

## Consultation Results and Transcript: Leyland Road Area (Bank Hall)

There are approximately 721 properties in the proposed selective licensing designation area, of which it is estimated 43% are privately rented, this is the highest concentration out of all the areas currently being proposed for selective licensing by the council. During the consultation period we received 76 questionnaire responses from residents/businesses and 45 from landlords operating in the area. The responses from both groups are detailed below with further written representations detailed in the transcript which follows.

In summary the proposed designation area has lower median house prices than that of the ward it is situated in and that of the Borough. There is also nearly double the number of empty properties within the designation area compared to that of the Borough. There are significantly higher cases of environmental crime reported to the council and incidents of anti-social behaviour per 1000 population for the ward are higher than that for the Borough.

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

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

The vast majority (84.1%) of landlords operating in this area are not a member of a professional body nor have they attended any landlord events held by the Council. This raises concerns over how landlords know and keep up to date with all the legal responsibilities as well as best practices and sources of advice and guidance to ensure they do have suitable management practices in place for their properties.

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

Furthermore there is a distinct difference of opinion between residents and landlords over Council intervention and whether selective licensing can assist with the problems of low housing demand. 83.8% of residents agreed with the Council's proposals to introduce selective licensing compared to 80.5% of landlords who disagreed. The main reasons for this disagreement were:

1. The cost of the licence fees are too high;
2. Good landlord should not be penalised;
3. Landlords are not responsible for the ASB/behaviour of their tenants.

## Responses from Landlords

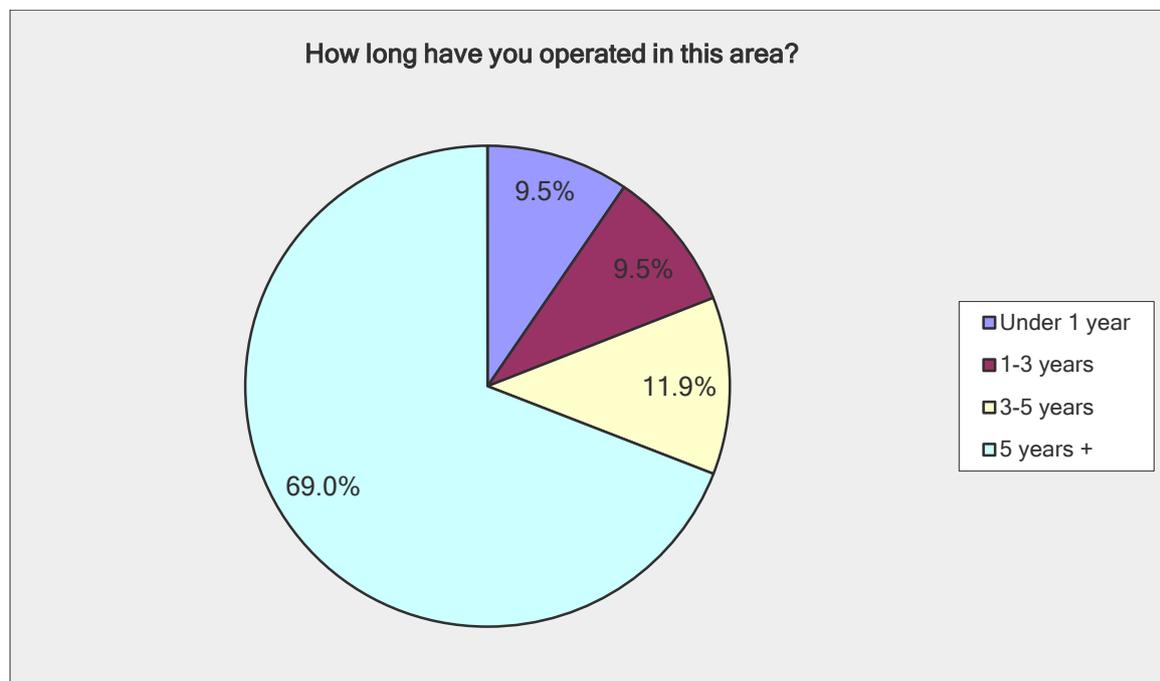
### Question 1: Personal Information

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

Answer Options	Response Percent	Response Count
A landlord?	100.0%	44
A managing agent?	0.0%	0
A letting agent?	0.0%	0
<i>answered question</i>		<b>44</b>
<i>skipped question</i>		<b>1</b>

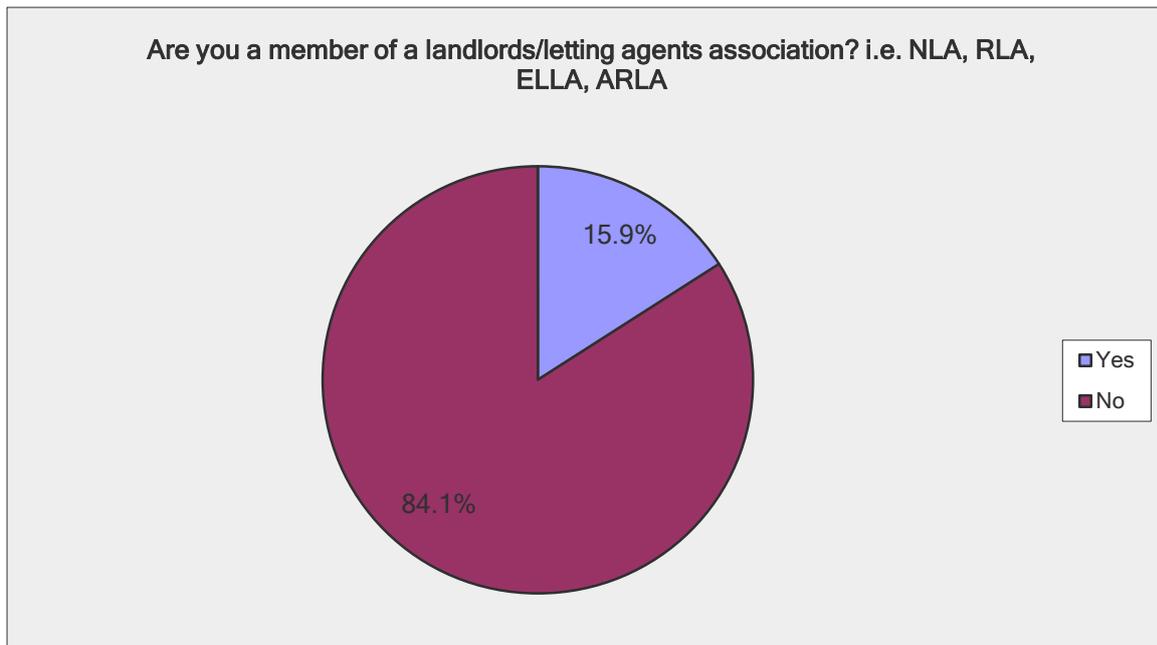
100% of respondents are landlords. One respondent skipped this question.

### Question 3



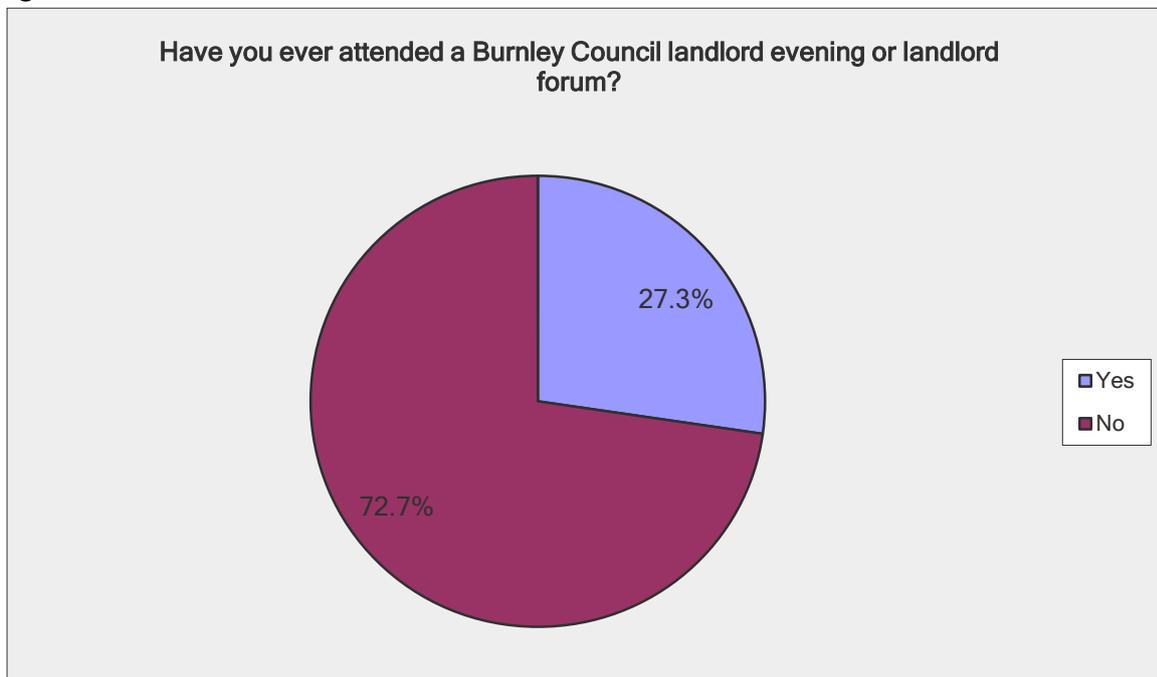
The majority of respondents operating in the Leyland Road area have done so for five years or more. Three respondents skipped this question.

#### Question 4



The vast majority of respondents are not members of a professional body relating to property management. One person skipped this question.

#### Question 5



The 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?**

	<b>Burnley</b>	<b>Proposed Designation</b>
<b>Number owned/managed</b>	<b>Number of respondents</b>	<b>Number of respondents</b>
1	23	27
2-5	15	11
6-10	2	1
11-15	1	0
16 +	1	0

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

Within the proposed licensing area, the majority of the respondents own one property, with less than one third owning between two and five.

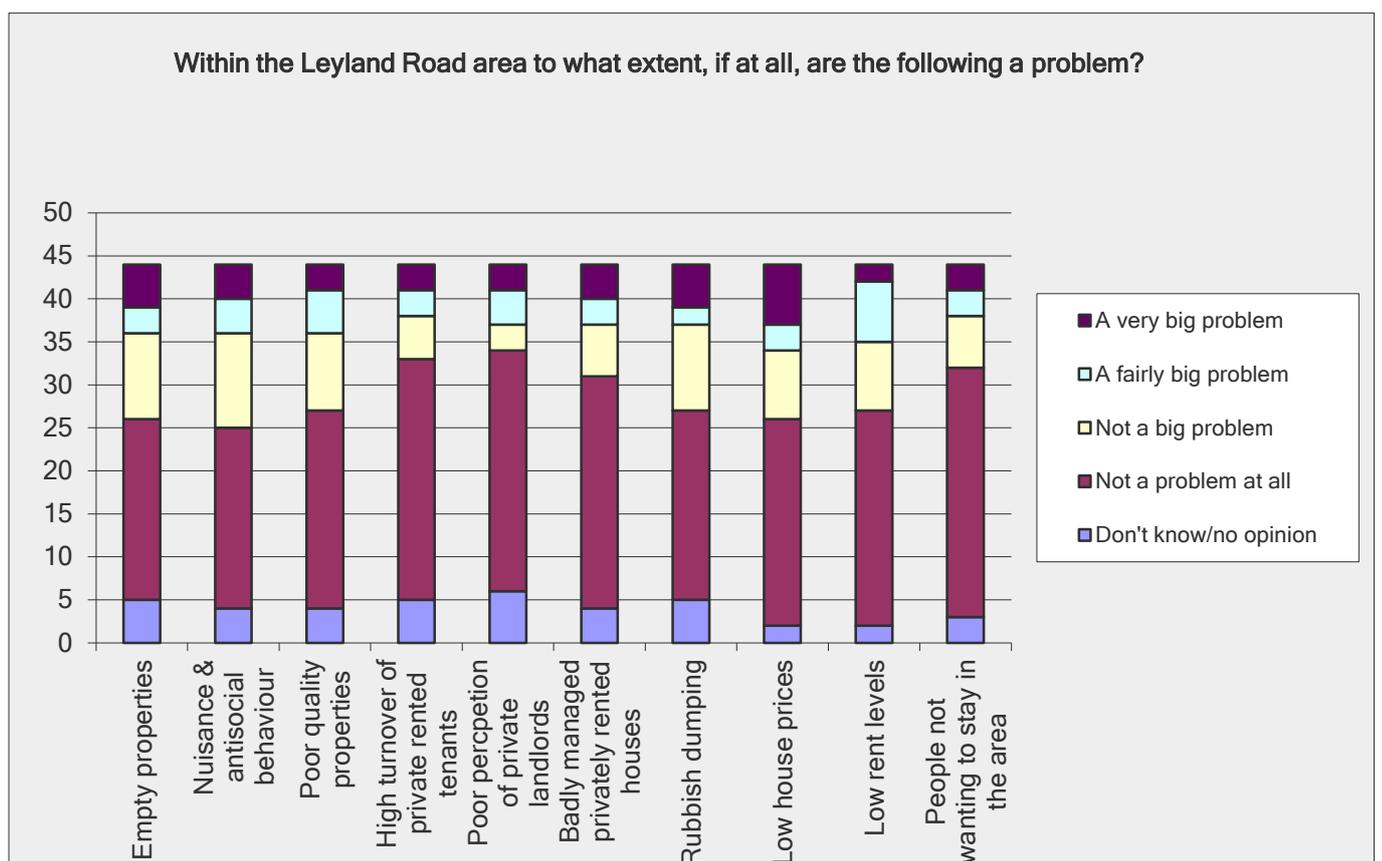
Three respondents skipped/did not answer Question 6 (number owned in Burnley).

Six respondents skipped Question 7 (number owned in proposed designation).

**Question 8: Within the Leyland Road 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	5	3	10	21	5	44
Nuisance & antisocial behaviour	4	4	11	21	4	44
Poor quality properties	3	5	9	23	4	44
High turnover of private rented tenants	3	3	5	28	5	44
Poor perception of private landlords	3	4	3	28	6	44
Badly managed privately rented houses	4	3	6	27	4	44
Rubbish dumping	5	2	10	22	5	44
Low house prices	7	3	8	24	2	44
Low rent levels	2	7	8	25	2	44
People not wanting to stay in the area	3	3	6	29	3	44
<i>answered question</i>						<b>44</b>
<i>skipped question</i>						<b>1</b>

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 majority of respondents thought all the issues listed were ‘not a problem at all’ or ‘not a big problem’ for the Leyland Road area. The highest scoring issues for ‘a very big problem’ and ‘a fairly big problem’ were low house prices and low rent levels, but this was only indicated by seven out of 44 respondents. The issue which most respondents felt was ‘not a problem at all’ was people not wanting to stay in the area. The responses are illustrated in graph format below. One respondent skipped this question.

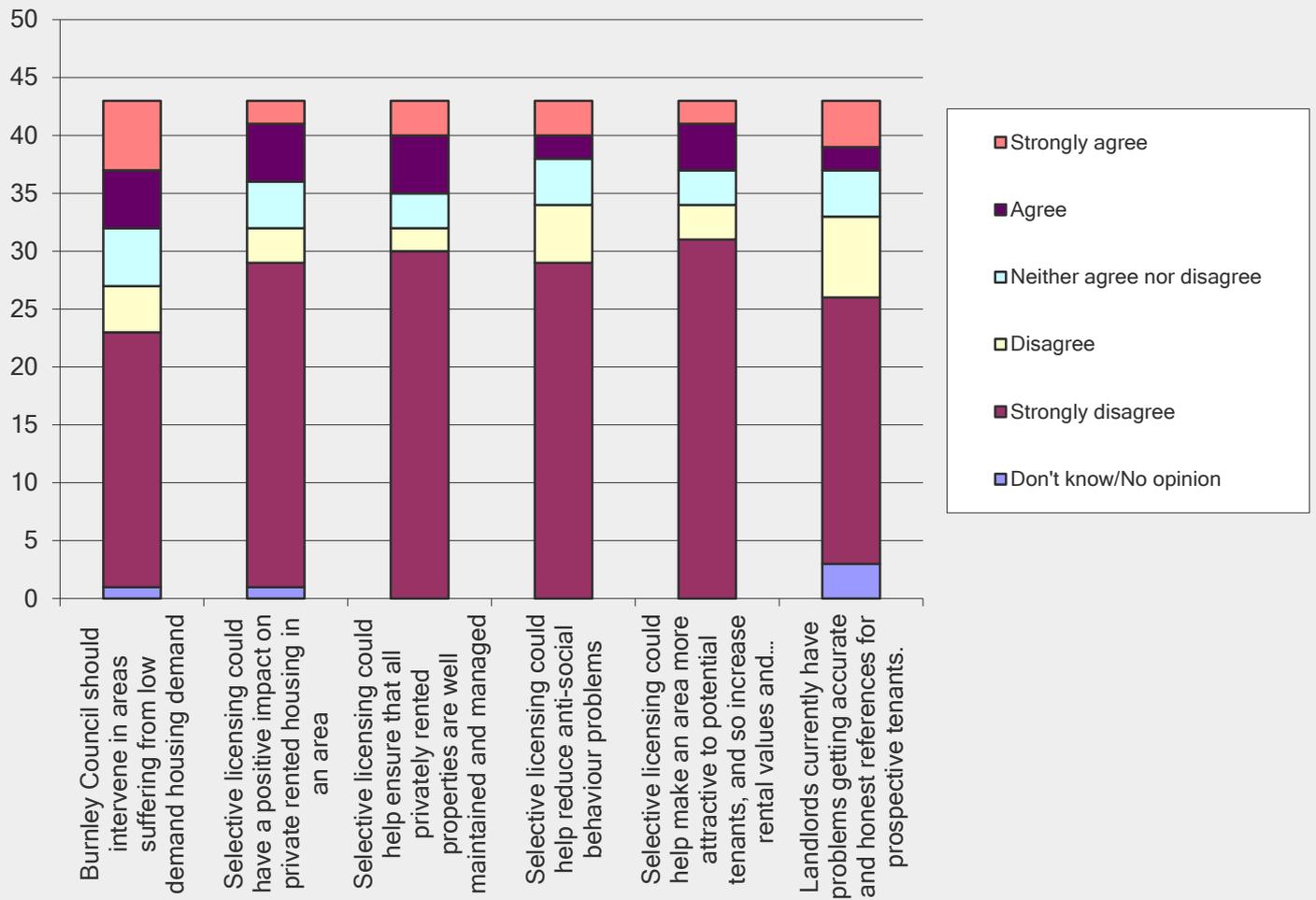


**Question 9: To what extent do you agree or disagree with the following statements?**

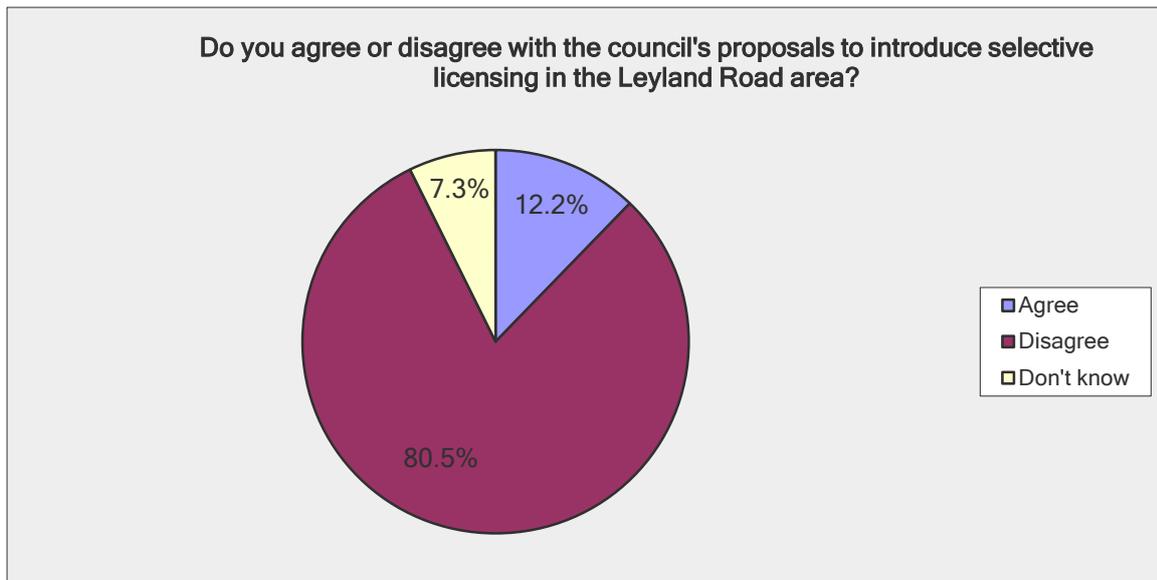
Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/No opinion	Response Count
Burnley Council should intervene in areas suffering from low housing demand	6	5	5	4	22	1	43
Selective licensing could have a positive impact on private rented housing in an area	2	5	4	3	28	1	43
Selective licensing could help ensure that all privately rented properties are well maintained and managed	3	5	3	2	30	0	43
Selective licensing could help reduce anti-social behaviour problems	3	2	4	5	29	0	43
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	2	4	3	3	31	0	43
Landlords currently have problems getting accurate and honest references for prospective tenants.	4	2	4	7	23	3	43
<i>answered question</i>							<b>43</b>
<i>skipped question</i>							<b>2</b>

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 Leyland Road area. The majority of respondents also claim they do not have a problem getting accurate and honest references for prospective tenants. The statement which most respondents strongly agreed with was 'Burnley Council should intervene in areas suffering from low housing demand', though this was indicated by just six of the 43 respondents who answered this question. Two respondents skipped this question. Responses are illustrated in graph format overleaf.

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

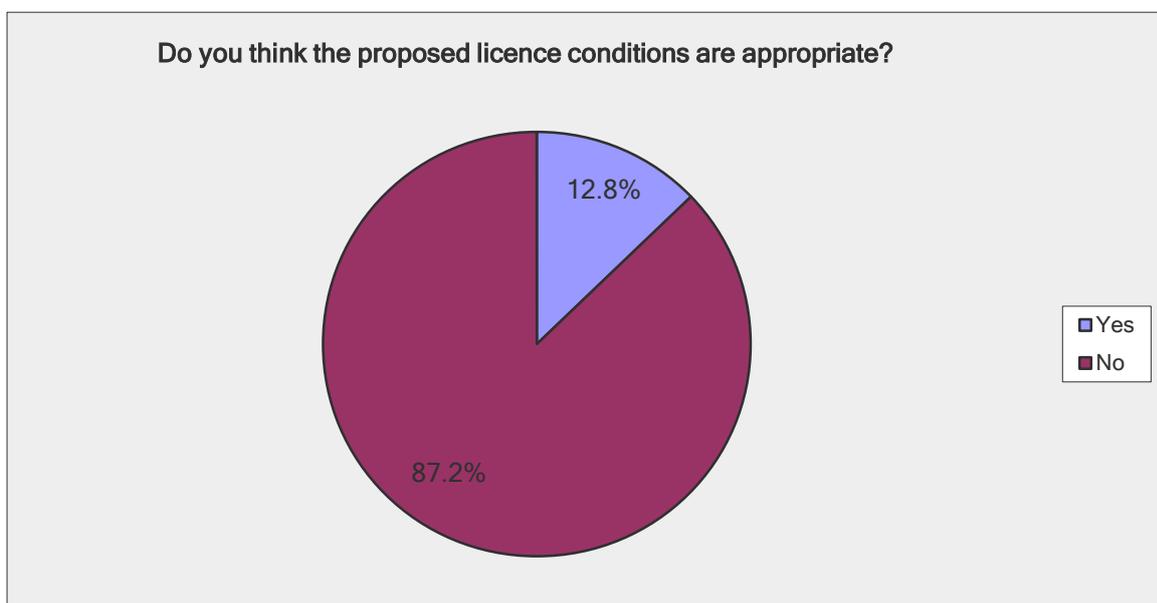


### Question 10



80.5% of landlords are against proposals to introduce selective licensing in the Leyland Road area, whilst 12.2% are in favour of the proposals. 7.3% are unsure, and four respondents skipped this question.

