

Consultation Results and Transcript: Ingham and Lawrence Street area (Padiham)

The Ingham and Lawrence Street area is a small area with a significantly high number of private rented properties which is nearly double that of the percentage for the Borough of Burnley. There are approximately 167 properties of which it is estimated 33% are privately rented. During the consultation period we received 45 questionnaire responses from residents/businesses and 9 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 statistical evidence shows that the area is suffering from low housing demand which manifest itself in significantly lower median house prices than the ward it is situated in and that of the Borough. There is also nearly double of empty properties within the small designation area compared to that of the Borough.

In the main the results of the consultation shows that landlords and residents agree that the area is suffering from low housing demand in relation to empty properties, nuisance and antisocial behaviour, poor quality properties, a high turnover of private rented tenants, a poor perception of private landlords, rubbish dumping, low house prices and people not wanting to stay in the area. Where opinions differ is that the majority of residents see badly managed private rented homes as a very big problem compared to the majority of landlords who believe it is not a big problem. The majority of landlords believed low rent levels was a very big problem whereas the majority of residents did not comment on this.

Although only 9 landlords responded to the consultation questionnaires this is relative in relation to the smaller designation area with approximately 56 private rented properties. As a sample of landlords operating in this area the majority (75%) are not a member of a professional body nor have they attended any landlord events held by the Council. This raises concerns over how landlords know and keep up to date with all the legal responsibilities as well as best practices and sources of advice and guidance to ensure they do have suitable management practices in place for their properties.

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

Both the quantitative statistical data and qualitative descriptive information from the questionnaires received from residents and landlords show that the proposed designation area is currently suffering from low housing demand. Whilst 100% of residents agree that selective licensing should be introduced in the area, opinion is split equally between those landlords who responded with 50% in agreement and 50% who disagree. The main reasons for the disagreement are that:

1. The problems within the private rented sector are caused by tenants;
2. Selective Licensing has not worked in other areas;

3. The cost of the licence fees are too high.

Responses from landlords

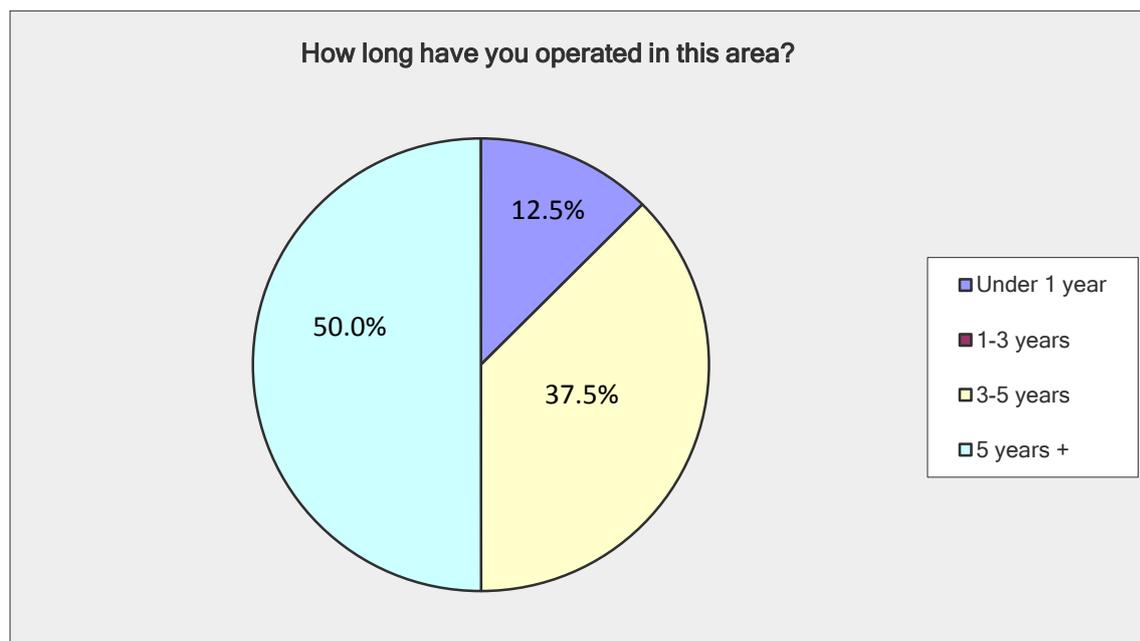
Question 1: Personal Information

Question 2: Are you...?

Answer Options	Response Percent	Response Count
A landlord?	100.0%	9
A managing agent?	0.0%	0
A letting agent?	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		0

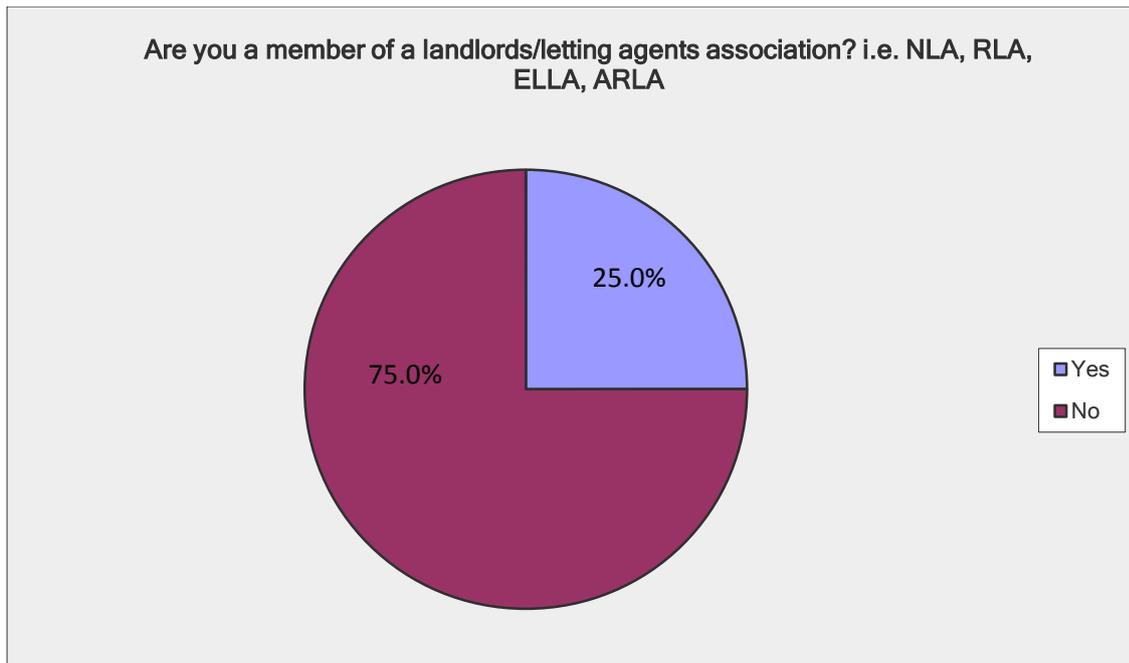
100% of respondents are landlords. No respondents skipped this question.

Question 3:



Half the respondents have operated in the area for five years or more, with over a quarter (37.5%) having been in operation between three and five years. One respondent skipped this question.

Question 4:



Three quarters of respondents are not members of a professional body related to property management compared to one quarter who are. One respondent skipped this question.

Question 5:

100% of respondents have never attended a landlord evening/forum held by the Council. One respondent skipped this question.

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	4	6
2-5	4	2
6-10	0	0
11-15	0	0
16 +	0	0

The above table demonstrates that an equal number of respondents are owners of just one property and between two and five properties in Burnley.

Within the proposed licensing area, the majority of the respondents own one property, with a quarter of those who answered the question owning between two and five properties.

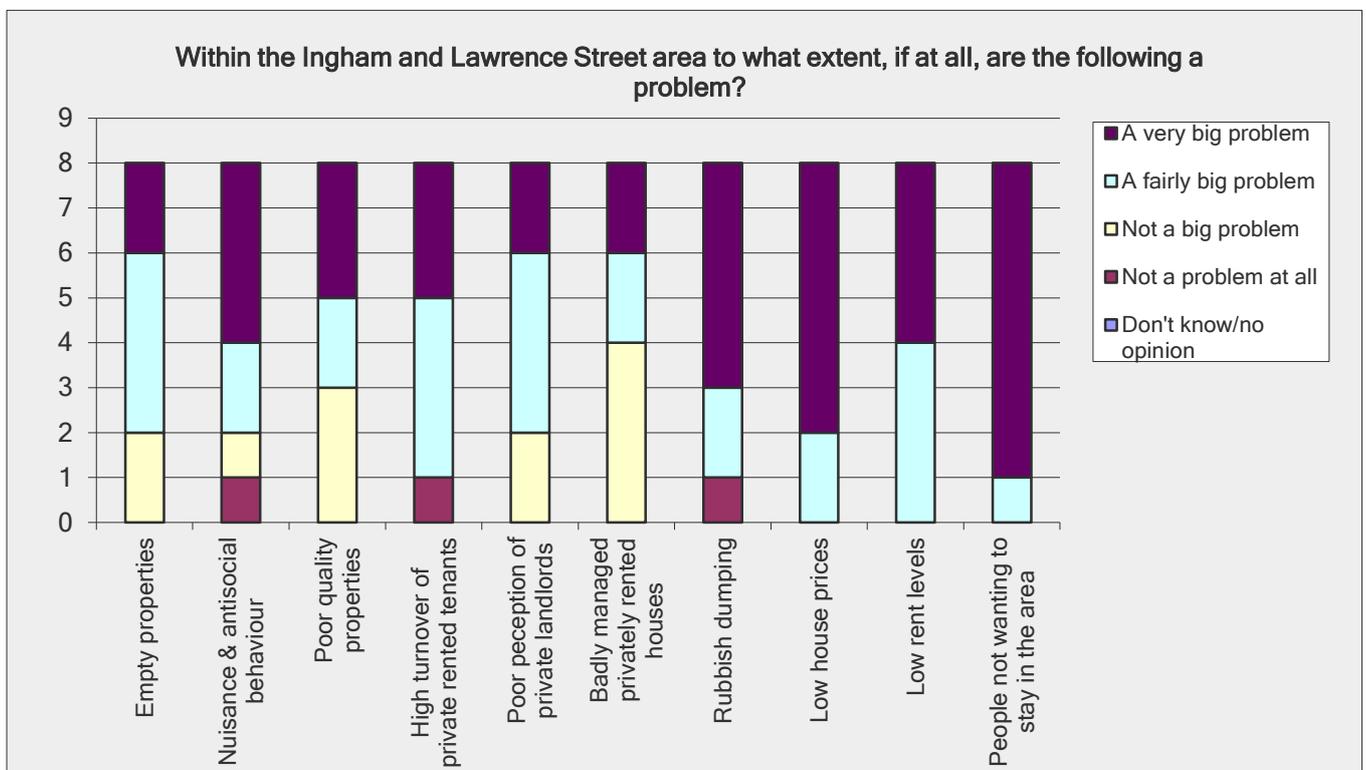
One respondent skipped question 6 (number owned in Burnley).

