand' which the majority strongly agreed with; this statement also received the highest number of responses. The statement which respondents strongly disagreed with the most was 'Selective licensing could have a positive impact on private rented housing in an area', closely followed by 'selective licensing could help ensure that all privately rented properties are well maintained and managed'. Four respondents skipped this question. Responses are illustrated in graph format below.

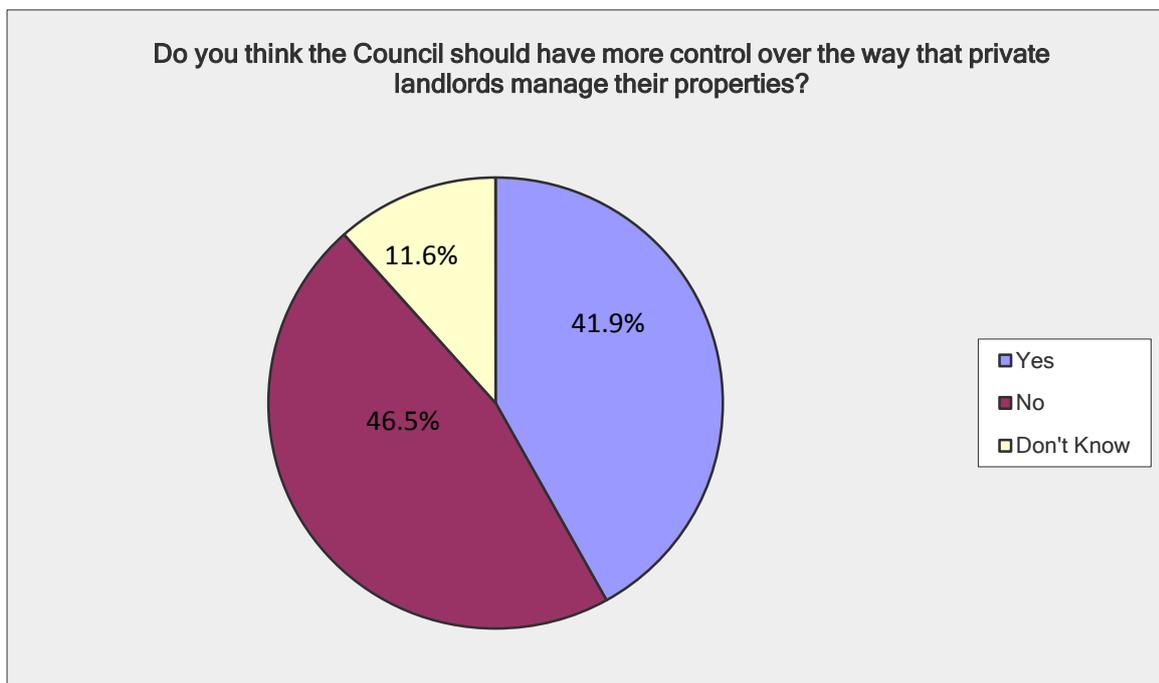


Question 7:



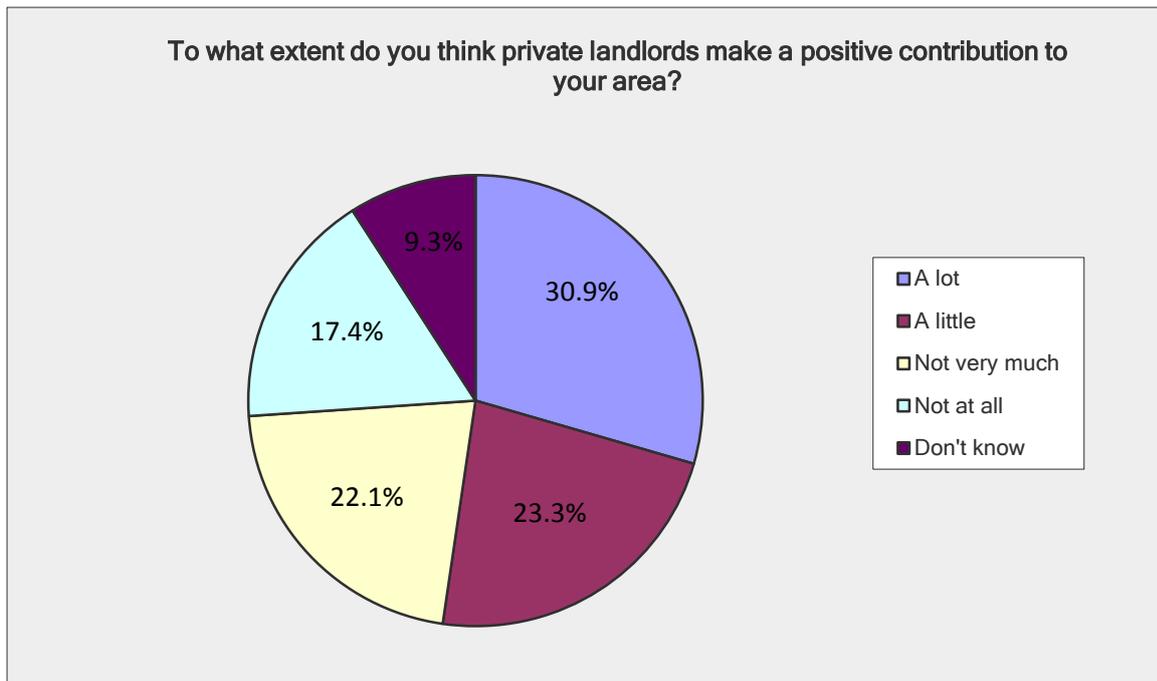
17 respondents skipped this question. Of those that responded, almost 65% reported not having any problems with private rented properties in the Daneshouse area.

Question 8:

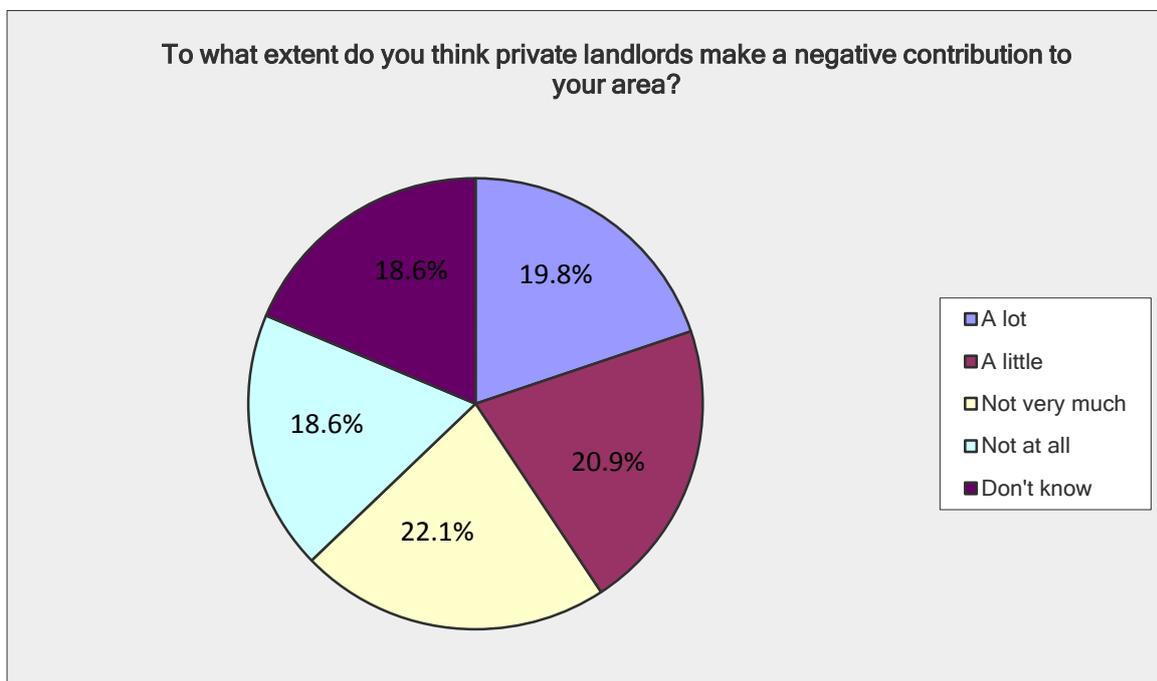


Just over 46% of respondents do not think that the council should have more control over how landlords manage their properties, where nearly 42% believe that the council should intervene. 11.6% are undecided. Five respondents skipped this question.

Question 9:



Question 10:



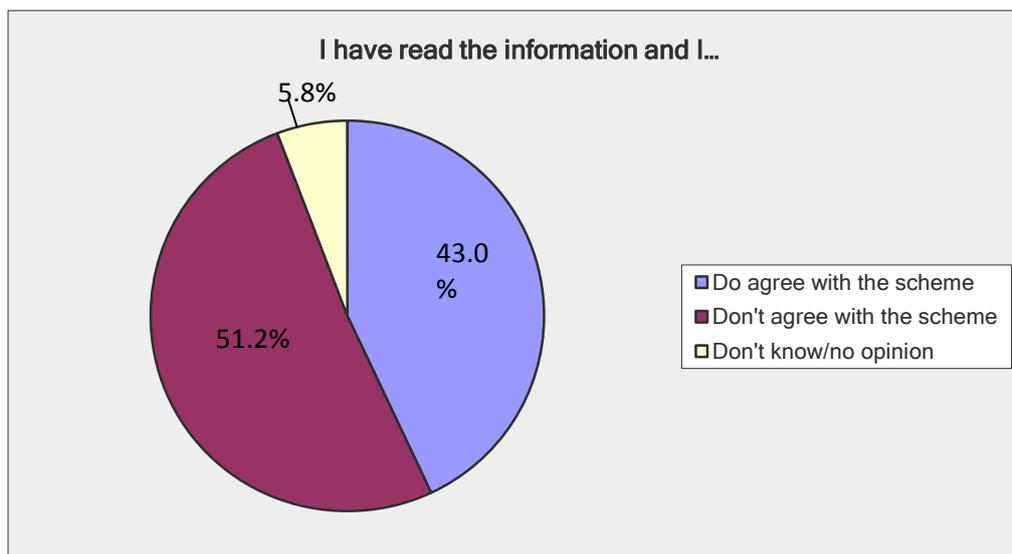
Responses to questions 9 and 10 demonstrate that respondents opinions on whether they believe landlords make a negative contribution to the Daneshouse area are split relatively equally across the board with nearly 20% response rates for all options listed. Five respondents skipped this question.

Question 11:



The biggest issue which residents and businesses in the Daneshouse area would like to see addressed by landlords is ensuring that properties are kept in good condition, closely followed by ensuring tenants know that anti-social behaviour is unacceptable. All four recommendations received significant levels of support from respondents. Five respondents skipped this question.

Question 12:



The graph above demonstrates that just over 50% of residents and businesses who responded to the consultation are against the introduction of selective licensing, however 43% agree with the proposals for the Daneshouse area. Five respondents skipped this question.

Question 13: My reasons/comments

44 residents/businesses who completed the questionnaire did not agree with proposals to introduce selective licensing in Daneshouse. Of those, 24 provided additional comments explaining why they are against the proposals. These can be viewed in the table below. Further comments from both landlords and residents/businesses, as well as other interested parties can be viewed in full in the attached transcript, alongside our response where given.