### Question 11



The vast majority (87.2%) of respondents do not believe that the proposed licence conditions are appropriate. Six respondents skipped this question.

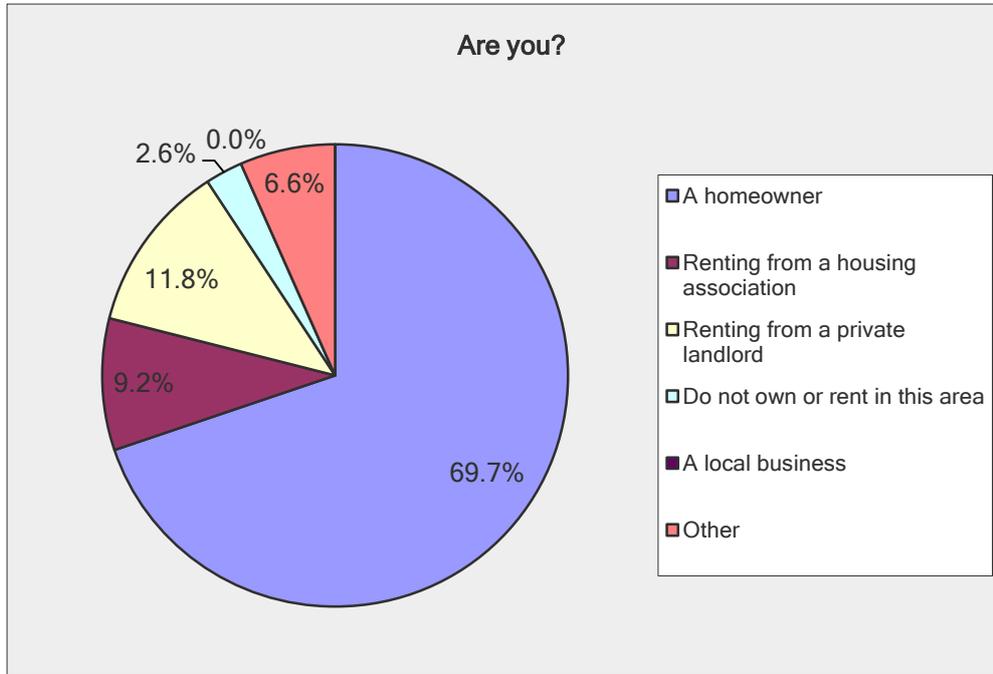
### Question 12: My reasons/comments

See transcript for comments received.

## Responses from Residents/Businesses

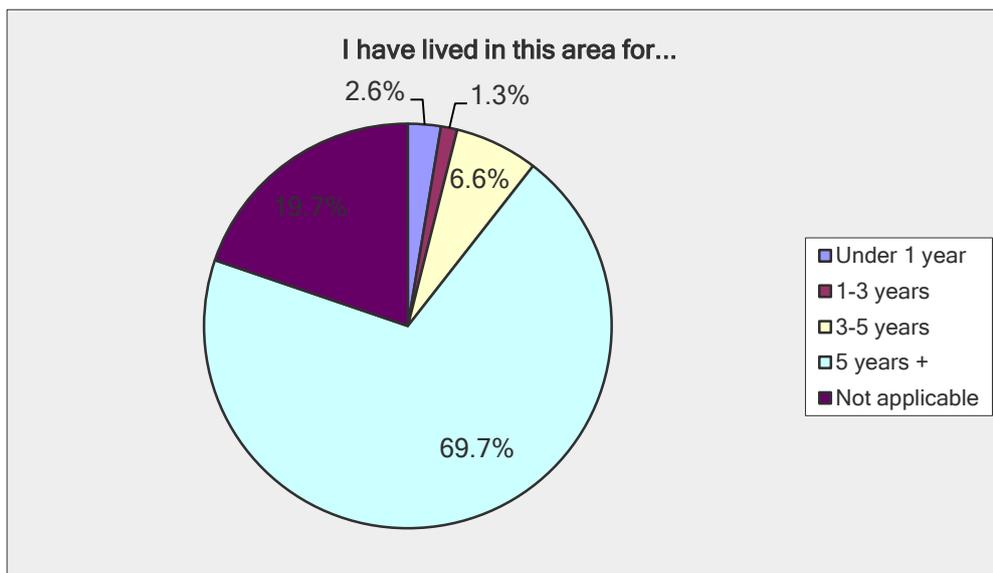
### Question 1: Personal Information

#### Question 2



The majority of respondents (69.7%) are homeowners, with 11.8% renting from private landlords.

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

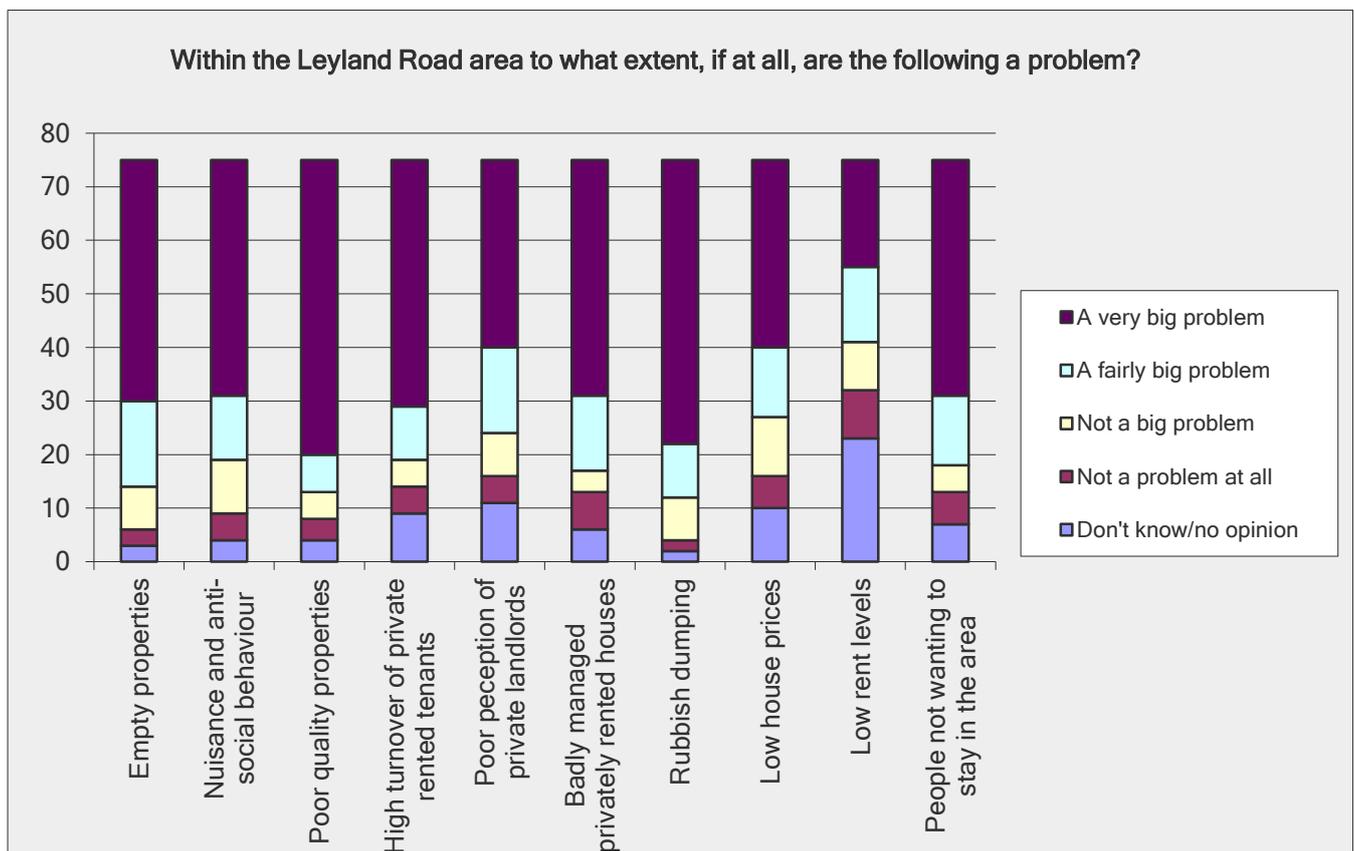


73 of the respondents live in the Leyland Road area (96.1%). Of these, the majority have lived here for five years or more (69.7%).

**Question 5: Within the Leyland Road 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	45	16	8	3	3	75
Nuisance and anti-social behaviour	44	12	10	5	4	75
Poor quality properties	55	7	5	4	4	75
High turnover of private rented tenants	46	10	5	5	9	75
Poor perception of private landlords	35	16	8	5	11	75
Badly managed privately rented houses	44	14	4	7	6	75
Rubbish dumping	53	10	8	2	2	75
Low house prices	35	13	11	6	10	75
Low rent levels	20	14	9	9	23	75
People not wanting to stay in the area	44	13	5	6	7	75

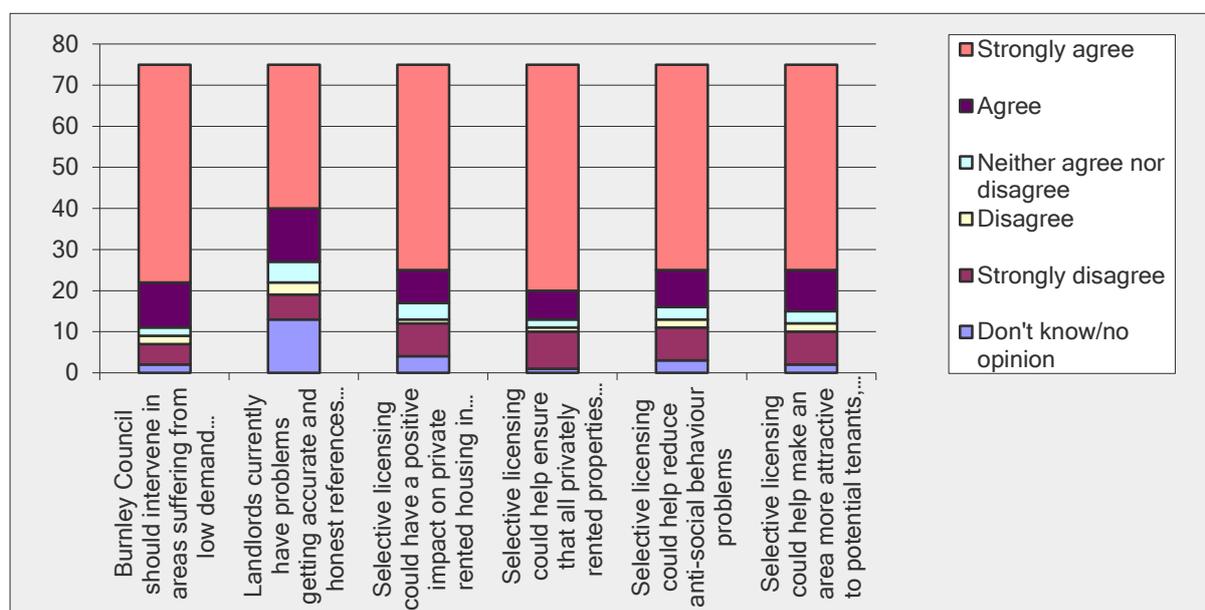
The questionnaire listed a series of possible issues in the proposed designation area and asked respondents to rate to what extent they were a problem. With the exception of low rent levels, the majority of respondents are highly concerned about the above issues, with most considering them to be a very or fairly big problem. The biggest concern for residents and businesses appears to be poor quality properties 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. One respondent skipped this question.



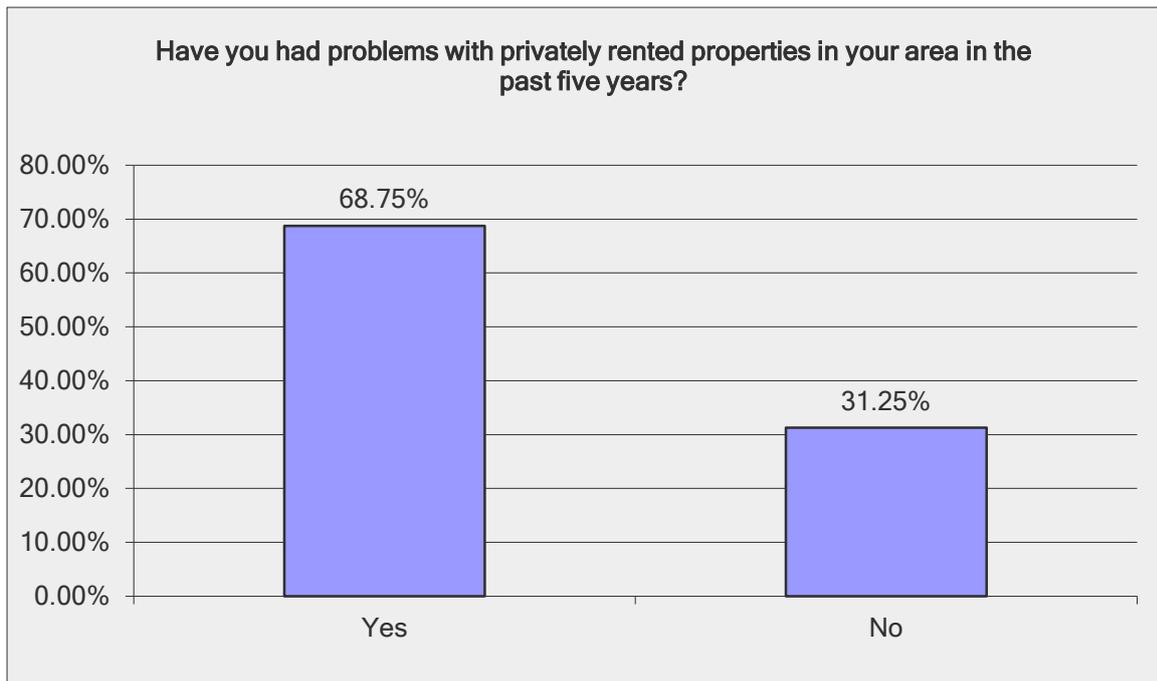
### Question 6: To what extent do you agree or disagree with the following statements?

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 housing demand	53	11	2	2	5	2	75
Landlords currently have problems getting accurate and honest references for private tenants	35	13	5	3	6	13	75
Selective licensing could have a positive impact on private rented housing in an area	50	8	4	1	8	4	75
Selective licensing could help ensure that all privately rented properties are well maintained and managed	55	7	2	1	9	1	75
Selective licensing could help reduce anti-social behaviour problems	50	9	3	2	8	3	75
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	50	10	3	2	8	2	75

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, excepting 'landlords currently have problems getting accurate and honest references...' which the majority either strongly agreed or agreed with. The highest response was to the statement 'selective licensing could help ensure that all privately rented properties are well maintained and managed', which 55 of the respondents strongly agreed with (representing 72% of those who answered the question). One person skipped this question. Responses are illustrated in graph format below.

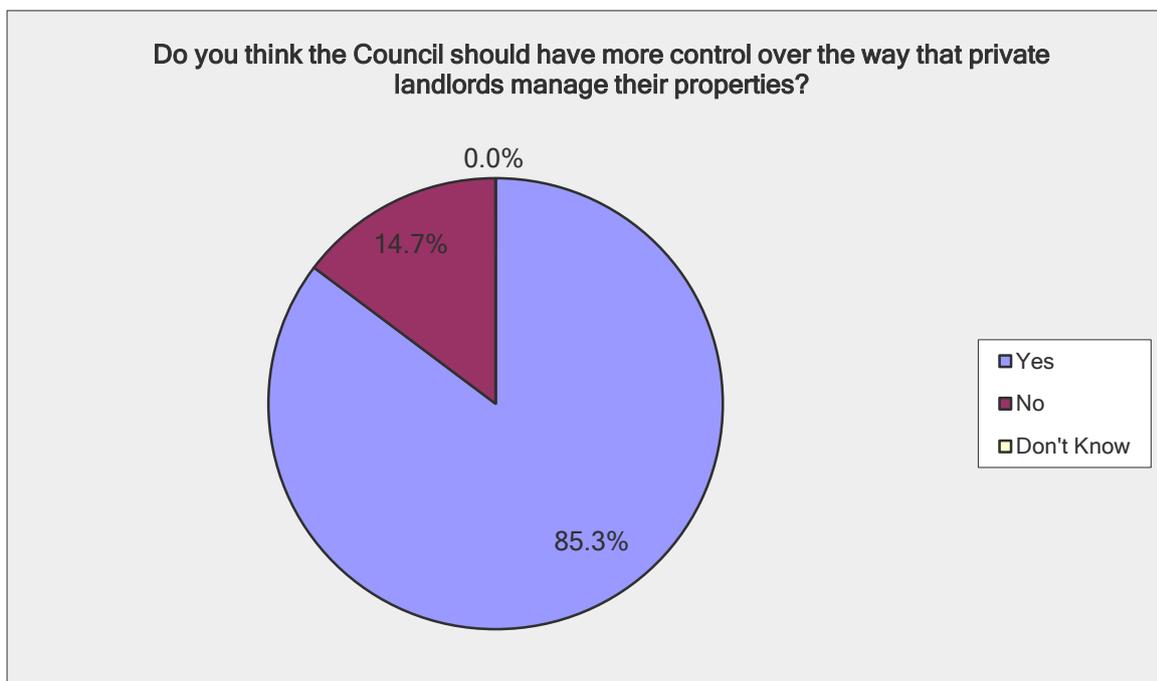


### Question 7



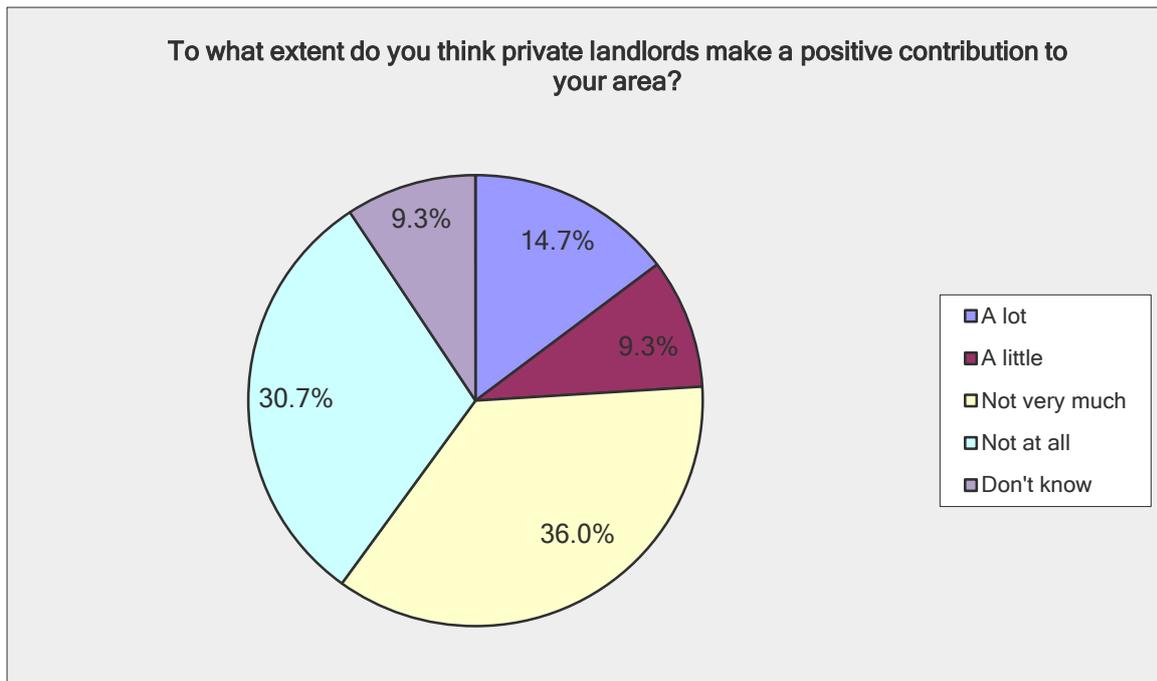
10 respondents skipped this question. Of those that responded, over two thirds reported having had problems with private rented properties in the Leyland Road area. Two respondents answered both yes and no to this question; their responses have been removed from the data represented above.

### Question 8

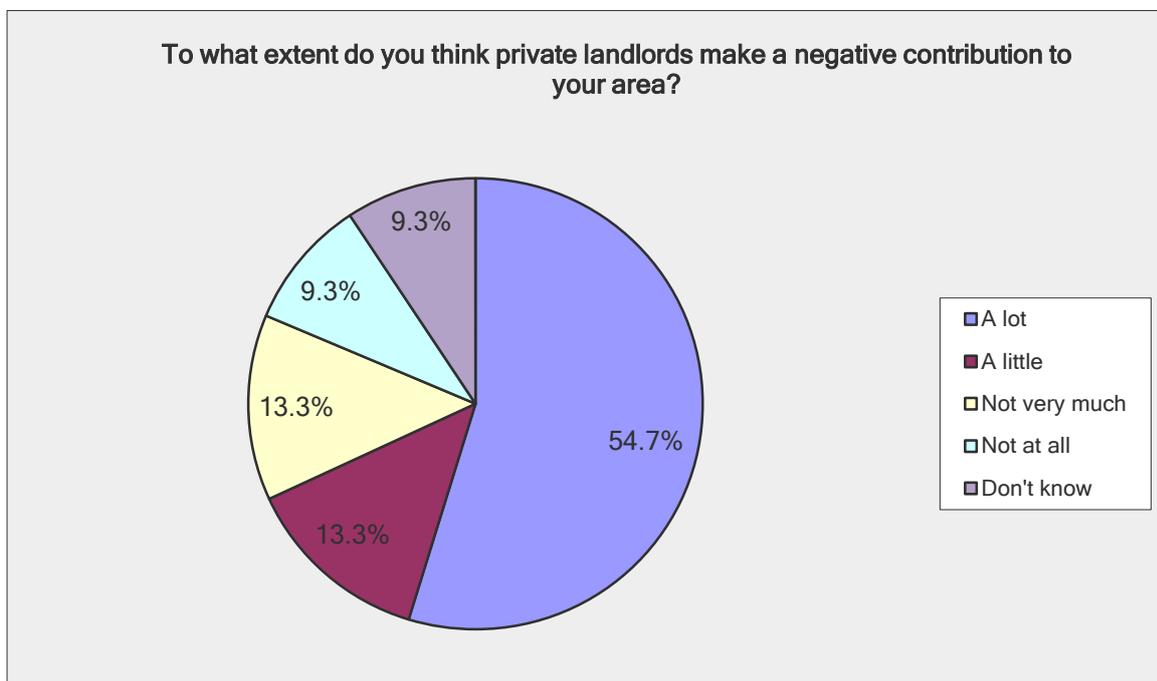


Just over 85% of respondents believe that the council should have more control over how landlords manage their properties. One person skipped this question.