One respondent skipped/did not answer question 7 (number owned in proposed designation).

Question 8: Within the Ingham and Lawrence area to what extent, if at all, are the following a problem?

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

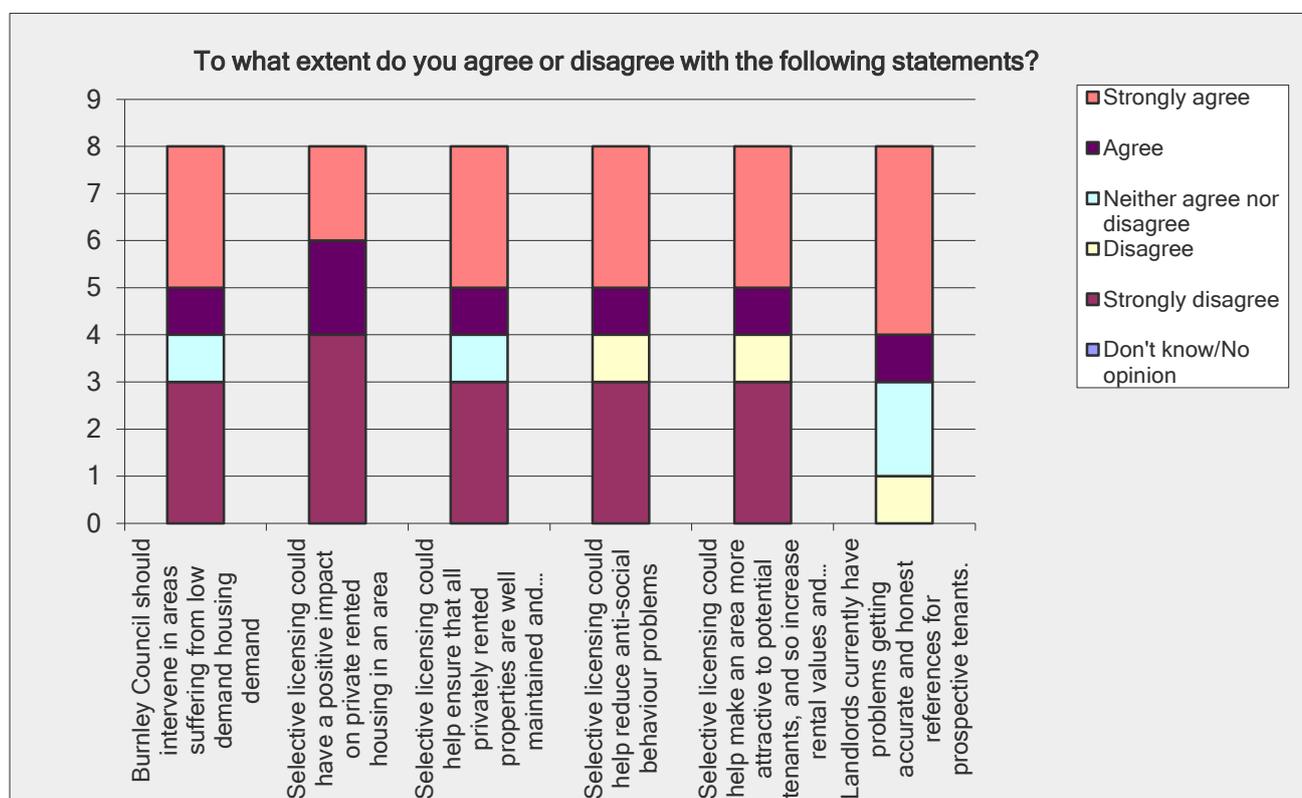
The questionnaire listed a series of possible issues in the proposed designation area and asked landlords to rate to what extent they were a problem. The most common responses in relation to the potential problems above were either ‘a very big problem’ or ‘a fairly big problem’ indicating that the respondents believe the area is suffering significantly from the issues listed. The highest scoring issues for ‘a very big problem’ and ‘a fairly big problem’ were low house prices and people not wanting to stay in the area. The biggest issue which was highlighted as ‘not a big problem’ was badly managed privately rented houses. Very few respondents felt that the issues listed were deemed ‘not a problem at all’. The responses are illustrated in graph format below. One respondent skipped this question.



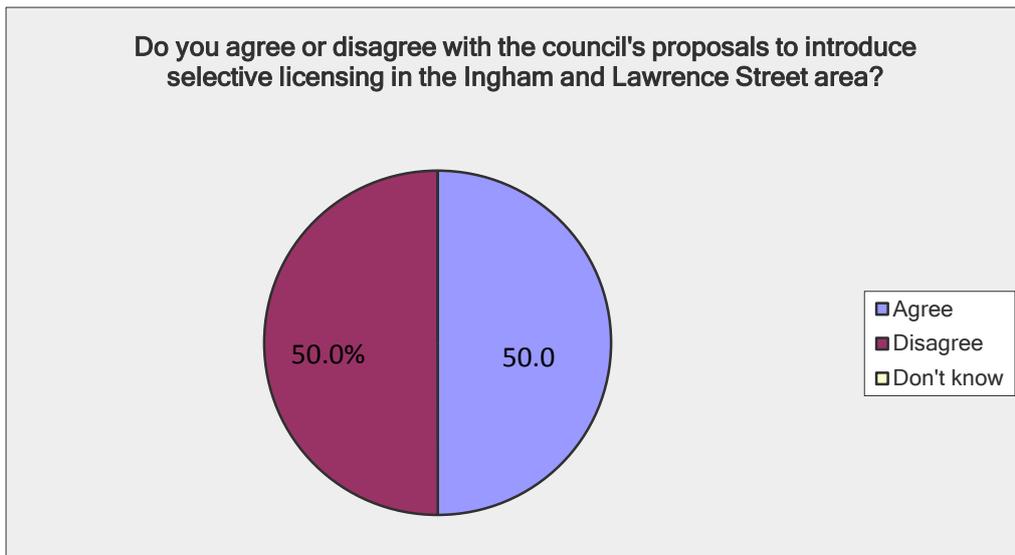
Question 9: To what extent do you agree or disagree with the following statements?

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

The questionnaire asked respondents to what extent they agreed with a series of statements relating to selective licensing and the private rented sector. Respondents were split between strongly agreeing and strongly disagreeing with the majority of statements. The highest response which stated strong disagreement was that ‘selective licensing could have a positive impact on a private rented housing in an area’. The statement which most respondents strongly agreed with was that ‘landlords currently have problems getting accurate and honest references for prospective tenants’. One respondent skipped this question. Responses are illustrated in graph format below.

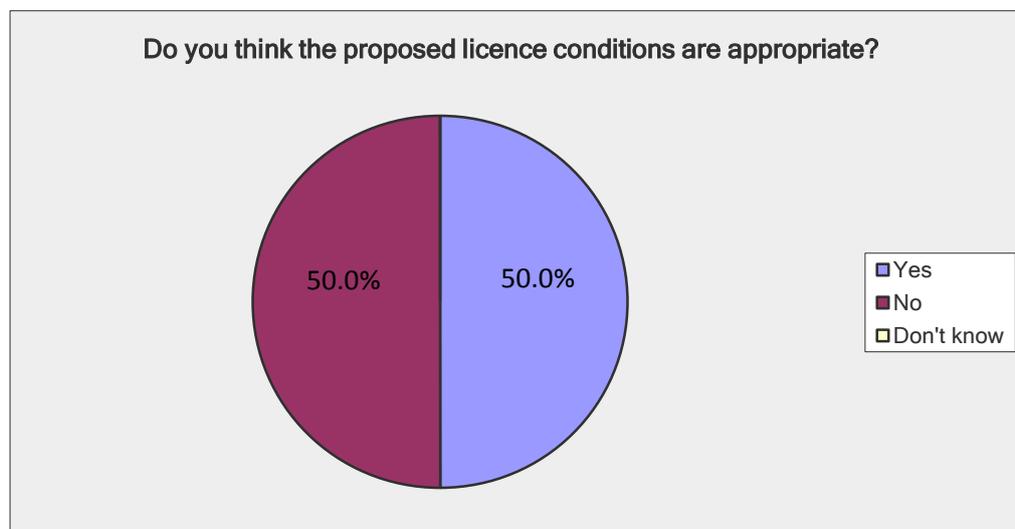


Question 10



50% of respondents to the landlord questionnaire are against the proposals to introduce selective licensing in the Ingham and Lawrence street area, whilst 50% are in favour of the proposals. One respondent skipped this question.

Question 11



50% of respondents do not believe that the proposed licence conditions are appropriate, whilst 50% believe the conditions are appropriate. One respondent skipped this question.

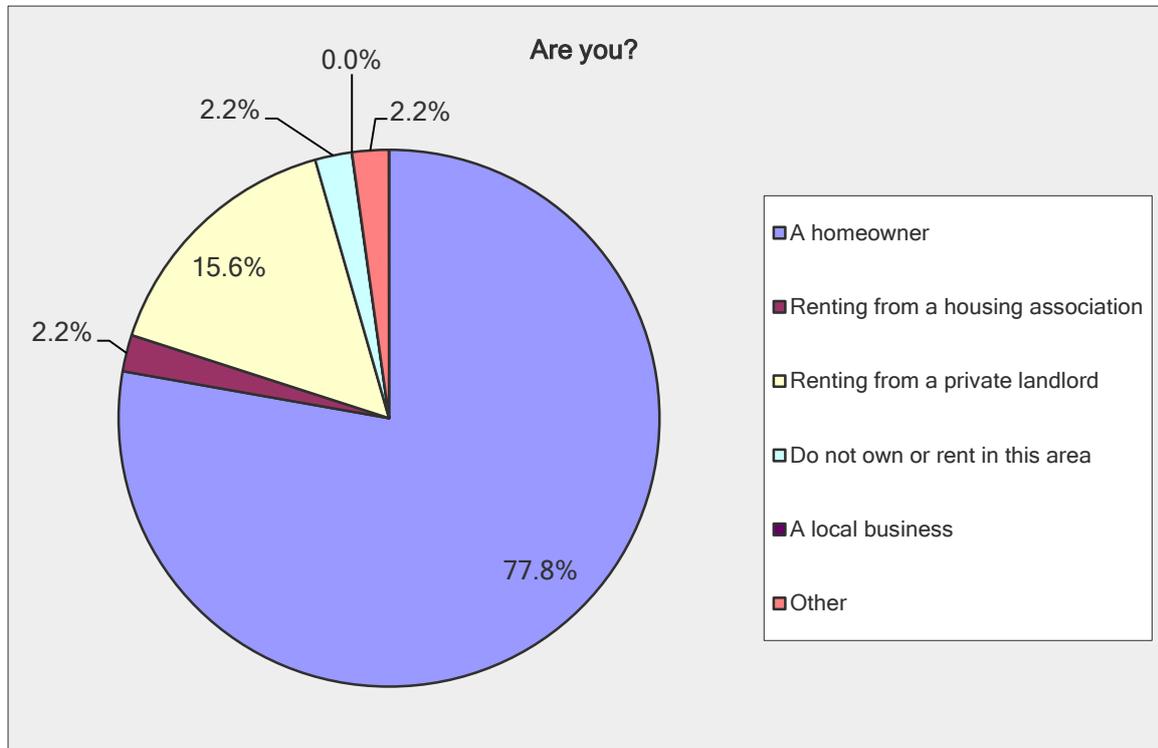
Question 12: My reasons/comments

See transcript for comments received.