Comments from residents who are against proposals

	Date	My reasons/comments
1	01/07/2015	Daneshouse area is mainly occupied by homeowners and the houses which are occupied by tenants are generally well maintained and managed. Daneshouse do not require selective licensing as it is an area of high demand within communities and has low levels of anti - social behaviours compared to other areas of Burnley. The council needs to focus on areas where property management companies are bringing in bad tenants such as Cleaver Street which I believe is a selective licensed area....The problems are the tenants and not the Landlord's in majority of cases and the cost has to be burdened by the Landlord/Owners.
2	03/07/2015	The scheme will not tackle the real problems in daneshouse, the real cause of antisocial behaviour and low house prices is drug dealing and drug use. The council is overlooking the real problems whereas it should be using its resources to deal with the main issues which are drug dealing and drug use.
3	09/07/2015	I think its an extra tax that is being introduced.
4	09/07/2015	Its too late for area to change now, gone back 10 years
5	09/07/2015	Don't think they should be a fee it's not fair as it's not as though the rent is much.
6	23/07/2015	Punishing good private landlords financially
7	29/07/2015	Too much hassle for both tenants and landlord
8	29/07/2015	We do not need it here
9	06/08/2015	Invest in sorting out other priorities i.e. potholes
10	17/08/2015	This is just a money making scheme, increasing our costs and providing nothing in return!!!
	25/08/2015	Don't want to pay for a licence, tenants run off without paying, no security.
11	25/08/2015	Waste of time and expensive.
12	02/09/2015	The rent is already low, how are the landlords going to pay the licence fee?
13	03/09/2015	This scheme is not going to help the area by getting landlords to question or deal with anti-social behaviour.
14	08/09/2015	We have good landlords around.
15	23/09/2015	Similar schemes have not helped other areas therefore I see no reason why it should work in Daneshouse.
16	23/09/2015	No any social problem here
17	25/09/2015	I think the private landlords have been struggling to maintain empty houses for lack of money and the council rewards them by charging 100 and ultimately 150% council tax that's more than you would pay for a mortgage and now to fleece him/her even more the brains at the council come up with this idea I mean let's face it what's the average rental around the

		Daneshouse area around 3 to 4 thousand pounds a year there'll be nothing left to the poor landlord after the council has finished with them. I think the private landlords should pack up and let the council build more houses to fill the gap cause the way it's going no private landlords would think about going into the property business and to top it all the council in my opinion favours the Tennant more than the land Lord I mean I have seen it myself where the Tennant walks away from a house owing thousands to the landlord but nobody listens to him, and yet if the Tennant complains about work pending in house the council come down on landlord like a tonne of bricks. fix this this fix that or we'll fine you but they don't listen to the landlord when he complains that the Tennant is not paying his rent.
18	29/09/2015	Prices go down. Don't licence in area.
19	29/09/2015	It's not working in other areas.
20	29/09/2015	Do not agree selective licensing. No need licence much better than any area. Do not agree selective licensing. It will drop prices in the area no need here.
21	30/09/2015	No need for licensing
22	01/10/2015	Will drop house prices. More effort to address other issues.
23	01/10/2015	It will bring the area prices down.
24	01/10/2015	The area of Daneshouse has had a turn around from the empty/derelict/abandoned properties seen in the 90's. Little do we see of such properties in this area now. The rental market is pretty steady and the tenants tend to be long term as opposed to house-hopping tenants as seen in other parts of the Borough. What Daneshouse actually needs is a park, that will stop anti-social behaviour. There is absolutely nothing for the kids to do, no safe space for them, or very little anyway, for them to kick a football about in anyway. So if Burnley Council want to do something useful for the Daneshouse area, build a neighbourhood park like they have done in Burnley Wood and on Hargher Street. There are more pressing matters to deal with within Daneshouse like the swathes of open space just sat there and little investment in the area from so called Gleasons. The Council should sort this out as opposed to trying to get Landlord Licensing within the area...

Perceptions of problems in the Daneshouse area

Question 8 in the landlord's questionnaire and question 5 in the residents/businesses questionnaire asked to what extent ten issues were a problem in the Daneshouse area. The table below compares responses from both landlords and residents/business; 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	3 (9%)	1 (3%)	10 (29%)	20 (60%)	0 (0%)	21 (24%)	19 (22%)	20 (23%)	25 (29%)	2 (2%)
Nuisance and ASB	4 (12%)	1 (3%)	12 (35%)	17 (50%)	0 (0%)	19 (22%)	22 (25%)	22 (25%)	20 (23%)	4 (5%)
Poor quality properties	1 (3%)	1 (3%)	9 (27%)	18 (55%)	4 (12%)	21 (24%)	16 (18%)	25 (29%)	24 (28%)	1 (1%)
High tenant turnover	3 (9%)	2 (6%)	12 (33%)	16 (47%)	1 (3%)	16 (18%)	14 (16%)	24 (28%)	22 (25%)	11 (13%)
Poor perception of landlords	0 (0%)	3 (9%)	6 (18%)	21 (62%)	4 (12%)	16 (18%)	12 (14%)	26 (30%)	24 (28%)	9 (10%)
Badly managed rented houses	2 (6%)	1 (3%)	8 (24%)	19 (56%)	4 (12%)	21 (24%)	13 (15%)	21 (24%)	25 (29%)	7 (8%)
Rubbish dumping	2 (6%)	6 (18%)	11 (33%)	12 (36%)	2 (6%)	34 (40%)	19 (22%)	20 (23%)	12 (14%)	1 (1%)
Low house prices	2 (6%)	3 (9%)	12 (35%)	14 (41%)	3 (9%)	22 (25%)	16 (18%)	26 (30%)	19 (22%)	4 (5%)
Low rent levels	5 (15%)	7 (21%)	10 (30%)	10 (30%)	1 (3%)	14 (16%)	16 (18%)	25 (28%)	18 (20%)	15 (17%)
People not wanting to stay in area	3 (9%)	0 (0%)	10 (29%)	18 (53%)	3 (9%)	20 (23%)	10 (11%)	25 (29%)	23 (26%)	9 (10%)

The table demonstrates that the majority of landlords do not believe the area to be suffering from the issues listed at all, whereas residents and businesses list the issues as not a big problem in their community with the exception of rubbish dumping; 34 respondents (39.5%) believe this to be 'a very big problem', whereas most landlords in the area don't consider it to be a significant issue.

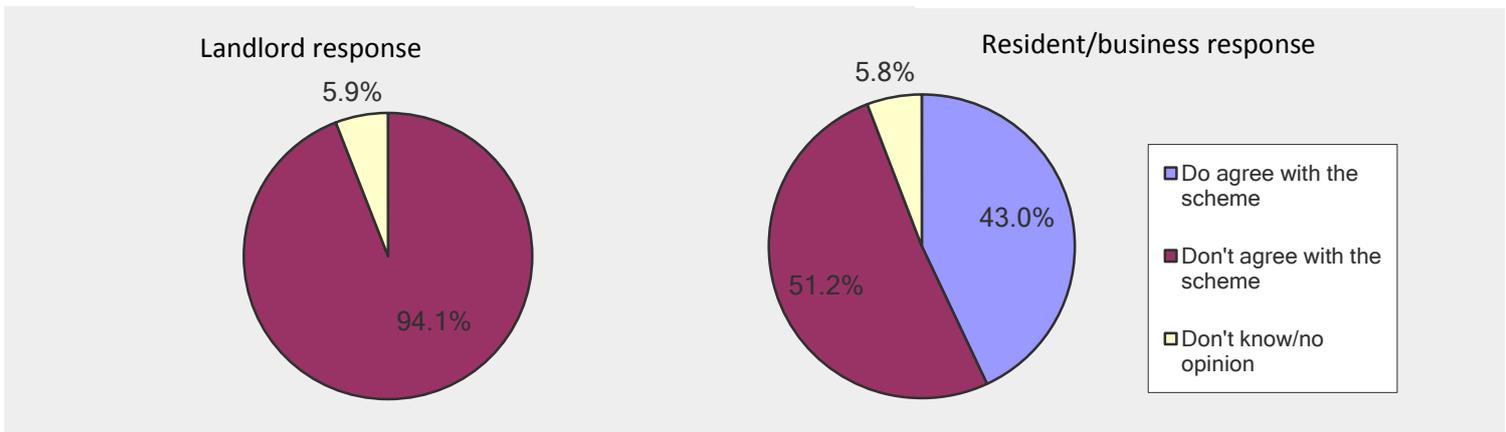
Perceptions of possible solutions in the Daneshouse area

Question 9 in the landlord's 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 resident/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	3 (9%)	4 (12%)	0 (0%)	7 (21%)	19 (56%)	1 (3%)	30 (34%)	13 (15%)	10 (11%)	17 (20%)	15 (17%)	2 (2%)
Selective licensing could have a positive impact on private rented housing in an area	0 (0%)	0 (0%)	2 (6%)	9 (26%)	19 (56%)	4 (12%)	23 (26%)	12 (14%)	9 (10%)	12 (14%)	28 (32%)	3 (3%)
Selective licensing could ensure that all privately rented properties are well maintained and managed	0 (0%)	0 (0%)	1 (3%)	8 (24%)	20 (59%)	5 (15%)	25 (29%)	16 (18%)	8 (9%)	10 (11%)	27 (31%)	1 (1%)
Selective licensing could help reduce anti-social behaviour problems	0 (0%)	0 (0%)	1 (3%)	6 (18%)	23 (68%)	4 (12%)	20 (23%)	16 (18%)	10 (11%)	14 (16%)	25 (29%)	2 (2%)
Selective licensing could make an area more attractive to potential tenants, and so increase rental and property values	1 (3%)	0 (0%)	2 (6%)	7 (21%)	19 (56%)	5 (15%)	20 (23%)	14 (16%)	11 (13%)	16 (18%)	24 (28%)	2 (2%)
Landlords currently have problems getting accurate and honest references for prospective tenants	4 (12%)	1 (3%)	5 (15%)	8 (24%)	11 (32%)	5 (15%)	19 (22%)	9 (10%)	16 (18%)	8 (9%)	20 (23%)	15 (17%)

The table demonstrates the opinions of residents and landlords in the Daneshouse area are similar in that they strongly disagree regarding the majority of the above statements, excepting 'Burnley Council should intervene in areas suffering from low housing demand' which residents and businesses of the Daneshouse area strongly agreed with. Closer examination however reveals that almost as many residents 'strongly agreed' with the statements as 'strongly disagreed'. This demonstrates a wide range of opinions on the above statements in the Daneshouse area.

Do you agree with the council's proposals to introduce selective licensing in the Daneshouse area?



The above charts demonstrate that 94.1% of landlords are against introducing selective licensing, whilst 51.2% of residents are in disagreement and 43% are in favour of introducing the scheme in Daneshouse.