### Question 9

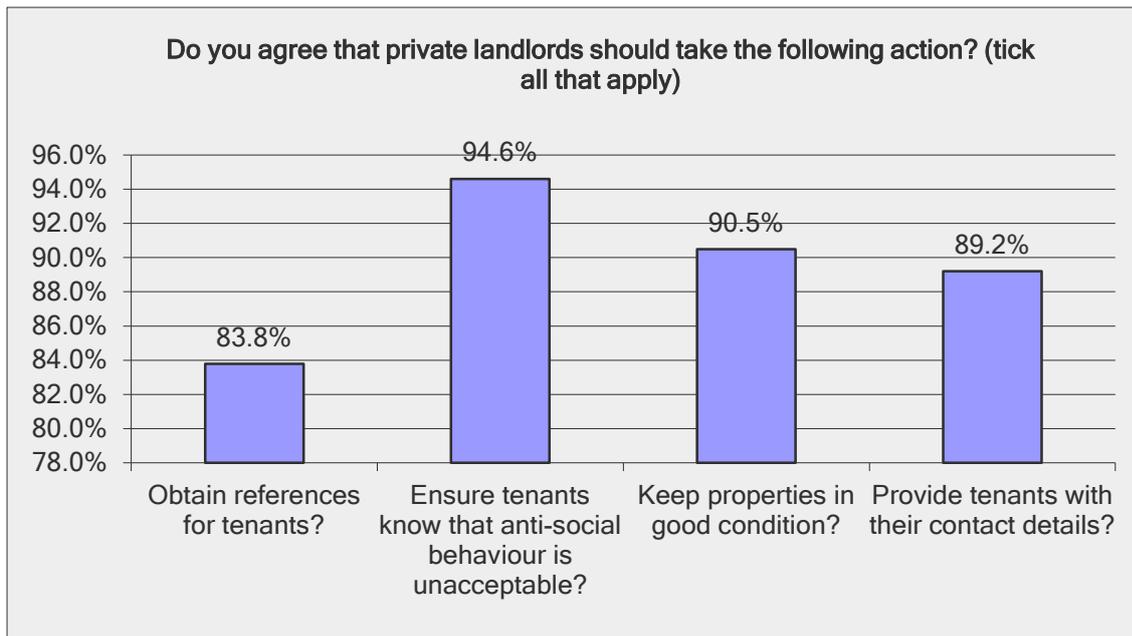


### Question 10



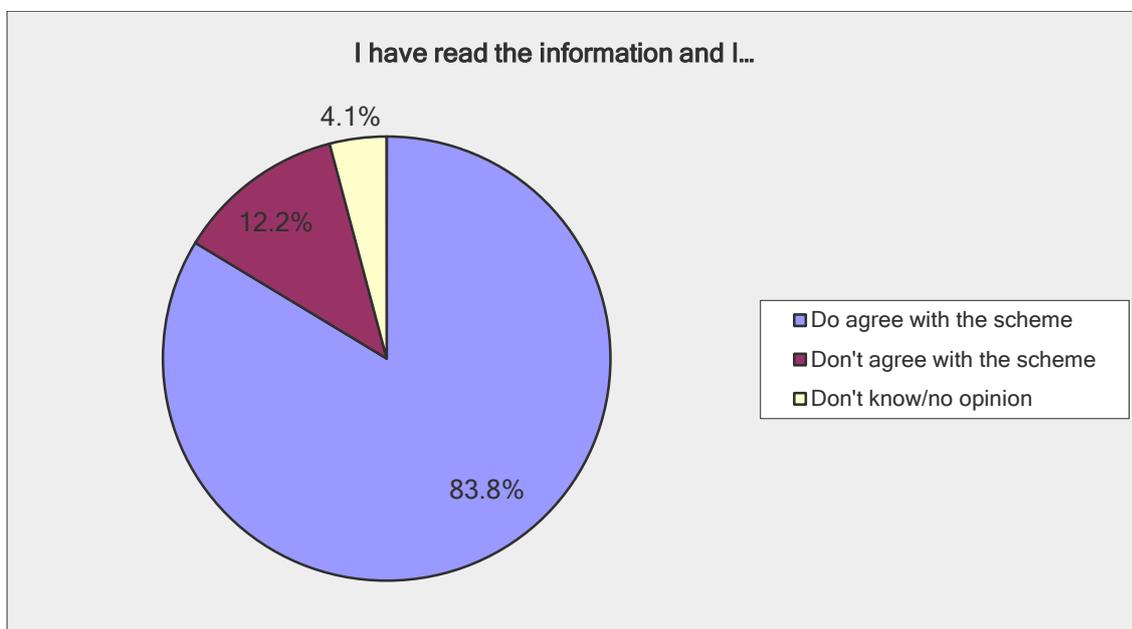
Responses to questions 9 and 10 demonstrate that over half of the residents and businesses of the Leyland Road area who responded believe private landlords are having a negative impact in the area. 36% also believe they do not make a positive contribution. This further indicates a poor perception of private landlords in the Leyland Road area. One person skipped both of these questions.

### Question 11



The biggest issue which respondents would like to see addressed by landlords is ensuring that tenants know anti-social behaviour is unacceptable. All four of the recommendations above received significant levels of support from respondents. Two people skipped this question.

### Question 12



The graph demonstrates that the vast majority of residents and businesses who responded to the consultation are in favour of introducing selective licensing in the Leyland Road area.

### Question 13: My reasons/comments

See transcript for comments received.

### Perceptions of problems in the Leyland Road area

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

	Landlord responses					Resident/business responses				
	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment	A very big problem	A fairly big problem	Not a big problem	Not a problem at all	No comment
Empty properties	5 (11%)	3 (7%)	10 (23%)	21 (48%)	5 (11%)	45 (60%)	16 (21%)	8 (11%)	3 (4%)	3 (4%)
Nuisance and ASB	4 (9%)	4 (9%)	11 (25%)	21 (48%)	4 (9%)	44 (59%)	12 (16%)	10 (13%)	5 (7%)	4 (5%)
Poor quality properties	3 (7%)	5 (11%)	9 (20%)	23 (52%)	4 (9%)	55 (73%)	7 (9%)	5 (7%)	4 (5%)	4 (5%)
High tenant turnover	3 (7%)	3 (7%)	5 (11%)	28 (64%)	5 (11%)	46 (61%)	10 (13%)	5 (7%)	5 (7%)	9 (12%)
Poor perception of landlords	3 (7%)	4 (9%)	3 (7%)	28 (64%)	6 (14%)	35 (47%)	16 (21%)	8 (11%)	5 (7%)	11 (15%)
Badly managed rented houses	4 (9%)	3 (7%)	6 (14%)	27 (61%)	4 (9%)	44 (59%)	14 (19%)	4 (5%)	7 (9%)	6 (8%)
Rubbish dumping	5 (11%)	2 (5%)	10 (23%)	22 (50%)	5 (11%)	53 (71%)	10 (13%)	8 (11%)	2 (3%)	2 (3%)
Low house prices	7 (16%)	3 (7%)	8 (18%)	24 (55%)	2 (5%)	35 (47%)	13 (17%)	11 (15%)	6 (8%)	10 (13%)
Low rent levels	2 (5%)	7 (16%)	8 (18%)	24 (55%)	2 (5%)	20 (27%)	14 (19%)	9 (12%)	9 (12%)	23 (31%)
People not wanting to stay in area	3 (7%)	3 (7%)	6 (14%)	29 (66%)	3 (7%)	44 (59%)	13 (17%)	5 (7%)	6 (8%)	7 (9%)

The table demonstrates that the majority of landlords do not believe the area to be suffering from the issues listed, whereas residents and businesses in the Leyland Road area have major concerns about their community. The biggest concern raised by residents in the questionnaire is poor quality properties, which 23 of the 45 landlords who completed the questionnaire did not believe was a problem.

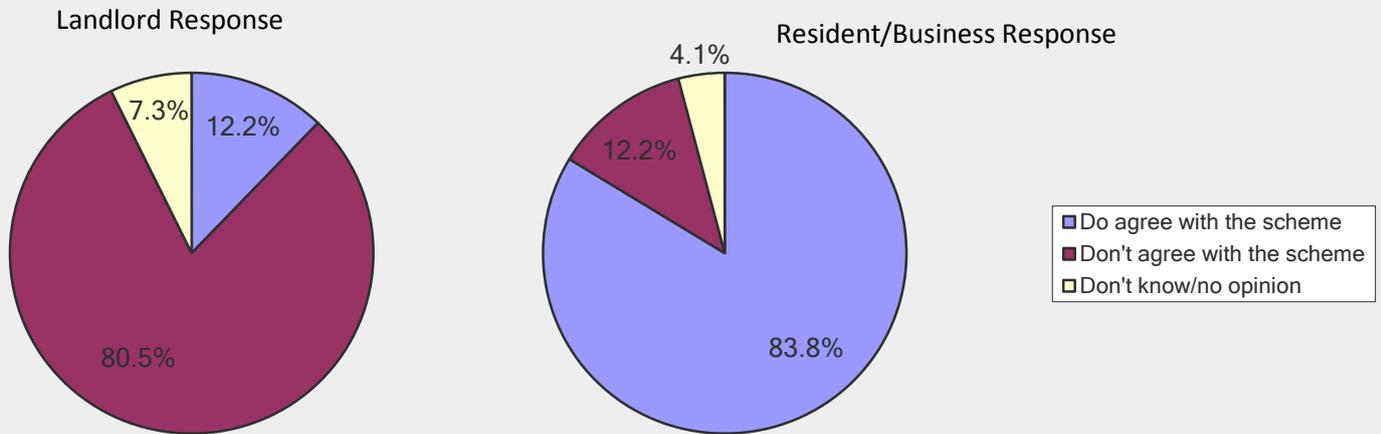
### **Perceptions of possible solutions in the Leyland Road area**

Question 9 in the landlords' questionnaire and question 6 in the residents/business questionnaire asked respondents to indicate how strongly they agreed/disagreed with a series of statements regarding selective licensing and the private rented sector. The table below compares responses from both landlords and 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	6 (14%)	5 (12%)	5 (12%)	4 (9%)	22 (51%)	1 (2%)	53 (71%)	11 (15%)	2 (3%)	2 (3%)	5 (7%)	2 (3%)
Selective licensing could have a positive impact on private rented housing in an area	2 (5%)	5 (12%)	4 (9%)	3 (7%)	28 (65%)	1 (2%)	50 (67%)	8 (11%)	4 (5%)	1 (1%)	8 (11%)	4 (5%)
Selective licensing could ensure that all privately rented properties are well maintained and managed	3 (7%)	5 (12%)	3 (7%)	2 (5%)	30 (70%)	0 (0%)	55 (73%)	7 (9%)	2 (3%)	1 (1%)	9 (12%)	1 (1%)
Selective licensing could help reduce anti-social behaviour problems	3 (7%)	2 (5%)	4 (9%)	5 (12%)	29 (67%)	0 (0%)	50 (67%)	9 (12%)	3 (4%)	2 (3%)	8 (11%)	3 (4%)
Selective licensing could make an area more attractive to potential tenants, and so increase rental and property values	2 (5%)	4 (9%)	3 (7%)	3 (7%)	31 (72%)	0 (0%)	50 (67%)	10 (13%)	3 (4%)	2 (3%)	8 (11%)	2 (3%)
Landlords currently have problems getting accurate and honest references for prospective tenants	4 (9%)	2 (5%)	4 (9%)	7 (16%)	23 (53%)	3 (7%)	35 (47%)	13 (17%)	5 (7%)	3 (4%)	6 (8%)	13 (17%)

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

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



The above charts demonstrate that 80.5% of landlords are against introducing selective licensing, whilst 83.8% of residents and businesses are in favour of introducing the scheme.

## Leyland Road area – most frequent comments

Queries/comments from residents:

Comment	Number of respondents
A good scheme/improve area/make it cleaner, safer	13
Area suffers from ASB, crime, rubbish, dirty backyards/streets, parking problems, dog waste	10
Bad landlords housing bad tenants/leaving properties vacant, taking rent but don't care about property	6
Drug/alcohol dependency a big problem	5
Better landlords leads to better tenants/ need good landlords to help area	3
Area has been neglected by all (council, landlords)	3
Private landlords do great job; what would council do with problem tenants?/my landlord is good	3
Don't think the scheme will be effective	2
Area should be compulsory purchased/renovated/demolished/re-built	2
Area gives bad image of Burnley, especially as so close to town/football club	2
Scheme penalties need to be strong and enforceable	1
Empty properties are a big problem	1
We need more police patrols/wardens	1
It's too late and doesn't go far enough	1
Tenants often need guidance, not just displacing to another area	1
Have had many problems with private rented properties in the area	1

**PCSOs:** Aware of some houses in area in very poor condition (no toilet/electricity/gas); supportive of selective licensing, would rather work with landlord to resolve problems than go down court route.

Queries/comments from landlords:

Comment	Number of respondents
Cost is too high/higher than other authorities	28
Penalises good landlords/should target bad LLs/doesn't deal with absent LLs	10
LLs not responsible for ASB of tenants/ASB due to transient tenants/police council should deal with ASB not LLs	9
Scheme not effective/no proof it works/has negative impact	8
Stigmatises area/discourage investors/makes property hard to let	7
Fees passed to tenants/rents will rise	6
Should be able to spread cost of licence over longer period/5 yrs	6
No evidence ASB caused by private tenants/tackle ASB/drugs from owner occupiers	5
No problems at my property/in this area	6
Drug/alcohol dependency a bigger problem, needs dealing with first	4
A council 'money-making' scheme/to keep council workers in jobs	5
Should be tackling unscrupulous management agencies	3
Education/training needed for tenants, not displacing to another area	3
Council should increase LHA for compliant properties/to cover cost to LL	3
Yield already low for rental properties in North of England	2
Scheme is a 'done deal'; LLs will not be listened to	2

LLs need support dealing with tenants/clearing house after they've left	2
Too much admin/'red tape' in application process	2
Scheme will put good landlords out of business/more empty houses	3
LLs will get round scheme by offering 21 year leases	2
Banks won't lend/re-mortgage in licensing areas	2
How will scheme help LLs if property becomes vacant?	2
Private LLs do council a favour by housing 'difficult' tenants	1
My property is a long term investment – I think the scheme will add value	1
Concerned re: time given up to complete application and attend development day	1
Council already has sufficient legislation to tackle rogue landlords	1
Landlords with more properties should have more of a say	1
Questions on survey are biased towards supporting the scheme	1
Concerned LLs have not been made fully aware of impact of scheme	1
Reduced fee for accredited landlords much more reasonable than full fee	1
Voluntary accreditation scheme is sufficient	1
Council doesn't have the resources to make the scheme work effectively	1
Alley-gating is needed in this area	1
Difficult for landlords to get accurate, true references.	1

Streets which should be included/excluded:

<b>Street</b>	<b>Number of respondents</b>
<i>Should be included</i>	
Leyland Road	6
Straight Mile Court	1
Belvedere Road / All of Belvedere Road not just one side	2
Albert Street	1
Hawk Street	1
Hobart Street	2
Hunslet Street	1
Lindsay Street	1
Ridge Road	1
Sandhurst Street	1
Thursby Road (adjacent to Queensgate, not in Leyland Road area )	1
<i>Should be excluded</i>	
Belvedere Road	8
Straight Mile Court	5
Adlington Street	2
Lindsay Street	2
Leyland Road	1
Hawk Street	1
Forest Street	2
Godley Street	2
Talbot Street	1
Hart Street	1
Brown Square	1
No problems on west side of canal	2

PRSF: Felt large number of owner occupiers on Belvedere Road.

Landlord Evening: Straight Mile Court should be excluded, and no problems west of canal (Forest, Lindsay, Godley St, mostly owner occupied).

Should include all of Belvedere Road

Landlord meeting: top of Leyland Road ok, problems at end where becomes claustrophobic.

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.

Drugs a problem in area, and ASB at private rented.

Straight Mile Court – around 50 private rented. More ‘crime’ in this area than landlord issues.

Forest/Godley/Lindsay St not too bad, fly-tipping a problem but good community group.

## Consultation Transcript: Leyland Road area

Date	Respondent	Method	Comments	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>Drugs a problem in area, and ASB at private rented. Straight Mile Court – around 50 private rented. More ‘crime’ in this area than landlord issues. Forest/Godley/Lindsay St not too bad, fly-tipping a problem but good community group.</p>	
01/07/2015	Landlord	Phone Call	Queried letter received, already knows about selective licensing.	Directed to website to complete online questionnaire.
01/07/2015	Landlord	Phone Call	<p>Explained had received a letter today, wanted to know if it was a done deal? Was surprised by fee. Had only bought property as it wasn't in a selective licensing area as knew others who have licenced properties. Selective licensing is only going to create money for the council and agro for landlords, complete money making scheme. Anti-social behaviour is because the tenants are moved from one area to another not because of how they are managed. Had dealings with council regarding fly tipping before and that it isn't the tenants fault but gets charged for it. Lives in London and manages self, does not have a local managing agent. Private landlords are doing the council a favour, would have nowhere to put tenants otherwise.</p>	<p>Not a done deal, consultation period 1/7/15 and 2/10/15 will determine from responses and peoples' views/ other contributing evidence as to whether it should be implemented in these areas. Explained maximum fee is £750 and lasts for 5 years can be paid over a 2 year period. Spoke about the reasons for SL being proposed, explained low demand, high ASB, environmental street crime, fly tipping etc. Spoke about ASB and the reasons behind it due to poor management of tenants, breaches in tenancy agreements if tenants continue to cause ASB. Directed to website to complete questionnaire to contribute towards findings for executive report. Phones connectivity at council cut off so conversation ended.</p>
29/09/2015		Phone Call	<p>Phoned to request place at landlord evening. Informed fully booked. Based in London, can't get</p>	Explained could answer any queries over phone as can't attend evening and unable to come back to Burnley before

			<p>back up until January. Has a house on Hobart Street, wanted to come on behalf of her cousin also who has house on Cog Lane and is not happy with licensing.</p> <p>Low yield for houses in north of England.</p> <p>Does not use agent, renovates and manages self, lots of travel around country.</p> <p>Cost of licence is 2.5 month's rent.</p> <p>Lots of LLs accepting tenants in good faith. Losing out when tenants can't pay top up.</p> <p>Fly-tipping from other people, she is left with bill.</p> <p>Cousin would sell but in negative equity.</p> <p>Asked about timescales. Notice period. Would report fully reflect LL opinions?</p>	<p>Jan.</p> <p>Explained she owns property in low demand area. Rents will stay low without intervention. Hence SL.</p> <p>Discussed GLAS, offered to send info and directed to website.</p> <p>Discussed tenant referencing and mediation.</p> <p>Responsibilities of LL re ASB.</p> <p>Timescales discussed, executive, Sos. Advised telephone comments would go into transcript and to put any further comments/questions in writing and will receive full response. Report available on website, can make representation if not happy with it.</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, all views are needed. Guided to the website to complete the questionnaire and view all documents and street lists. Hunslet &amp; Hobart St in Bank Hall proposed licensing area.</p>
01/07/2015	Landlord (Burnley Wood/Healey Wood, Leyland Road,	Phone Call	<p>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.</p>	<p>Explained the proposed areas are well below 20%, around 13% across all 4 areas. We will make exact figures available to the public.</p>

	Daneshouse, Ingham/Lawrence Street)			
02/07/2015	Landlord	Phone Call	<p>Wanted general information about the scheme and why being proposed here. Has three properties in Leyland Rd area. Asked about the fee, when informed what likely to be said "the cost leaves a bitter taste, it's a years rent written off". Wanted to know what would get for this fee. "Why can't you just target the individual bad landlords?" Had trouble trying to access the survey online. Will be attending landlord drop-in and LL conference.</p>	<p>Discussed why proposed, failing private housing sector in these areas, associated ASB. Discussed what benefits to landlords would be: support, advice, point of contact, training and devp., long term assisting his investments by making better place to live. Discussed GLAS and possible discount, and spreading cost through DD. Requested more info on GLAS. Discussed limitations of other options, GLAS (voluntary), enforcement (reactive), selective licensing legal process which would allow us to create level playing field for all landlords. SL area based, no room in legislation to target specific LLs.</p> <p>LD to look into why survey not working. Advised would send postal copy to complete and return (LD sent 06/07/15), registered interest for GLAS, booked onto LL conference. Concluded by confirming still just consultation stage, requested he complete the questionnaire.</p>
02/07/2015	Landlord	Landlord Questionnaire (online)	<p>My property is on Belvedere Rd which is on the boundary of the Leyland Road area. It does not suffer from the same problems as the rest of the area and should be removed from the proposal.</p>	<p>I note your comments regarding the exclusion of Belvedere Road from the proposed schemes. The decision to include/exclude individual streets is based on statistical evidence, however there may be options to alter the proposed boundaries based on qualitative feedback which is received during the consultation period.</p>
09/10/2015		Email	<p>Hi, Thanks for this. When I looked at the map more closely, it MIGHT be that boundary drawn already EXCLUDES Belvedere Rd – is this the case please?</p>	<p>The proposed boundary includes one side of Belvedere Road (evens numbered 2-154). I apologise that this was not clear from the map. A list of all the streets included in the proposal is available on the council's website.</p>

13/10/2015		Email	Hello, Yes, I believe so; I have commented on the consultation website that I would like to see Belvedere Rd EXCLUDED from the scheme – is there a way to find out if this will be considered / approved please?	Your comments have been noted regarding the exclusion of Belvedere Road. A decision on whether to introduce the proposed areas and/or change the boundaries will be made when the report is sent to the Executive in January 2016. All responses and comments received have been placed into a transcript which will form part of the report for consideration. Approval of any of the proposed schemes cannot be made before this time.
14/10/2015		Email	Hello, Excellent, thanks. How can I keep up-to-date with this – will anything be posted through letterboxes for example or is there a website I should monitor please?	All information will be published on the website and available to view. The website address is <a href="http://www.burnley.gov.uk">www.burnley.gov.uk</a> however no new information will be available until January 2016. Information will be sent to landlords in relation to application forms where applicable if the schemes are approved.
03/07/2015	Landlord & Resident	Landlord Questionnaire (online)	Comments from other landlords who are in the scheme (not of their choice) have said nothing has improved since the scheme just a costly payment which only affects landlords not tenants.	Selective licensing is a compulsory scheme as opposed to voluntary and therefore every property which falls within a designated area requires a licence. The main aim of selective licensing is to improve the management of private rented properties and ensure that landlords take action against breaches of tenancy agreements before they begin to affect the wider community. There are options for landlords to reduce their fee for selective licensing by joining the council's free and voluntary Good Landlord and Agent Scheme (GLAS), which enables landlords to benefit from a 30% reduction in their selective licensing fees. If you would like to consider becoming a member of GLAS please register your interest by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a>
10/07/2015		Resident questionnaire	Don't agree: comments from other landlords in the scheme already	In response to your comments that you disagree with the scheme due to comments from landlords who already own