Responses from Residents/Businesses

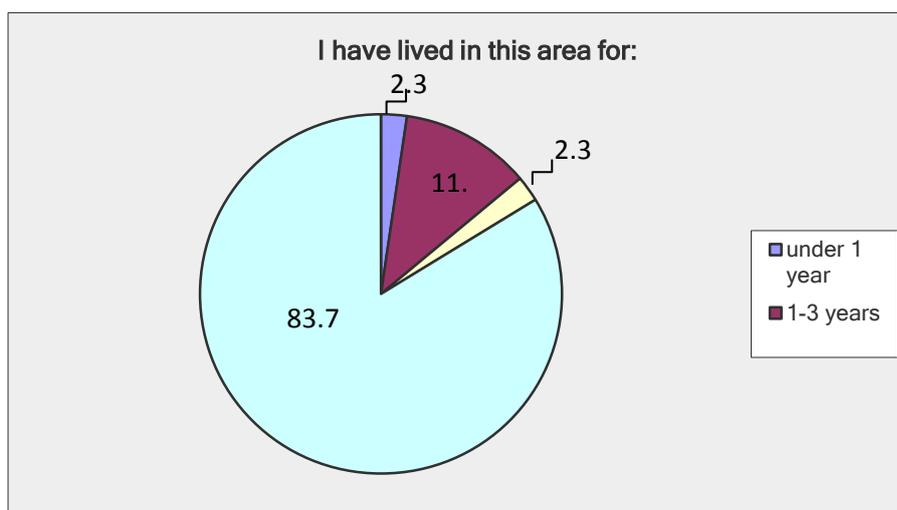
Question 1: Personal Information

Question 2: Are you...?



The majority of respondents (77.8%) are homeowners, with 15.6% renting from private landlords.

Question 3/4: Do you live in the Ingham and Lawrence Street area? How long have you lived here for?



42 respondents live in the Ingham and Lawrence area (93.3%). The majority of respondents have lived here for five years or more (83.7%). Two respondents skipped this question.

Question 5: Within the Ingham and Lawrence Street 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	No comment	Response Count
Empty properties	22	16	3	0	2	43
Nuisance and anti-social behaviour	21	16	3	0	3	43
Poor quality properties	27	15	0	0	1	43
High turnover of private rented tenants	21	17	2	0	3	43
Poor perception of private landlords	20	16	1	1	5	43
Badly managed privately rented houses	29	9	2	0	3	43
Rubbish dumping	28	11	3	0	1	43
Low house prices	23	9	6	0	5	43
Low rent levels	12	6	5	1	19	43
People not wanting to stay in the area	27	10	3	0	3	43
<i>answered question</i>						43
<i>skipped question</i>						2

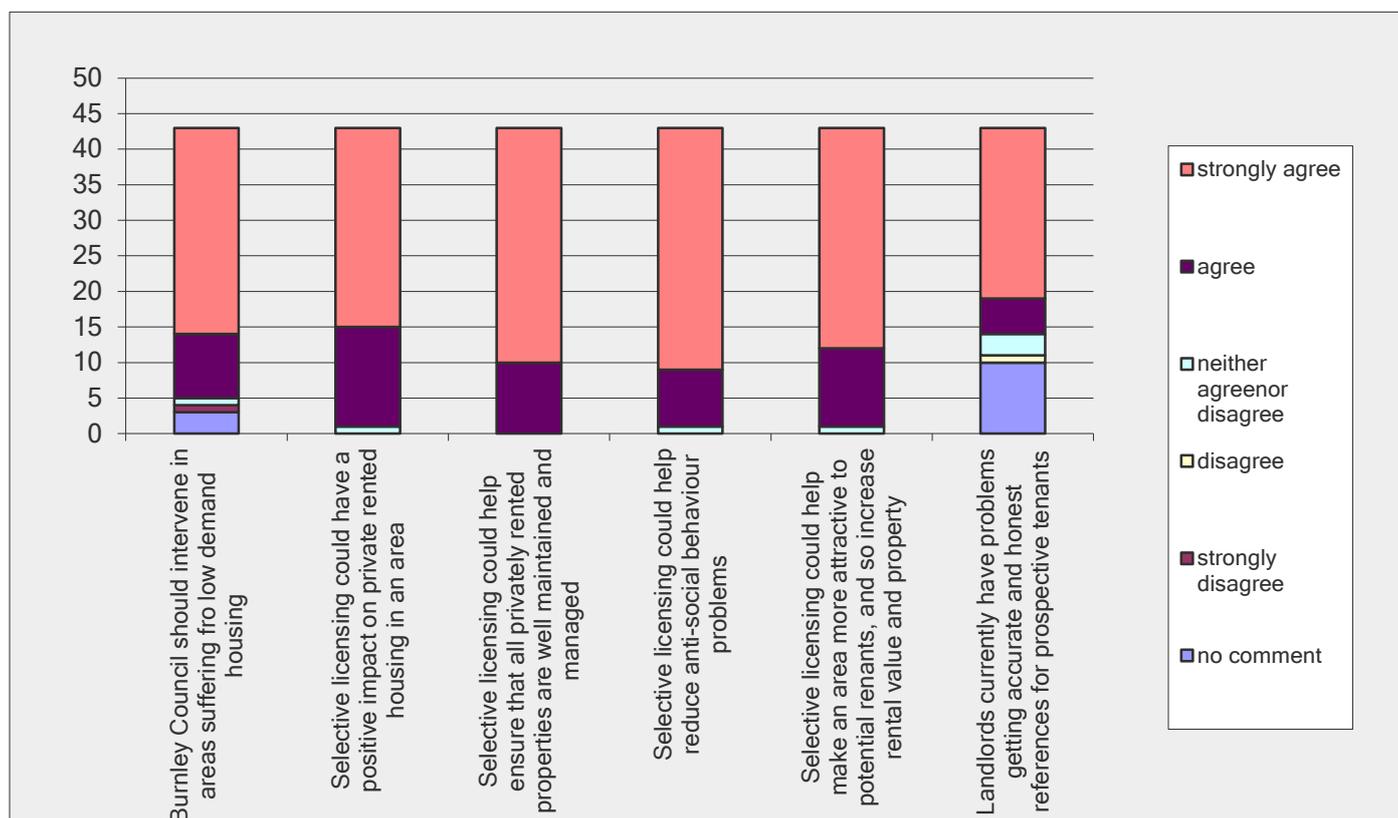
The questionnaire listed a series of possible issues in the proposed designation area and asked respondents to rate to what extent they were a problem. With the exception of low rent levels, the majority of respondents are highly concerned about the above issues with most considering them to be a very or fairly big problem. The biggest concern for residents and businesses appears to be badly managed privately rented houses which recorded the highest number of respondents rating this as a very big problem, followed closely by rubbish dumping. The results are illustrated in graph format below. Two respondents skipped this question.



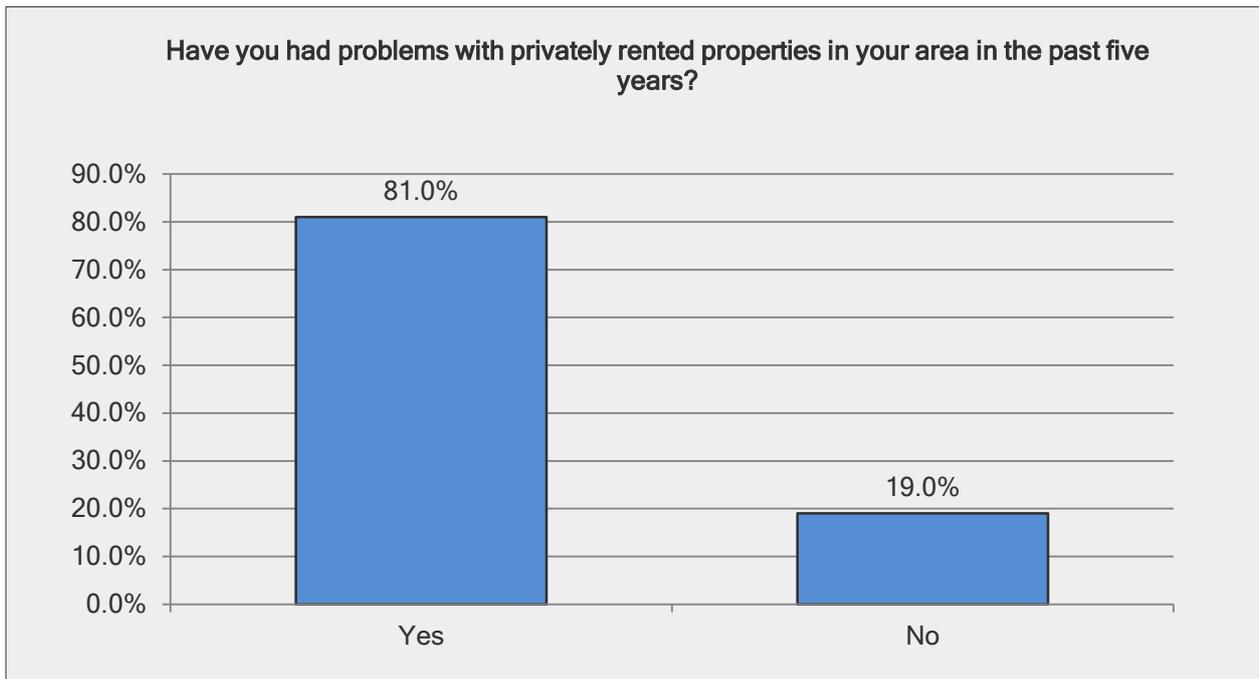
Question 6: To what extent do you agree or disagree with the following statements?