Daneshouse – most frequent comments

Queries/comments from residents:

Comments	Number of respondents
Fee too high/extra tax/too much when rents are low	6
Scheme won't work/hasn't worked elsewhere/provides nothing for LLs/waste of time	6
Not needed/no ASB here/no valid reason for scheme	5
ASB, dirty backyards, litter, dirty streets a big problem	3
Need facelifting/demolition	3
Area is in decline/neglected/run-down/slum	3
Council should intervene to improve area/reduce ASB	3
House prices will drop	3
Empty and rundown properties a problem	2
Have had problems with rented properties	2
Punishes good landlords	2
Focus on other priorities e.g. potholes	2
Landlords don't care about the area/have a negative impact	2
Won't tackle real cause of ASB – drugs/need to tackle drug problem	1
Good area, could be better if LLs and tenants work together	1
Disagree with investors buying and leaving empty	1
Too much admin/hassle for LL and tenant	1
Should try it and see if it works	1
Family members should not be exempt	1
Money making scheme for the council	1
Should be roads for residents only (reduce speeding cars)	1
Scheme won't force LLs to deal with ASB	1
Need tenant referencing/checks	1
Landlords in the area are good	1
Council always favours tenants, LLs get no support	1

Queries/comments from landlords:

Comment	Number of respondents
Cost is too high/a burden	8
Not needed here/properties well managed/in good condition/not many vacants	7
A money-making scheme for the council/a scam	5
House prices will fall	5
No ASB here/high demand neighbourhood	4
Hasn't worked in other areas/ineffective scheme	4
Not needed: most properties privately owned	4
Not needed	4
Penalises good LLs/should be tackling rogue LLs/LLs easy target/should be judged individually	3
Properties purchased to give to children	3
Scheme a 'done-deal'/ no point in making representations	2
Stigmatises area/puts investors off/brings area down	2
Areas needs alley-gating	2

Need help/support regarding collecting rent/arrears/fly-tipping removal	3
Rents will rise to cover cost	2
Council doesn't want to work with LLs: C Tax an extra burden	2
Should be no charge if licenced already in Burnley	2
CPO houses and have buyers refurbish	2
Need more facilities for young people	2
Council already has powers to tackle rogue landlords/ should tackle dirty streets and ASB without licensing	2
Vacant/owner occupiers in worse state than rented houses	1
Tenants are the problem not the landlords	1
Stoneyholme should be included	1
Needs to be a stronger police presence	1
Landlords with more properties should have more of a say	1
ASB crime only high because ward data includes town centre streets	1
Should increase LHA to LLs to cover cost	1
Questions not fully answered by the council	1
No evidence fly-tipping/ASB caused by private tenants	1
Elevate funding spent in area – designating under SL indicates money not well spent by council	1
Reduction in ASB/crime in SL areas due to reduction in reporting cases	1
"Name and shame" LLs who don't pass fit and proper person criteria	1
Will make LLs stay up to date with safety certificates	1
Won't improve overall property condition	1
ASB a police matter, not LLs responsibility	1
Should be voluntary licensing, not exceeding £100, to cover 5 properties	1
Council should guarantee rent	1

Local councillors: ASB hot spots but not widespread. Drugs/ASB not from rented properties, except for possible noise nuisance but this is not significant or persistent. Asian community (both landlords and residents) don't want the scheme. Low demand because non-Asian people don't wish to live here. High numbers of empty properties are due to people moving out to get jobs elsewhere as none available in Burnley. Alleygates would be more appropriate at tackling back street crime and drug problems. People are worried house prices will go down.

Streets which should be included/excluded:

Street	Number of respondents
<i>Should be included</i>	
Parts of Stoneyholme	Members of PRSF
Norman Street	Members of PRSF
Saxon Street	Members of PRSF
<i>Should be excluded</i>	
Hurtley Street (Travis St end)	1
Travis Street	1
Evelyn St	1 (landlord conference)

PRSF: Surprised that Stoneyholme not included.

Suggested that Norman St and Saxon St should be included as lots of private rented and associated problems.

Police meeting: discussion of scheme. Possible pitfall of tenants moving from one property to another. Suggestion of putting clause in preventing tenants moving back to area.

Problems at:

- Howsin St
- Violet St
- Angle St (lots of dirty backyards)

Some felt not many calls from Daneshouse area.

Consultation Transcript: Daneshouse

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.</p> <p>Problems at:</p> <ul style="list-style-type: none"> - Howsin St - Violet St - Angle St (lots of dirty backyards) <p>Some felt not many calls from Daneshouse area.</p>	
01/07/2015	Landlord	Phone Call	<p>Asked what the letter received was regarding, wanted to know about selective licensing, thinks that vacant properties/owner occupiers are in worse condition than those that are rented out/her property.</p> <p>Queried fee for licensing.</p>	<p>Explained what selective licensing was, the need to have a licence to rent out a property within a designated area. Said due to vacant properties, condition, ASB, low demand. Discussed the fee for licensing and explained couple pay over 2 years and the licence lasts for 5 years. Asked to complete questionnaire on website.</p>
01/07/2015	Landlord	Phone Call	<p>Phoned and asked when the scheme would become effective if was approved.</p>	<p>If approved April 2016. Applications approximately returned by July/August 16. No other queries ok with proposal.</p>
01/07/2015	Landlord (Burnley Wood/Healey Wood, Leyland Road & Daneshouse)	Phone Call	<p>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.</p>	<p>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</p>

				Bank Hall and all was available to view.
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	Resident	Resident questionnaire (online) Also completed LL questionnaire	Disagree: Daneshouse area is mainly occupied by homeowners and the houses which are occupied by tenants are generally well maintained and managed. Daneshouse do not require selective licensing as it is an area of high demand within communities and has low levels of anti - social behaviours compared to other areas of Burnley. The council needs to focus on areas where property management companies are bringing in bad tenants such as Cleaver Street which I believe is a selective licensed area....The problems are the tenants and not the Landlord's in majority of cases and the cost has to be burdened by the Landlord/Owners.	Whilst there are a large number of owner occupiers in Daneshouse, 28% of properties fall into the private rented sector. Government guidance deems anything above 19% (the average for England as a whole) to be high. Whilst the private rented sector plays a key role in providing housing in the borough, poor housing management and low standards can contribute to the failure of a local housing market. There is also a higher percentage of empty properties in Daneshouse and the other proposed licensing areas than the borough as a whole, indicating low demand for housing. Data from the Police and the Council indicates that all wards affected by the selective licensing proposals have higher levels of reported crime than that for Burnley as a whole. The council is not seeking to designate the area solely on the basis of anti-social behaviour, but it is a contribution to low demand where the housing market is weak. You also raised concerns about management companies operating in the Burnley area. All agents wishing to manage property in the licensing areas must pass the fit and proper person criteria to do so. We work closely with landlords and agents in

				<p>our existing licensing areas to ensure that they are all operating to the same appropriate standard. You also point to the problem of poor tenant behaviour. Part of licensing is ensuring that all landlords are taking adequate reference checks from prospective tenants. We offer an ASB/crime tenant referencing service as part of licensing. You also mention the cost being a burden for landlords. Selective licensing legislation allows local authorities to set a fee to accompany applications. This fee is only to be used in implementing and monitoring the scheme, making improvements in the area where you own property. The cost of not intervening in a failing housing market may be much greater for landlords as demand for housing continues to drop and the area declines further. Selective licensing is an investment in low demand areas.</p>
02/07/2015	Landlord	Phone call	Phoned as was told by friend about new SL areas. Wanted to know if properties lay within boundaries. Requested postal questionnaire.	<p>Confirmed which properties lay within proposed area, and reiterated that it is only <i>proposed</i> at this stage.</p> <p>Agreed to send questionnaire through post when arrive from printers w/c 6th July. (sent 06/07/15).</p>
02/07/2015	Landlord	Phone Call	Explained received a letter but his property is occupied by family members.	<p>Advised regarding exemptions, application form and birth certificates to prove relationship.</p> <p>Explained this would be the case if the area was to be designated however still only consultation and proposal to introduce.</p> <p>Was happy with explanation</p>
02/07/2015	Landlord	Landlord questionnaire (online)	Disagree: We do everything within the proposal our properties are immaculate and within safety for tenants why should we pay for a license when we are doing the correct	<p>Whilst we recognise that there are a number of good landlords operating in the area, unfortunately there are also a number of poor landlords who are contributing to a poor quality private rented sector</p>

			<p>things needed. I think each landlords properties should be checked before ordering out a licence to everyone. It's really unfair as rental income is very low in this area as it is by paying a licence we hardly have anything left it's really unfair and propose each case should be judged individually. We carry all our checks and have certificates for everything why should we folk out more money. Very unfair</p>	<p>in your area. Selective licensing is an area based scheme which means we are unable to omit good landlords; there is no room in the legislation for us to do this. However we do offer a 30% discount to landlords accredited under our Good Landlord and Agent Scheme (GLAS) and a further £100 reduction if applications are made in the first three months of the designation. This reduces the fee significantly, and is recognition of the good work of the better landlords in the area.</p> <p>As part of the scheme all properties would be inspected over the five year period of the designation. Selective licensing legislation is the only legislation currently available to us to undertake this kind of proactive inspection, and helps us to uncover the poorest, criminal landlords, as well as those who just require support and assistance in order to manage their properties adequately. In our existing schemes we offer training and development to landlords, as well as a tenant referencing service. We want to work with landlords and managing agents to improve the reputation of the private rented sector in Burnley. By raising standards we aim to create demand for housing in what are currently low demand areas, and will force underperforming landlords out of the area for the benefit of residents and the wider community.</p>
03/07/2015	Resident	Resident questionnaire (online)	<p>Disagree: The scheme will not tackle the real problems in daneshouse, the real cause of antisocial behaviour and low house prices is drug dealing and drug use. The council is overlooking the real problems whereas it</p>	<p>In our existing licensing areas we work closely with the police and ASB team to tackle priorities for those areas. The following case study is an example of how this partnership is effective in one of our current licensing areas:</p>

			<p>should be using its resources to deal with the main issues which are drug dealing and drug use.</p>	<p>“The Police were aware of a property where drug dealing was reported as a problem. Drug warrants were executed at the address. However, the tenants returned to the property and issues continued to be reported. The high level of vacant properties in the area surrounding the property meant that the level of complaints from neighbours and local residents wasn’t enough to enable the police to use a closure order to resolve the situation. The selective licensing team contacted the landlord, and although they had proper management in place, the landlord still showed a reluctance to gain possession of the property. This resulted in the licensing team revoking the landlord’s licence, and making a management order for the property. The council subsequently gained possession of the property to prevent any further problems of anti-social behaviour.”</p>
05/07/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: Other areas of the Borough where Landlord Licensing is currently active, have large amounts of abandoned properties, properties in disrepair, badly managed & badly tenanted properties, with tenants tending to only be short term. With Daneshouse, however, these issues don't really exist. There are hardly, if any abandoned properties in Daneshouse award, tenants seem to be long term. Selective Licensing will be of no use to either the Landlord, not the tenant in this ward. If anything, the Daneshouse ward needs extra facilities for young people, like adequate parks, leisure and ball court areas to reduce</p>	<p>In our longest running designation (Trinity) we have seen a reduction in the number of vacant properties and improvement in property conditions, demonstrating that the scheme has been effective here. Our most recent data shows that around 11% of the properties in Daneshouse are vacant, compare to a Burnley average of 6.4%. This demonstrates low demand for housing in this area. Council tax data from January 2015 also shows that of the four proposed selective licensing areas, Daneshouse has the most properties empty for 24 months or longer (deemed long term empty), at 33% (compared to a borough average of 16%). If the scheme is introduced we would hope to see similar reductions in vacant properties as</p>