				<p>properties in the licenced areas, we would like to invite you to attend the residents drop-in session for the Leyland Road area, where you will be able to discuss your reservations with council officers.</p> <p>We will be at Burnley Community Fire Station on 15<sup>th</sup> September from 10am-6pm. Please feel to drop in at your convenience.</p>
03/07/2015	Landlord	Email	<p>Regarding licence I do not agree with this scheme at all, my reasons being that yes there are a couple of issues in this area however this is not due to landlords and there tenants , it's is to do with this area in general, a lot of people that come to rent here is because it is affordable to them, I have lived in this area all my life and my family has properties that we do rent and personally have never had any problems with our tenanats.</p> <p>If this scene was introduced it not going to be a benefit to the landlords as much as it will be for the council as you are introducing a fee for the licence.</p> <p>If this is introduced we will find more properties being empty which still would be a benefit to the council due to 150% council tax rate for empty properties.</p> <p>So really this scheme will not benefit the area.</p>	<p>The four areas which the Council is proposing to designate as selective licensing areas are suffering as a result of low housing demand. There are a number of problems associated with this: empty properties, poor housing conditions, low house prices and high levels of anti-social behaviour. Selective licensing would give the Council the tools to work with landlords, tenants and other agencies to make these areas desirable places where people choose to live. It also gives us the tools to tackle poor landlords, and improve the reputation of landlords in the Burnley area. We appreciate that the cost of the licence is a concern for landlords, which is why we would give the option to pay over 24 months by direct debit. We also offer a 30% discount for landlords who are accredited through Burnley Council's Good Landlord and Agents Scheme (GLAS). There has been no evidence from the existing designations that Selective Licensing has caused an increase in vacant properties, and our vacant properties team is working with landlords to bring empty properties back into use. Selective licensing sets minimum standards for landlords; poor landlords who do not meet these standards will not be granted a licence and will therefore be unable to let their properties and make a profit. This levels the field for all landlords and ensures poor landlords are not able to undercut good landlords who manage their properties well. We are also able to offer support, training and</p>

				development to landlords, and will act as a point of contact for landlords and tenants who require assistance; we have links with the Police, anti-social behaviour teams and Streetscene.
06/07/2015	Landlord	Phone call	<p>Received letter, wanted more info about scheme. Asked about application process and cost. Not currently making any profit on houses, but hoping will be long term investment. Concerned about time required to complete and attendance on training day. Mentioned problem with previous tenant, asked if would get any support dealing with tenants. Overall thinks it is a good scheme, and hopes it will help his property increase in value and allow him to charge higher (reasonable) rents. Will complete and return questionnaire.</p>	<p>Discussed existing scheme and benefits already seen in 3 areas. Informed kind of information requested on application form and price of licence. Discussed options to pay by direct debit and GLAS discount. Discussed aim of creating more demand and long term aim of increasing house prices. Discussed tenant referencing and support/advice, mediation. Point of contact in council, links with police, ASB etc. Discussed option to send his agent on dev day if becomes accredited.</p>
06/07/2015	Landlord	Email	<p>Thank you for your letter of 1 July 2015 about selective licensing. You request comments.</p> <p>I own three houses in Burnley. I have had to pay for a license in [Trinity], then [Queensgate] and now I will have to pay all over again for a property in [Leyland Road area]. This is an expense and an administrative chore that I could well do without. Have you got any plans for reduced fees for landlords who have already been accredited?</p> <p>I am a member of the National Landlords Association, which means I have access to professional forms and advice. It also means I undertake regular training and attend events to ensure I am up to date. What discount are you</p>	<p>Landlords who have previously been licenced in Burnley will benefit from a reduced fee (£664 initial property, £584 for each additional property, as opposed to £750 initial property, £670 for each additional), and we are able to offer a further 30% discount for landlords who have been accredited through the Council's Good Landlord and Agent Scheme (GLAS).</p> <p>Unfortunately we are not able to offer a discount to NLA members, only for GLAS accredited landlords. The reason for this is that if you are accredited under GLAS you will have already passed the 'fit and proper person' criteria, and we will have undertaken at least one property inspection. Therefore we do not need to duplicate these checks when processing your selective licensing application, and we can offer the discount because there is less work involved in assessing your selective licensing</p>

			<p>offering NLA members?</p> <p>Landlords have to pass on their costs, otherwise we don't make a profit and our properties are repossessed. these fees you charge will be passed on to tenants sooner or later.</p> <p>There is already sufficient legislation for you to prosecute the rogue landlords who let property in dangerous or unhealthy conditions. And it is the role of the police and the council to address antisocial behaviour - not landlords. Why should a landlord be held responsible for their tenants' actions - you might more logically look to families, employers and educators of offenders.</p>	<p>application.</p> <p>Alongside the discounts, we offer landlords the choice of paying their fees over a 24 month period to make the cost of the licence more manageable.</p> <p>The Council's enforcement team undertake numerous inspections and issue improvement notices; however this is a reactive service and relies on a complaint about a particular property being made. Selective licensing gives the Council the tools to tackle larger areas of poor quality housing, and ensure that they are all brought up to the same standard.</p> <p>We work closely with the Police and ASB teams to tackle instances of ASB in our current licensing areas, and have had extremely positive feedback from the Police with regards to the role of the selective licensing team. There has been a marked decrease in the number of reported cases of ASB in the Trinity area which has been designated 2008-13 and since 2014. This is in part due to the role of the selective licensing team in ensuring that landlords are referencing their tenants correctly, and enforcing the conditions of their tenancy agreements. We can offer support, advice and training to those landlords who are struggling to manage antisocial behaviour at their property, to ensure that their asset is better protected.</p>
06/07/2015	Resident	Resident Questionnaire	Sounds good providing it is enforceable and the penalties are strong enough.	
06/07/2015	Resident	Resident Questionnaire	Agree: may improve the area and the people who cause the problems.	
06/07/2015	Resident	Resident Questionnaire	Agree: better landlord provide better tenants which makes a better area.	
06/07/2015	Resident	Resident Questionnaire & Letter	I am writing to you due to some regards that I have with the next door, that is [address in Leyland Road area], Burnley. I'm facing loads of problems with	Requested more information from Streetscene. Referred case.

			<p>them due to the houses converting into 10 bedroom flats. The problem that I'm having are the noise that they make during the night, rubbish around the area, and parking problem I'm facing. I have already complained to the Council and Police but no action has been taken. I look forward to hearing from you.</p>	
06/07/2015	Resident	Resident Questionnaire & Letter	<p>I am writing to you due to some regards that I have with the house close by 2 doors away [address in Leyland Road area], Burnley. I'm facing problems with them due to the houses converting to flats. The problems that I'm facing are the noise during the night, rubbish around the area, parking problems. I have put complaints to the Council and police but no action has been taken. I look forward to hearing from you.</p>	<p>Requested more information from Streetscene. Referred case.</p>
06/07/2015	Resident	Resident Questionnaire (online)	<p>Anti-social behaviour &amp; crime are a major concern, I have had numerous burglaries &amp; thefts happen on my property. The back alley is used as a dogs public toilet. Always littered with rubbish.. school children frequently use the back alley for underage smoking purpose..</p> <p>I have applied for alley gating the area without success.</p> <p>Lead flashing has been stolen from virtually every extended rear kitchen roofs both on Leyland Rd and Belvedere Rd, which can be visibly seen.</p> <p>The residents of the block of flats on Yorkshire street regularly use the back alley of Leyland Rd/Belvedere Rd for private parking with complete immunity from the traffic wardens &amp; police...the back alley is regularly blocked with parked cars.</p> <p>The back alley is also used by night time revellers</p>	<p>I note your comments regarding concerns for a number of back alleys within the Leyland Road area and the causing of anti-social behaviour, dog fouling, and obstruction from parked cars. I have passed this information to our Streetscene department who deal with issues such as these. If you continue to experience problems in relation to any of the concerns raised, please do not hesitate to contact the Streetscene department who will be able to assist in tackling these problems.</p> <p>The main aim of Selective Licensing is to improve the management of privately rented properties. This includes managing the tenancies which are in place and taking action for breaches in agreements for issues such as but not limited to anti-social behaviour and nuisance. The Police see the selective licensing team as one of their major partners in tackling anti-social behaviour issues within licensing areas. In reference to the Lead Flashing being</p>

			at weekends as a rat run. A private tenant regularly uses the back alley as a public convenience for his dogs and has been, to my knowledge, reported to the council many times. The back alley is always littered with dog dirt.	stolen from the kitchen roofs, theft of any kind should always be reported to the Police.
06/07/2015	PRSF	Meeting of the Private Rented Sector Forum	Belvedere Road (Leyland Rd.) felt large number of owner occupiers here.	
07/07/2015	Resident	Resident questionnaire	Agree: Scheme is a good idea. We need good landlords and good tenants to improve the area. Some bad landlords leaving houses empty or housing bad tenants.	
07/07/2015	Resident	Resident questionnaire	Agree: noisy neighbours, language barrier.	
07/07/2015	Resident	Resident questionnaire	Agree: empty properties are the largest problem.	
07/07/2015	Resident	Resident questionnaire	Agree: too many landlords just take the rent and don't care about property or people.	
07/07/2015	Resident	Resident questionnaire	Agree: sooner the better. This area is HELL.	
07/07/2015	Resident	Resident questionnaire	Agree: very much. This is needed ASAP.	
07/07/2015	Resident	Resident questionnaire	Agree: we will see.	
07/07/2015	Resident	Resident questionnaire	Agree: shortage of police patrols, and social wardens.	
08/07/2015	Resident	Resident questionnaire	Agree: to improve the reputation of the area and make it safer/cleaner	
08/07/2015	Resident	Resident questionnaire	Agree: I agree with the scheme but its years too late and doesn't go far enough	
08/07/2015	Resident	Resident questionnaire	Agree: certain landlords are a nightmare only interested in getting rent.	

08/07/2015	Landlord (Leyland Road area, Daneshouse & Burnley wood)	Phone Call	<p>Phoned querying the fees for the new proposed areas. Thinks roughly around 6 properties in Leyland road area, a couple in Burnley wood and Daneshouse. Mentioned already licensed in the Trinity area of Burnley. Asked if £664 was for each first property in each area. Said was previously accredited but would be interested in the information. Wanted to know how many properties would be inspected on GLAS and whether a fee was associated with it. Said would have to consider the best option whether paying the full fees or having a few properties inspected with work to do on them was most cost effective. Wasn't sure whether would attend any of the landlord events as was unsure of whether the dates 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>Explained fees. Asked how many properties had within the area, asked where properties were and went through street lists to confirm. As already a licence holder in Trinity first property is £664 and any additional properties are £584. Explained £664 just for the first property in any of the areas as would be classed as an application altogether rather than by area. Explained could be entitled to 30% reduction in fees if were accredited, queried whether was accredited already or if it was something would be interested in, could add to the list of landlords requesting applications and information re GLAS. Explained that landlords/managing agents with larger portfolios usually have around 10% of properties inspected, could have around 4/5 or more properties inspected however no cost involved in applying for GLAS. Explained all properties in licensing areas would 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>
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09/07/2015		Email	<p>I would like to make it clear that I object to selective licensing in the areas of all of my properties at Leyland Road area, Daneshouse and Burnley Wood with Healey Wood.</p> <p>I am already a licensed landlord at Trinity and have found the scheme to be too expensive and ineffective and I have not seen any benefits for the community. Can I please ask if a survey has been done on the existing tenants where a scheme is in place to prove the benefits of the scheme?</p>	<p>There is both statistical and anecdotal evidence to suggest that the scheme has been effective in Trinity. There has been a drop in antisocial behaviour, a reduction in environmental crime, an improvement in the management of properties and a reduction of 20% in the number of vacant homes. We have refused licences to a significant number of underperforming landlords so that they are not able to operate whilst their management procedures are below the minimum standard set by the Council. This means they are not able to benefit financially over good, law abiding landlords. We have also been able to provide free NLA training to over 80 landlords this financial year in the selective licensing areas.</p> <p>We take regular feedback from tenants at our weekly drop in surgeries held in each of the selective licensing areas, and attended by the Project Assistant for that area. During the first Trinity designation we also sent out customer feedback forms for tenants to let us know what they thought of the licensing scheme. This information is available to view in the Annual Report for Trinity 2011-2012, in section 8. Please see the link below for where to find this report:</p> <p><a href="http://www.burnley.gov.uk/residents/housing/private-rented-sector/selective-licensing/selective-licensing-trinity-ward">http://www.burnley.gov.uk/residents/housing/private-rented-sector/selective-licensing/selective-licensing-trinity-ward</a></p> <p>There is also further information available here regarding the monitoring of the effectiveness of the scheme. We produce annual reports which are publicly available to view on the Council's website. The first reports for Queensgate and Gannow are due to be produced later this year.</p>
04/08/2015		Landlord	Disagree: Too expensive and does not benefit the	I note from your feedback that you have not experienced

		questionnaire	<p>area. Questions are biased so that residents will support the scheme. A money-making exercise from the council to keep employers in jobs. Puts landlords out of business by the high costs which will result in more empty properties. Also properties in other new areas, please transfer these comments to those areas also.</p>	<p>problems with any of the issues listed on the questionnaire, however there is sufficient evidence to suggest that the Leyland Road area is suffering from low housing demand. There are a significant number of empty properties (13% compared to the Burnley average of 6.4%), high levels of anti-social behaviour and environmental crime, and high levels of tenant turnover.</p> <p>We have noted your comments about the scheme being too expensive, and a money-making scheme for the council. We have endeavoured to keep the fee as low as possible, and offer discounts to landlords accredited under our Good Landlord and Agent Scheme (GLAS), in order to recognise the work of good landlords. We also give applicants the option to spread payments over 24 months to make the fee more manageable. The council is not permitted to make a profit from selective licensing; the fee is an administrative charge and is ring-fenced for the sole use of implementing and monitoring the scheme.</p> <p>We have not seen evidence from our existing scheme of landlords being put out of business by the costs of the scheme, and there has been a decrease in the number of empty properties in the Trinity area.</p>
08/07/2015	Landlord	Email	<p>I am writing to you in regards to selective licensing in the Leyland Road area.</p> <p>After discussions with several landlords I am concerned that all landlords are not fully aware of the licensing and its impact.</p> <p>Thus I wish to request a list of the properties that will be affected and if possible landlord names so that effective communication can take place in the Leyland road area and a transparent discussion can take place.</p> <p>I would appreciate if you could e mail me the list, if</p>	<p>The street lists of all properties which fall within the designated area for Leyland road can be found on our website <a href="http://www.burnley.gov.uk">www.burnley.gov.uk</a> under the section of "Housing" then "Selective Licensing Consultation". Street maps are also available to be viewed.</p> <p>Due to data protection laws we cannot issue you with a list of landlords who operate in the area. We have sent all landlords who operate in the area the same letter and information, and all are welcome to express their views and enquire within via email or telephone regarding any</p>