Answer Options	Strongly Agree	Agree	Neither agree nor Disagree	Disagree	Strongly Disagree	Don't know/no comment	Response Count
Burnley Council should intervene in areas suffering from low demand housing	29	9	1	0	1	3	43
Selective licensing could have a positive impact on private rented housing in an area	28	14	1	0	0	0	43
Selective licensing could help ensure that all privately rented properties are well maintained and managed	33	10	0	0	0	0	43
Selective licensing could help reduce anti-social behaviour problems	34	8	1	0	0	0	43
Selective licensing could help make an area more attractive to potential tenants, and so increase rental value and property	31	11	1	0	0	0	43
Landlords currently have problems getting accurate and honest references for prospective tenants	24	5	3	1	0	10	43

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 agreed with all of the statements above. Around a quarter of respondents offered no opinion regarding ‘landlords currently have problems getting accurate and honest references for prospective tenants’. The highest response was to the statement ‘Selective licensing could help reduce anti-social behaviour problems’ which 34 respondents strongly agreed with (representing 79% of those who answered this question). Two respondents skipped this question. Responses are illustrated in the graph format below.

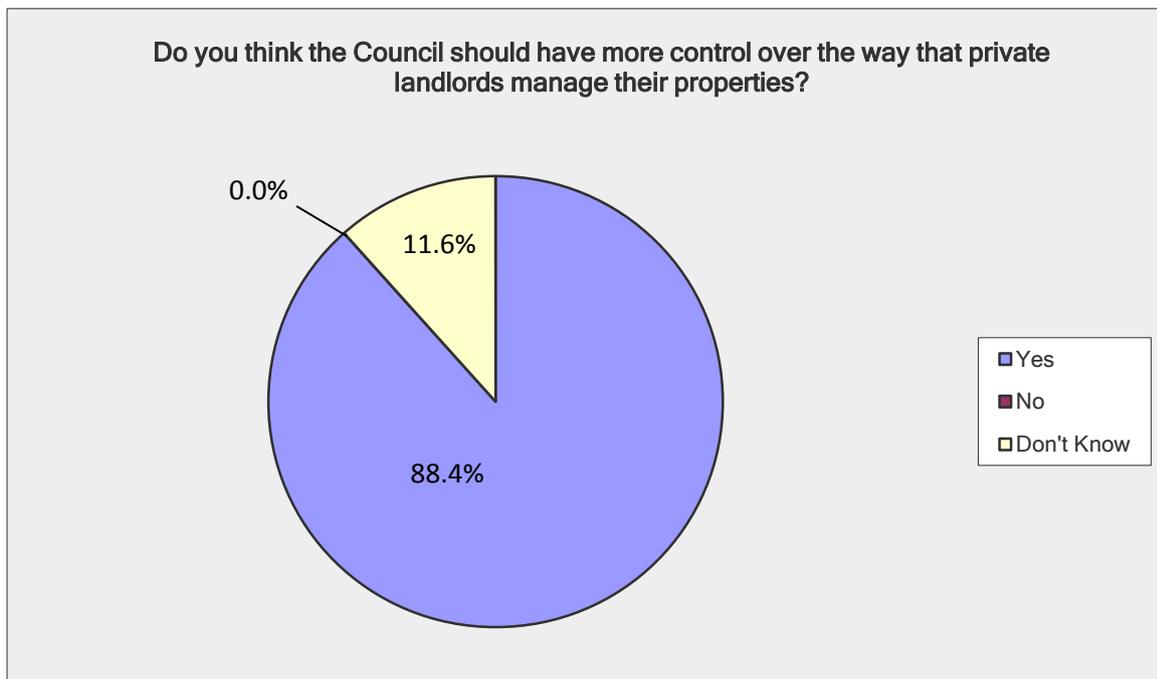


Question 7:



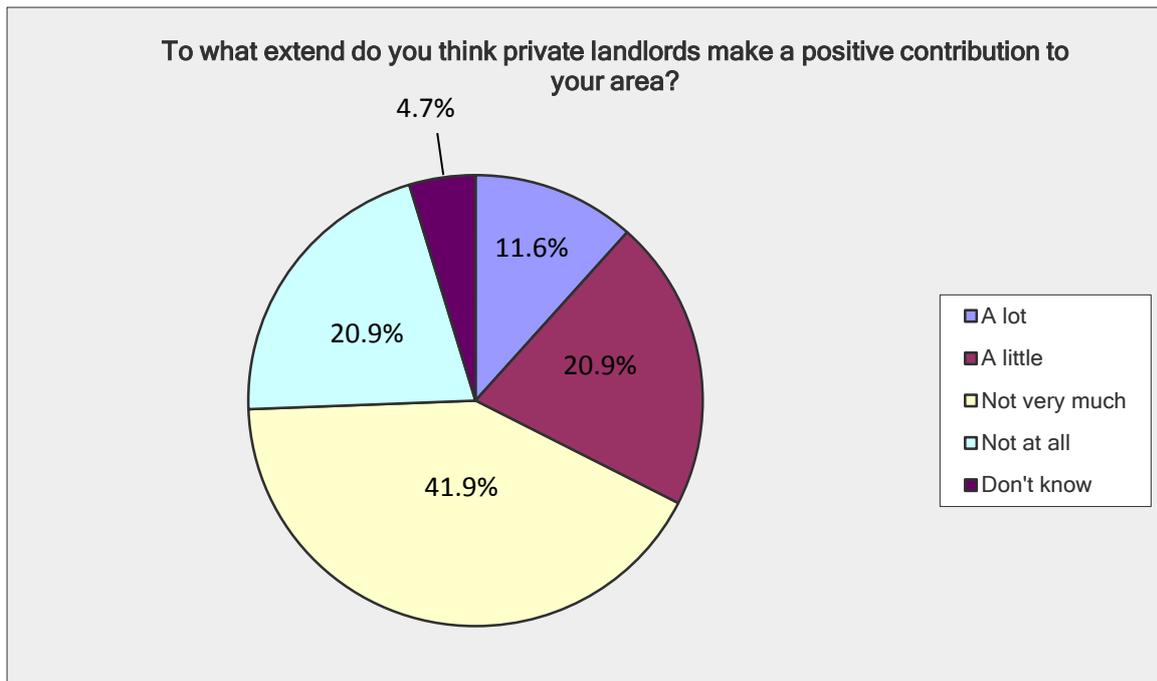
Three respondents skipped this question. Of those that responded, over 80% reported having experienced problems with private rented properties in the Ingham and Lawrence Street area.

Question 8:

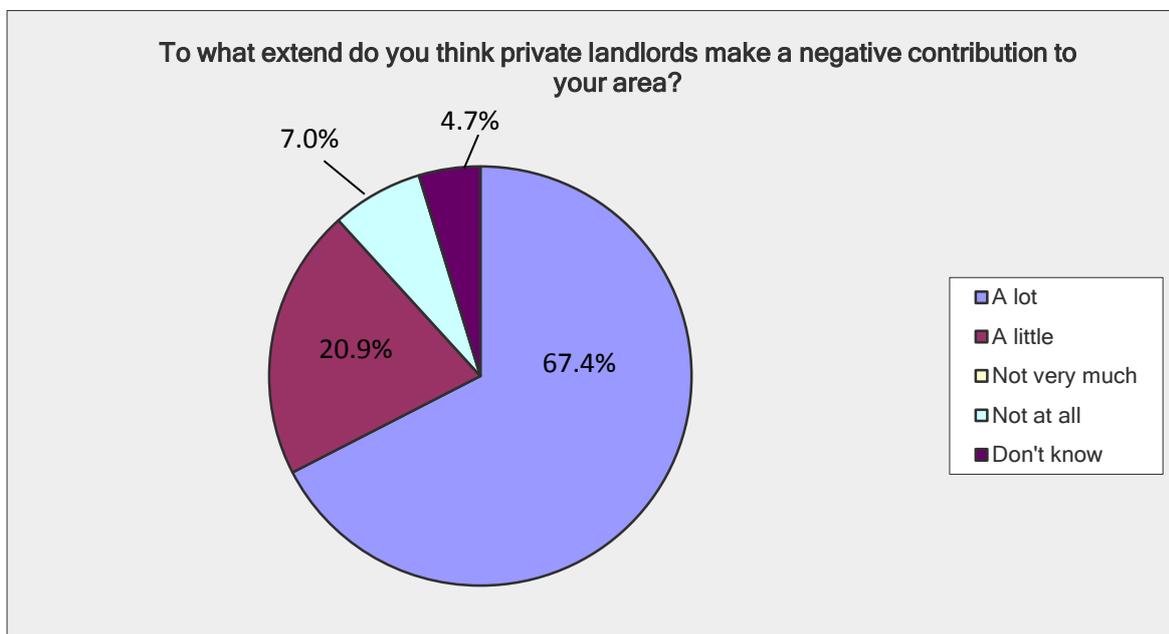


Just over 88% of respondents believe that the council should have more control over how landlords manage their properties, whilst just over 11% are unsure about council intervention. Two respondents skipped this question.