			anti-social behaviour. The kids and youth have nowhere to go and kick about, apart from the few ball courts which are hugely over filled with kids playing majority of the time.	standards are raised and demand for housing increases.
06/07/2015	PRSF	Meeting of Private Rented Sector Forum	Surprised that Stoneyholme not included. Suggested that Norman St and Saxon St should be included as lots of private rented and associated problems.	Stoneyholme not included in proposal as not high number of rented properties. Explained boundary part of consultation and can be altered based on feedback from stakeholders in area if thought to be beneficial.
06/07/2015	Resident	Resident Questionnaire	Daneshouse is a good area, and could be a lot better, if all landlords and tenants pulled together and [remainder of text unclear/spoiled].	
07/07/2015	Resident	Resident questionnaire	Anti-social behaviour and back street dumping big problem	
07/07/2015	Resident	Resident questionnaire	Agree: tenants have no respect for property e.g. cleaning troughings, litter, backyard dumping	
07/07/2015	Resident	Resident questionnaire	Agree: empty houses area problem not just in my area.	
08/07/2015	Landlord	Landlord questionnaire (online)	Disagree: I see this as very unnecessary in my case as my house in Daneshouse was inspected by yourselves back in 2005 when I bought it and I complied with your findings to gain accreditation. I then went through your good tenant scheme and ended up with one of the worst tenants I have had to date , once the boyfriend was out of prison the house was badly damaged and I was faced with calling the rspca as there was dog living with its own faeces in the living room. I am glad to say I have found my own tenant and is happily	In response to your comments regarding the police presence in the area, in our existing licensing areas we work closely with the police to ensure that priorities for each area are addressed. We hold weekly resident surgeries and a 6 weekly multi agency meeting, both of which are attended by local officers where we are able to share information and co-ordinate resources to tackle problem properties/tenants/landlords. This is something we would also seek to do in Daneshouse should the scheme be approved here. Below is an example of how we have been able to

			settled. The one thing I would say though is that there need to be a stronger police presence as burglary is rife in this area . My house has been burgled 3 times now.	work with the police in our existing licensing areas, and achieve a positive result: “The Police were aware of a property where drug dealing was reported as a problem. Drug warrants were executed at the address. However, the tenants returned to the property and issues continued to be reported. The high level of vacant properties in the area surrounding the property meant that the level of complaints from neighbours and local residents wasn’t enough to enable the police to use a closure order to resolve the situation. The selective licensing team contacted the landlord, and although they had proper management in place, the landlord still showed a reluctance to gain possession of the property. This resulted in the licensing team revoking the landlord’s licence, and making a management order for the property. The council subsequently gained possession of the property to prevent any further problems of anti-social behaviour.”
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	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

09/07/2015		Email	<p>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 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. 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</p>	<p>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 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</p>
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			tenants where a scheme is in place to prove the benefits of the scheme?	<p>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 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: http://www.burnley.gov.uk/residents/housing/private-rented-sector/selective-licensing/selective-licensing-trinity-ward</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>
09/07/2015	Resident	Resident Questionnaire	Disagree: I think its an extra tax that is being introduced.	With any public licensing scheme there will be a fee attached. The fee for selective licensing is an administrative charge used to implement and monitor the scheme. The council is not permitted to make a profit from selective licensing; all funds go towards the running of the scheme and making improvements in your area.

09/07/2015	Resident	Resident questionnaire	Disagree: It's too late for area to change now, gone back 10 years.	Selective licensing has seen positive results in the Trinity area of Burnley. Through a programme of house inspections property conditions have improved through the issuing of schedules of required repair works. The scheme could have a positive impact on poor quality housing in the Daneshouse area which you have indicated is a very big problem. The fundamental aim is to improve the way private properties are managed which I note you have stated is a fairly big problem in the Daneshouse area. This is done through checking the landlords have robust procedures in place for referencing tenants, carrying out repairs, dealing with ASB, starting and ending tenancies. There are also training days for landlords to attend as well as support and advice from officers working in the selective licensing team.
09/07/2015	Resident	Resident questionnaire	Disagree: Don't think they should be a fee it's not fair as it's not as though the rent is high.	With any public licensing scheme such as public entertainment licences or taxi licensing there is an administration fee. The council is not permitted to make a profit from the selective licensing scheme; all funds go into its implementation and monitoring, for the benefit of local residents. The aim in the long term is to create areas of demand for housing which will in turn increase the value of properties in the area.
09/07/2015	Landlord	Email	I attempted to complete the online survey, system was not allowing the survey to be completed, it would not load the page. However, your letter is dated 1 July. Please could provide the total number of privately rented properties in this ward excluding social landlord properties such as Great Places or	Housing benefit data indicates that there are 222 households within Daneshouse in receipt of Housing Benefit. This is 28% of the properties in Daneshouse. This does not account for private rented houses where a housing benefit claim has not been made so the figure may well be higher than this.

09/07/2015		Email	<p>Calico or any other. I do strongly disagree with this ward being licenced. I don't see any benefit in licensing this area because large proportion of properties privately are owned. As for new properties that are being built in the area, people would be discouraged to purchase them, if they see the area as being licenced which indicates that the area has high crime and antisocial behaviour problem.</p> <p>Thank you for reply, Please could provide details of the area within Daneshouse whic has high ASB and environmental crime. It not fair to say this unless it is backed with evidence Daneshouse is very large ward therefore everything should be based on solid evidence not assumption.</p>	<p>Whilst there may be a number of privately owned properties in this area, it is fair to say that the number of private rented properties is high, as it is above the Burnley and England averages of 19.4% and 16.8 % respectively. The area also suffers from high levels of ASB and environmental crime. There is already low demand for housing in Daneshouse, the evidence of this is clear to prospective buyers/investors: e.g. crime and antisocial behaviour levels, boarded houses. Selective Licensing aims to target this by setting minimum standards for all landlords operating in this area. This will give tenants and prospective buyers the confidence that their property lies within an area which is being targeted for improvement by the Council.</p> <p>The link below will take you to the Council's web page where you can view the 'Proposed Approval Document', which sets out the various data sets which were used to analyse the proposed designation areas. http://www.burnley.gov.uk/node/2153 In it you can see that Daneshouse with Stoneyholme has much higher levels of crime and ASB than the average for Burnley. We appreciate that this is a large ward, and as you will see from the document, we have accounted for the fact that a number of the streets included in the Daneshouse ward lie in the town centre, and are therefore more likely to be locations for ASB and crime due to Burnley's night time economy. This aside, there is still evidence which correlates</p>
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09/07/2015		Email	Daneshouse with stoneyholme includes town centre therefore ASB and crime are going to be higher in this case. Because town centre has higher for both aspects which would skew the data, residential areas of daneshouse would be a lot lower in both aspects.	<p>instances of ASB with areas where there is a large number of private rented properties within the ward. We have been able to plot maps which demonstrate the correlation between private rented properties, and instances of ASB and environmental crime.</p> <p>Have you had a chance to complete the Landlord's Questionnaire online? I appreciate you were having difficulties accessing it, if this is still the case please provide me with your postal address and I can arrange to send you a paper copy.</p> <p>Response sent 03/08/2015: As mentioned below and in the proposal report, we have accounted for the fact that part of the ward includes the town centre. This aside, there is still a correlation between private rented properties and ASB/environmental crime within the designation boundary.</p>
13/07/2015	Resident	Resident questionnaire	Agree: Both my daughters have had massive problems	
22/07/2015	Landlord (Properties in Daneshouse, Burnley Wood and Leyland Road.)	Phone call	<p>Call taken by Council Officer. View is that scheme is totally wrong, a money making scheme. Disapprove of it and it should be stopped.</p> <p>Anyone who has a vacant property the Council should act. Money making scheme, nothing else.</p> <p>Officer explained would just take his comments and a formal response would be given.</p>	<p>Phoned 03/08/2015. No answer. Left message apologising for delay in returning call. Wanted to give response, requested he call back or email contact details to landlords in order for us to provide a written response.</p> <p>Response as follows: Have been asked by Council to consider implementing scheme in 4 areas, decision based on statistical evidence of housing decline in these</p>

				areas. Council is not permitted to make a profit from the scheme; all funds raised are to implement the scheme. Vacant properties are targeted by colleagues in vacant properties team and by council tax. Aim to create demand by designating area as place with minimum standards, make desirable place to live, which will assist with vacant property issues.
23/07/2015	Landlord	Phone call	<p>Objects to SL, does not see need for it as not aware of any ASB/crime/vacant properties in area. Lives in area.</p> <p>Wanted to know how many landlords/who they were in area.</p> <p>Asked what feedback from LLs had been.</p>	<p>Discussed how council asked us to look at area because of concerns of low housing demand and associated issues. Directed to proposal document which contains statistical evidence of problems within area.</p> <p>Confirmed 788 properties in area, of which 222 rented. Said could not give details of individual landlords but suggested came along to drop in/LL evening to speak to council officers and other landlords.</p> <p>Detailed had not had great deal of feedback from LLs/residents, but what had had from residents was positive and that they are keen to see the scheme go ahead. Directed to online survey and asked to call back if had problems accessing and would send paper copy.</p>
23/07/2015	Resident	Resident questionnaire	Agree: face lift them or pull down	
23/07/2015	Resident	Resident questionnaire	Agree: have had quite a few problems with anti-social behaviour from tenants in rented properties. Area getting run down.	
23/07/2015	Resident	Resident questionnaire	Agree: the area is in serious neglect and decline. This is long overdue.	
23/07/2015	Resident	Resident questionnaire	Disagree: punishing good private landlords financially	Selective Licensing is part of a wider regeneration programme to attract people to the town to work

				<p>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 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. To however 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>
23/07/2015	Resident	Resident questionnaire	Agree: I do not agree with investment buyers buying houses to leave empty for profit.	
28/07/2015	Unknown	Email	Subject: We object selective licensing in Daneshouse	<p>Thanks for your email, there appears to be no content included available to view.</p> <p>If you have any comments in relation to these proposals for selective licensing, please forward</p>

				them to landlords@burnley.gov.uk
29/07/2015	Cllrs	Landlord Drop in Event	<p>ASB hot spots in Daneshouse but not wide spread. Not from rented properties for drugs etc. Possibly noise nuisance from rented properties but not significant or persistent.</p> <p>Asian Community don't want the scheme this is both landlords and residents feelings and views.</p> <p>Low demand housing is due to people from other backgrounds not wanting to move in because of the heavy Asian population. A lot of migration from Spain, Portugal, Holland of Asians requiring 3 bed or more properties. Violet street for example is 2 up 2 down and too small, most Asian families want to convert 2 into one. Not many Asian families are just Husband and Wife, if they are newlywed and financially stable will move elsewhere.</p> <p>High numbers of empty properties are due to people moving out to get jobs elsewhere as none available in Burnley.</p>	<p>Asked on thoughts regarding the proposals. Used proposal document and statistics to query why they thought there were no issues in Daneshouse.</p> <p>Raised ASB being an issue & high numbers of empty properties and queried why this was the case.</p>
29/07/2015	Resident	Resident Questionnaire	Don't agree: Too much hassle for both tenant and Landlord	<p>Selective licensing does not put any extra requirements onto good landlords who are already doing what they should be in order to responsibly manage their properties. The aim of the scheme is to ensure that all landlords are operating to the same standard.</p> <p>There are no additional requirements placed on</p>

				tenants.
29/07/2015	Resident	Resident Questionnaire	Disagree: We do not need it here	
29/07/2015	Landlord	Landlord Questionnaire	Disagree: We do not want selective licensing in Daneshouse there no problem in the area property are well looked after nothing has been in Trinity and Queengate prices are better in Daneshouse.	<p>We have noted your comments and that you are opposed to the scheme. We also note that you refer to prices in Daneshouse being better than Queensgate and Trinity. Whilst house prices and rental values are an indicator of housing demand, the council has looked at a wider range of data to determine whether or not selective licensing would be appropriate for Daneshouse.</p> <p>We recognise that there are good landlords who manage their properties well, but there is evidence to suggest that there are pockets of low demand housing with large numbers of empty properties, poor housing conditions and increasing crime levels. These clusters of poorly managed properties can be damaging to the wider area.</p>
29/07/2015 02/09/2015 29/09/2015	Landlord	Landlord Questionnaire x 3	<p>Disagree: No selective licensing.</p> <p>Duplicate: Selective licensing not need.</p> <p>Duplicate: This is a waste of time. Selective licensing is NOT needed. You should put alleygate in back street. Stop trying to destroy our community.</p>	<p>I note you feel that the scheme is not needed in the area, however there is evidence of a failing housing market in Daneshouse. There are higher levels of vacant properties than in the borough as a whole, and more cases of ASB and environmental crime. Feedback from some residents has indicated that there are problems in the private rented sector which need to be addressed.</p> <p>Whilst levels of crime and anti-social behaviour can indicate a failing housing market, we are not seeking to designate the area based on this alone. Whilst alleygating can be effective at reducing crime, selective licensing is more concerned with property condition and management, and at raising standards in this area.</p>