		<p>this is an issue please can you explain how effective communication can take place between the landlords.</p> <p>Another concern which has arisen is that booking of places by e mail, some landlords have expressed a lack of information technology skills and thus find this a daunting task and feel a open door meeting would be more welcoming.</p> <p>I look forward to your reply.</p>	<p>queries they may have about the proposed scheme. Landlords and residents are also being given the opportunity to complete a questionnaire for the area to express their views. Results from these questionnaires will be statistically analysed and included in the executive report which is due to be submitted in January 2016.</p> <p>The council are holding 2 Landlord events between July and September, at which Landlords who operate in any of the proposed areas can attend and discuss together with council officers the views and queries they have. The first session will be a Landlord drop in event held at Burnley Mechanics on the 29<sup>th</sup> July between 11am-6pm. The second event will be a Landlord Conference also held at Burnley Mechanics on the 29<sup>th</sup> September between 6pm and 8pm, if you wish to attend this event please contact [us] to book a place on the contact details below. There will be opportunities at these events for you to communicate with other landlords.</p> <p>You have mentioned that you express concern regarding the booking of places via email. Landlords are very welcome to telephone the council on the general number of 01282 425011 and ring Ext 7234 to book any places for events as well as use the email address provided. [The team] are available between Monday and Friday each week and are more than happy to help guide landlords in the direction necessary. Paper versions of questionnaires are also available to complete should this be an issue because of lack of IT skills. As mentioned, please ask them to ring us on the number given and we will be willing to post out a copy of the questionnaire to them and book places where necessary.</p>
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10/08/2015		Letter via Julie Cooper MP	<p>Julie has been contacted by [landlord in Leyland Rd] regarding the selective licensing consultation for [Leyland Road area]. [The Landlord] has asked some specific questions that Julie has asked for clarification if possible. [They] asked why the fees are set at their current level when in other areas, such as Liverpool, they are much cheaper. How are the fee's set and essentially are the fee's profit making as Julie is under the impression they simply cover the costs of administering the scheme. Also [the Landlord] asked why some areas were going to be excluded from the [Leyland Road] area such as Leyland Road, Belvedere Road and Thursby Road. [The Landlord] suggested that some landlords may get around the scheme by offering only 21 year leases which excludes them from being licensed, is this the case? And he suggested that banks will not lend to buy to let mortgages on properties in selective licensing areas, has the council considered this?</p>	<p>Regarding the proposed fee structure for the scheme, Part 3 of the Housing Act outlines that Local Authorities may request a fee to accompany an application, which is to be fixed by the individual Authority. This fee takes account of costs incurred in carrying out all duties related to the scheme, and is based on the staff time taken to process the application, and the costs of delivering the designation including staffing, on costs and internal recharges. The Authority is not permitted to make a profit from the introduction of selective licensing; any surplus must be ring-fenced for use on the scheme.</p> <p>We are unable to comment on how the fee structure for other Local Authorities is set; individual council's will have their own strategies, policies and procedures to address specific conditions within their own area. The fees differ between Authorities; some are higher and some are lower than the fee charged by Burnley Borough Council. We are able to offer a 30% discount to landlords accredited through our Good Landlord and Agent Scheme, and there are reductions available for applications made towards the end of the designation where the property may not have been previously licensable. We also offer landlords the option to spread their payments over a 24 month period, and in previous designations offered a further £100 reduction to landlords who submitted a completed application within the first three months of the designation coming into force. This reduces the licence fee significantly to £425 for an accredited landlord who returns their application early, which is comparable to other Local Authorities and cheaper than some.</p> <p>Selective licensing is in operation in three parts of Burnley, and we are proposing to introduce it in another four areas:</p>
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				<p>Burnley Wood with Healey Wood, Daneshouse, the Ingham and Lawrence Street area and the Leyland Road area. The decision to propose the scheme in these areas is based on statistical evidence of low housing demand, such as the number of vacant properties, instances of antisocial behaviour and environmental crime and high tenant turnover. Leyland Road and part of Belvedere Road are included in the proposed Leyland Road area designation, whilst Thursby Road lies just outside the existing Queensgate designation. The decision to include/exclude individual streets is based on statistical evidence, however we can alter the proposed boundaries based on qualitative feedback received during the consultation period. Proposed boundary maps and street lists can be found on our website (<a href="http://www.burnley.gov.uk">www.burnley.gov.uk</a>). From experience, less than five 21 year tenancies have been granted across the three existing licensing designations. Landlords are reluctant to do so because it prevents them from using the commonly used Section 21 Notice to regain possession of the property until the fixed term of 21 years has elapsed. This is generally deemed too high risk for most landlords. Where we receive an application for exemption on the grounds of a 21 year lease, the selective licensing team contact the tenant to confirm the length of lease, and to ensure they fully understand their rights under this type of tenancy agreement. We monitor these tenancies to ensure landlords are not granting them to evade the licensing scheme and subsequently illegally evicting their tenants. We are yet to see widespread evidence of mortgage lenders refusing to offer buy-to-let mortgages on properties within selective licensing areas. Whilst licensing has been in operation in the Trinity area the number of</p>
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06/09/2015		Email	<p>Thank you for your reply in clearing some misconceptions regarding the licencing through Julie Cooper.</p> <p>firstly I would like to clear a few things relating to your reply:</p> <p>1) The fee:  You have quoted that a good landlord will receive a 30% discount also some reference was given regarding payment within 3 months for a good landlord in which a further discount of £100 will be given. Will this continue to happen in the new proposed selective licencing area of Bank Hall? If this is the case a fee of £425 is a lot more reasonable than the proposed £750 which was seen as a real concern.</p> <p>2) You have also quoted that you are able to alter</p>	<p>empty properties has reduced; landlords are investing in the area by buying new properties and accessing empty homes loans. The ultimate aim of selective licencing is to tackle pockets of low demand housing by introducing minimum standards for private landlords, which in turn will make these areas more desirable places to live and invest.</p> <p>In your email dated 6<sup>th</sup> September 2015 you requested clarification on the proposed fee structure for the scheme. The proposed structure is the same as that used in the most recent designations. If selective licencing is introduced in the Leyland Road area and the fee structure is approved, the same discounts will apply, reducing the fee for an accredited landlord who returns their application within three months of designation to £425. Any landlords who wish to become accredited through the Council's Good Landlord and Agent Scheme (GLAS) should register their interest via <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a>.</p> <p>We have noted your comments regarding the inclusion of Belvedere Road and the new housing developments in the Bank Hall area. All comments on the inclusion/exclusion of particular streets/blocks of housing will be given full consideration once the results of the consultation have been collated. This will be reflected in the report to the Executive in January 2016.</p>
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07/09/2015		Landlord Questionnaire	<p>the proposed boundaries based on feedback during the consultation period. In the Bank Hall area we have had residents / landlords open meeting in which concerns were raised regarding the inclusion of Belverdere Road and the new development in the Bank Hall area as both landlords and residents raised their concerns. I have instructed them to write any concerns on the feedback forms which were also distributed. I would also request that you re look at these two parts in particular and (Belverdere Road and new development in Bank Hall) and i look forward to hear from you regarding these in particular.</p> <p>3) Landlord accredited: just a few other issues: If someone gets landlord accredited does that cover all his properties (for example : landlord accredited regarding 4 leyland road will the good landlord also cover his 4 other properties)</p> <p>2) Once someone has got good landlord accredited will he recieve a 30% on all his properties within the selective licencing area?</p> <p>Selective licence should not be imposed on good landlords since the good landlord has met the council criteria so why is he being selective licensed. Selective licensing labels the area has poor and discourages new landlords. In all areas the council needs to identify the houses</p>	<p>In order to become accredited, applicants complete a property submission form which lists all of the properties they manage within the borough (not just in licensing/proposed licensing areas). Part of the application is an inspection on one or more of these properties (depending on the size of the portfolio, usually around 10% of a large portfolio). If the application is approved, the accredited status is awarded to the landlord and covers all of his/her properties. The 30% discount would then be applied to all properties included in the licensing area, should the scheme go ahead.</p> <p>We received your questionnaire and additional comments on 1<sup>st</sup> September 2015. Please see below for our response to your further comments. Selective licensing is an area based scheme which is effective because it tackles <b>all</b> private landlords within a particular area of low housing demand. There is no room in the legislation to omit good landlords, however we do recognise the positive work of many landlords by offering</p>
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			<p>imposed on the roads that suggest no issues such as the new build area in bank hall and Belvedere road these 2 parts house small families and the landlords have kept these properties to an excellent standard (only 1 property on Belvedere road is vacant and that is due to it being renovated)</p> <p>Having spoken to the landlords/residents on Belvedere road it suggests that they are in agreement that this road should not be in the scheme.</p> <p>Also the council should do an independent survey on Belvedere road so that they get a true picture of what the residents think.</p> <p>Labelling an area with selective licensing give the impression that the area is deprived and suffers from high anti-social behaviour and poor housing this will discourage good landlords from investing into the area along with first time buyers so the long term impact will be a lot worse and area will not be able to prosper.</p> <p>The Leyland road has had investment from landlords who do not live in the area and are unable to manage their properties so are given to letting agencies who have a construction business, the landlords have suffered in these areas due to the excessive costs imposed on them by the letting agencies who take no responsibility for the bad tenant and continue to allow the bad tenants to reside in these properties for financial gain, the council needs to take a hard line against such agencies and make them accountable along with a governing body that needs to monitor these so</p>	<p>power to undertake proactive inspections without complaints, and will help us to identify problem properties which must be addressed.</p> <p>I note that you have expressed strong concerns regarding the cost of the scheme; hopefully some of these issues have been clarified above regarding the application of the 30% discount and further £100 reduction for early applications. You cite Liverpool's application fee as being particularly low, and whilst we cannot comment on how other authorities run their scheme, it is important to note that theirs is a citywide scheme, so there may be some element of economies of scale which reduce their costs. We have also looked into the fees charged by other local authorities, and can confirm that they range from around £400 to £1200. The fee for an early application made by an accredited landlord in Burnley is at the lower end of the scale, and the maximum possible fee of £750 can be considered fairly consistent with other local authorities. We have endeavoured to keep our fees as low as possible, and offer discounts where possible, as discussed above. With regard to feedback from existing schemes, we monitor house prices in the designated areas, as well as other indicators. Caution should be exercised when considering house prices as an indicator of the success of the scheme as these can be significantly influenced by factors such as the local/national economy. However there has been an increase in median house prices in Trinity from £31,895 to £40,000 in January 2015. This is in line with an increase in Burnley as a whole, but the rate of increase has been greater within Trinity. This demonstrates increased demand for housing in this area. The scheme has also received widespread support from residents in the area who have seen the benefits it brings.</p>
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			<p>that the area does not deteriorate.</p> <p>The council needs to ensure that tenants are not excluded from areas but education and opportunities need to be given so that tenants can improve social skills thus improve the area few streets.</p> <p>Since the good landlord scheme is in place it encourages landlords to improve their properties since the landlords take up the voluntary scheme this is a strong indicator that the landlords would improve the area and council needs to add an incentive that by joining this scheme you will not need to pay the fee.</p> <p>At the moment the council suggests that the fee is the minimum they can do how is it possible that you can get a discount of 30% of £750 if you are a good landlord so this means that the council is making financial loss when it comes to good landlords how is this possible? This indicates that the council can operate at a much lower cost</p> <p>At the moment from this phase the council is making £756,750 at the upper limit how can this figure be justified over the 5 year period? This figure has not taken into account the other areas where the licence is currently in place.</p> <p>A question that needs to arise is what has the council done already in this area before the selective licence is being imposed such as other avenues? The licence seems like an imposed tax like the poll tax which was imposed by Margaret Thatcher, the similarities are vast since the landlords rent may only be £40 per week in which case the fee will take 19 weeks of his rent</p>	<p>Whilst there may be new developments selling for higher prices in Bank Hall, the average house price from January 2013 to January 2015 was £46,987 in the Leyland Road area. It has been well documented how house prices in Burnley have been some of the lowest in the country, and it is clear that intervention is required to turn areas of low housing demand into places where people want to live.</p> <p>When selective licensing was introduced to Trinity in 2008 it was as part of a wider regeneration programme aimed at making social and economic improvements in the area. The early withdrawal of Housing Market Renewal funding and the economic downturn slowed progress and impacted on longer term plans for the area. However regeneration does continue through the introduction of the Clusters of Empty Homes Programme, and working with other key partners.</p> <p>Significant progress was made in Trinity during the first five year designation in terms of improving property management and reducing anti-social behaviour, though there is still work to be done. The Council felt that there was sufficient evidence of the success of the scheme to re-designate the area for a further five years in order to support the wider programme of regeneration in the area.</p> <p>We have seen the positive impact the scheme can have in areas suffering from low housing demand, which is why we are proposing to extend the scheme so more residents and landlords can benefit.</p> <p>The proposed designation boundaries are based on statistical evidence of low housing demand, i.e. number of vacant properties, low house prices, housing enforcement cases, instances of ASB, etc. It can only be introduced in areas where a high number of properties are rented (29.6% in Leyland Road area are private rented; government guidance states more than 19% is considered high). The</p>
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		<p>(approximately 5 months rent) how can this be fair where as in Blackburn monthly rental is £550 yet the licence fee is £500 I cannot see the logic in London Borough the licence fee is £500 yet the monthly rent is £800 the logic does not seem to work in the Leyland road area.</p> <p>The empty properties seems to be an issue in regards that a lot of properties are being renovated in the area along with the new builds in which the property prices are as high as £160,000 so it makes sense that these are on sale until satisfactory buyers are in place yet the council has used the statistics in an unfair manner for their own financial gain.</p>	<p>exclusion of particular streets/blocks of housing does not suggest that there are no problems here, just that there has not been enough statistical evidence to include them in the designation. However this boundary can be altered if we receive enough feedback during the consultation that certain streets should/should not be included, and there is sufficient evidence to support this view.</p> <p>We have noted your comments that you have spoken to residents of Belvedere Road who do not think this road should be included in the designation. We have sent questionnaires and leaflets to all residents in and around the designation boundary providing information on the consultation and asking for their feedback. We have also hosted a resident drop in session in July, with another due to take place on 15<sup>th</sup> September where residents can speak to council officers about the scheme and give feedback. We give full consideration to all comments received by landlords and residents.</p> <p>I note you mention investment from landlords who do not live in the area and employ the services of poor managing agents, and that they incur costs due to poor management by their agent. It is important that all landlords who invest in property ensure they have the correct management procedures in place, whether they are managing the property themselves or employ a managing agent. It is the responsibility of the landlord to ensure they employ a competent person to manage their property. We are able to provide landlords with a list of GLAS accredited agents who have passed the 'fit and proper person' criteria, and have the experience to manage properties to the correct standard. Managers who fail to meet the required standards will not be able to manage licensable properties. Landlords will then have to ensure they choose a</p>
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				<p>reputable, competent managing agent, or face not being granted a licence. Ultimately, responsibility for the property lies with the landlord and this includes hiring a good managing agent if they do not live in the area. Unfortunately there are many landlords who buy properties in the Burnley area having never even seen them, and fail to manage them to an adequate standard. It is a condition of the selective licence that the manager of the property is GLAS accredited, a member of another recognised body, or has attended a landlord development day held at the Council. This is one way in which selective licensing drives up property management standards of managing agents as well as landlords. If we have sufficient evidence that managing agents are not fit to manage properties we will refuse to grant a licence to the landlord until they have sought alternative arrangements.</p> <p>You mentioned the GLAS scheme we have in place, and whilst this has had a positive effect in Burnley, due to its voluntary nature it does not target the worst landlords who do not engage with us to improve the private rented sector. Selective licensing legislation gives us the power to target the worst performing landlords. As mentioned above we recognise the good work of accredited landlords by offering them a 30% discount. The reason we are able to offer this discount is that if a landlord has been accredited we already hold a significant amount of information about them and their management practices, plus we will have already inspected at least one of their properties. This reduces the amount of time we have to spend on their application, as we already know they have passed the 'fit and proper person' criteria. Because less time is spent on their application we are able to charge less. The fee</p>
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				<p>charged is an application fee, and as it takes longer and requires more work to process an application from a previously unknown landlord, we have to charge a higher fee.</p> <p>The fee which accompanies the application is to cover all costs incurred carrying out the required function of operating a selective licensing designation. The Council is not legally permitted to make a profit from the introduction of selective licensing; all funds are ring-fenced and are only to be used in implementing the scheme. Each year an annual report is produced for each designation which includes the annual accounts. These are publicly available to view on the Council's website.</p> <p>As part of the proposal to designate a selective licensing area we have considered other options for improving the private rented sector. This option appraisal is available to view in the proposal document on the Council's website: <a href="http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf">http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf</a>. Here you will be able to view the pros and cons of alternative schemes.</p> <p>Any public licensing scheme will incur a fee; this fee is a charge which goes directly to making improvements in the areas where landlords have property. Unlike the poll tax there are variations in the amounts applicants would pay under the scheme, i.e. landlords who own a large number of properties and are therefore making a greater profit will pay more than those with one or two properties. As discussed previously there are discounts for good landlords who engage early on in the process. It is not possible to compare the income of a London property where demand for housing is extremely high with areas such as Leyland Road which experience much lower demand. It is also important to note that most landlords charge around £80</p>
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29/09/2015		Landlord Conference – additional question sheet	<p>How long will the fee be valid for:- e.g In trinity ward £750 fee after the licence period a further fee is being set up – why? If a fee has been taken it needs to be valid for the whole period of the area being in selective licence.</p> <p>What has council done to improve anti-social issues in these areas/displacing poor tenants rather than helping them</p> <p>Banks are not lending in selective licence area, council are labelling this as a poor area (evident in London Borough) makes sense not to lend in this area? I have raised this issue which was overlooked. (please can I have information regarding this)</p>	<p>upwards per week for a terraced property in this area, not £40 as you suggest in your letter. The selective licensing scheme should be seen as an investment in the area where you and other landlords own property; and whilst we have tried to keep the costs as low as possible, selective licensing allows authorities to set a fee which is necessary for the implementation and monitoring of the scheme.</p> <p>The designations last for a maximum of five years and the fee is a one off application charge which covers the whole of this period. In our current licensing areas we give landlords the option to spread their payments over 24 months. The legislation makes clear that properties must be licensed individually, and as such there is a charge per property. However if a landlord has multiple properties there are reductions on their second and subsequent properties. There are also reductions for landlords who are accredited under our Good Landlord and Agent Scheme (GLAS) and for those that return their application within three months of the designation coming into force. For example, a landlord accredited under GLAS who returns their application early, they will pay a one off fee of £425 for one property, with the option to spread this over 24 months. Subsequent properties will be charged in addition.</p> <p>We work closely with the police and community safety teams to tackle cases of anti-social behaviour, and will work with landlords and tenants where appropriate to address these issues. Where it is clear the tenant is vulnerable and in need of support we can make referrals to floating support teams in order to provide access to further</p>
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				<p>support. We have seen a reduction of anti-social behaviour and environmental crime in Trinity, our longest running selective licensing designation. Whilst we are not proposing to designate these areas on the basis of anti-social behaviour, we do recognise that tackling ASB and crime are key in stimulating demand for housing in low demand areas.</p> <p>Further research has shown that between January 2014 and the extended period to August 2015 there has been 110 property sales in the Trinity designation area. Land Registry records show that 27 of these properties were bought with a mortgage, provided by several financial institutions including the larger companies of Natwest, Santander, HSBC, Birmingham Midshires (Bank of Scotland) and Lloyds.</p> <p>In addition on the 13th July 2015 the Mortgage Solutions publication stated that Natwest would consider cases in selective licensing areas provided there are no issues highlighted by the valuer. A Natwest spokesman explained that the previous decision not to lend on selective licensing properties was a historic part of the criteria and changes across local authorities had prompted the lender to review its conditions.</p> <p>In the same publication a spokesman for RBS said “Selective licensing has been an issue for brokers in specific parts of the country where they have been introduced by local authorities. With the expectation that the number of schemes will increase over the coming months and years, I am pleased that we are now able to accept applications from buy-to-let investors who want to buy a property in an</p>
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				<p>area where they require a selective licence.”</p> <p>To read the full article please refer to <a href="http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/">http://www.mortgagesolutions.co.uk/news/natwest-relaxes-buy-to-let-rules-over-selective-licensing/</a></p> <p>There is no evidence in the Burnley selective licensing designation areas to support the concerns raised. Designating an area under selective licensing does not label it a poor area; the evidence of decline is already clear for all to see. These areas are suffering from high levels of vacant properties, poor property condition and low house values. Designating them as selective licensing areas sends clear signals that we are working to improve these areas for the benefit of residents, landlords and the wider community. As the evidence above proves, banks are continuing to lend in licensing areas, and landlords and home owners are continuing to invest in these areas.</p>
09/07/2015	Resident	Resident Questionnaire	Don't agree: Think this is a pointless measure – it's only “papering over the cracks”. The area should be totally renovated i.e. compulsory purchased and modern energy-efficient low-cost homes built!	<p>There have been large programmes of demolition in specific areas of the Borough through the Government's Housing Market Renewal Pathfinder fund. A number of houses were demolished and some rebuilt in order to create a mixture of tenure and size of new housing. Unfortunately this funding was subsequently stopped, and since then no further demolition has taken place. The private rented sector is an important part of housing choice, if it is well managed to a good standard. Selective licensing is one way of ensuring the sector improves.</p>
09/07/2015	Resident	Resident questionnaire	Agree: when I moved here all owner occupied and a joy to live here. No longer though.	
09/07/2015	Resident	Resident questionnaire	Agree: I feel we have been badly neglected by all.	
09/07/2015	Resident	Resident	Agree: compulsory painting outside front and back	

		questionnaire	of property.	
10/07/2015	Resident	Resident questionnaire	Agree: common sense	
10/07/2015	Resident	Resident questionnaire	Agree: a small handful of bad landlords/ tenants spoil a once nice area. Unfair for others.	
10/07/2015	Resident	Resident questionnaire	Disagree: It's too controlling	
12/07/2015	Resident	Resident Questionnaire (online)	Agree: Going from an area where people were actually queueing up to live to the present situation where everyone who can afford to is leaving is the direct cause of area neglect on the part of private landlords and the Council over the last 15 or so years.	The main aim of selective licensing is to improve the management standards of private rented properties by ensuring landlords are responsible for the management and condition of their properties and in doing so regenerate the area. This includes managing their tenancies and addressing breaches in agreements including but not limited to the causing of anti-social behaviour and nuisance. It is the hope that in improving these issues in relation to private rented properties, along with bringing vacant properties back into use, the demand for housing in this area will increase and the area will return to that of a place and tenure of choice.
14/07/2015	Residents & 2x Landlords	Residents drop in session	Residents of Leyland Road area. No problems some streets. Complaints frequently made regarding some rented properties. Contact LLs who sends employees out. Tenants change frequently, often not staying longer than 6 months. Is it costing us anything?  When LLs have problem tenants and complaints made, just swap tenants between houses. One resident didn't agree with straight to eviction- young people growing up need guidance not shifting from one place to another. But still	No. Scheme is paid for by licensing fee, at no cost to taxpayer.

			<p>important for LL to take action. Summer so far been quiet, noise reduced.</p> <p>What happens when a LL is refused a licence?</p> <p>Will scheme put extra pressure on police? Concern that some people think all problems in an area are a police matter.</p> <p>Is there a risk of increasing empty properties?</p> <p>Could Council buy houses and let them?</p> <p>Residents don't always know who to contact when problems arise if not a police matter. Drug/alcohol dependency an issue in area.</p>	<p>Discussed with landlords and residents present need to create a housing sector where people choose to live. Important for the economic regeneration of Burnley.</p> <p>Not legally permitted to let property. Someone else who is competent enough to do so must hold licence or employ managing agent. If no success there then route of management orders.</p> <p>Discussed how work <i>with</i> policing teams, not just reporting everything to them, how effective partnerships developed in Trinity as example.</p> <p>Discussed timescales of possible introduction.</p> <p>Not been the experience in other areas, reduction of vacant properties in Trinity. Work with empty homes team.</p> <p>Not viable. Calico now manage social housing.</p> <p>Discussed how SL team would act as point of contact for residents, tenants and LLs. Weekly surgeries in existing areas.</p>
14/07/2015	Landlord	Drop in session	<p>Drugs a problem in area. Does scheme help with ASB?</p> <p>Does it help LLs to speed up gaining possession of properties?</p> <p>What are requirements of licence?</p> <p>Is the licence reviewed annually?</p> <p>How often do I need to inspect the property under licence conditions? Do I have to provide evidence of this?</p>	<p>Discussed links with police and ASB team, ensuring LLs enforce conditions of licence re ASB.</p> <p>Possession a legal process which must be followed, but can assist with tenant mediation and advice.</p> <p>Discussed what is required for licence to be granted, documents required, passing fit and proper, relevance of previous convictions. Not reviewed annually but must ensure meeting conditions of licence. If not can be revoked.</p> <p>Discussed requirements, no need to provide proof.</p>

			<p>Don't think scheme will affect me as much as it would an agent with 40/50 properties, I only have a handful.</p> <p>Is there any evidence it works?</p>	<p>Discussed progress made in other areas, particularly Trinity.</p>
14/07/2015	PCSOs	Drop in session	<p>Poor conditions of housing in Leyland Rd area. Some houses no toilets/gas/elec. Drugs a problem: users, dealers, storers.</p> <p>Been to incidents at Straight Mile Court. Believe little/no tenant referencing in area.</p> <p>Police would rather deal with LL than go down court route. Supportive of SL.</p>	<p>Discussed how works in existing areas.</p>
23/07/2015	Resident	Resident questionnaire	<p>Agree: we need to get more decent people back into the area</p>	
23/07/2015	Resident	Resident questionnaire	<p>Agree: let's get better control of private landlords, making the area safer to live.</p>	
27/07/2015	Resident	Resident questionnaire	<p>Don't agree: would not make any difference to the present state.</p>	<p>In response to your comments that the scheme would not make a difference, we thought you might be interested to hear of the success the scheme has had in other parts of Burnley.</p> <p>Selective licensing began in the Trinity area of Burnley in 2008, with the area being re-designated in 2014. During the designation period, property management has improved, with landlords receiving training, development and support, and continuous monitoring in the area to ensure licence conditions are being met. There has been a reduction in anti-social behaviour and environmental crime, an improvement in property conditions, and a reduction in the number of empty properties.</p> <p>The council are proposing to introduce selective licensing to your area so that you and other residents can also benefit from this scheme.</p>

27/07/2015	Resident	Resident questionnaire	Don't agree: private landlords are doing a great job by providing housing for poorly behaved tenants. What plans does council have for poorly behaved tenants to be housed and controlled.	<p>The council is proposing to introduce selective licensing because there is evidence that the area in which you live 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 support the work of good private landlords, and whilst there are good landlords operating in this area, there are also some poor landlords who are not correctly enforcing the terms and conditions of their tenancy agreements regarding the control of anti-social behaviour. If the scheme was to come into force, all landlords would be required to correctly reference their tenants and ensure all instances of anti-social behaviour are dealt with appropriately. At the moment, this is not always the case. Selective licensing aims to ensure that all landlords are operating to and above the same set of minimum standards.</p>
27/07/2015	Resident	Resident questionnaire	Agree: I have had a lot of problems both with tenants on Belvedere Road and Leyland Road, anti-social behaviour, rubbish dumping. The area looks like a slum.	
28/07/2015	Landlord	Landlord Questionnaire (online)  Duplicate questionnaire (also completed paper version), response sent	<p>Licensing is a money making gimmick. It has not helped the other areas one bit. The council does not have the resources to make this work as it says on paper. If you get a rogue landlord or tenant... you can't make them better people by your gimmicks. Clamp down on the dodgy agents who introduce these people to certain areas.</p>	<p>You commented that you feel the scheme is a "money making gimmick", however the council is not legally permitted to profit from selective licensing; all monies may only be used for the implementation and running of the scheme. The application fee provides adequate resources for us to operate the scheme and make improvements in licensed areas. Each year we produce accounts for our current licensing areas which demonstrate where the funds are applied.</p> <p>I note you also feel it has not helped other areas which are subject to licensing. Whilst we cannot comment on other</p>

		as comments differed.		<p>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> <p>By enforcing the conditions of the licence we are able to tackle poor landlords and agents, encouraging them to take greater responsibility for their properties and to take steps to manage the behaviour of their tenants where appropriate. All agents managing properties in licensing areas must also pass our fit and proper person criteria in order to continue operating in these areas. By working with landlords and agents we aim to improve standards across the private rented sector.</p>
29/07/2015	Landlord	Landlord Questionnaire	<p>Don't know: I would like to see back gates put onto back street, so they are kept closed to stop burglars gaining access to back yards for break ins and I think this funding should come out of the money that selective licensing raises from private landlords for selective licensing.</p>	<p>Regarding the issue of alley gating, the council is not permitted to use the funds from selective licensing fees for anything other than the implementation and monitoring of the scheme. However the council does make funding available for alley gating, and the selective licensing team works with the Community Safety Team to try and focus on problem areas. Applications for gates can be made to the Community Safety Team when funding is available.</p>
29/07/2015	Landlord	Landlord Drop in Session	<p>Already a licensed landlord in Trinity. Got another property in Leyland road area. Queried the reduction in fees and how to attain them. Understands why proposals have come about.</p>	<p>Explained the GLAS process and reduction in fees by 30%. Asked if wanted adding to the list for packs which will be sent to landlords if the designation went ahead.</p>
29/07/2015		Landlord Drop In Session	<p>Following identified as "problem streets":</p> <ul style="list-style-type: none"> <li>-Albert St</li> <li>- Hawk St</li> <li>- Hobart St</li> <li>- Hunslet St</li> <li>- Leyland Road</li> </ul>	

			<ul style="list-style-type: none"> <li>- Lindsay St</li> <li>- Ridge Road</li> <li>- Sandhurst St</li> </ul> <p>Not problems on other side of canal</p>	
31/07/2015	Landlord	Landlord Questionnaire	Disagree: I am aware of potential problems it has caused in the trinity area. Many are unable to sell their properties. Rents have increased due to landlords costs and the miss selling of the area.	I note you have some concerns about the scheme based on the experience of Trinity landlords. However whilst selective licensing has been operating in the Trinity area there has been no evidence to suggest that licensing stigmatises the area. Trinity was faced with the problems of a failing housing market before licensing was introduced, and since its designation improvements have been made. The number of empty properties has reduced, landlords are investing by buying new properties and accessing empty homes loans. Through the six weekly private rented sector forum, officers are challenged to address the rogue/irresponsible landlords and managing agents. This has resulted in the refusal of licences, and poor landlords or managing agents are forced out of the rental market, enabling good landlords to take over the ownership and management.
03/08/2015	Landlord	Phone call	<p>Landlord with 1 property in Leyland Rd area. Wanted more information on scheme and fee. Wanted to know benefits to LL.</p> <p>Concerned about costs. Bought and refurbished property to some expense. Not making much money from it. An additional cost.</p> <p>Asked about timescales and whether can keep tenant in.</p> <p>Concerned about additional cost of referencing tenants.</p> <p>Would like paper questionnaire, gave address.</p> <p>Objects to scheme but thanked for call, would like</p>	<p>Overview of reasons for scheme, past success in previous areas. Advised having to look at introducing because of low housing demand in area. Discussed benefits of levelling playing field, offering training and support. Tackling rogue LLs so they don't benefit over good LLs.</p> <p>Re: costs, long term by intervening and improving area will create more demand in this area, will be a better prospect for his investment, as opposed to no intervention and value of property continues to decline.</p> <p>Discussed timescales i.e. report to Executive in Jan 16, not likely to come in, if at all, before April/May 2016. Still just consultation at this stage.</p>

06/08/2015		Landlord questionnaire	<p>more time to think about it and will complete paper questionnaire.</p> <p>The fee for license is very very high not worth for even 100 pound per year. If less than 100 pound per year then ok.</p>	<p>Discussed tenant referencing service offered by Council as part of licence.</p> <p>Took address and sent paper questionnaire.</p> <p>We have noted your comments and that you are opposed to the scheme due to the fee it incurs. We have endeavoured to keep the proposed fee as low as possible, and are able to offer a 30% discount to landlords accredited through our Good Landlord and Agent Scheme (GLAS), in order to recognise the work that good landlords do. We would also offer landlords the option to pay their fee over 24 months instead of in one lump sum.</p>
07/08/2015	Landlord	Phone Call	Requested questionnaires for self and a number of family members. Asked if residents are consulted.	Took copies of questionnaires to contact centre, asked to complete and return to the freepost address. Explained resident questionnaire has been delivered to all houses, residents events also being held and a landlord meeting on the 29 <sup>th</sup> September. Asked to book a place if wanted to attend.
11/08/2015	Landlord	Landlord questionnaire	Agree: BUT Adlington St is not a part of the 'bad/problem' area, and should be excluded. It is buffered by the small park. Adlington St has no problems and selective licensing will be extortion from the few good landlords with ownership there to benefit other bad landlords. Please exclude it!	<p>I am contacting you to confirm receipt of your questionnaire, and in particular your comments regarding Adlington Street.</p> <p>Your response will be included in a report to the council's Executive in January 2016, and full consideration will be given to all comments received.</p>
11/08/2015	Landlord (Burnley Wood with Healey Wood & Bank Hall)	Email	<p>I note – admittedly with some concern for the financial implications for landlords – that the council is proposing to extend the licensed areas yet again.</p> <p>Before submitting a formal response, I would be very interested to have a report from the council on the effectiveness of the Trinity area which was renewed last year. What has improved within this area and what is the council doing on an ongoing</p>	<p>In terms of the management of properties and tackling Anti-social behaviour, traditionally through the last designation we have only been able to report on ward data for ASB. Although it was an indication it was not a true reflection of the designation area which is a much smaller footprint. Through the Partnership Analyst team we can now report on the actual designation area ASB data. Between January 2013 and December 2013 which was through the last year of the previous designation there</p>