Question 9:

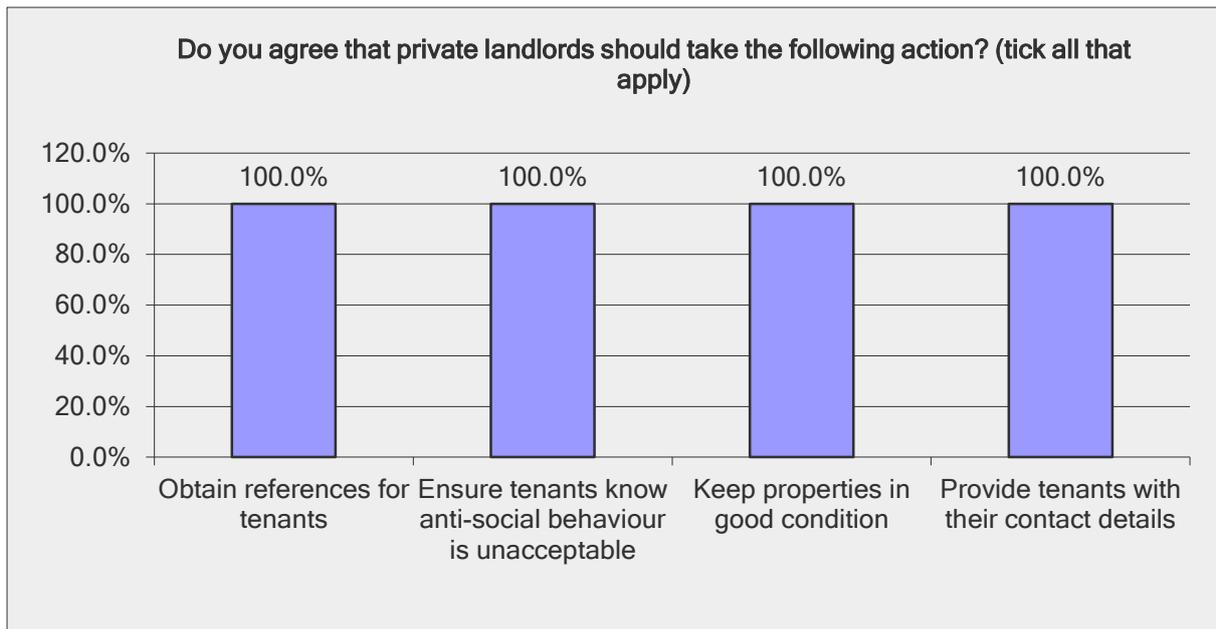


Question 10:



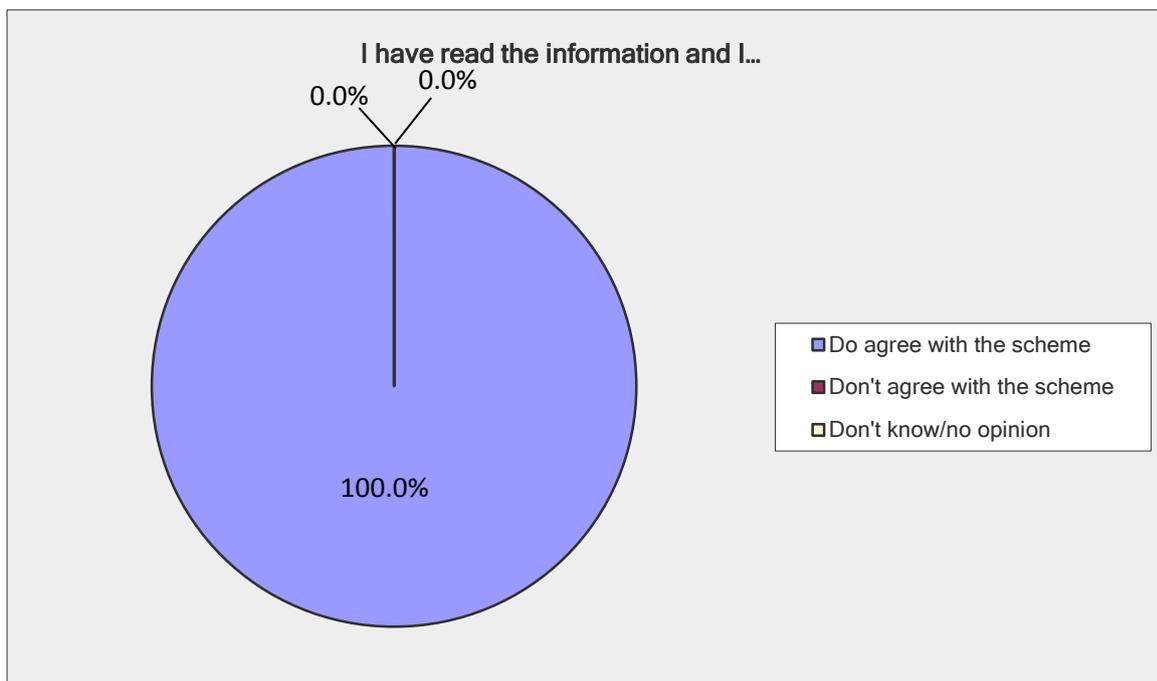
Responses to questions 9 and 10 demonstrate that over half of the residents and businesses of the Ingham and Lawrence Street area who responded believe private landlords are having a negative impact in the area. 41.9% also believe that landlords do not make a positive contribution to the area. This further indicated a poor perception of private landlords in the Ingham and Lawrence Street area. Two respondents skipped both of these questions.

Question 11:



100% of respondents who answered this question would like to see all four of the above issues addressed by landlords. Two respondents skipped this question.

Question 12:



The graph above demonstrates that 100% of respondents, who answered this question and responded to the consultation, are in favour of introducing selective licensing in the Ingham and Lawrence Street area.

Question 13: My reasons/comments

See transcript for comments received.

Perceptions of problems in the Ingham and Lawrence Street area

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

	Landlord responses					Resident/business responses				
	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment
Empty Properties	2 (25%)	4 (50%)	2 (25%)	0 (0%)	0 (0%)	22 (51%)	16 (37%)	3 (7%)	0 (0%)	2 (5%)
Nuisance and Anti-social Behaviour	4 (50%)	2 (25%)	1 (13%)	1 (13%)	0 (0%)	21 (49%)	16 (37%)	3 (7%)	0 (0%)	3 (7%)
Poor Quality Properties	3 (38%)	2 (25%)	3 (38%)	0 (0%)	0 (0%)	27 (63%)	15 (35%)	0 (0%)	0 (0%)	1 (2%)
High turnover of private rented tenants	3 (38%)	4 (50%)	0 (0%)	1 (13%)	0 (0%)	21 (49%)	17 (40%)	2 (5%)	0 (0%)	3 (7%)
Poor perception of private landlords	2 (25%)	4 (50%)	2 (25%)	0 (0%)	0 (0%)	20 (47%)	16 (37%)	1 (2%)	1 (2%)	5 (12%)
Badly managed private rented houses	2 (25%)	2 (25%)	4 (50%)	0 (0%)	0 (0%)	29 (67%)	9 (21%)	6 (14%)	0 (0%)	3 (7%)
Rubbish dumping	5 (63%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	28 (65%)	11 (26%)	3 (7%)	0 (0%)	1 (2%)
Low house prices	6 (75%)	2 (25%)	0 (0%)	0 (0%)	0 (0%)	23 (53%)	9 (21%)	6 (14%)	0 (0%)	5 (12%)
Low rent levels	4 (50%)	4 (50%)	0 (0%)	0 (0%)	0 (0%)	12 (28%)	6 (14%)	5 (12%)	1 (2%)	19 (44%)
People not wanting to stay in the area	7 (88%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	27 (63%)	10 (23%)	3 (7%)	0 (0%)	3 (7%)

The table demonstrates that the majority of landlords see the area to be suffering from the issues listed. Issues relating to the quality and management of properties are considered to not be a big problem. Residents and businesses in the Ingham and Lawrence Street area consider the issues to be a significant concern in their community. The biggest concern raised by residents in the questionnaire was badly managed private rented houses, which landlords who completed the questionnaire scored as the highest issue which was considered not to be a problem.

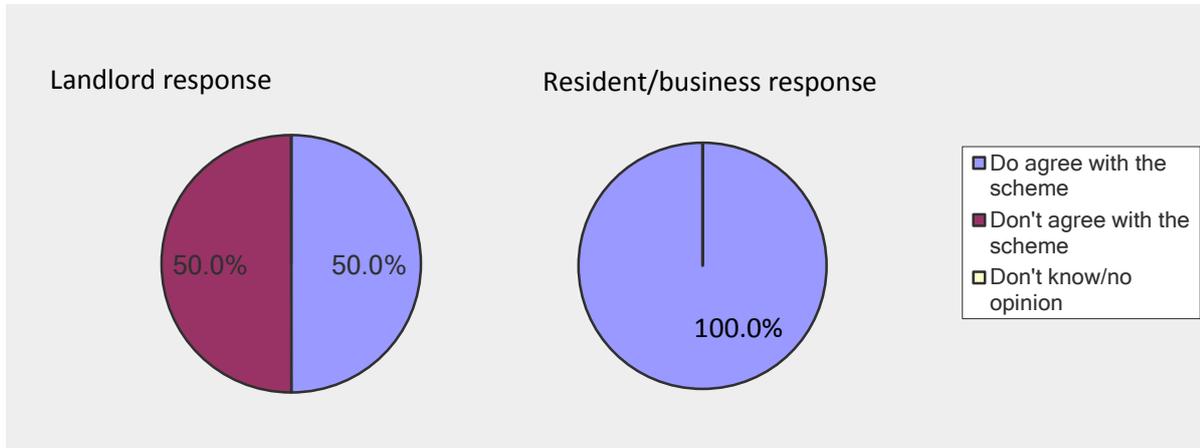
Perceptions of possible solutions in the Ingham and Lawrence Street area

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 the responses from both groups.

	Landlord responses						Resident/business 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 (38%)	1 (13%)	1 (13%)	0 (0%)	3 (38%)	0 (0%)	29 (67%)	9 (21%)	1 (2%)	0 (0%)	1 (2%)	3 (7%)
Selective Licensing could have a positive impact on private rented housing in an area	2 (25%)	2 (25%)	0 (0%)	0 (0%)	4 (50%)	0 (0%)	28 (65%)	14 (33%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)
Selective licensing could ensure that all privately rented properties are well maintained and managed	3 (38%)	1 (13%)	1 (13%)	0 (0%)	3 (38%)	0 (0%)	33 (77%)	10 (23%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Selective licensing could help reduce anti-social behaviour problems	3 (38%)	1 (13%)	0 (0%)	1 (13%)	3 (38%)	0 (0%)	34 (79%)	8 (18%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)
Selective licensing could make an area more attractive to potential tenants, and so increase rental and property values	3 (38%)	1 (13%)	0 (0%)	1 (13%)	3 (38%)	0 (0%)	31 (72%)	11 (26%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)
Landlords currently have problems getting accurate and honest references for prospective tenants	4 (50%)	1 (13%)	2 (25%)	1 (13%)	0 (0%)	0 (0%)	24 (56%)	5 (12%)	3 (7%)	1 (2%)	0 (0%)	10 (23%)

The table above demonstrates that there is a distinct disparity of opinion between landlords in relation to the listed statements. Residents and businesses express strong agreement regarding the above statements in relation to selective licensing and the private rented sector.

Do you agree with the council's proposals to introduce selective licensing in the Ingham and Lawrence Street area?