29/07/2015	Landlord	Landlord Questionnaire	No opinion expressed: I need more help with collecting rent and support from council regarding rent and [illegible].	<p>The council is proposing to introduce selective licensing because there is evidence that the area in which you own/manage property is suffering from low housing demand and associated problems. Selective licensing aims to engage private landlords to ensure that they are managing their properties adequately.</p> <p>I note that you agree there are some serious problems in the area, and that you agree Burnley Council should intervene in areas of low housing demand. I also note that you have had problems collecting rent in the past. In our existing selective licensing areas we are able to offer help and support to landlords struggling with the management of their properties, as well as free training and development. If selective licensing is brought into your area you will have access to the same services; the selective licensing team can act as a point of contact within the council and direct you to the relevant services where required.</p>
29/07/2015	Landlord	Landlord Questionnaire	Disagree: We have been happily living in the area, living here for many years we don't have any problems and we are happy as we are we strongly forbid council to intervene in this matter. Thank you.	<p>Whilst we are pleased to hear that you personally have not experienced any problems in the area, the council is proposing to introduce selective licensing because there is evidence that Daneshouse is suffering from low housing demand and associated problems.</p> <p>The council's proposal document is available to view on our website if you would like more information on the data used in proposing selective licensing for Daneshouse (http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf).</p>
29/07/2015	Cllr	Landlord Drop in	Do not like selective licensing, residents	Asked if selective licensing was not appropriate,

		Event	landlords and tenants all have the same view Think alley gates would be more appropriate as they will stop back street crime and drug problems. People are scared that house prices will go down.	what would be? Queried why alley gates would solve problems in the area and explained that Trinity has evidence that house prices have increased. Not an over-night scheme but is something which along with other agencies can tackle the issues surrounding Daneshouse. Gave questionnaires and street lists to complete and take away.
31/07/2015	Landlord Properties in Daneshouse and Leyland Road	Phone Call	Phoned querying what the proposals were for licenses in some areas of Burnley. Had heard at mosque regarding £800 for a licence. Has properties in Daneshouse and Leyland Road areas. Possibly will attend Landlord Conference in September, to confirm at a later date and book a place. Requested posted copies of questionnaires.	Explained the reasons for selective licensing and that it was already in place in 3 areas of the borough. 14 week consultation to propose 4 new areas Daneshouse, Leyland road, Burnley wood with Healey wood and a small section of Padiham, Ingham and Lawrence street. Explained the cost of the licence was £750 for the first property and £670 thereafter, option to apply for GLAS and receive 30% discount therefore fees would be about £525 for one property. Explained about questionnaire and said could send in the post or the links were online. Explained landlord conference in September and the need to book a place if interested. Questionnaires posted out to be completed for each areas stats.
04/08/2015	Resident	Resident Questionnaire	Agree: Scheme has to be put to test to see if things improve!	
04/08/2015	Landlord	Landlord questionnaire (online)	Don't know: If this is brought in then ALL Landlords, including those renting to "family" members should be included. Otherwise the problems will perpetuate as a lot of tenants will either claim or actually be "family"	The exemption rule for family members is set in the legislation, so unfortunately is not something we could influence. We ensure that every exemption is genuine, by requesting documentation which proves the tenant is a close

			<p>members, particularly in areas where many large and extended families live. If a Landlord receives rent or owns a property they are not living in themselves, then all these additional properties should be included in this scheme. There should be NO exceptions, even for housing grown up children, parents etc. Otherwise the scheme will make no difference to those who have paid up. In some areas like Daneshouse as a large number of properties will be exempt and so keep the area down.</p>	<p>relative of the landlord. Every case is looked at on an individual basis, and a 'relative' means parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece or cousin; with 'half-blood' relationships these are treated as whole blood relationships. Stepchildren are treated as son or daughter. We do not grant exemptions for distant relatives.</p> <p>If the applicant is not able to provide evidence of the link we request that they apply for a licence. Where an exemption is granted, we frequently monitor who is living in the property via council tax data to ensure that if the tenant leaves and is replaced by a non-family member, a licence is applied for.</p>
06/08/2015	Resident	Resident questionnaire	<p>Don't agree: invest in sorting out other priorities e.g.potholes</p>	<p>We appreciate that there are a number of important issues for people in the Daneshouse area; selective licensing aims to tackle the problems associated with low housing demand. It is funded solely by the fee paid at application and does not take money away from other council priorities and the overall council budget. Issues with highways are dealt with by Lancashire County Council.</p>
11/08/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: Selective licensing is another way for Burnley Council to make money, house prices in selective license area's tend to fall as existing landlords are financially punished.</p>	<p>The council is not legally permitted to make a profit from selective licensing. All fees received can only be used for the implementation and monitoring of the scheme.</p> <p>In our longest running designation (Trinity) house prices fell in line with the wider borough, regional and economic downturn. However they recovered faster in the designation area than the wider borough and are now higher than the median price</p>

				for the ward.
11/08/2015	Landlord	Landlord questionnaire (online)	Disagree: Landlords will have to put rents up I know Lot's landlord's who are thinking off putting Rents who are in the licensed areas	Landlords are entitled to put their rents up as they see fit, providing this is done legally within the terms and conditions of their tenancy agreements. These must be considered reasonable (i.e. in line with local rent levels). For an accredited landlord who returns their application within three months of the designation coming into force the proposed fee works out at around £1.60 per week for a five year licence.
17/08/2015	Resident	Resident Questionnaire	Agree: BBC should intervene to help the area grow and get better, most landlords don't care about areas.	
17/08/2015	Resident	Resident Questionnaire	Agree: Private landlords have had a massive impact on the state of houses in this area.	
17/08/2015	Resident	Resident Questionnaire	Disagree: This is just a money making scheme, increasing our costs and providing nothing in return!!!	I can see from your responses in the questionnaire that you agree that selective licensing can help with reducing anti-social behaviour and that there are issues with private rented properties in your area. Selective licensing does not impose any costs on owner occupier residents or tenants in the area. The cost is for landlords who rent out properties and applies to all streets within the proposed designation. The area is suffering from low housing demand which also brings other associated issues with it such as high levels of anti-social behaviour, crime, empty properties, poor housing conditions and poorly managed properties. The aim of selective licensing is to address these issues using a collaborated approach with numerous partner agencies. In turn, residents should see improvements in the area, reduction in vacant and boarded properties resulting in an increase in the

25/08/2015		Duplicate Questionnaire	Disagree: Don't want to pay for a licence, tenants run off without paying, no security.	<p>demand for housing and enabling the area to become a place of choice. We welcome residents to report any issues associated in areas to the council where appropriate so that the relevant department or agency can intervene where necessary</p> <p>I note your main concerns are the cost of the licence, however any public licensing scheme will incur a charge. The selective licensing legislation allows local authorities to fix their own charging structure, and we have endeavoured to keep the fee as low as possible. We offer additional discounts to landlords accredited under our Good Landlord and Agent Scheme (GLAS) as well as a discount for applications returned early. We also allow landlords to pay over a 24 month period to spread the cost. All monies received from application fees are ring-fenced solely for use on implementing the scheme; the council is not permitted to make a profit from selective licensing.</p>
17/08/2015	Landlord	Landlord Questionnaire	Disagree: Daneshouse has most properties occupied and least boarded up houses. The houses are not empty and the council does not need to worry about Daneshouse as other areas of Burnley. Good standard of housing and low rents – if council wants to introduce selective licensing they should contribute some of the costs and increase the rent for landlords. House prices have risen and un-affordable - landlord/tenant – fair playing field.	In response to your comments surrounding Daneshouse, there is significant statistical evidence which shows that out of the four proposed areas, Daneshouse has the highest number of vacant properties at 9.4% in comparison with around 8% in the three other proposal areas and to the borough average of around 6.4%. With this in mind it would be unfair to say that Daneshouse has not got many boarded up houses or unoccupied properties. Empty properties is something which selective licensing aims to improve using initiatives to enable the vacant properties to be bought back

				<p>into use, increasing the housing demand in the area and overall improving the outlook.</p> <p>The statistics collated for the consultation also show that Daneshouse received 26 disrepair and enforcement complaints between 2013/2014. This shows that property condition and standards are not being maintained by landlords in the Daneshouse area and there has been need for council intervention in these matters.</p> <p>House prices and rental values are also an indicator of housing demand, property values in this area are also one of the lowest out of the four proposal areas with an average house price of £33,073 which in comparison with the median price for the Burnley Borough of £88,901 is significantly lower. Selective licensing aims to improve the management of private rented properties, the condition of properties, reduce the number of vacant houses and make these areas tenure of choice. In doing so this will also help to increase house prices in the area which will provide a more viable sale price for properties ensuring investors do not lose out. Licensing application fees cover the cost of administering and running the scheme. The Council do not make any profit from Selective Licensing and guidelines state that all money raised is to be ring-fenced back into the implementation of a licensing scheme in any given area.</p> <p>If you wish to read more regarding the Council's statistics and proposal please visit our website, www.burnley.gov.uk where you can find the documents available to view.</p>
24/08/2015	Resident	Resident	Agree: anti-social [behaviour].	

		questionnaire (online)		
25/08/2015	Landlord	Email	<p>Please find below of the attendees of a meeting, expressing their objection to the selctive licensing proposal.</p> <p>[List of 44 attendees]</p> <p>Please send me some selective licensing questionnaires, to [address]</p>	<p>Thanks for the email. I am unsure of your request in sending this list.</p> <p>The council are not giving out questionnaires in bulk for multiple landlords. If these landlords wish to have a questionnaire sent to them can you please ask that they request them individually. Each landlord only needs to complete one questionnaire no matter how many properties they have in the area. All questionnaires must also be fully completed with addresses of the property they live at and contact information in the form of email or telephone numbers.</p>
25/08/2015	Resident	Resident Questionnaire	Agree: Too many empty properties.	
25/08/2015	Resident	Resident questionnaire (online)	Agree: I think that will be good if we have less anti-social behaviour and more educated people around. Roads for only residents would be great to avoid racing cars.	
25/08/2015	Resident	Resident Questionnaire	Disagree: Waste of time and expensive	<p>I note your main concerns are the cost of the licence, however any public licensing scheme will incur a charge. The selective licensing legislation allows local authorities to fix their own charging structure, and we have endeavoured to keep the fee as low as possible. We offer additional discounts to landlords accredited under our Good Landlord and Agent Scheme (GLAS) as well as a discount for applications returned early. We also allow landlords to pay over a 24 month period to spread the cost. All monies received from application fees are ring-fenced solely for use on implementing the scheme; the council is not permitted to make a profit from selective licensing.</p>