			<p>basis? Can you please provide me with some statistics with results of the initiatives taken – for example, but not limited to, any change in ASB, how many properties that were unoccupied are now occupied and what comparable crime statistics are available by how much has the crime rate reduced? Has the ‘quality’ of tenant improved and are tenants still leaving properties with arrears of rent.</p> <p>It also occurs to me the council could provide an incentive to landlords to continue to improve their properties by increasing the LHA payable for fully compliant properties – just a thought that I rather doubt will be received with any enthusiasm as I’m pessimistic!</p> <p>My reason for asking these pertinent questions is that I own properties in the Durham area and licensing was introduced by Hartlepool Council 6 years ago. It was managed effectively and the neighbourhood improved to such an extent that the licensing area has been withdrawn and renewal was not required.</p>	<p>were 311 incidents of ASB reported to the Police. Between January 2014 and December 2014, the first year of the re-designation the reported cases of ASB have reduced to 289. The Police have dealt with a majority of these incidents which relate mainly to, neighbour disputes, juvenile nuisance, and drug related resident concerns. Over 50 warrants have been executed relating to drugs in the area and there have been arrests for possession &amp; possession with intent to supply Class A &amp; B drugs. Environmental crime has also reduced from 302 cases to 225.</p> <p>The selective licensing team meet with the local community beat managers on a weekly basis at their resident surgeries and hold a multi-agency meeting on a six weekly basis. These meetings ensure that through working together PACT (Police and Communities Together) priorities for each of the areas are addressed. Property inspections are being conducted, ensuring the condition of the property is up to standard, any issues identified will result in a full Housing Health and Safety Rating System (HHSRS) inspection being undertaken.</p> <p>Since the re-designation the percentage of privately rented properties in the area has increased from 38% to 40%. Figures from October 2013 state there were approximately 20% of properties empty within the designation area. As of January 2015, there are approximately 16% of privately rented properties which are vacant. The reduction in some of these vacant properties has been seen through the work of the cluster programme which started in March 2012, the Council acquired and renovated 19 properties, 6 have been sold to owner occupiers and 2 to licensed landlords. 2 are on the open market for resale and 7 are being leased to Calico for rental accommodation. 34 interest free loans</p>
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				<p>have also been given to licensed and or accredited landlords through the empty homes programme.</p> <p>The average house price has risen from £31,895 to £40,000 between October 2013 and January 2015. Turnover of properties is more in line with the Borough average and the median house price has increased. Further information in relation to these statistics can be seen on our website under Trinity Annual Monitoring Report 2014-2015.</p> <p>In reference to the quality of tenants in these areas, landlords are bound by their licensing conditions to reference all prospective tenants before placing them in a property. Failure to reference tenants and provide evidence of their methods will result in action being taken for breaches in licensing conditions. The selective licensing team also offers reference checks for landlords free of charge. These checks highlight any anti-social behaviour that may have occurred, the checks however do not highlight how the tenant has conducted their tenancy and any arrears. Landlords should always contact one and other to establish how tenants acted in their previous tenancy to avoid issues of damage and arrears occurring.</p> <p>The LHA is set for the whole of the borough not just for those which fall in the selective licensing areas. The calculations are based on the private market rents being paid within the Broad Rental Market Area, any changes to this would only occur based on changes in rental income resulting in an increase in higher local housing allowance. The hope for the current selective licensing areas is that after 5 years the scheme will come to an end and no re-designations will be necessary. Trinity had reached a point where changes were beginning to be seen and the Council felt that it would be best to continue to see through the changes as opposed to leaving the area and enabling</p>
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25/08/2015		Email	<p>Many thanks for your comprehensive reply and the statistics you have provided all seem to be positive. However, to fully justify the extension of the licensing in Burnley, it is reasonable to be provided with the comparable statistics for the year before the introduction of the licensing in Trinity (i.e. 2008) so that the value to all concerned can be calculated and therefore used to support – or otherwise – the proposed new area.</p>	<p>standards to slip and the neighbourhood return to its original position. Queensgate and Gannow have just reached the end of their first year of designation and reports on the progress will be produced over the next few months and they too will be available to view on our website.</p> <p>None of these proposed designations are set in stone, the reasons for this consultation are to get views and opinions of landlords and residents and other local stakeholders. Landlords are invited to complete the questionnaire for the relevant area online, the links to these can be found on our website. Alternatively you may request a paper copy of the questionnaire and we can post one out to you.</p> <p>When selective licensing was introduced to Trinity in 2008 it was as part of a wider regeneration programme aimed at making social and economic improvements in the area. The early withdrawal of Housing Market Renewal funding and the economic downturn slowed progress and impacted on longer term plans for the area. However regeneration does continue through the introduction of the Clusters of Empty Homes Programme, and working with other key partners. Significant progress was made in Trinity during the first five year designation in terms of improving property management and reducing anti-social behaviour, though there is still work to be done. The Council felt that there was sufficient evidence of the success of the scheme to re-designate the area for a further five years in order to support the wider programme of regeneration in the area. We have seen the positive impact the scheme can have in areas suffering from low housing demand, which is why we are proposing to extend the scheme so more residents and landlords can benefit.</p>
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				<p><b>Anti-social Behaviour</b></p> <p>Anti-social behaviour (ASB) was not an integral ground for licensing to be introduced in 2008 and therefore the data for this prior to the designation coming into force was not recorded. During the term of the first designation of Trinity, ASB cases reported to the police reduced from 453 cases in 2010/11 to 311 cases by December 2013. Although Selective Licensing alone is not solely responsible for the reduction in ASB, it ensures that landlords can be easily identified and notified of complaints. The legislative powers also enable Licensing to ensure that a landlord takes action and deals with breaches of tenancy. The Police see the Selective Licensing team as their main partner in tackling ASB within the areas and hold both weekly meetings with community beat managers and 6 weekly multi-agency meetings in which ASB is discussed and tackled contributing towards improved community safety. Closure orders have been made by the Police on houses within the Trinity ward in which ASB and drug dealing have been reported to be continuous issues. Since the re-designation of the Trinity ward in January 2014, ASB cases have reduced to 289.</p> <p><b>Vacant Properties</b></p> <p>The Clusters of Empty Homes Programme is a central part of the Council's wider housing strategy which enables landlords to access interest free loans to renovate empty properties and bring them back into use. Over the course of Trinity's Selective Licensing 34 Interest free loans have been provided to bring vacant properties back into use. The current "Cluster Areas" in which this scheme is available are exclusively within the current three selective licensing areas of Trinity, Queensgate and Gannow. Another scheme which is offered is that of the Vacant</p>
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				<p>Property Initiative which enables the council to seek to acquire problem properties which are seen to be long term vacant. 19 properties in total have been purchased since March 2012, renovated and re-sold to new Landlords, Owner Occupiers or leased to Calico for rental accommodation. By the end of October 2013 the number of vacant properties was 280. By the end of January 2015, the total number of vacant properties was 224, an overall decrease in 20%. Together with selective licensing these schemes enable landlords and the council to work together in partnership and be pro-active in tackling problem empty properties.</p> <p><b>Inspections</b></p> <p>Over the course of the previous designation of Trinity, 2008-2013, 212 properties were identified as having no means of smoke detection. These properties were subsequently provided with smoke alarms from Lancashire Fire and Rescue services via fire referrals from selective licensing applications. A further 89 referrals have been made since the introduction of the new designation for Trinity in January 2014. 383 Properties within the Trinity area were inspected over the course of the previous designation. Of the number of landlords in the area, 63% have had one or more of their properties inspected. In the first year of the new designation 132 properties were inspected. In the main the issues identified were low levels of damp and mould and insufficient number of electrical sockets in the living room. Two properties are being pursued for not having central heating.</p> <p><b>House Values</b></p> <p>Whilst we do monitor house values as an indicator of housing demand in the licensing area, demand and values are subject to national/regional trends, and house price</p>
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				<p>stability is very sensitive to interest rates, mortgage availability and wage growth. In 2006 the average house price in Trinity was £44,000, compared to £68,000 for Burnley as a whole (65%). Prices continued to rise in Burnley and Trinity throughout 2007 reaching a peak in 2008 where the average price in Trinity was 67.9% of the average price for Burnley as a whole. The economic downturn saw a reduction in house values across the borough, but this has now continued to rise again. The most recent figures demonstrate that values in Trinity were 57% of the borough average in 2013, but by January 2015 this had risen to 64%. Though there has been significant volatility in the housing market in recent years, the Trinity area has recovered well; house prices have risen here at a faster rate than Burnley as a whole.</p> <p>Wider economic trends can have a significant impact on areas of low demand. Greater numbers of repossessions and difficulties in accessing mortgages provides more opportunities for buy-to-let investors. As part of the wider regeneration strategy for Burnley it is more important than ever than we regulate landlords operating in low demand areas, to ensure the housing market here continues to grow and support wider economic recovery. It is also important that we continue to ensure all landlords are operating to a minimum standard and are not making a profit by undercutting good landlords who invest in their properties and manage them to a high standard.</p> <p>Further statistics and evidence in relation to the Trinity area successes of Selective Licensing can be found on the Council Website in the Annual reports. Queensgate and Gannow First year annual reports are also being produced and will be available to view in due course.</p> <p>The four new proposed areas for selective licensing bring</p>
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				with them their own statistics and reasons for potential designation. These can be found in the proposal document which is available to view on our website at <a href="http://www.burnley.gov.uk/node/2153">www.burnley.gov.uk/node/2153</a>
13/08/2015	Resident	Resident questionnaire	Agree: Leyland Rd area lets this area down. Because the back streets are dirty.	
13/08/2015	Resident	Resident questionnaire	I agree because this area is disgusting and it is so near football club, it is so central to the town.	
17/08/2015	Resident	Resident Questionnaire	Agree: Bad Landlords are bringing area down to almost slum conditions	
17/08/2015	Resident	Resident Questionnaire	Agree: No Comments	
17/08/2015	Resident	Resident Questionnaire	Agree: Good idea! Will help to upgrade the area!	
17/08/2015	Resident	Resident Questionnaire and Letter	<p>Agree: Anything that can be done to stop drug addicts, thieves and degenerate people living in that area I agree with. Knocking it all down would be best.</p> <p>Letter: Dear sir/Madam,</p> <p>Just some opinions on the Leyland road area. Whilst I hope your plans do have an impact I feel that the best thing would be compulsory purchase. The streets of houses on your plan need to be demolished and then new homes built for decent people. The whole set of streets is disgusting, comprising of drug addicts, thieves, degenerates and I've heard tell of money laundering by businesses. I live on the other side of Belvedere Road and it's not fair that we should have to put up with the state of things across the road.</p>	<p>Thank you for your response and attached letter. There have been large programmes of compulsory purchase and demolition in specific areas of the Borough through the Government's Housing Market Renewal Pathfinder fund. A number of houses were demolished and some rebuilt in order to create a mixture of tenure and size of new housing. Unfortunately this funding was subsequently stopped by the government, and since then no further demolition has taken place. The private rented sector is an important part of housing choice, if it is well managed to a good standard and tenant behaviour addressed where necessary. Selective licensing is one way of ensuring the sector improves and tackling the issues associated with Anti-social behaviour and poorly managed and maintained properties. The benefits of a selective licensing scheme should be seen for residents, tenants and landlords in the area.</p>

			Yours faithfully  A Decent Human Being	
22/08/2015	Resident	Resident Questionnaire (online)	Agree: As a local government officer of nearly 40 years and a resident in the area between 1968-1983 and the town up to 1993 and visited every month for the past 20 years, the current government policy towards the private rented sector BOTH for investment and resourcing private sector enforcement has been shocking. The income stream from licensing can provide Burnley Borough Council with additional council staff to implement the outcomes referred to in the consultation document for a selective licensing scheme for the Leyland road area, to reduce crime, anti-social behaviour and attempt to improve the public realm of the area in general. Well done Burnley council for suggesting this measure for the benefit of all residents within this area of the town.	The Council currently has 3 selective licensing schemes operating across different areas of the borough which have a dedicated team of officers available to implement and monitor the scheme in addition to assisting landlords and tenants in the designated areas. Our evidence and feedback from current areas demonstrates an improvement in property condition, reduction in numbers of vacant properties and cases of ASB and environmental crime have fallen. It has also been seen that property values in the selective licensing areas, namely the Trinity area, have risen at a faster rate than that of the wider borough following the economic downturn. It was felt that the progress was sufficient enough to consider if any other areas in Burnley would benefit from the scheme, hence the consultation which has taken place.
24/08/2015	Resident	Resident questionnaire	Agree: Leyland Rd is a severe problem area	
25/08/2015	Resident	Resident Questionnaire	Agree: Do not think only you self, think for others.	
25/08/2015	Resident	Resident Questionnaire	Agree: You just have to look around and you would agree something needs doing	
28/08/2015	Landlord	Email	I currently let out a property on Straight Mile Court, which would fall under the new proposed area for licencing. The properties and tenants on Straight Mile Court, in my opinion, do not reflect the rest of the area covered. They are no let to tenants on housing benefits and demand much	Thank you for your email regarding the consultation in the Leyland Road area and your comments.  The proposed streets in the designation areas are not set in stone. We welcome landlords and residents to express opinions on the proposals in addition to views on the

			<p>higher rents. To impose the constrictions and costs of licencing in this close because of the neighbouring streets is unwarranted. I totally agree that properties on many of the side streets do not reflect this development, and the profile of both landlords and tenants is different. However a more selective approach would be more suitable in this case. We only let one property and are not mass scale developers or landlords, we came to rent out the house when we had to relocate due to work and as the property market was stagnant resorted to letting the property. We take pride the house which was once our home, and don't feel the court is a reflection of other properties in Leyland Road and therefore should be excluded from the scheme.</p>	<p>proposed streets and any which may not be included.</p> <p>Your comments will be fed into a report to the council's Executive which will be published in January 2016, this will also be publicly available to view.</p>
01/09/2015	Resident	Resident Questionnaire	<p>Agree: Fed up with police, ambulance sirens at night.</p>	
01/09/2015	Landlord	Landlord Questionnaire	<p>Disagree: cost of £750 is too high Landlords can't be accounted for anti-social behaviour Selective licensing gives the impression that the area is poor. The £750 needs to be split into payments so that if a property is put up for sale, the landlord does not lose money Property prices have risen in the area If a property goes empty what incentives will the scheme provide. Belvedere Road and Leyland road have good landlords and no anti-social behaviour If there is selective licensing it tells you the area is rubbish</p>	<p>In reference to your comments regarding landlords not being accountable for anti-social behaviour of tenants; Landlords are responsible for undertaking satisfactory references before a tenancy commences to reduce the risk of anti-social behaviour occurring. During the tenancy landlords are responsible for addressing any breaches of the tenancy agreement including the causing of annoyance or nuisance at/ in the vicinity of the property by occupiers or their visitors. Failure to address these issues causes further problems for the wider community. Landlords must manage these tenancies and ensure any breaches are addressed and if necessary escalated to eviction proceedings where the breaches continue. The selective licensing team will support landlords in complex cases.</p>

			<p>If it goes ahead the payments should be spread over 5 years</p> <p>The cost of the scheme will affect tenants rent, landlords will pass on the increase to the tenants.</p>	<p>The cost of the licence can be paid in monthly installments via direct debit over a period of 2 years. Landlords are also given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS), to reach accreditation status. GLAS is a free and voluntary scheme which operates borough wide. In being a member of this scheme, landlords can benefit from 30% reductions on their selective licensing fees. If you wish to become a member of GLAS, please email <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a> to register your interest, if requested, an application will be sent to you in due course. In regards to properties being placed for sale, unfortunately licences are non-refundable and non-transferable if properties are sold.</p> <p>If a property is vacant when a designation area comes into force, the property is not deemed licensable. Only once a tenant is placed in a property is the property licensable. Accredited landlords through GLAS are given incentives to advertise their property for rent on the council's website when vacant. In addition GLAS offers discounts for building suppliers and access to training through development days and landlord evenings for updates on legislation and changes which affects landlords and the private rented sector.</p> <p>I note your comments regarding Leyland Road and Belvedere Road not having anti-social behaviour, although this is a product of low housing demand areas and there is correlation between privately rented properties and anti-social behaviour, this is not the main aim of selective licensing. Selective licensing's main aim is to improve the management of properties and create a level playing field for landlords to ensure the unscrupulous landlords are not undercutting the good ones.</p> <p>Increases in rent can only be done within the term and</p>
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				<p>conditions of the tenancy agreement. Rent increases are permitted, but must be fair and reasonable. Landlords will not be permitted to drastically increase rent to cover the cost of a licence if the scheme comes into place. Selective Licensing ensures that all landlords are issuing fair and lawful tenancy agreements.</p>
01/09/2015	Landlord	Landlord Questionnaire	<p>Disagree: Cost of licence is too high          If the property goes empty what incentives will the scheme provide          If implemented the rent should be increased and council to pay          If the scheme goes ahead the cost should be spread over period of time/monthly instalments/over five years          What incentives will be provided for empty properties          No evidence to suggest anti-social behaviour exhibited by our tenants</p>	<p>I note your comments regarding the cost of the licence being too high. There are options available in terms of payment of the licence. Landlords can pay the amount in full via cheque or bank transfer, or they can take advantage of the direct debit form which takes payments on a monthly basis over a period of 2 years. Landlords are also given the opportunity to reduce the cost of their licence by joining the Council's free and voluntary Good Landlord and Agent Scheme (GLAS). In gaining accreditation via GLAS, landlords are entitled to a 30% reduction on their selective licensing fees for each property. If GLAS is something you wish to join, please inform officers by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a>. In addition to this, the Council offers a further £100 reduction off the total cost for those landlords who return their application within the first 3 months of a licensing period. Accredited landlords through GLAS who operate in licensing areas are given incentives to advertise their property for rent on the council's website when vacant. In addition GLAS offers discounts for building suppliers and access to training through development days and landlord evenings for updates on legislation and changes which affects landlords and the private rented sector. GLAS accredited landlords are also entitled to access empty homes loans of up to a maximum of £20,000 to bring properties back into use. These loans are currently being offered exclusively in selective licensing areas. The rent which is paid via Housing Benefit direct from the</p>

				<p>Council is a set amount of Local Housing Allowance (LHA). The LHA is set for the whole of the borough, not just for those which fall in the selective licensing areas. The calculations are based on the private market rents being paid within the Broad Rental Market Area depending on the size of the property, any changes to this would only occur based on changes in the Broad Market area of East Lancashire.</p> <p>You mention that there is no evidence to suggest that anti-social behaviour is exhibited by your tenants. Although your tenants directly may not have not caused anti-social behaviour, there is direct correlation between poorly managed private rented properties and anti-social behaviour. Landlords are responsible for undertaking satisfactory references of tenants before the tenancy commences to reduce the risk of anti-social behaviour occurring. Tenant referencing is a condition of selective licensing and is monitored over the duration of the designation. During the tenancy Landlords are responsible for addressing any breaches of the tenancy agreement, including the causing of annoyance and nuisance at or in the vicinity of the property. Landlords must manage their tenancies and ensure any breaches are addressed through warnings and if necessary escalated to eviction proceeding where the breaches continue. The selective licensing team will support Landlords in complex cases.</p>
01/09/2015	Landlord	Landlord Questionnaire	<p>No agreement or disagreement given:  The proposed cost is extremely high, especially when compared to other areas of the country!  The cost needs to be split up into installments rather than a one off lump sum!</p>	<p>If selective licensing is introduced in the Leyland Road area and the fee structure is approved, the same discounts as in current designations will apply. The fee for Selective Licensing for a Landlord with one property is £750. Landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which enables Landlords to benefit from a discount of 30% on their</p>

				<p>selective licensing fees. Applications which are received within the first 3 months of the licensing period will also be eligible for a £100 discount off the overall cost of their licence. This £100 reduction, plus the 30% discount for accredited landlords would bring the overall fee to £425 for one property. Accredited landlords will also get any additional properties at a 30% discounted rate.</p> <p>Any landlords who wish to become accredited through the Council's Good Landlord and Agent Scheme (GLAS) should register their interest via <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a>.</p> <p>Whilst we cannot comment on how other authorities run their selective licensing scheme, it is important to note that some council's operate their schemes on a citywide basis, so there may be some element of economies of scale which reduce their costs. We have also looked into the fees charged by other local authorities, and can confirm that they range from around £400 to £1200. The fee for an early application made by an accredited landlord in Burnley is at the lower end of the scale, and the maximum possible fee of £750 can be considered fairly consistent with other local authorities. We have endeavoured to keep our fees as low as possible, and offer discounts where possible, as discussed above.</p> <p>Payment of the licensing fee can be done via a few methods. The full amount can be paid on application via cheque or bank transfer. Alternatively, Landlords can take advantage of the Direct Debit form and pay via monthly installments over 24 months to make the cost more manageable.</p>
01/09/2015	Resident	Resident Questionnaire	Deal with the drug issue first, protect our kids	<p>You commented that drugs are a problem in the area. Selective licensing is primarily concerned with property condition and management, and this does involve tackling anti-social behaviour. In our existing licensing areas we</p>

				<p>work closely with the police to ensure that priorities for those areas are addressed. We meet regularly with local police officers, and have in the past been able to use selective licensing powers to take control of a property where drug dealing was known to take place. The police see us as a key partner in tackling anti-social behaviour and crime in the licensing areas. This is something we would hope to continue in the Leyland Road area should the scheme be approved here.</p>
01/09/2015	Landlord	Landlord Questionnaire	Disagree: Bigger problems are drugs issue and where is the proof that this has worked	<p>We note that you do not believe the area to be suffering from problems such as empty properties, nuisance and anti-social behaviour, yet you are concerned about the drugs problem in the area. Below is an example which illustrates how the selective licensing team are able to work with the Police to tackle problems such as this:</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> <p>If selective licensing were to go ahead in the Leyland Road area, we would have similar powers to tackle problem</p>

				<p>properties where drug dealing/using is known to be an issue.</p> <p>I also note that you question where the proof is that the scheme has worked. Selective licensing has been in operation in Trinity since 2008 (it was re-designated in 2014). The area has seen an improvement in property management, reduction in empty homes and reduction of instances of anti-social behaviour. Using selective licensing legislation we have been able to undertake pro-active property inspections to ensure all landlords are operating appropriately. We have also provided training, development and support to landlords operating in the licensing areas. We are working with landlords and agents to ensure that the private rented sector in Burnley continues to improve, to the benefit of local residents, as well as landlords and the local economy.</p>
01/09/2015	Landlord	Landlord Questionnaire	<p>Firstly Belvedere road and the new built area in Bank Hall should never have been part of the selective licence and are suffering due to the lack of knowledge from the council on the area being licenced.</p> <p>The council needs to exhaust other avenues before the licence can be imposed and what avenues have been explored already.</p> <p>How can a landlord improve the anti-social behaviour of tenants and what training have been given (example: drug abuse, broken families, abuse...) these are all professional organisations that need to be involved and council needs to be investing in centres for people to attend.</p> <p>The council needs to give more help to landlords outside the Burnley area who have invested by monitoring the excessive costs that may be</p>	<p>Your comments regarding Belvedere Road and the New Build area of Bank Hall not to be included within the designation have been noted. The designation boundaries are not set in stone; there is potential movement for the boundaries to be altered based on the feedback received from landlords, residents and stakeholders in the area. Questionnaires have been posted to all addresses in these areas for the residents to express their views on the proposals. We are also hosting a resident drop in session on the 15<sup>th</sup> September at Leyland Road Fire Station where officers will be available to discuss the proposals. In your response you state that the council needs to exhaust other avenues before the licence can be imposed and query what avenues have already been explored. The Council offers a Good Landlord and Agent Scheme which has been in place since 2001. The council encourages landlords and agents to join and improve the condition of</p>