The above charts demonstrate that 50% of landlords are against introducing selective licensing, whilst 100% of residents and businesses are in favour of introducing the scheme.

Ingham and Lawrence Street – Most Frequent Comments

Queries/comments from residents:

Comment	Number of respondents
The scheme would help the area	9
Too many bad landlords/unfit properties in area	6
Problems with crime/ASB/violence/alcohol/drugs	8
Problem tenants living in area	3
Dirty backyards/dirty streets	2
Scheme will improve standard of properties	2
Owner occupiers pay the price for poor landlords	2
Council should pay housing benefit at unfit properties	2
Area has previously been neglected/overlooked by council	2
Want a safer environment to live in	1
Private renting is a blight on any area	1
Frightened to speak to police/need more police presence	1

Queries/comments from landlords:

Comment	Number of respondents
Tenants are “bad”/transient, landlord left with trashed houses. Problems in private rented due to poor tenants.	5
Selective licensing hasn’t worked in other areas/has a negative impact	3
Cost of the licence is too high/too much in addition to other costs	3
Not responsible for tenants behaviour/can’t change them	2
Good landlords/tenants will move out of area once designated	2
Selective licensing will affect the value of my property	2
Managing agents need tackling	1
Rents will rise	1
Agree with need to reference	1
Target specific rogue landlords – not all landlords	1
Irresponsible landlords have allowed area to decline	1
Agree with anything that will improve Padiham	1
Discourages investors	1
Already making no money on my property here	1
Council’s already have powers to tackle rogue landlords	1
I have had no problems with my tenants/property	1
Bad landlords will continue to operate under the radar	1
There are no problems in this area	1
Would rather sell up than pay to rent out my property	1
Should be an opt out for those registered with GLAS/other bodies	1
Parts of Padiham do have their problems	1
Have become “accidental “ landlord, under pressure	1

Streets should be included/ excluded:

Street	Number of respondents
<i>Should be included in scheme</i>	
Ingham Street	4
Lawrence Street	2
Cobden Street	2
Partridge Hill	1
<i>Should be excluded from scheme</i>	
Lawrence Street	2

Landlord evening: Lawrence St ok, Ingham St worse.

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.

Potential problem streets identified:

- Bright St
- Graham St

Consultation Transcript: Ingham and Lawrence St area

Date	Name	Method	Comments	BBC Response
11/06/2015	Local police officers	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. Potential problem streets identified: <ul style="list-style-type: none"> - Bright St - Graham St 	
01/07/2015	Resident	Resident questionnaire (online)	Agree: Too many unscrupulous landlords and tenants living in unfit properties. If tenants are in receipt of housing benefit in rented properties I do feel Burnley council have a duty to ensure that they are not paying out tax payers money to landlords and tenants who take no ownership over the condition and maintenance of a privately rented property. Certainly the Council and Housing Associations adhere to the decent homes standard and this should be no different for private landlords.	
01/07/2015	Resident	Resident questionnaire (online)	Agree: I think the scheme would help in the area in a good way.	
01/07/2015	Landlord	Phone Call	Had a tenanted property that her son used to live in, 3 months into renting. Do not know what licensing is, think it may affect the purchase price of her property should she sell it. Asked how to access questionnaire and website documents on proposal.	Explained what selective licensing is, the reasons why those areas are in the proposal i.e low demand, high ASB, environmental crime, tenant movement etc. Guided landlord to the website as was not sure where documents were. Requested complete questionnaire.
01/07/2015	Landlord (Burnley Wood/He	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	Explained the proposed areas are well below 20%, around 13% across all 4 areas. We will make exact figures available to the public.

	aley Wood, Leyland Road, Daneshouse, Ingham/Lawrence Street)		and when the report is going back to the executive.	
01/07/2015	Landlord	Email	I oppose this move .When applied in other local areas it has not improved the housing. In my view it has a negative affect on the area discouraging private investors ,who are essential in providing homes .	As you may be aware, Selective Licensing was first introduced in the Trinity area of Burnley in 2008. Since the introduction there has been a reduction in anti-social behaviour and environmental crime, an improvement in property condition and management, and a reduction in the number of vacant properties in this area. Following consultation, the Council decided to re-designate this area along with two others (Gannow and Queensgate & Duke Bar) in 2014, as there was sufficient evidence to suggest that selective licensing has had a positive impact on the private rented sector in Burnley. The existing scheme ensures that all landlords are operating to a set of minimum management standards. This creates a level playing field for all landlords, and ensures that unscrupulous landlords are not able to financially benefit from letting homes which are of a poor standard. Licenses will be refused to poor landlords whose management practices can be damaging to the private sector in this area. There has been no evidence within the Trinity area to suggest that selective licensing has discouraged investors. Many landlords are keen to purchase properties within these areas and see the benefits

06/07/2015		Email	<p>Can you substantiate (facts and figures please) that licensing improves the areas it is applied to I checked with the RLA who's view is that it at best neutral ,I will also contact shelter for their view. Councils already have the powers to inspect property and the police antisocial behaviour . What costs are involved to yourselves and landlords?</p>	<p>that selective licensing can offer. Landlords will have access to support and advice from the Selective Licensing team, who will act as a co-ordinated contact point within the Council, and who can liaise with other services such as the Police, Streetscene and the Anti-Social Behaviour team. Landlords will also have access to training and networking events.</p> <p>A copy of the final Annual Monitoring Report for Trinity 2008-2013 is available on the Council's website. It is an assessment of the project during its first designation and gives some idea of the effectiveness of the scheme. It details how instances of environmental crime decreased and demonstrate a downward trend; instances of anti-social behaviour have also significantly reduced. The Police highlighted that their main partner in tackling ASB in this area was the Selective Licensing team, and reported a reduction in reported ASB of 60% in this area. 374 property inspections took place during the designation which resulted in the removal of all discovered Category 1 hazards. 211 properties with no smoke detection have since been fitted with alarms as a result of these inspections. There has also been a significant reduction in the turnover of properties. Statistics are not yet available for Queensgate and Gannow which are just about to enter their second year; however annual reports for these areas will be published accordingly.</p> <p>You are correct to state that the Council has the powers to inspect properties, however this relies on a complaint being made to bring this to our attention. Unfortunately in some instances, tenants are afraid to</p>
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				<p>complain to the Council regarding disrepair or other issues for fear of being evicted. Selective licensing gives us the tools to undertake pro-active inspections of properties.</p> <p>We work together with the Police to tackle Anti-Social Behaviour, and find that a co-ordinated approach has been successful in tackling instances of ASB. For example, in an existing licencing area, the Police were aware of a property where drug dealing was taking place, and issued drug warrants at the address. However the tenants returned to the property and the problems continued. The level of vacant properties surrounding this problem address were so high that the Police had not received enough complaints to enable them to issue a closure order. Because the property was within a selective licensing area, the team was able to contact the landlord, who was reluctant to take possession of the property. The selective licensing team was then able to revoke his licence and issue a management order to take control of the property. Further instances of ASB at this address then abated.</p> <p>If the scheme is approved, the fee structure will be the same as previous designations. The cost of the licence for a landlord who has not been licenced in Burnley before is £750 for one property, and £670 per subsequent property. Reductions are available for landlords who have been licenced previously in Burnley, (initial property £664, subsequent properties £584) and we also offer a 30% discount for landlords who are accredited through Burnley Council's Good Landlord and Agent Scheme (GLAS). Payments can be</p>
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				<p>made in full or by direct debit over a period of 24 months.</p> <p>The fee covers the cost of implementing and monitoring the scheme, including support, development and training for all landlords who own or manage property within the designated areas. The Council is not permitted to make a profit from Selective Licensing; any surplus funds are ring-fenced and can only be used in the implementation of the scheme.</p>
02/07/2015	Landlord	Phone call	Landlord called, bad line. Difficult to hear but main response was negative towards SL; said has had the same tenant for 4 years with no problems, would rather evict tenant and sell property rather than pay to rent it out.	Discussed reasons why looking at SL in this area, that it wouldn't definitely be approved and we would consider response. Will come to one of the consultation events.
02/09/2015	Landlord	Landlord Questionnaire (online)	Selective licensing should include an opt out for landlords already members of the Good Landlord Accreditation Scheme and/or members of a recognised landlords association.	<p>I note your comments regarding an opt out for those who are members of the councils GLAS scheme or another recognised association. The legislation states that all privately rented properties within a designation area require a licence. Unfortunately the legislation does not facilitate the exemption of licensing for landlords on the grounds of being a member of a professional or accreditation body.</p> <p>However, there are options available to landlords who are accredited through Burnley Council's Good Landlord and Agent Scheme. Members of the scheme are entitled to a 30% reduction in licensing fees for each property. Based on the current fee structure, if an accredited landlord through Burnley's GLAS scheme returns their application within the first 3 months of the designation (which entitles them to a further £100 discount), the total cost of a licence for a landlord with one property is £425. This is also available to be paid</p>

				in monthly instalments by direct debit over a period of 24 months.
06/07/2015	PRSF	Meeting of PRSF	Agreements amongst some members that Ingham & Lawrence St a problem area.	
06/07/2015	Landlord	Email	<p>Thank you for your letter dated 1st July, I own the property [...], I employ an estate agent to deal with the rental of the property and keep it in good condition, but I am aware that that part of Padiham has its problems. I used to live in the property myself until I moved six years ago. I have tried to complete the questionnaire and also go onto the Burnley Website to get some information but unfortunately for some reason I wasn't successful.</p> <p>Because of my work, I won't be able to attend the two landlord meetings that have been arranged, and wondered if you would be kind enough to let me have some information on your initiatives regarding anti-social behaviour.</p> <p>I feel sure that I would go along with anything that you feel will improve that part of Padiham and if you wanted any information regarding my property, I would be more than happy to do so. I look forward to hearing from you.</p>	<p>My apologies that you have had some issues accessing the website; we were aware of some problems which have now been resolved. I will post you a paper copy of the questionnaire to complete and return. If you require any further information regarding the proposed scheme, or those already running in Burnley, please contact [us] on the details below.</p> <p>The Selective Licensing team have links with the Anti-Social Behaviour team, as well as the local Police force, and we work together to address any issues of ASB within the existing licensing areas. We hold weekly drop-in sessions for residents where we can be notified of any issues and take action. Often this involves mediation with landlords and tenants in order to resolve problems of ASB. The conditions attached to a Selective Licence stipulate that landlords and managing agents must reference their tenants prior to the commencement of a tenancy, and this is something we do monitor. This helps us to ensure that landlords are aware of any history of ASB/crime before deciding whether to place a tenant.</p> <p>We are in the process of producing some literature regarding antisocial behaviour; once this has been finalised I will ensure you receive a copy.</p>
		Email	Thank you for your prompt reply, I appreciate you	