				I also note you feel that the scheme is a waste of time, however we have seen noticeable improvements in property condition and management in our existing licensing areas. You have highlighted a number of problems in your area such as poor quality properties, nuisance and anti-social behaviour, and these are some of the things that selective licensing is designed to tackle as part of our wider strategy to improve the housing stock in Burnley.
01/09/2015	Landlord	Landlord questionnaire (online)	Disagree: it has not don any benafit anyway it has selective licensing	In our longest running designation (Trinity) we have witnessed improvements in property condition, reduction in vacant properties, and reduction in ASB and environmental crime. House prices in the designated area also recovered quicker following the economic downturn than in the wider area.
02/09/2015	Landlord	Landlord Questionnaire	Disagree: Selective licensing not need	
02/09/2015	Resident	Resident Questionnaire	Disagree: The rent is already low how are the landlords going to pay the licence fee? "Private"	The fee for an accredited landlord who returns their application within the first three months of the designation coming into force is reduced to £425. We give landlords the option to pay over a 24 month period, with nothing further to pay for the remaining licence period. Many landlords in our existing scheme have found the option to pay by direct debit helpful in spreading the cost of the licence fee.
02/09/2015	Resident	Resident Questionnaire	Agree: This area has reached rock bottom it is a slum area.	
03/09/2015	Resident	Resident Questionnaire	Disagree: This scheme is not going to help the area by getting landlords to question or deal with anti-social behaviour	I note you feel that nuisance and anti-social behaviour, and poor quality properties are a very big problem in your area, but also that the scheme would not be able to tackle this, in particular the

				<p>ASB element. Whilst the proposal is based on tackling low housing demand, a key part of this is working with landlords, tenants and other residents to address problems of anti-social behaviour and environmental crime.</p> <p>If the scheme is introduced, all private landlords operating within the designation boundary would not be able to legally let their property without applying to the council for a licence to do so. As part of the application process we ask for a copy of the tenancy agreement, which must contain robust anti-social behaviour clauses. It is a condition of the licence that the landlord takes reasonable steps to prevent and deal with anti-social behaviour occurring at the property. Failure to do so is considered a breach of the licence and could lead to legal action and fines.</p> <p>It is also a condition of the licence that the landlord carries out reference checks on prospective tenants. We are able to assist by offering a crime/ASB tenant referencing service, in order to give landlords a better idea of who they are letting their property to. We monitor this requirement in our current licensing areas by asking for evidence of reference checks.</p> <p>In our current licensing areas we work closely with the Police to tackle anti-social behaviour. In Trinity, there has been a steady reduction in the number of cases of ASB reported to Police during the designation period. Cases of ASB in the ward as a whole have fallen consistently during the time the scheme has been in place. The Police see the selective licensing team as one of their main</p>
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				<p>partners in tackling antisocial behaviour within the designation area. The selective licensing team meet with the local community beat managers on a weekly basis and hold a multi-agency meeting on a six weekly basis. We also hold weekly surgeries where residents can come to us with any concerns regarding private rented properties in their area. Selective licensing has proven to be effective at tackling poor property management and anti-social behaviour in our existing areas, which is why we are carrying out this consultation to see if any other areas in Burnley could benefit from the scheme.</p>
07/09/2015	Resident	Resident questionnaire (online)	<p>Agree: i have specially participated in this survey to let the council know just to make money through private tenants is not enough they need to address the tenants there going to put at these address because some times it frustrates the home owners how own there own homes and get treated like animals because the tenants get bad abusive tenants and the home owners have deal with there abusive tenants and hower own properties get vandalised which means we as the home owner take action by putting up cctv cameras for us to feel save in our own homes</p>	
08/09/2015	Resident	Resident questionnaire	<p>Disagree: We have good landlords around.</p>	<p>Whilst we recognise that there are some good landlords operating in the area, unfortunately there are a significant number who are not managing their properties to an appropriate standard. Selective licensing aims to raise standards in private renting to ensure that all landlords abide by adequate management</p>

				procedures, for the benefit of tenants and the wider community.
10/09/2015	Resident	Resident Questionnaire	Agree: May Help with Anti-social Behaviour	
15/09/2015	Landlord	Resident drop in session: Leyland Road area	<i>See Leyland Road area transcript for wider comments.</i> SL not appropriate for Hurtley St new devp. Travis St, nice, open place, demand for properties on Travis St and that end of Hurtley St.	
23/09/2015	Landlord	Landlord Questionnaire	Disagree: No valid reason for selective licensing – just a money making exercise to cover the costs of running and maintaining the scheme. No questions answered fully by the council – just waffling.	I note you feel that there is not a valid reason to introduce selective licensing in Daneshouse, and that it is just a money making exercise to cover the cost of the scheme. You are correct in that all fees received from the application fee are ring-fenced and are to be used solely for the implementation of the scheme. The council is not legally permitted to make a profit from selective licensing, therefore all monies received will go directly back into making improvements in the areas where you own property. The proposal document contains all the statistical evidence on which the proposal is based; here you can see that there are a number of valid reasons for introducing the scheme. The document is available to view on the council's website. I also note that you feel your questions have not been adequately answered by the council. If, following the landlord conference, you feel this is still the case we would ask that you put your remaining questions in writing and email them to landlords@burnley.gov.uk , or post them to us at the above address.

30/09/2015		Letter	<p>[...] trading as [...] own a number of long term properties in Daneshouse and we are strongly opposed to the proposed Selective Licensing designation in this area for a number of reasons.</p> <p>The Burnley Borough Council Website states that "the key aim is to improve landlord's management of the property and therefore help to regenerate the area". We do not believe that Selective Licensing is necessary to achieve this aim.</p> <p>The consultation literature makes a number of generalisations such as "poor housing conditions" and "low house prices" without offering any factual evidence to support these statements. it also states that less than 3 in 10 of the properties in the Daneshouse area are privately rented. Therefore, if there are problems in the area, surely it would make more sense to concentrate on the 7+ out of 10 properties to determine the impact that the occupants of these properties are having in the area.</p> <p>The Council has had powers for numerous years to tackle poorly maintained properties and absent landlords. Selective Licensing is merely adding a further layer of bureaucracy whilst imposing a financial burden on the good landlords (of which there are more than poor ones) in the area.</p> <p>The consultation literature also talks about anti-social behaviour. there are a number of</p>	<p>Issues highlighted in the consultation literature are backed up by evidence in the proposal document which can be viewed by anyone requiring further information via the council's website (http://www.burnley.gov.uk/node/2153). As you mentioned, 28% of the properties in Daneshouse are private rented, and I note you feel that we should be focusing on the remaining 72% of properties to tackle problems in the area. However government guidance states that if an area contains more than 19% private rented properties, this is considered to be a high number. In addition, the 2009 Private Sector House Condition Survey (PSHCS) demonstrates that a significant number of Category 1 hazards are associated with private rented houses. Therefore it can be argued that private rented properties raise more concerns regarding property condition. We are not claiming that all the problems within the proposed boundaries are caused by private rented properties and tenants; selective licensing is just one way to tackle those problems directly related to private rented homes, as part of our wider housing strategy for the borough.</p> <p>You are correct to state that the council has enforcement powers to tackle poorly maintained properties, however this relies on a complaint being made by a tenant or other concerned party. Many tenants are afraid to complain against their landlord for fear of retaliatory eviction, and so many problems with property condition are not brought to our attention. Selective licensing</p>
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			<p>points to be made regarding this. Our experience shows that much anti-social behaviour such as fly tipping is caused by residents of other properties. We often find a variety of white goods and furniture dumped in the back yards of our properties. Given that the Council accepts that the majority of residents live in none private rented properties, it is reasonable to assume that the majority of this type of anti-social behaviour is committed by residents in none private rented properties.</p> <p>There also appears to be an assumption that anti-social behaviour is caused by residents of the area. this is clearly not always the case. There are numerous examples in Trinity ward where anti-social behaviour such as petty theft and car crimes have been committed by residents of other wards. A cursory glance at the court reports in the local press will generally confirm that this is the case.</p> <p>The Burnley Borough Council web site states that "Alleygating has been an effective tool to combat this issue (Anti-social behaviour) with the installation of steel gates to the ends of back streets and alleyways. This provides a safe and clean environment for residents and dramatically reduces the threat of crime such as burglary and criminal damage by securing previously vulnerable areas" If this is the case, why have these gates not been fitted in the Daneshouse area?</p> <p>In 2010 the Council was awarded £13.1 million</p>	<p>legislation allows us to undertake proactive inspections which will help to uncover the poorest landlords whom we were not previously aware of. Your concerns surrounding fly-tipping and environmental crime have been noted. Unfortunately there is often no proof as to who is responsible for this, but we would encourage residents to be vigilant and work with us to identify these offenders. We can then work with our colleagues in Streetscene and the Police to tackle this. By improving property conditions in these areas we hope to foster more respect amongst all residents for their local area. In our existing licensing areas we have also organised a number of community skip days to encourage residents to work with us to clean up the streets in their area. These events have been well received and attended.</p> <p>I note you also refer to alley-gating, and question why this has not been widely used in Daneshouse. The use of alley-gates is subject to a number of criteria which must be met to ensure they are appropriate for the highway in question. They are also subject to funding, and applications must be made to the council during designated periods. Alley-gating is just one way in which we can tackle anti-social behaviour and crime, alongside other measures.</p> <p>You also queried how Housing Market Renewal funding was spent as part of the Elevate programme. The reduction and withdrawal of HMR funding meant that the council was not able to improve the housing stock in Burnley as quickly as</p>
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			<p>pounds to improve three areas of the town, one of which was Daneshouse. What has happened with this money? Why was some of the money not spent on alleygates given the effectiveness of these gates as claimed by the Council? Surely, if the council now feels that the need Selective Licensing in this area then they have failed the people of the Borough in general and those residents of Daneshouse in particular.</p> <p>Clearly, millions of pounds have been spent in this area and to designate it as a Selective Licensing area is admitting that the money was not wisely spent. It will also stigmatise an area which has seen some redevelopment in recent years.</p> <p>The Council believes that Selective Licensing has helped to reduce crime and anti-social behaviour. this may be true. However, what is certainly true is that in many cases the problem is not reported as nothing gets done by either the Council or the Police. Therefore, part of the reduction in crime numbers is without a doubt due to individuals feeling that they are wasting their time reporting incidents.</p> <p>The Literature states that the council wishes to work with landlords and to help them. How does the Councils decision to reduce the Council Tax exemption on an empty and unfurnished property from six months to two months help landlords? This clearly creates a further financial burden on the landlord. This</p>	<p>planned. However prior to funding being withdrawn we were able to make great progress in Daneshouse, Stoneyholme and Duke Bar, as detailed below:</p> <ul style="list-style-type: none"> • 360 properties facelifted; • Purchased most of the properties we set out to buy at the start of the programme; • 223 vacant, derelict properties cleared to make way for new affordable housing; • 18 new eco-friendly 3 and 4 bed homes built on Hurtley St by Great Places; • On Pheasantford and Cobden St, Great Places renovated properties, which were then facelifted by Burnley Council; • Over 220 vacant properties brought back into use across the whole of Burnley through the 'Vacant Property Initiative'. <p>Whilst progress was made, there is still room for improvement, and concerns surrounding property condition and management of private rented houses in Daneshouse has led to the current consultation.</p> <p>Regarding the reporting of anti-social behaviour, we have seen no evidence to suggest that victims of crime are choosing not to report instances to the Police or council. We work closely with the Police to ensure that priorities in our current selective licensing area are addressed.</p> <p>We are keen to work with landlords in order to improve the private rented sector. We will help landlords by removing bulky waste from their</p>
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			<p>is money that could be used by landlords to maintain/improve their properties. Similarly, when rubbish/furniture is dumped in the yard of an empty property the Council makes a charge to the landlord to remove the rubbish/furniture. How does this help landlords?</p> <p>In summary, we believe that Selective Licensing in Daneshouse is not necessary as the Council has other options that it can pursue to improve this area. It will also financially penalise many landlords who have already demonstrated to the Council that they are fit and proper people to manage their properties. Landlords do not need more charges from the Council.</p> <p>If the scheme does go ahead, we would suggest that for those landlords who have already demonstrated that they are fit for purpose in another licensed area, their properties in Daneshouse should be charged at zero rate. This would truly demonstrate that the Council wants to work positively with landlords.</p> <p>We would also suggest that the landlords who do not pass the fit and proper test are "names and shamed". This would help prospective tenants when deciding which landlord to approach for property</p>	<p>yards, however there has to be a charge for this service in order for it to continue to operate. Your comments regarding council tax charges on empty properties have also been noted.</p> <p>It is not our aim to penalise good landlords, which is why we are able to offer discounts to those landlords who have been accredited under our good landlord and agent scheme. Unfortunately there are a significant number of landlords who do not operate to an acceptable standard; selective licensing legislation allows us to tackle these. As it is an area based scheme there is no room to omit good landlords, all landlords within a designated area are subject to licence requirements. However we do seek to recognise the work of accredited landlords by offering a 30% discount on fees, and reductions for those landlords already licenced. I note that you state landlords do not need more charges from the council, however many landlords are simply not engaging with the council and making improvements to their properties.</p> <p>Your proposal to not charge landlords who are already licenced has been noted. However the scheme is funded by application fees; all monies received go directly into the implementation of the scheme and monitoring of properties throughout the life of the designation.</p> <p>Regarding the 'naming and shaming' of poor landlords, we are not legally allowed to do this, nor are we allowed to keep a list of 'bad tenants'. We will continue to promote the Good Landlord and Agent Scheme (GLAS) as an alternative to this.</p>
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23/09/2015	Landlord	Landlord Questionnaire	<p>Disagree: Selective licensing would simply serve to increase rental prices in the area. It would cause landlords to keep up to date on their safety certificates but not encourage them to improve the overall condition of the house. Such improvements like clean and well carpeted houses no damp well plastered and painted walls, good fixtures and fitting are the type of things that make a property more rentable to high calibre tenants.</p>	<p>Selective licensing aims to improve all aspects of property management. All licensable properties will undergo an inspection during the designation period to ensure they are meeting the minimum standard. It also means we can ensure that landlords are properly referencing their tenants, and dealing with inappropriate behaviour where it arises.</p> <p>I note you feel selective licensing will just result in higher rents. Whilst landlords are of course entitled to increase their rent, this must be done lawfully through the terms and conditions of the tenancy agreements, and must not be unreasonable. By improving the standard of rented properties we hope to stimulate demand for housing in the proposed areas. In the long term this will increase property prices and values on the rental market.</p>
23/09/2015	Landlord	Landlord Questionnaire	<p>Disagree: Properties have been bought for investment so kids can get on property ladder. licence is too high. council tax too high if empty house Paying licence – additional cost on top of maintaining property. What is evidence base for introduce the scheme. CPO Houses: Suggestion: Council should leave the refurbishment to buyer rather than adding costs to BBC budget.</p>	<p>I note you object to the scheme due to the cost of the licence on top of your maintenance costs. For those landlords accredited under our Good Landlord and Agent Scheme who return their applications within the first three months of the designation the proposed cost is reduced to £425. We also give landlords the option to spread this cost over 24 months by paying by direct debit. All fees received are ring-fenced solely for the implementation and monitoring of the scheme; they go directly to making improvements in the areas where you own property. Unfortunately the area where you own property is suffering from low housing demand, in part exacerbated by a failing private rented housing sector. Selective licensing aims to reverse this decline, and should be</p>