			<p>imposed on them through letting agencies Energy certificates are not part of Health and Safety so why are these being imposed on landlords.</p> <p>Council seem to be trying to move tenants from one area to another and not tackling the issues of social exclusion.</p> <p>The trinity ward suggests that the impact has been successful since the licence has continued for over the 5 years how is this possible when the licence should last only 5 years.</p> <p>Some landlords who have had tenants for over 20 years are being penalised and not given any credit and it would be unfair for these tenants to burden the cost of the increase in rent due to the selective licensing</p> <p>The selective licence if spread over the 5 years will have a effect approx.£4 per week for each tenants the tenants in these areas will not be able to afford the increase.</p> <p>Very bad landlords have made the intention of providing 21 year leases for the tenants knowing the tenants will not fulfil the lease but they will be exempt from licence fee.</p> <p>Selective licensing is a label that the area is rubbish and it will take a huge amount of time to get rid of this stigma.</p> <p>Belvedere road should not be on the selective licensing these houses are not an issue and are high demand houses in which the tenants look after and maintain these properties. The houses on this roads mainly house small families with children and are not involved in anti-social behaviour.</p>	<p>their properties via this scheme. Whilst the number of accredited landlords continues to grow in Burnley, experience shows that accreditation attracts a limited number of landlords and due to the voluntary nature, does not compel the worst of landlords to engage with the council or join the scheme. Experience shows that this is also a resource intensive scheme to get the poorest landlords to engage and join accreditation. In instances where landlords are asked to make improvements to their houses, many fail to comply. This shows accreditation cannot tackle the worst standards in the Borough. Selective licensing ensures legislative requirements are in place to tackle problem properties which are poorly managed and maintained. The Good Landlord and Agent scheme enables landlords who are members of the scheme to receive a 30% discount on their fees for selective licensing.</p> <p>Another scheme which the council has is Enforcement. Tenants who have disrepair at their property which has not been rectified by their landlord can report to the council's enforcement team. The Council's Enforcement team is able to enforce minimum standards in private rented properties, and in some instances we make use of Management Orders to take control of the property where improvements are not made. In these cases the Council steps in and brings the property up to the required standard; the landlord does not receive any rent whilst the Order is in place. Whilst this is an effective service, it is reactive and is dependent on tenants making a complaint to us. Unfortunately many tenants are unwilling to make complaints regarding poor landlords for fear of retaliatory eviction. The Enforcement team are only able to respond to complaints, not take part in proactive inspections. The selective licensing legislation would give us legal powers to</p>
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			<p>A successful selective licensing scheme would impact on difficult to house tenants and run the risk of moving the problem elsewhere. It would also have implications for vulnerable tenants for whom more support is needed.</p> <p>We have some reservations that such schemes can have a detrimental impact on hard to house tenants and could lead to social exclusion.</p>	<p>undertake proactive inspections, and uncover more instances of poor property management.</p> <p>Following this, as part of the proposal to designate a selective licensing area we have considered other options for improving the private rented sector. The Option Appraisal is available to view in the proposal document on the Council's website: <a href="http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf">http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf</a>. Here you will be able to view the pros and cons of alternative schemes.</p> <p>You have made reference to Landlords not being held responsible for the anti-social behaviour of their tenants. There is significant correlation between poorly managed private rented properties and anti-social behaviour. All Landlords are responsible for undertaking satisfactory references of tenants before the tenancy commences to reduce the risk of anti-social behaviour occurring. Tenant referencing is a condition of selective licensing and is monitored over the duration of the designation. During the tenancy Landlords are responsible for addressing any breaches of the tenancy agreement, including the causing of annoyance and nuisance at or in the vicinity of the property. Landlords must manage their tenancies and ensure any breaches are addressed through warnings and if necessary escalated to eviction proceeding where the breaches continue. The selective licensing team will support Landlords in complex cases. The Council provides a tenant referencing service which is free of charge; these checks highlight any anti-social behaviour which the tenant is known for via the Police and anti-social behaviour teams. Signed written permission must have been given by the prospective tenant. Landlords are encouraged to also contact current and previous Landlords to see how the</p>
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				<p>tenant conducted themselves during their previous tenancies which could highlight potential rent arrears etc. The Council also hosts a Landlord Development Day for licenced Landlords held by the National Landlords Association (NLA) which goes through all aspects of a tenancy from starting, managing, and ending a tenancy along with any legislative changes which will affect Landlords. Although the number of anti-social behaviour reports in the Bank Hall area is higher than other proposed areas, it is important to also note that anti-social behaviour is not the prime reason for the proposed designations. Low demand, poor property condition and management and the number of vacant properties are also indicators which have been considered.</p> <p>I note you mention investment from landlords who do not live in the area and employ the services of managing agents, and that they incur excessive costs via letting agencies. It is important that all Landlords who invest in property ensure they have the correct management procedures in place, whether they are managing the property themselves or employ a managing agent. It is the responsibility of the Landlord to ensure they employ a competent person to manage their property. We are able to provide Landlords with a list of GLAS accredited agents who have passed the 'fit and proper person' criteria, and have the experience to manage properties to the correct standard. Managers who fail to meet the required standards will not be able to manage properties within licensing areas. Landlords will then have to ensure they choose a competent managing agent, or face not being granted a licence. Ultimately, responsibility for the property lies with the landlord and this includes employing a good managing agent if they do not live in the area, the</p>
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				<p>cost of which is at their discretion and is not the council's responsibility.</p> <p>Energy Performance Certificates, commonly known as EPC's have been a legal requirement since 1<sup>st</sup> October 2007. All properties, both commercial and homes must have an Energy Performance Certificate conducted either when constructed, sold to new owners or let to tenants. EPC's are not being imposed solely on Landlords; they apply to home owners too. Further changes in legislation regarding EPC's are being introduced on 1 April 2018, making it unlawful to let properties in England and Wales which do not meet prescribed minimum energy performance standards of a rating of E or above.</p> <p>Rental values of properties are down to individual landlords. Those tenants who receive housing benefit are entitled to a set amount depending on circumstances. Any shortfall in the overall rent will be funded through top up payments. Increases in rent can only be done within the term and conditions of the tenancy agreement. Rent increases are permitted, but must be fair and reasonable. Landlords will not be permitted to drastically increase rent to cover the cost of a licence if the scheme comes into place. Selective Licensing ensures that all landlords are issuing fair and lawful tenancy agreements.</p> <p>From experience, less than five 21 year tenancies have been granted across the three existing licensing designations. 21 year leases which are granted by Landlords to their tenants are only exempt from selective licensing with proof of an agreement. Landlords are reluctant to do so because it prevents them from using the commonly used Section 21 Notice to regain possession of the property until the fixed term of 21 years has elapsed. If during the five year period the tenant vacates the property</p>
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				<p>the exemption no longer stands and a licence will be required. Council Tax data will also provide the Selective Licensing team with evidence to show change in occupier. We monitor these tenancies to ensure landlords are not granting them to evade the licensing scheme and subsequently illegally evicting their tenants.</p> <p>Selective Licensing has dealt with instances where vulnerable tenants are in need of further support. Project Assistants and Officers have assisted both Landlords and Tenants in ensuring the relevant partner agencies and services are offered and implemented to assist these tenants. Referencing between Landlords will help to eliminate problem tenants moving elsewhere within licensing areas. As mentioned above, regular checks are conducted on Landlord referencing and failure to provide proof of references equates to a breach in the conditions of licence and Landlords can be prosecuted for this.</p> <p>Selective Licensing is not about placing a label on an area that it is "rubbish". We have not seen any 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 that selective licensing can offer. The aim of selective licensing is to improve the area, ensure Landlords are accountable for the management of their properties and their condition, increase the demand for housing and make the area a place of choice. The concern you have raised regarding social exclusion of tenants is not something which has been seen in previous designations. Selective Licensing ensures that Landlords are managing their properties and tenants to a suitable standard in line with their tenancy agreement. Tenants which are seen to be difficult or "hard to house" will need close management</p>
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				<p>and monitoring to ensure they are fulfilling their tenancy in an appropriate manner.</p> <p>When selective licensing was introduced to Trinity in 2008 it was as part of a wider regeneration programme aimed at making social and economic improvements in the area. The early withdrawal of Housing Market Renewal funding and the economic downturn slowed progress and impacted on longer term plans for the area. However regeneration does continue through the introduction of the Clusters of Empty Homes Programme, and working with other key partners. Significant progress was made in Trinity during the first five year designation in terms of improving property management and reducing anti-social behaviour, though there is still work to be done. The Council felt that there was sufficient evidence of the success of the scheme to re-designate the area for a further five years in order to support the wider programme of regeneration in the area. We have seen the positive impact the scheme can have in areas suffering from low housing demand, which is why we are proposing to extend the scheme so more residents and landlords can benefit. Annual reports on Trinity Selective Licensing for 2008-2013 and Year One of the current designation 2014-2105 can be found on our website.</p>
02/09/2015	Resident	Resident Questionnaire	I have an excellent landlord whose property is of an excellent condition, superbly managed.	
02/09/2015	Resident	Resident Questionnaire	Excellent Landlord	
02/09/2015	Landlord	Landlord Questionnaire	<p>The licence is too expensive</p> <p>The landlord needs more benefits</p> <p>Not all the streets should be included</p>	<p>Under the present schemes, the cost of the licence for a landlord accredited under the council's Good Landlord and Agent Scheme (GLAS) who returned their application within the first three months of the designation was £425. It is proposed to use the same fee structure for any new designations which are approved. This is comparable with</p>

				<p>other local authorities operating selective licensing and is much less than many. As well as the discounts offered to accredited landlords, we also give landlords the opportunity to spread the cost over 24 months of the licence period by paying by direct debit. After 24 months there will be no further payments to be made, yet landlords continue to access the benefits of the scheme. Please contact us on the details below if you require more information on GLAS.</p> <p>Selective licensing is an enforcement tool, designed to raise standards in the private rented sector for the benefit of tenants, residents and the wider community. A stronger rented sector, with a better reputation, benefits landlords as it stimulates demand for housing in designated areas. We also offer training, development and support to landlords, as well as tenant referencing and mediation services. In the long run, selective licensing is an investment in the area in which you own properties.</p> <p>As part of the consultation process we are gathering information from residents and landlords on particular problem areas, as well as streets/blocks which they believe should not be included. It is possible to amend the proposed boundaries if we receive enough evidence that particular streets should not be included. If you wish to provide more information on which streets you believe should be excluded, please contact us on the details below.</p>
02/09/2015	Landlord	Landlord Questionnaire	<p>Licence too expensive other councils it is a lot cheaper  Only bad landlords should pay the licence  All the area should not be selective licence only the streets that are causing problems</p>	<p>In your comments you have stated that the licence is too expensive and that other councils are much cheaper. The cost of a licence for a landlord with one property is £750. The Council operates a Good Landlord and Agent Scheme (GLAS) which is a free, voluntary scheme and runs borough</p>

				<p>wide. Landlords are given the opportunity to apply for GLAS and the benefits of this, if accredited, mean a reduction of 30% off the cost of licensing fees. In addition to this, applications which are received within the first 3 months of a licensing period will also be eligible for a £100 discount off the overall cost of their licence. The total cost for an accredited landlord who is also entitled to the £100 reduction would be £425. Accredited Landlords will also get any additional properties at a 30% discounted rate. If you would like to consider becoming a member of GLAS then please use the contact details below to express your interest. Your name will be added to the list and an application sent to you in due course.</p> <p>Whilst we cannot comment on how other authorities run their selective licensing scheme, it is important to note that some council's operate their schemes on a citywide basis, so there may be some element of economies of scale which reduce their costs. We have also looked into the fees charged by other local authorities, and can confirm that they range from around £400 to £1200. The fee for an early application made by an accredited landlord in Burnley is at the lower end of the scale, and the maximum possible fee of £750 can be considered fairly consistent with other local authorities. We have endeavoured to keep our fees as low as possible, and offer discounts where possible, as discussed above.</p> <p>The legislation does not facilitate the targeting of "bad" landlords only, it is based on an area and any landlord operating within that area has to apply for a licence. Good landlords are recognised via the benefits of GLAS as mentioned above.</p> <p>You state that only streets causing the problems should be included and not all of the area. If there are specific streets</p>
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				<p>which are seen to be problem areas, or streets which you believe should be excluded please forward them to <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a> along with any other comments you wish to make by 2<sup>nd</sup> October 2015 when the consultation closes.</p>
02/09/2015	Landlord	Landlord Questionnaire	<p>The licence is selective and is not fair on landlords to pay  Licence areas have shown no improvement so should not be passed on to others  The payment if it happens should be taken over 5 years not quicker  All areas should not be included in the licence  Only some of the areas should be licence  Landlord should be given grants to improve houses  More power needs to be given to landlords</p>	<p>You have stated in your response that the licence is Selective and is not fair on landlords to pay. The reason that the licence is in selective areas is based on the evidence which shows that the area is suffering from low housing demand.</p> <p>There is both statistical and anecdotal evidence to suggest that the scheme has been effective particularly in the Trinity area. There has been a drop in antisocial behaviour, a reduction in environmental crime, an improvement in the management of properties and a reduction of 20% in the number of vacant homes. We have refused licences to a significant number of underperforming landlords so that they are not able to operate whilst their management procedures are below the minimum standard set by the Council. We have also been able to provide free NLA training to over 80 landlords this financial year in the selective licensing areas. Following these successes the executive asked if we could look into other areas which may benefit from selective licensing.</p> <p>There are options regarding the payment for a licence. Landlords can pay for their licence in full via either cheque or bank transfer. Alternatively, landlords can take advantage of the direct debit payment option which takes payments on a monthly basis over a period of 2 years. There are also options available to landlords in being able to reduce the fees for selective licensing by joining the Council's free and voluntary Good Landlord and Agent Scheme (GLAS). This would entitle landlords to a reduction</p>

				<p>of 30% off the cost of their licence for each property. The Council also offers a further £100 early bird discount off the total cost for those who apply for their licence within the first 3 months of a designation period. If GLAS is something you wish to join, please inform officers by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a></p> <p>You have mentioned that only some areas should be included in the licence and not all, but have not stated which streets this refers to. There may be options to alter the proposed boundaries based on qualitative feedback which is received during the consultation period. This will also be fed into the report to the Executive in January 2016.</p> <p>In reference to your comments which state that landlords should be given grants to improve houses; the Council offers an empty homes programme, under which landlords can apply for an interest free loan of up to £20,000 to renovate properties and bring them back into use. These loans are currently being offered exclusively in selective licensing areas. There are currently no grants available for refurbishment.</p>
02/09/2015	Landlord	Landlord Questionnaire	<p>Belvedere Road is good road with good tenants and well maintained houses so should not be in scheme. Also fee is too high</p>	<p>Your comments regarding Belvedere Road not being included have been noted. The boundaries for the proposed areas are not set in stone; there is room for movement on the streets included and/or excluded depending on the feedback received during the consultation from stakeholders within the area.</p> <p>The fee for Selective Licensing for a Landlord with one property is £750. Landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which enables Landlords to benefit from a discount of 30% on their selective licensing fees. Applications which are received within the first 3 months of the licensing period</p>

				<p>will also be eligible for a £100 discount off the overall cost of their licence. This £100 reduction, plus the 30% discount for accredited landlords would bring the overall fee to £425 for a landlord with one property. Accredited landlords will also get any additional properties at a 30% discounted rate. If you would like to consider becoming a member of GLAS then please use the contact details below to express your interest. Your name will be added to the list and an application sent to you in due course.</p>
02/09/2015	Landlord	Landlord Questionnaire	<p>Against cost you offering nothing giving impression that selective area is rundown. We not responsible for bad social behaviour. No [illegible] for any tenant he is good.</p>	<p>Selective licensing is an enforcement tool, designed to raise standards in the private rented sector for the benefit of tenants, residents and the wider community. A stronger rented sector, with a better reputation, benefits landlords as it stimulates demand for housing in designated areas. We also offer training, development and support to landlords, as well as tenant referencing and mediation services. In the long run, selective licensing is an investment in the area in which you own properties.</p> <p>The evidence that the housing market is declining in the proposed licensing areas is already clear; house prices are low and the number of vacant properties is high. It has not been our experience that making a selective licensing designation stigmatises an area. In Trinity, where selective licensing was first introduced to Burnley we have witnessed a reduction in vacant properties over recent years, and a faster recovery from the economic downturn than the borough as a whole. This indicates growing resilience in the housing market in the designated areas. Selective licensing areas should be viewed as areas where tenants know their landlord is meeting the standards set by the council.</p>

				<p>As a landlord you enter a contract with your tenant, part of which includes prohibiting anti-social behaviour which is detrimental to yourself and residents of surrounding properties. Allowing anti-social behaviour to continue unchallenged exacerbates the problems experienced by areas of low housing demand. We want to work with landlords and agents to tackle problems of anti-social behaviour by working with the Community Safety Team and the Police to ensure tenants know what is expected of them at the outset of the tenancy, and responding to problems when they arise. We offer assistance and training to landlords who are struggling to manage anti-social behaviour in order to help them protect their assets. The Police see the selective licensing team as a key partner in tackling anti-social behaviour in the existing licensing areas. We also offer a crime related tenancy referencing service to help landlords gain a better picture of the person to whom they are entrusting their property.</p>
29/07/2015	Landlord (properties in BW and Leyland Rd)	Landlord Drop in Session	Believes that demolition of Burnley wood created the bad tenants to spread to Gannow, Leyland Rd etc. Before they were all in one area.	<p>Asked where had properties and if he had experienced any issues within the area.</p> <p>Explained that selective licensing includes mandatory referencing to avoid tenants who cause anti-social behaviour moving from place to place which would help to alleviate issues.</p> <p>Gave questionnaire for completion.</p>
02/09/2015		Landlord Questionnaire	Landlords are not responsible for bad social behaviour. Jobs are participating in human behaviour. Private landlords are keen to look after their properties. Take responsibility for tenant and rent we will be agree. Don't be wolf in sheep skin. We are happy as we doing our business	<p>You have made reference to Landlords not being held responsible for the anti-social behaviour of their tenants. There is significant correlation between poorly managed private rented properties and anti-social behaviour. All landlords are responsible for undertaking satisfactory references of tenants before the tenancy commences to</p>

			Too many red tapes destroy small landlords.	<p>reduce the risk of anti-social behaviour occurring. Tenant referencing is a condition of selective licensing and is monitored over the duration of the designation. During the tenancy Landlords are responsible for addressing any breaches of the tenancy agreement, including but not limited to the causing of annoyance and nuisance at or in the vicinity of the property. Landlords must manage their tenancies and ensure any breaches are addressed through warnings and if necessary escalated to eviction proceeding where the breaches continue. The selective licensing team will support Landlords in complex cases. The Council provides a tenant referencing service which is free of charge; these checks highlight any anti-social behaviour which the tenant is known for via the Police and anti-social behaviour teams. Signed written permission must have been given by the prospective tenant. Landlords are encouraged to also contact current and previous Landlords to see how the tenant conducted themselves during their previous tenancies which could highlight potential rent arrears etc. It is the Landlords duty to take responsibility for the tenant and property by managing the tenancy correctly. This is not a Council duty.</p> <p>You mention that there are too many red tapes which are destroying small landlords. Selective licensing is a tool which is used to improve the management of private rented properties within a designated area. Condition of property is also assessed; however the Council only request that properties meet the minimum legal standard. Good Landlords can be rewarded by being entitled to a reduction in their selective licensing fees if they are accredited under the Council's Good Landlord and Agent Scheme (GLAS). If GLAS is something you wish to consider joining, please inform officers by emailing <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a></p>
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02/09/2015	Landlord	Landlord Questionnaire	We have owned this property for many years and we have had no anti-social behaviour problem or any other kind for that matter. We strongly oppose this selective licensing programme.	Whilst we are pleased to note that you have not personally had any problems with anti-social behaviour at your property, unfortunately there is evidence of problems at other properties in the Leyland Road area. Also it is worth noting that we are not proposing to introduce selective licensing solely on the grounds of anti-social behaviour, but on evidence of low housing demand and decline in this area.
02/09/2015	Landlord	Landlord Questionnaire	This would make it difficult to rent houses as selective licensing would make tenants aware that there is a problem in this area.	I note that you are concerned that licensing makes houses difficult to let and that it would make tenants aware that there is a problem in the area. However the evidence of housing decline is already clear in the Leyland Road area. It has not been our experience that selective licensing puts tenants off renting in these areas; licensing areas should be seen as a place where tenants can be sure that their landlord is meeting minimum standards. We have had positive feedback from tenants renting in existing licensing areas who see the many benefits that licensing can bring. Licensing aims to create greater demand for housing, and it is our hope that if licensing is introduced in the Leyland Road area it will become a place where more and more people want to rent and buy property.
02/09/2015	Landlord	Landlord Questionnaire	There is a lack of evidence of the link between landlords and anti-social behaviour Belvedere Road should not be on the selective licence due to the properties having long term tenants and very well looked at. The anti social in belvedere road is non existent so a licence on this road would be unfair the street houses small families with small children due to the size of the properties. Fee is too high and any other fee should be spread	You have made reference to lack of evidence and Landlords not being held responsible for the anti-social behaviour of their tenants. There is significant correlation between poorly managed private rented properties and anti-social behaviour. All Landlords are responsible for undertaking satisfactory references of tenants before the tenancy commences to reduce the risk of anti-social behaviour occurring. Tenant referencing is a condition of selective licensing and is monitored over the duration of the designation. During the tenancy Landlords are

			<p>over the 5 years a fee of less than £500 could be imposed but on hot spot roads not all the area. Manchester city council has shown that the licence has failed so why is Burnley persuing it also in the trinity ward the houses prices have dropped so why is the licence being imposed on the landlords. No help is given to the landlord if a tenant causes an issue so how can the licence improve the area? Selective licence fees gives the perception of the area being deemed as “bad” would drive out good landlords, make it more difficult to secure mortgages, re-mortgage or loans to invest in properties</p> <p>References from previous landlords may be falsified and nothing is in place to make sure that all references are correct</p> <p>Selective licensing labels the area has poor and discourages new landlords</p> <p>Certain parts need to be omitted from the licence firstly Belvedere Road and also the new built off straight mile court and roads can be omitted since only a small part of Bank Hall has been selected (Thursby Road area has been missed) this also gives a skewed response to the anti social aspect. The fee is also too high due to Liverpool Council charging £400 also £200 for additional properties, Blackburn council £500 Burnley seems to be the only council where is fee is above yet Burnley comes at number 11 in most deprived areas. Belvedere Road should not be on the selective licence the landlords have invested a huge amount of money on their houses and ensured that the tenants are well looked after so this road should</p>	<p>responsible for addressing any breaches of the tenancy agreement, including the causing of annoyance and nuisance at or in the vicinity of the property. Landlords must manage their tenancies and ensure any breaches are addressed through warnings and if necessary escalated to eviction proceeding where the breaches continue. The selective licensing team will support Landlords in complex cases. The Council provides a tenant referencing service which is free of charge; these checks highlight any anti-social behaviour which the tenant is known for via the Police and anti-social behaviour teams. Signed written permission must have been given by the prospective tenant. Landlords are encouraged to also contact current and previous Landlords to see how the tenant conducted themselves during their previous tenancies which could highlight potential rent arrears etc. you mention that references may be falsified and there is nothing to ensure references are correct. The licensing team request copies of references for tenants periodically from landlords to ensure they are fulfilling the conditions of their licence. Failure to provide satisfactory references on demand can result in court action being taken for a breach in conditions.</p> <p>Your comments regarding the exclusion of Belvedere Road, the new build area off straight mile court have been noted. Any feedback received regarding proposed streets will be considered and fed back into the report to the Council’s Executive in January 2016. It is important to mention however, that anti-social behaviour is not the integral reason for the proposals of selective licensing, it is also to improve demand for housing, the management of privately rented properties along with the condition of these properties.</p>
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			not be on the scheme.	<p>Landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which enables Landlords to benefit from a discount of 30% on their selective licensing fees. Any applications which are received within the first 3 months of the licensing period will also be eligible for a £100 discount off the overall cost of their licence. This £100 reduction, plus the 30% discount would bring the overall fee to £425 for an accredited landlord with one property. Accredited landlords will also get any additional properties at a 30% discounted rate. If you would like to consider becoming a member of GLAS then please use the contact details below to express your interest. Your name will be added to the list and an application sent to you in due course.</p> <p>Whilst we cannot comment on how other authorities run their selective licensing scheme it is fair to say that individual council's will have their own strategies, policies and procedures to address specific conditions within their own area. You cite Liverpool's licensing fee as being particularly low, and as mentioned whilst we cannot comment on other authorities, it is important to note that Liverpool operate a citywide selective licensing scheme, so there may be some element of economies of scale which reduce their costs. We have also looked into the fees charged by other local authorities, and can confirm that they range from around £400 to £1200. The fee for an early application made by an accredited landlord in Burnley is at the lower end of the scale, and the maximum possible fee of £750 can be considered fairly consistent with other local authorities. We have endeavoured to keep our fees as low as possible, and offer discounts where possible, as discussed above.</p> <p>Caution should be exercised when considering house prices</p>
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				<p>as an indicator of the success of a selective licensing scheme as these can be significantly influenced by factors such as the local/national economy and are subject to national/regional trends. House price stability is very sensitive to interest rates, mortgage availability and wage growth. The economic downturn saw a reduction in house value across the borough, but this has now continued to rise again.</p> <p>There has been an increase in median house prices in Trinity from £31,895 to £40,000 in January 2015. This is in line with an increase in Burnley as a whole, but the rate of increase has been greater within Trinity. This demonstrates increased demand for housing in this area. The scheme has also received widespread support from residents in the area who have seen the benefits it brings.</p> <p>Selective Licensing is not a tool which is used to label a place as being “bad” or damage reputations, it is to improve the demand for housing and to make the area a more attractive place to live by addressing the management of houses and housing conditions. We have not seen any evidence in the current areas that selective licensing deters tenants/investors away from an area because of licensing being implemented. We have also not seen any evidence of mortgage lenders refusing to offer buy-to-let mortgages on properties within any of the current selective licensing areas. Whilst licensing has been in operation in the Trinity area the number of empty properties has reduced; landlords are investing in the area by buying new properties and accessing the council’s empty homes loans initiative for renovations to bring the property back into use.</p>
02/09/2015	Landlord	Landlord Questionnaire	As the big issue is with drugs in area, if licence is introduced this will then be passed on to tenants,	I note you query the success of the scheme in other areas, and whilst we cannot speak for other local authorities we