13/07/2015		Landlord questionnaire	<p>posting me the form and will return it to you shortly. Thank you for all you and the team are doing.</p> <p>Agree: I hoped the area would improve when I bought my house. I lived very happily there for approx. 4 years but one area in my street seemed to have very irresponsible landlords who allowed the properties to decline and in consequence the tenants appeared to be very transient. I would like to see this part of Padiham improve, and if it means that I have to pay into this scheme to help, so be it.</p>	
07/07/2015	Landlord	Phone call	<p>100% disagree with the scheme. Scheme has had negative impact in the past- Piccadilly Rd/St Johns Rd. Houses boarded up and can't sell. Bought house on St Johns Rd., refurbished and worth £75k, forced to sell for £53k. "I lost £20,000 through Burnley Council." Good landlords and tenants move out of the area once SL introduced, house prices drop.</p> <p>Specific LLs that need targeting.</p> <p>Agreed something should be done but not SL. Bad tenants move into nicer areas, then better tenants leave.</p> <p>Agreed with some of scheme, such as tenant referencing, but thinks many LLs will not bother to do this.</p> <p>Managing agents doing poor job. Will do minimum to get through licence process. Can't change tenants' behaviour.</p> <p>"Some of what you are saying is right, but I don't think it will have any impact on Ingham &</p>	<p>No evidence in existing areas of good LLs and tenants moving out of area. Discussed positive effects in Trinity in particular (less ASB, environ crime, vacant props).</p> <p>Discussed problems of targeting specific LLs (enforcement = reactive, GLAS = optional, doesn't target worst LLs).</p> <p>Discussed tenant referencing and how new areas would mean most of low demand areas in Burnley covered by SL, so LLs would have to reference tenants. Making tenants aware that they will struggle to find a property within these areas if causing ASB.</p> <p>Discussed process for approving/refusing managing agents. Evidence gathering. Examples of managing agents being refused and LLs having to employ managers with better processes.</p> <p>Discussed possibility of attending LL drop in and evening to discuss further.</p>

			Lawrence St".	
07/07/2015	Resident	Resident questionnaire	Lawrence St is reasonable. Ingham St and Cobden St are the main problems.	
07/07/2015	Resident	Resident questionnaire	Do agree: would like to live in a safer and more suitable environment.	
07/07/2015	Resident	Resident questionnaire	Agree: to improve the area.	
07/07/2015	Resident	Resident questionnaire	Agree: Speculators come and go. There are owner occupiers in the area we bear the cost. Most houses in Lawrence St are kept in good repair. As stated across some absent landlords to blame.	
08/07/2015	Managing Agent - Padiham	Phone Call	Phoned asking when scheme becomes effective from. Also queried the difference between the Selective Licensing boundary and the Consultation boundary on the maps on the website. Explained one of their landlords was querying these questions as was confused what was happening. Once aware of timings, said it was something they will deal with nearer the time.	Explained nothing set in stone as the consultation runs between now and 2 nd October, following this a report will be put together and submitted to the executive in January 16. Following this, if approved secretary of state approval will be needed which will take up to 8 weeks therefore looking around April 16 or possibly later depending on the approval. Explained that the landlord could also complete the questionnaire which is on the website, or if they prefer, could get in touch and have a paper copy sent out to them. Aware of selective licensing in other areas of the borough.
10/07/2015	Resident	Resident questionnaire	Agree: to reduce poor living accommodation/standards and to reduce anti-social behaviour i.e. drugs.	
16/07/2015	Landlord x 2	Resident drop in session	Agreed problems in area but have been unable to sell property, would lose money so forced to rent out. Lucky to have good tenant currently. Concerned about cost of licence; adding more	Discussed discounts available through GLAS,

			costs, already expensive to be landlords, especially when forced into it.	registered details.
16/07/2015	Residents	Resident drop in session	<p>Number of residents complained about particular house in area, noise, ASB, drug use. Possibly exempt property, wanted to know what else could do.</p> <p>Problems with drugs in area, needles in street, limited support from police. Other neighbours frightened of reporting to police for fear of recriminations, especially older people.</p> <p>Common theme area is declining, keen for scheme to be introduced.</p>	Discussed limitations of SL for exempt properties, but working with other agencies (police, ASB team, environmental health) to tackle problems.
16/07/2015	Resident	Resident questionnaire	Agree: to bring the area to a higher standard	
16/07/2015	Councillor	Resident questionnaire	Agree: this scheme would greatly improve the area	
16/07/2015	Landlord	Landlord Questionnaire (online)	<p>Although I have answered yes to the proposals, I would like some clarification on how much this will cost to implement. I have been told there is a fee of £750.00, what was not made clear was if this is required as a one off payment or will be due every year, this will escalate rents in an already run down area making them hard to rent. What would be the outcome should some landlords refuse to join the scheme, will those houses continue to bring the area down, if there is no legal requirement to join the scheme what would be the point?</p>	<p>There is a fee payable for selective licensing and there are options available to landlords to reduce the cost of the total fee payable. The first option is that of the Council's Good Landlord and Agent Scheme (GLAS) which is a free and voluntary scheme that operates borough wide and is run by the Council. By being a member of this scheme and reaching accreditation status, landlords are entitled to a 30% reduction on their selective licensing fees. In addition to this, landlords who return their application within the first 3 months of the licensing period are entitled to a further £100 reduction off the total cost of their licence. This would bring the total cost of a licence for</p>

				<p>a GLAS accredited landlord who returned their application early to £425 for one property. Landlords who are not accredited through GLAS will have a fee payable of £750.</p> <p>If GLAS is something you wish to consider joining, please inform us by emailing landlords@burnley.gov.uk and we can add your name to the request list for an application which will be sent to you in due course.</p> <p>The cost of the licence covers the full five year period and is only payable once. There are options in relation the method of payment too. Payment can be made in full via either cheque or bank transfer, alternatively there is an option to pay in monthly instalments over a period of 2 years via direct debit.</p> <p>Selective Licensing is a compulsory scheme which legislates the requirement of a licence for any privately rented property within a designation area. Landlords who fail to comply in applying for a licence for their rented property are committing a criminal offence and can be prosecuted and fined up to a maximum of £20,000. They will also end up with a criminal record. In these instances, the council can also look into a Rent Repayment Order which requires landlords to pay back the rent received during the period in which the property should have a licence. In severe cases, the council can also impose a Management Order on a property. This means that the Council will take over the management of the property, the landlords do not receive any benefits from this and they no longer receive rent. This is something which is also enforced borough wide.</p>
23/07/2015	Resident	Resident questionnaire	Agree: better checks on tenants and properties	

23/07/2015	Resident	Resident questionnaire	Agree: we would like Cobden St and Partridge Hill involved in this scheme.	
23/07/2015	Resident	Resident questionnaire	Agree: tenants see it as a place where not too many questions asked	
23/07/2015	Resident	Resident questionnaire	Agree: problems with tenants/ anti-social behaviour	
23/07/2015	Resident	Resident questionnaire	Agree: The Ingham/Lawrence St area is in urgent need to intervention with many social issues: alcoholism, domestic violence etc.	
23/07/2015	Landlord	Landlord Questionnaire (online)	<p>Disagree: I look after my properties REALLY well. I suffer from badly behaved tenants (rubbish dumping etc), non payment of rent, high turnover, costly need for eviction. If this licence comes in I cannot afford the extra cost and I will sell and got out of Burnley. May other good landlords will too – we will leave our home town that we’ve tried to help. The bad landlords will continue as they rent on the black market – they don’t feature in your statistics as they don’t declare their houses up to rent. So it just penalises the good landlords and we cant afford any more overhead costs. I get less rent than in 2001 and far more void period and non payment since direct payments of rent money to tenant was introduced. If its not affordable, we will sell. We are not rich people abusing tenants!!! Standard of property will go down and more will be boarded up – then the council will be stuck with nowhere to house people. If the council drives the private landlords out of town by slapping charges onto them, the council will end up with a massive bill to buy property to house people that they have a duty to house. The</p>	<p>I note your comments regarding the expense of the licence. Landlords are given the opportunity to apply for the Council’s free and voluntary Good Landlord and Agent Scheme (GLAS). This scheme runs borough wide, not just for properties within selective licensing areas. Benefits for accredited landlords in selective licensing areas can be seen through a 30% reduction in fees for each property. Landlords who return their application within the first 3 months of the licensing period will be entitled to a further £100 reduction off the total cost of their fee. This brings the total cost for a GLAS accredited landlord with one property who returned their application early to £425.</p> <p>If GLAS is something you wish to consider becoming a member of please register your interest by emailing landlords@burnley.gov.uk.</p> <p>There are also options available regarding payment method. You can opt to pay the amount in full via cheque or bank transfer, or you can choose to pay over a period of 24 months in monthly instalments by direct debit.</p> <p>In reference to the comments made about black market renting landlords avoiding the scheme as they are untraceable, the selective licensing team have</p>

			<p>council has a perception that private landlords are rich – most of us are totally NOT rich and are on the brink of having to get out of business in this town as we cant make rent cover the costs!</p>	<p>numerous methods of tracking down property owners through Land Registry, Council Tax data and Benefit payments. Landlords who fail to apply for a licence are committing a criminal offence and can be prosecuted and fined up to £20,000.</p> <p>If tenants fail to pay their rent and fall into arrears of 8 weeks or more, you can request from the DWP that alternative payment arrangements are made so the rent can be paid direct to the landlord.</p> <p>The Council do not house tenants or have any dealings with renting properties to tenants. The Council sold their housing stock to Calico over 10 years ago who are a registered social provider. Only in the most severe cases will the council consider a Compulsory Purchase Order on a property, which once renovated is placed on the open housing market for re-sale. We have not seen any evidence in the current selective licensing areas that an area being designated for selective licensing is driving out investment. In the Trinity area of the borough both previous and new investors are continuing to purchase properties and place them on the rental market. The council's aim is to improve the private rented sector and increase the demand for housing in these areas.</p>
27/07/2015	No details	Letter	<p>With reference to [Ingham/Lawrence St area], Padiham.</p> <p>One of the problems appears to be the occupants of [...] who deal drugs day and night. Neighbours are woken by customers knocking on their doors, as the back doors aren't numbered. Any waste they have they dump into neighbouring yards as they don't have bins and when they do, fail to put them out to be collected. The police have been</p>	<p>The Council is proposing to designate this area as a Selective Licensing area due to problems of low housing demand. Many of the problems you cite in this letter are linked to this issue. The licensing team already works with Streetscene in our existing designated areas where there are concerns over fly-tipping and waste disposal. Selective licensing gives us the additional tools to work with landlords and tenants to address this problem.</p>