				<p>considered an investment in the area in which you hold assets.</p> <p>I also note you feel that council tax is too high for an empty property. The higher rate of council tax is to encourage property owners to bring long term vacant properties back into use. It is important to note that you would not be paying this higher level of council tax if your property is tenanted. You also queried the evidence base upon which the proposals are based. We gathered a wide range of data on property tenure, vacant status, property condition and levels of anti social behaviour and crime. All of the information on which the proposal is based is available to view in the proposal document which can be found on the council's website: http://www.burnley.gov.uk/node/2153.</p>
23/09/2015	Resident	Resident Questionnaire	Disagree: No any social problem here	
23/09/2015	Resident	Resident Questionnaire	Don't know: I don't think this is a valid reason for this scheme	
23/09/2015	Landlord	Resident Event	<p>Attended event at the Chai Centre.</p> <p>Queried how long scheme had been in place, how many people had not met criteria & what happens then, how many rent repayment orders?</p> <p>Think that if you meet the criteria for one area and property has been inspected, it is unfair to charge again for other properties in other areas. Penalising landlords in the area, reduced fee is not enough plus the council tax increases. Asked if every property was spot on and problem free in Trinity now because been in for 6 years. Said that website states the</p>	<p>Stated that scheme had been in operation for 6 years in Trinity and 1 year in Queensgate & Gannow. 20 properties have been refused licences over the first year of all 3 of the new schemes. If fail to meet criteria based on management of properties, alternative management arrangements must be sought, failure to do so and the last resort would be a management order made by the council. No rent repayment orders have been issued yet. If properties in one area are inspected and are ok, can't just presume every other property is the same as could have been recently refurbished etc. Explained GLAS option for 30%</p>

			<p>main aim of selective licensing is condition of property. Landlords are easy target as they are transparent. Council tax is an issue as charged when vacant for one/two months in between tenants. If supply exceeds demand there will always be areas like that.</p>	<p>reduced fees. Explained that the licensing fee is on a per property basis as opposed to per landlord. Licensing areas are needed as town has problem areas and pockets which are suffering from low demand. Selective licensing is not something which works in isolation, use many partner agencies/schemes to compliment such as vacant property initiative, streetscene, ASB teams etc. in order to compliment the access to education, jobs, new transport links and accessibility to the town it is important to also ensure the housing offer is right. This helps to raise the standard of housing through management and condition of properties. *NB Website states "Selective licensing focuses on the management of private rented properties in areas of low demand and/or with high levels of antisocial behaviour. The key aim is to improve landlords' management of properties and in doing so, help regenerate the area" *</p>
23/09/2015	Resident	Resident questionnaire (online)	<p>Disagree: Similar schemes has not helped other areas therefore i see no reason why it should work in Daneshouse.</p>	<p>Whilst we cannot comment on other local authorities using the scheme, in our longest running designation (Trinity) we have witnessed improvements in property condition, reduction in vacant properties, and reduction in ASB and environmental crime. House prices in the designated area also recovered quicker following the economic downturn than in the wider area.</p>
23/09/2015	Landlord	Landlord questionnaire (online)	<p>Disagree: Selective licensing will bring down the area, just like Trinity ward, where there is high level of empty properties and low demand. This even after selective licensing has been in place for over a number of years.</p>	<p>I note you felt licensing has not benefited Trinity, however our latest data shows a reduction in empty properties, and we have seen improvements in property management, and a reduction in anti-social behaviour and environmental crime.</p>

			Moreover, property prices have gone down in the area, you can pick up houses for less than 15k, this is bad for owner occupiers.	Property prices fell in Trinity in line with prices in the borough and nationally following the economic downturn. However prices here have recovered quicker than in the wider borough, and currently the median house price within the designation is higher than that for the ward as a whole. This demonstrates an increase in demand for housing in the licensing area. Landlords are continuing to purchase in the licensing areas, investment in properties is still happening. We have seen no evidence that designating an area under selective licensing brings the area down. Instead we have seen improvements, and would expect the same to occur should selective licensing be introduced in Daneshouse.
25/09/2015	Resident	Resident Event	Explained that many people purchase properties for their children later on in life. In the meantime rent them out until they are old enough. Asked about CPO and vacant properties. Suggested that the council should CPO and leave the refurbishment to the landlord to minimise the cost to the council. Requested that empty homes loans were publicised at the Landlord Conference as some of these schemes/options had never been heard of up to now. Also mentioned that ELLA as an organisation is no longer in operation.	Discussed selective licensing, options in relation the fee and GLAS. Also mentioned early bird discount of £100. Said there isn't a CPO programme as such, that problem vacant properties that have been empty a number of years could be looked at and valued. Discussed option of Empty homes loans available to refurb properties.
25/09/2015	Resident	Resident Questionnaire	Agree: Agree with the scheme however tenants/landlords should be monitored by council. Area should be demolished and have new houses	
25/09/2015	Resident	Resident Questionnaire	Agree: Agree with the scheme however area should be demolished and resident located to	

			nicer homes	
25/09/2015	Resident	Resident questionnaire (online)	<p>Disagree: I think the private landlords have been struggling to maintain empty houses for lack of money and the council rewards them by charging 100 and ultimately 150% council tax that's more than you would pay for a mortgage and now to fleece him/her even more the brains at the council come up with this idea I mean let's face it what's the average rental around the daneshouse area around 3 to 4 thousand pounds a year there'll be nothing left to the poor landlord after the council has finished with them. I think the private landlords should pack up and let the council build more houses to fill the gap cause the way it's going no private landlords would think about going into the property business and to top it all the council in my opinion favours the Tennant more than the land Lord I mean I have seen it myself where the Tennant walks away from a house owing thousands to the landlord but nobody listens to him, and yet if the Tennant complains about work pending in house the council come down on landlord like a tone of bricks. fix this this fix that or we'll fine you but they don't listen to the landlord when he complains that the Tennant is not paying his rent.</p>	<p>Whilst we recognise that there are a number of good landlords in the area, the private rented sector in parts of Burnley is in decline due to the poor management of some private rented properties. We want to work with landlords and agents to raise their standards and improve the reputation of the private rented sector in Burnley. The cost of the licence would not be applicable alongside 100%/150% council tax as this is payable when the property is long term empty, and the licence only applies to tenanted properties. In our current licensing areas we continue to see landlords buying in the area and investing in property. House prices in our longest running designation have proved to be more resistant to outside economic influences. It is a condition of the licence that all landlords complete reference checks on potential tenants. Part of this could include a credit check so that the landlord has a better idea of how the tenants have previously handled their financial affairs. Whilst this will never guarantee that the tenant will not fall into arrears it does give the landlord a better picture of who they are letting their property to.</p>
28/09/2015	Landlord	Landlord questionnaire	<p>It's a free market no place for council, I don't agree with licensing fee demands, persecution property ownership with compliance fine, and expenses. The tenants are not forced into residency, already property maintained used</p>	