			<p>made aware but nothing is ever done.</p> <p>Landlords are constantly under pressure. Houses are let to tenants who fail to keep them clean. They fill the yard with rubbish, again because it'll be someone else's problem to dispose of it.</p> <p>Interiors are literally wrecked, as their children remain unsupervised whilst they drink and entertain themselves by tv or computer/phone screens. And of course they have the obligatory dog, which they feed well but do not clean up the waste they leave. This is evident inside the houses when they leave (often without notice and to costly repairs) and in the entries between the street which is covered in excrement.</p> <p>The houses wouldn't be let if a bond had to be paid as the majority are on benefits and of course they get priority over the taxpayer every time.</p> <p>Many are re-housed after they've caused damage as it's obviously the landlords fault. Carpets have been ripped out and not replaced, pipe work under the sink taken, electrical sockets removed, doors and windows damaged and then when they leave they leave all the accumulated for someone else to move at a cost whether it is time or money, sometimes both. Some people are not fit to be in homes.</p> <p>Neighbours should be canvassed, not just with forms but spoken too, but would they be listened too. So far they haven't been.</p> <p>So you can understand why landlords are feeling victimised.</p>	<p>Regarding concerns over the behaviour of tenants, a requirement of the licence would be to reference all tenants before letting a property. This ensures landlords are aware of the history of the person they are letting their property to.</p> <p>In our current areas we enforce this requirement to reference by requesting evidence from landlords that they have done so. We do not expect landlords to change the behaviour of their tenants overnight; however selective licensing gives us the legal powers to ensure they take responsibility for who they let their properties to. Tenants wishing to live in a particular area will be made aware that they will be required to provide references, and therefore will be aware that they may need to alter their behaviour in order to stay in a particular area near friends and family.</p> <p>As well as sending out resident questionnaires, the Council has held a resident drop-in session to allow people living in and around the proposed designation area the opportunity to speak to council officers regarding the scheme, with another session planned for September. Residents can also contact us by phone or email to discuss the plans further, and can complete their questionnaire online should they wish. Our aim is not to victimise landlords but to ensure that all landlords are operating to the same set of minimum standards. Landlords who do not comply with the minimum set of standards required to hold a licence will not legally be allowed to let their property. They will therefore not be able to benefit financially over good landlords. The council also offers help and support to all landlords affected by the scheme by</p>
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				offering training, development and support such as tenant mediation.
27/07/2015	Resident	Resident questionnaire	Agree: fed up with Ingham St. Bad area to live.	
14/09/2015		Resident questionnaire (online)	Duplicate: I am very disappointed with burnley council I feel my street has been neglected for years I have lived on Ingham St for 20 years the council has spent no money in my area no grants have been available and I see other areas such as Stoneyholme, Daneshouse and others have been improved and a lot of grants have been available for many years to improve these areas but not Ingham St we have been neglected.	I note from your questionnaire that you feel your area has been neglected by the council; selective licensing if introduced would give us the opportunity to improve the standard of private rented properties for the wider benefit of the community. In our existing areas we hold weekly residents surgeries where people can speak to council officers about problems in their areas. This is a service we would hope to bring to the Ingham and Lawrence St area if the scheme is approved.
11/08/2015	Landlord	Landlord Questionnaire (online)	All the points seem to focus on the idea that it is the landlords providing poor housing. This can be true and is usually the product of a bad stream of poor tenants who are allowed to complain about the issues they cause. They also have the ability to move property as and when they feel like it and have poor living standards because they are receiving everything for free from the tax payer. The issue is with the standard of tenants not the landlord. Tenants simply don't care about the properties they live in because they are not held accountable.	The information provided in the proposal document explains that these areas are suffering from low housing demand with high numbers of vacant properties, poorly managed and maintained properties and anti-social behaviour of which there is correlation between high numbers of ASB and privately rented properties. The main aim of selective licensing is to improve the management of private rented properties. Selective licensing compels landlords to reference their tenants prior to offering a tenancy. Gaining references from previous landlords is essential in finding out how prospective tenants conducted their previous tenancies. The selective licensing team also offers a free referencing service to landlords who operate in selective licensing areas. These reference checks highlight any anti-social behaviour a tenant

				<p>may be known for, full signed consent must be gained from the tenant for these checks to be carried out. During the course of the tenancy, it is the landlords responsibility to address any breaches of the tenancy agreement including the causing of or annoyance or nuisance at/or within the vicinity of the property. Landlords must ensure they manage these tenancies and address breaches through warnings and where necessary escalate to eviction proceedings to ensure the problems do not begin to affect the wider community. As you have already mentioned, tenants must be held accountable for their behaviour.</p>
13/08/2015	Resident	Resident questionnaire	Agree: Private renting is a blight on any area!	
17/08/2015	Resident	Resident Questionnaire	Agree: The area has gone downhill, crime rate is at an all time high in Padiham sad to see when I've always lived here. Houses in area are scruffy and rundown.	
17/08/2015	Resident	Resident Questionnaire	Agree: Raise house prices, improve the area for everyone	
17/08/2015	Resident	Resident Questionnaire	Agree: Padiham always gets overlooked or "forgotten about" not high on priority list. High time things got sorted. Homeowners always suffer.	<p>The Council is consulting a wider boundary of Padiham regarding the consultation for selective licensing as well as those streets which fall within the proposal area as we want to hear resident views. We realise this area is suffering from low housing demand which also brings associated problems for the wider community. The Council are aiming to improve these areas so they become a place of choice. In reducing the number of vacant properties, the high levels of anti-social behaviour and the poor management and condition of properties, selective licensing aims to rejuvenate areas which in turn make them more attractive. Improvements will also have an impact on property prices in the area which will benefit</p>

				homeowners. Selective licensing does not only address issues with tenanted properties, we also aid homeowners who may be encountering issues in relation to other properties or problems within the area.
17/08/2015	Resident	Resident Questionnaire	Agree: The area has declined rapidly. Anti-social behaviour at our premises has risen.	
18/08/2015	Resident	Resident Questionnaire	Agree: The streets are in a poor state, very shabby	
20/08/2015	Resident	Resident questionnaire	Agree: Massive problems in area, landlords need to be accountable	
03/09/2015	Resident	Resident Event	Not many problems in the area, dirty back streets and ASB main problems. People not putting recycling and bins in back yards – filling up until wind blows it all down the back street. Ingham street is a problem street, also Lawrence street, the side which backs onto Ingham street also a problem. Said had completed questionnaire just needed to post back.	Discussed Streetscene for involvement in cleaning back street and reminding occupiers of properties to only place bins out on bin day. Grateful for residents to report issues when street cleaners/bin wagons are not out and about. Asked if they had completed questionnaires and returned them.
04/09/2015	Resident	Resident Questionnaire	To sort out dirty back yards and rubbish dumping	
07/09/2015	Resident	Resident questionnaire	Agree: This scheme in my opinion can only improve the area. It is not pleasant to see boarded up houses.	
08/09/2015	Resident	Resident Questionnaire	Agree: Landlords do not care as long as they get their money they don't have to live with the problems around neighbourhood.	
16/09/2015	Landlord	Landlord Questionnaire (online)	Agree: I double glazed and rewired my property. Also loft insulation was done. I put a tenant in who trashed the house and left owing rent. The council tax went up to 150% and then I had no money to repair the damage done and consequently my property is getting worse but I	In reference to your comments made regarding your property being empty following a tenant leaving with disrepair, selective licensing only applies to properties which are considered to fall under Part 3 of the Housing Act 2004. This means that the properties within the designated area are occupied by a tenant.

			cannot afford to do the work. I am in a vicious circle as I continue to pay the high rate of council tax!!!	As your property is vacant, it would not currently require a licence. However, there are initiatives in place in relation to vacant properties which are in operation within the current selective licensing areas. The Council operates an Empty Homes Programme which enables landlords to access an interest free loan of up to £20,000 in order to bring their empty property back into use. The Cluster Areas in which this scheme currently operates are Trinity, Queensgate and Gannow. Should the proposals be implemented, this may be something the Council looks to extend to new areas and you may be able to benefit from this.
24/09/2015	Resident	Resident Questionnaire	I think it would benefit the area.	
28/09/2015	Landlord	Landlord Questionnaire (online)	Selective Licensing is unfair on lot of us. Out of the 2 properties, we live in one. Both properties are two bed-rooms properties and are next door to each other. One property is currently rented out. It has been very difficult keeping tenants on long term regardless us maintaining it. During the times the other property stays empty, we pay council tax. We also pay mortgage for that property. We have been paying 100% council tax for the house we live in. In the past we got tenants whom refused to pay the rent and/or damaged property which cost us money. Them leaving behind their unpaid household bills were our problem to deal with. The current tenants those we have, have been living for about a year. We have been doing all sorts to keep them happy e.g gave them a secondhand washing machine, mattress and reduced rent. The rent was reduced from £65 per week to £50. My husband has been	The area in which you own property is currently experiencing low demand for housing. Selective licensing aims to raise standards in private renting in order to tackle this low demand. As part of this we can support landlords by offering tenant referencing services as well as training and development to landlords. As standards rise in the area, the hope is that demand for housing will increase, which will benefit landlords as more tenants seeks properties in the Ingham and Lawrence St area. This will increase the rental value of your property.

			<p>working a full-time job and a part-time job and even then he has been struggling to make mortgage re-payments, pay household bills and full council tax for the house we live in. I cannot work because of health problems and neither am I entitled to any benefits. The house we rented out – we will need it in years time when the children are older (the eldest child is now 12 years old)</p>	
29/09/2015	Landlord	Landlord Conference Question Sheet	<p>Could the council refuse or approve benefits for housing for a house that is in disrepair forcing landlords to maintain the property in order to receive rent?</p>	<p>Housing benefit is awarded primarily to the tenant, and does not take into account property condition. There is no legislation allowing us to discontinue or refuse payment based on property condition. However we do have separate enforcement powers which enable us to tackle landlords who are not maintaining their properties to a safe standard. Our enforcement team undertake inspections and issue improvement notices where concerns have been brought to our attention. We can use these powers to inspect any private rented property where a complaint has been made, not just those where the tenant is in receipt of housing benefit.</p> <p>The consultation has now closed, however if you have any further queries regarding the proposed scheme please email landlords@burnley.gov.uk. The results of the consultation will be published in a report to the Executive in early 2016.</p>