28/09/2015		Letter	<p>commonly to evade rent arrears further council power will increase vandalism. Council mediation over maintenance issues and rent arrears are welcome; during tenancy. I will only except licensing by free vote Burnley property owner back by council guarantee rent and vandalism. Council must except responsibilities for power excises or will excise over private properties.</p> <p>ADDITIONAL COMMENTS OVERLEAF: I don't have animosity against property ownerships in a democracy. Rubbish dumping: Accurs over rent issues or after brick inns. People not wanting to stay in the area: Unaffordable high council tax. If council buy property, from willing seller trap by council 150% tax demand. Anti-social behaviour: Duty of the police. All other issues stems from rent arrears.</p> <p>Dear property licensing manager, I am against any form of mandatory licensing in Burnley with hefty fee £750 per dwellings amounts to state sanction mugging, additional to already owners are subjected to 150% council tax on empty properties unjustly. Any further taxes or fees will force owners like me to sale up at a fraction of property values, (handful of people will own properties with unaffordable rent price tag) my properties have been empty on & off from tenants vandalising and use of council complaints</p>	<p>The proposed areas for Selective Licensing are only selected streets within the Daneshouse area. Stoneyholme is not included in these proposals. I have included a street list and map of the boundaries of the area for your reference. Landlords are given the opportunity to apply for the council's free and voluntary Good Landlord and Agent Scheme. In joining this scheme and becoming accredited, landlords can receive a 30% reduction on their selective licensing fees. A further £100 discount is available for landlords who submit their applications within the first 3 months of the</p>
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			<p>process against landlord with the maintenance issues to prolong evading rent payments. As a result 150% council taxes imposed left me with not enough money to re- renovate after each break inns by former tenants over very small amounts of deposits or evictions.</p> <p>I propose voluntary licensing with fees not exceeding £100 covering up to five properties, in return council guarantees rent & members' properties to be open to use for social housing to improve quality of housing, criteria set by council to the participants in this scheme & control rent from arising beyond affordable. After all premium quality properties demand higher rents.</p> <p>If council facilitate any forms of threats or forced licensing, for the purpose of stealing money with imposing losses, expenses or penalties as a results without Burnley residence full consent to be obtained by council staff hand delivering voting letters to the property owner, which case council will be liable to forced economic enslavement & oppression by taxation and I shall take measures against council or ring leaders. Whom does not have or shown any balls to stand up to the central governments & ask them for funding to maintains remaining jobs and any form of life that's worth living, & also cowards interfering in the free market violation.</p>	<p>licensing period, bringing the overall total cost for an accredited landlord with one property to £425. In reference to your comments regarding landlords being liable for licensing fees on top of 150% council tax on empty properties; privately rented properties are only licensable when they are occupied. Properties which are vacant are exempt from selective licensing, therefore no fees would be payable. Exercising a voluntary licencing scheme would not be a viable option, the Good Landlord and Agent Scheme as mentioned above is a voluntary scheme and this has proven that due to the voluntary nature, it does not compel or capture the worst landlords to engage with the Council as there is no compulsion to join the scheme. The legislation for selective licensing states that each property must be licensed in its own right; it does not facilitate the licensing of a landlord and multiple properties together. The Council sold their housing stock a number of years ago to Calico who are a registered social provider; the council does not have any dealings with housing tenants in properties. Selective licensing conditions ensure that all landlords are meeting the same minimum standard which creates a level playing field ensuring that satisfactory management of properties is in place. Failure to adhere to the conditions can result in prosecution for breach of the licence.</p> <p>I also note the comments made on your questionnaire which was submitted. You state that anti-social behaviour is a duty of the police, however selective licensing is not something which</p>
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				<p>works in isolation. The Police see the selective licensing team as one of their main partners in tackling antisocial behaviour within the designation areas along with Streetscene's Anti-social behaviour officers. The selective licensing team meet with the local community beat managers on a weekly basis and hold a multi-agency meeting on a six weekly basis. You also mention the council buying properties from willing sellers due to 150% council tax. Even if the Council purchase properties which require 150% Council Tax to be paid, we do not receive any exemptions.</p> <p>In reference to your comments regarding providing a voting letter, the Consultation period for the proposals for selective licensing has run from the 1st July -2nd October, over this 14 week period the Council has delivered questionnaires to all residents within the proposed boundary and surrounding streets. These questionnaires ask for individual's agreement or disagreement on the proposals. In addition to this, all landlords who have properties within the designation have been contacted and given the opportunity to complete a questionnaire and attend landlord events. Residents have also been given the opportunity to gather further information at resident events held at different locations within the designation areas. Managing agents and local businesses have also been consulted on these proposals.</p>
28/09/2015	Landlord	Landlord questionnaire (online)	Disagree: ELLA no longer operation te in the area. The council should be dealt by with street cleansing by and anti social behaviour irrespective of the landlord licence. My	The council are keen to see that anyone who lets a property does so to a good standard, regardless of the future use of the property. There is evidence of low demand for properties in Daneshouse. 11% of

			investment in properties is for the future of my children not to make a quick profit. Demand for properties in Daneshouse is high.	properties are vacant compared to a borough average of 6.4%, and recent evidence shows 33% of these empty properties stay empty for 24 months or longer, compared to 16% for Burnley as a whole.
29/09/2015	Landlord	Landlord questionnaire	It had made no difference in Queensgate & Dukebar can't get any tenant there now.	I note your comments regarding concerns that selective licensing has made no difference in Queensgate & Dukebar and that tenants cannot be placed there now. In our experience in existing areas, we have not seen any difficulties in placing tenants. In selective licensing areas it is a condition of licence that Landlords reference prospective tenants. The Council offers a free referencing service for selective licensing landlords and the Council continues to receive requests for tenants to move into these areas. In addition it is important to note that the Queensgate & Gannow areas have just passed their first year of implementation. Their first year annual reports are being collaborated and will be made available to view on our website in due course. These will explain and highlight any changes seen in the designation areas over the course of the first year of implementation.
29/09/2015	Resident	Resident questionnaire	Disagree: Prices go down. Don't licence in area.	I note you are concerned that house prices will fall if the designation comes into force, however this has not been our experience in our existing selective licensing areas. Landlords and investors are continuing to purchase in the areas, and house prices in the Trinity area (which has been under licensing for the longest in Burnley) have risen faster following the economic downturn than the wider borough. This demonstrates an increase in demand for these properties.

29/09/2015	Landlord	Resident questionnaire x 3	Do not agree selective licensing. Duplicate survey: No need licence much better than any area. Duplicate: Do not agree selective licensing. Duplicate: It will drop prices in the area no need.	I note you are concerned that house prices will fall if the designation comes into force, however this has not been our experience in our existing selective licensing areas. Landlords and investors are continuing to purchase in the areas, and house prices in the Trinity area (which has been under licensing for the longest in Burnley) have risen faster following the economic downturn than the wider borough. This demonstrates an increase in demand for these properties.
29/09/2015	Resident	Resident Questionnaire	No need for Licensing	
29/09/2015	Resident	Resident questionnaire (online)	Disagree: it's not working in other areas.	In our longest running designation (Trinity) we have witnessed improvements in property condition, reduction in vacant properties, and reduction in ASB and environmental crime. House prices in the designated area also recovered quicker following the economic downturn than in the wider area. Selective licensing is part of our long term strategy for housing in the borough, and we expect to see the same improvements in our other designated areas (Queensgate with Duke Bar and Gannow).
30/09/2015	Landlord	Landlord Questionnaire	I don't agree with this scam	
30/09/2015	Landlord	Landlord Questionnaire	Selective Licensing Not Good Idea	
30/09/2015	Landlord	Landlord questionnaire (completed for Burnley Wood but owns property in Daneshouse)	Only way to make money no use for landlord or tenant. Duplicate survey: I know want money this only way.	I note your concerns regarding the scheme being "the only way to make money". With any public licensing scheme there will be a fee attached. The fee for selective licensing is an administrative charge used to implement and monitor the scheme. All money raised from licensing fees is

				ring-fenced back into the scheme and making improvements in your area. The Council are not permitted to make a profit from the cost of licensing and the money cannot be used for other projects. Selective licensing aims to improve the management and condition of privately rented properties, reduce the number of vacant houses and increase the demand for housing creating benefits for both Landlords and Tenants alike.
01/10/2015	Resident	Resident questionnaire	Disagree: Will drop house prices. More effort to address other issues.	<p>Selective Licensing is not a scheme which operates in isolation. Partner agencies/initiatives are used in collaboration with selective licensing to address issues in the area including but not limited to anti-social behaviour, crime & vacant properties. Streetscene's anti-social behaviour team, the police and the vacant property initiative & empty homes programme are all essential partners in tackling the issues identified in these areas.</p> <p>I also note your comments regarding concerns for house prices dropping if the designation comes into force, however this has not been our experience in existing selective licensing areas. Landlords and investors are continuing to purchase in all of the selective licensing areas, and house prices in the Trinity area, which has been in operation for 6 years have risen faster following the economic downturn than those of the wider borough.</p>
01/10/2015	Resident	Resident Questionnaire	Not a problem. Will effect home price.	I note your comments regarding concerns for the effect on house prices if the designation comes into force; however our experience in existing selective licensing areas has not shown that prices have dropped because of this. Landlords and investors

				are continuing to purchase in all of the current selective licensing areas, and house prices in the Trinity area, which has been in operation for 6 years have risen faster following the economic downturn than those of the wider borough.
01/10/2015	Landlord	Landlord questionnaire	Disagree: I am very strongly apposed to the notion of selective licensing.	
01/10/2015	Landlord	Landlord questionnaire	Disagree: We are not happy with selective licensing as this will bring prices down.	I note your concerns for house prices dropping if the designation comes into force; however this has not been our experience in existing selective licensing areas. Landlords and investors are continuing to purchase in all of the selective licensing areas, and house prices in the Trinity area, which has been in operation for 6 years have risen faster following the economic downturn than those of the wider borough.
01/10/2015	Resident	Resident questionnaire	Disagree: It will bring the area prices down.	I note your concerns for house prices in the area dropping if the designation comes into force; however this has not been our experience in existing selective licensing areas. Landlords and investors are continuing to purchase in all of the selective licensing areas, and house prices in the Trinity area, which has been in operation for 6 years have risen faster following the economic downturn than those of the wider borough.
01/10/2015	Landlord	Landlord questionnaire	Disagree: Selective licensing NOT NEED.	
01/10/2015	Resident	Resident questionnaire (online)	Disagree: The area of Daneshoue has had a turn around from the empty/derelict/abandoned properties seen in the 90's. Little do we see of such properties in this area now. The rental market is pretty steady and the tenants tend to be long term	Whilst there may have been some improvements in the area, there are still signs of low demand in Daneshouse (high levels of vacant properties, cases of ASB and environmental crime, low median house prices). Resident feedback also suggests there are a number of problems associated with

			<p>as opposed to house-hopping tenants as seen in other parts of the Borough. What Daneshouse actually needs is a park, that will stop anti social behaviour. There is absolutely nothing for the kids to do, no safe space for them, or very little anyway, for them to kick a football about in anyway. So if Burnley Council want to do something useful for the Daneshouse area, build a neighbourhood park like they have done in Burnley Wood and on Hargher Street. There are more pressing matters to deal with within Daneshouse like the swathes of open space just sat there and little investment in the area from so called Gleesons. The Council should sort this out as opposed to trying to get Landlord Licensing within the area...</p>	<p>private rented properties which need addressing. Whilst the provision of community facilities would be a positive step for this area, selective licensing focuses on the management of private rented properties and aims to raise standards in this sector.</p>
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