			<p>as landlords cannot afford extra costs when rent is not that high compared to other areas of Burnley. Where is the proof that this has worked in areas where they have this? This area needs a major face lift before introducing such schemes. Anti-social behaviour is not just tenants its house owners.</p>	<p>can say that in our longest running designation we have witnessed improvements in property condition, reduction in vacant properties and reduced levels of anti-social behaviour and environmental crime. You also mention face-lifting, however our aim is not just to improve the outward appearance of properties, but to improve standards in the way private rented properties are managed, both in terms of property condition and tenancies. We also acknowledge that anti-social behaviour is not solely caused by private tenants. We are not seeking to designate the area based on anti-social behaviour, but it can be an indicator of an area suffering low demand. Selective licensing gives us the tools to tackle anti-social behaviour alongside its key aim of improving conditions in private rented properties. You also mention the drugs problem in the area. In our existing licensing areas we work closely with the police to tackle issues such as these. We hold weekly resident surgeries and 6 weekly meetings, both of which are attended by local officers to ensure that priorities for each area are addressed. We have been able to use selective licensing powers to close properties used for drug dealing, and the police see us as a key partner in this. You also point to the potential cost being passed onto tenants. Whilst landlords are entitled to increase rents this of course must be done in line with the terms and conditions of the tenancy agreement, and should not be considered unreasonable. Under our current schemes, landlords accredited through our Good Landlord and Agent Scheme received a 30% discount on their fees, and a further £100 reduction for early return of an application. We also allow landlords to spread the cost over 24 months by direct debit to make the cost more manageable.</p>
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03/09/2015	Resident	Resident Questionnaire	<p>Agree: When you have worked hard to pay and make your home nice, not good when private landlords cannot be bothered to monitor their rented properties.</p> <p>Also please how come big horse wagons can be left on the street, surely they should be garaged appropriately as they have four other vehicles as well. What about a sign residents parking only at the end of the street. Give the people who care for their properties a hand too.</p>	For queries regarding highways please contact Lancashire County Council.
03/09/2015	Resident	Residents Questionnaire	<p>Agree: I have had many problems arising from privately rented properties.</p>	
03/09/2015	Landlord	Landlord Questionnaire	<p>Disagree: Good Landlords are being penalised, the licence fee is way too high and if it goes ahead it should be spread over 5 years because if I pay the full amount and after a year decide to sell the property will I get a refund? It gives the area even a worse name</p>	<p>In response to the comments raised, Good landlords are given the opportunity to apply for the council's voluntary Good Landlord and Agent Scheme (GLAS). By being a member of GLAS this enables Landlords to benefit from a discount of 30% on their selective licensing fees.</p> <p>Applications which are received within the first 3 months of the licensing period will also be eligible for a £100 discount off the overall cost of their licence. This £100 reduction, plus the 30% discount for accredited landlords would bring the overall fee to £425 for a landlord with one property.</p> <p>Accredited landlords will also get any additional properties at a 30% discounted rate.</p> <p>If you would like to become a member of GLAS then please use the contact details below to express your interest. Your name will be added to the list and an application sent to you in due course.</p> <p>Fees for selective licensing can be paid up front via cheque or bank transfer. We also give landlords the option to pay for the licensing fee over a 24 month period via direct debit to reduce the hefty upfront payment for landlords. The legislation which governs selective licensing does not allow</p>

				<p>for licences to be transferred between licence holders or refunded.</p> <p>Selective Licensing is not a tool which is used to label a place as being “bad” or damage reputations, it is to improve the demand for housing and to make the area a more attractive place to live by addressing the management of houses and housing conditions. We have not seen any evidence in the current areas that selective licensing deters tenants/investors away from an area because of licensing being implemented.</p>
03/09/2015	Landlord	Landlord Questionnaire	<p>I don't feel this proposal is the best means of improving the area and reducing empty properties. The fees being charged for this proposal are extremely high based upon rent values in this area. I feel the best way forward is charging considerably lower fees or finding an alternative solution in which the landlords will be happy to go forward with.</p>	<p>Selective Licensing is not a scheme which works in isolation. The overall objective is to increase the demand for housing and make the area tenure of choice. Selective Licensing works in partnership with a number of agencies and schemes. One scheme which the council offers is that of the Clusters of Empty Homes Programme. The Empty Homes Programme is a central part of the Council's wider housing strategy which enables landlords to access interest free loans to renovate empty properties and bring them back into use. This scheme is currently operating directly in line with properties which are in selective licensing areas for landlords to bring their vacant properties back in to use and increase housing demand for the area. This scheme has been seen to be particularly useful in the Trinity area of Burnley, where investment has continued and the number of vacant properties has reduced through the access of empty homes loans.</p> <p>Landlords are given the opportunity to apply for the council's free and voluntary Good Landlord and Agent Scheme (GLAS) which enables landlords to benefit from 30% reductions on their selective licensing fees. If a Landlord becomes accredited and applies for a licence within the first 3 months of a designation coming into</p>

				<p>force, they will be entitled to a further £100 reduction off their total fee and the cost of a licence for a Landlord with one property will be £425. Accredited Landlords with additional properties will also benefit from 30% reductions on these properties. If GLAS is something you wish to become a member of please email <a href="mailto:landlords@burnley.gov.uk">landlords@burnley.gov.uk</a> to express your interest. An application form will be sent to you in due course.</p> <p>As part of the proposal to designate a selective licensing area we have considered other options for improving the private rented sector. This option appraisal is available to view in the proposal document on the Council's website: <a href="http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf">http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf</a>. Here you will be able to view the pros and cons of alternative schemes.</p>
03/09/2015	Landlord	Landlord Questionnaire	A good landlord should not be punished as a result of the actions of minority bad landlords	<p>The scheme is not intended to punish good landlords, rather to level the playing field and ensure that all landlords are operating to the same standards. Currently there are a number of poor landlords who are not investing time and money in the management of their properties, and the wider area is suffering from decline as a result. In order to become licenced, landlords would have to prove that they are managing their properties correctly, for example by providing copies of their tenancy agreements, gas certificates, procedures for reporting repairs etc. Most good landlords will have these documents ready to view and will already have robust management procedures in place. In terms of cost, landlords who are accredited through the Good Landlord and Agent Scheme will receive a 30% reduction in their fee, to reflect the fact that they have already been deemed fit to manage property by the council. We recognise that many landlords work hard and manage their properties in the proper way; however</p>

				selective licensing legislation does not give us the option to omit good landlords. The scheme is successful because it encompasses <i>all</i> private landlords within a set area.
03/09/2015	Landlord	Landlord Questionnaire	I do not believe this is the best way forward in dealing with the issues in this area. I do not feel that charging such an extortionate fee to landlords is the correct method to improve the conditions of housing in this particular area. I believe there are better ways in helping to increase demand for housing and ensuring the landlords are efficient, especially as the current rent rates are so low.	<p>Fees charged for selective licensing are ring fenced back in to the implementation and monitoring of the scheme. The council is not permitted to make any profit from the implementation of selective licensing.</p> <p>Landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which is a free and voluntary scheme. Being an accredited landlord through the GLAS scheme entitles Landlords to a 30% reduction on their selective licensing fees. An accredited Landlord who returns their application within the first 3 months of a licensing scheme coming into force will also be entitled to a further £100 reduction off the overall cost of their licence bringing the total for an accredited Landlord with one property to £425. If you would like to become a member of GLAS, please register your interest using the contact details below. An application pack will be sent to you in due course.</p> <p>Landlords are also given the option to pay for their licensing fee by Direct Debit over a 24 month period if preferable.</p> <p>As part of the proposal to designate a selective licensing area we have considered other options for improving the private rented sector. This option appraisal is available to view in the proposal document on the Council's website: <a href="http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf">http://www.burnley.gov.uk/sites/default/files/Proposed%20Approval%20Doc.pdf</a>. Here you will be able to view the pros and cons of alternative schemes.</p>
03/09/2015	Landlord	Landlord Questionnaire	Cost of licence is too high The total cost needs to be split up and the council	Landlords are given the opportunity to apply for the Good Landlord and Agent Scheme (GLAS) which is a free and

			<p>needs to increase our rent  Landlords should not be accounted for ASBO's  The licence gives the impression that the area is negative  External landlords/investors are the issue  Not all landlords should be affected (amount of properties)</p>	<p>voluntary scheme. Being an accredited landlord through the GLAS scheme entitles Landlords to a 30% reduction on their selective licensing fees. An accredited Landlord who returns their application within the first 3 months of a licensing scheme coming into force will also be entitled to a further £100 reduction off the overall cost of their licence bringing the total for an accredited Landlord with one property to £425. If you would like to become a member of GLAS, please register your interest using the contact details below. An application pack will be sent to you in due course.</p> <p>Fees for selective licensing can be paid either in full via cheque or bank transfer, or they can take advantage of the Direct Debit form which allows payments to be taken over a maximum 24 month period if preferable.</p> <p>Rental values of properties are down to individual landlords. Those tenants who receive housing benefit are entitled to a set amount depending on circumstances. Any shortfall in the overall rent will be funded through top up payments. The Local Housing Allowance is set for the whole of the borough not just for those which fall in the selective licensing areas. This allowance interprets how much Housing Benefit is awarded to tenants to cover the cost of their rent. The calculations are based on the Private Market Rents being paid within the Broad Rental Market Area, any changes to this would only occur based on changes in broad rental income resulting in an increase in local housing allowance. Increases in rent can only be done within the terms and conditions of the tenancy agreement. Rent increases are permitted, but must be fair and reasonable. Landlords will not be permitted to drastically increase rent to cover the cost of a licence if the scheme comes into place. Selective Licensing ensures that all</p>
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				<p>landlords are issuing fair and lawful tenancy agreements. You have made reference to Landlords not being held responsible or accountable for the anti-social behaviour of their tenants. There is significant correlation between poorly managed private rented properties and anti-social behaviour. All Landlords are responsible for undertaking satisfactory references of tenants before the tenancy commences to reduce the risk of anti-social behaviour occurring. Tenant referencing is a condition of selective licensing and is monitored over the duration of the designation. During the tenancy Landlords are responsible for addressing any breaches of the tenancy agreement, including the causing of annoyance and nuisance at or in the vicinity of the property. Landlords must manage their tenancies and ensure any breaches are addressed through warnings and if necessary escalated to eviction proceeding where the breaches continue. The selective licensing team will support Landlords in complex cases. The Council provides a tenant referencing service which is free of charge; these checks highlight any anti-social behaviour which the tenant is known for via the Police and anti-social behaviour teams. Signed written permission must have been given by the prospective tenant. Landlords are encouraged to also contact current and previous Landlords to see how the tenant conducted themselves during their previous tenancies which could highlight potential rent arrears etc.</p> <p>Selective Licensing is not about placing a label on an area that it is negative. We have not seen any 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 that selective licensing can offer. The aim of</p>
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				<p>selective licensing is to improve the area, ensure Landlords are accountable for the management of their properties and their condition, increase the demand for housing and make the area a place of choice.</p> <p>Selective Licensing legislation does not facilitate the targeting of “bad” landlords or landlords who have multiple properties, it is based on an area and any landlord operating within the area has to apply for a licence. Recognition of the good landlords is seen through the use of the GLAS scheme and discounts available as mentioned above.</p>
03/09/2015	Landlord	Landlord Questionnaire	<p>Only Leyland road should be in the licence  The fee to expensive for the area  Not fair on people trying to make a living  Good landlord should not be paying</p>	<p>I note you feel that only Leyland Road should be in the licensing area. The proposed boundaries are flexible and can be altered depending on feedback from stakeholders. Other streets have been included in the proposed licensing area as they contain high levels of rented properties and evidence of low demand.</p> <p>It is proposed that the fee for a GLAS (Good Landlord and Agent Scheme) accredited landlord who returns their application within three months of the designation coming into force will be £425. This is comparable to a number of other local authorities operating selective licensing and is lower than many.</p> <p>I also note that you feel the scheme is unfair on people trying to make a living in the area. Whilst there are many good landlords there are also a significant number who make a living by purchasing property and not investing time and money maintaining it to a good standard. There is evidence to suggest that the Leyland Road area is suffering from low demand for housing; we wish to intervene in order to raise standards in private renting and make this a more desirable place to live. This in turn could have positive consequences for those who own property here,</p>

				<p>as it become subject to greater demand and property values increase.</p> <p>You also state that good landlords should not have to pay. We recognise the work of good landlords who have already engaged with us through the Good Landlord and Agent Scheme by offering the discount discussed above. However selective licensing is an area based scheme and there is no room in the legislation to omit good landlords from the requirement to licence. Selective licensing only works because it targets all landlords within a designated area.</p>
03/09/2015	Landlord	Landlord Questionnaire	<p>All area should not be in licensing because it's not fair on good landlords and we have a lot of good streets in the area which should be omitted.</p> <p>Licence is also very expensive especially when the rent is not a lot in the area.</p>	<p>We appreciate that whilst there are a number of landlords who fail to meet required minimum standards, that there are also a number of good landlords who operate their business lawfully. In recognition of these Landlords, the council offers a free and voluntary accreditation scheme called the Good Landlord and Agent Scheme (GLAS). Being a member of this scheme entitles landlords with properties in Selective Licensing areas to benefit from 30% reductions on their licensing fees. Alongside this, Landlords who return their applications within the first 3 months of a designation coming into force can receive an additional £100 off their total fee bringing the total cost for an accredited Landlord with one property to £425. If you would like to become a member of GLAS please express your interest using the contact details below.</p> <p>You mention that you do not believe that all of the area should be included in the designation. The boundaries for the proposed area are not set in stone. If feedback provided for the consultation shows there are specific streets which stakeholders feel should/should not be included this will be considered in due course.</p>
03/09/2015	Landlord	Landlord Questionnaire	<p>"If it's not broken – why fix it?" I have had no issues operating as a landlord within this area. I</p>	<p>Whilst we are pleased to note that you have not had any issues operating as a landlord, we cannot say that is the</p>

			<p>think that the selective licensing is a bad idea, as it will not only bring the value of the houses down; it will also scare off future investment. I can also confidently state that the landlords are not responsible for any anti-social behaviour and they cannot be held accountable, however I have only had harmonious experiences.</p>	<p>case for all landlords and residents of the Leyland Road area. There is sufficient evidence to suggest that the proposed designation area is suffering from low demand for housing and associated problems such as antisocial behaviour and environmental crime. Feedback from residents so far has indicated that a significant number of them believe the area is suffering from a variety of problems indicating decline in the area.</p> <p>I note your concerns that licensing stigmatises an area and puts off investors, but can assure you this has not been the case in the existing licensing areas in Burnley. Licensing began in Trinity in 2008, and landlords and investors are continuing to buy in the area. House prices in Trinity rose faster following the economic downturn of 2008 than the rest of the borough, indicating an increase in demand.</p> <p>I also note that you state landlords are not responsible for antisocial behaviour. However your tenancy agreement is a contract made between yourself and your tenant, part of which should prohibit antisocial behaviour. Enforcing the conditions of this agreement is the best way you can protect your asset and help to build a stable community in which people wish to live long term. This has financial benefits for landlords as well as social and economic benefits for the wider community. You may be a good landlord with a good tenant, but if the landlord of a neighbouring property is not enforcing the antisocial behaviour clauses of his/her tenancy agreement, and your tenant leaves as a result of this, you may find yourself making a loss with a property that is difficult to let.</p> <p>However under selective licensing we would be able to assist you with any problems you may have with private rented houses other than your own.</p>
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29/09/2015		Landlord Conference – additional question sheet	How is the licensing fee determined? Surely £425 is too high in relation to the local house prices. There are more affluent areas/boroughs down south, who require a similar fee	<p>Selective licensing legislation allows authorities to set their own fee. This is determined by the cost of processing the application, implementing and monitoring the scheme. The authority is not permitted to make a profit from selective licensing, and the fee should take into account all costs incurred in carrying out duties under Part 3 of the Housing Act 2004 (Selective Licensing). Each year we produce an annual report which details how funds are spent. Where a landlord is accredited under our Good Landlord and Agent Scheme we are able to offer discounts as we have already undertaken much of the work we do in issuing a licence (e.g. background checks, inspections). The reason for the lower fee is that there is less work required.</p> <p>Local house prices are irrelevant in terms of determining the licensing fee; this has no impact on the costs involved in processing the applications and administering the scheme.</p>
03/09/2015	Landlord	Landlord Questionnaire	<p>I believe the cost is too high          Good landlords are being penalised          Council need to be giving us incentives such as no council tax when property become empty and help with rubbish removal when tenants leave property          I also feel that Lindsey Street should not be part of this scheme due to no anti-social behaviour and good landlords.</p>	<p>I note that you feel the cost of the licence is too high. We have endeavoured to keep the cost of the licence as low as possible, and all fees received go directly to implementing and monitoring the scheme, making improvements in the area where you have properties. It is proposed that the fee for a GLAS (Good Landlord and Agent Scheme) accredited landlord who returns their application within three months of the designation coming into force will be £425. This is comparable to a number of other local authorities operating selective licensing and is lower than many. The scheme is not intended to punish good landlords, rather to level the playing field and ensure that all landlords are operating to the same standards. Currently</p>

				<p>there are a number of poor landlords who are not investing time and money in the management of their properties, and the wider area is suffering from decline as a result. In order to become licenced, landlords would have to prove that they are managing their properties correctly, for example by providing copies of their tenancy agreements, gas certificates, procedures for reporting repairs etc. Most good landlords will have these documents ready to view and will already have robust management procedures in place. In terms of cost, landlords who are accredited through the Good Landlord and Agent Scheme will receive a 30% reduction in their fee, to reflect the fact that they have already been deemed fit to manage property by the council. We recognise that many landlords work hard and manage their properties in the proper way; however selective licensing legislation does not give us the option to omit good landlords. The scheme is successful because it encompasses <i>all</i> private landlords within a set area.</p> <p>I note you request incentives from the council such as non-payment of council tax when a property is empty. However this would not help us to achieve a reduction in vacant properties and improvements to the area, rather it would be a disincentive to many landlords who would not bother to try to bring their properties back into use. Regarding assistance when a tenant leaves a property, there have been some instances where we have been able to work with our colleagues in Streetscene to assist in removing rubbish from properties.</p> <p>However it is important to remember it is the landlord's responsibility to fully reference check their tenants before letting their properties. We currently offer a tenant referencing service and can co-ordinate potential and past landlords. Whilst this is not fool-proof, it gives landlords a</p>
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				<p>better idea of who they are letting their properties to. Many landlords do not undertake adequate reference checks, but this would be a condition of a licence should the scheme come into place in the Leyland Road area. The proposed boundaries are flexible and can be altered if we receive enough feedback that a particular street/block does not need licensing. Your comments regarding the exclusion of Lindsay Street have been noted and will be considered.</p>
<p>01/09/2015 02/09/2015 03/09/2015</p>	<p>Landlord</p>	<p>Landlord Questionnaire x 3</p>	<p>Police should do something about drug dealers that is the big problem. It is unfair (tax) or expense on landlord. Tenant are not concerned of licensing because they are benefits as long as they have a roof over their heads Unfair money from this scheme and landlords are suffering Not a council issue – overall police issue due to drug related issues As the issue is with the public and police issue not council issue. People own houses and live in this area sell drugs – which has nothing to do with tenants or landlords. Issue is with people that own houses not with tenants. It's a drug issue Support is needed for tenants not landlords</p>	<p>I note you have concerns about drug dealers in the Leyland Road area. Below is an example of how we have worked with the Police in other selective licensing areas to tackle similar problems: “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.” We work closely with the police in our existing licensing areas to ensure problems such as this are tackled for the benefit of residents and landlords. We also act as a point of contact for landlords and residents who require assistance</p>

				<p>with antisocial behaviour and environmental crime. We hold weekly surgeries where residents can come and report any problems with private rented houses, without fear of recrimination such as they might feel had they reported directly to the police.</p> <p>I note that you feel the cost of the licence is too high. We have endeavoured to keep the cost of the licence as low as possible, and all fees received go directly to implementing and monitoring the scheme, making improvements in the area where you have properties. It is proposed that the fee for a GLAS (Good Landlord and Agent Scheme) accredited landlord who returns their application within three months of the designation coming into force will be £425. This is comparable to a number of other local authorities operating selective licensing and is lower than many. The scheme has received support from residents so far, both owner occupiers and tenants who rent their homes. Many can see the benefits it will bring and the improvements we would be able to make should the scheme be approved. In addition to directly tackling problems associated with private rented properties we would also be able to offer training, development and support to all landlords licenced under the scheme. We would also offer a tenant referencing service and act as a point of contact between potential and past landlords.</p>
07/09/2015	Landlord	Landlord questionnaire	<p>Proposals: Agree, licence conditions appropriate: Disagree.</p> <p>I disagree with the financial burden you are putting on landlords with only one property to rent, as opposed to the low cost that landlords with 5-10-20 properties will have to pay. A landlord with only one property will be paying almost 2 months worth of rent to this scheme as opposed to a landlord</p>	<p>Selective Licenses are not generic, they are issued in accordance with individual properties and the fees which are paid are also per property as opposed to per Landlord. Landlords with more than one property will pay for each property that falls under a licensing area. There are slight reductions for additional properties; however each landlord will pay the initial fee for their first property and additional property prices thereafter. For example, the first</p>

			<p>with let's say 10 properties who will be paying a 10<sup>th</sup> of that amount per house. All so I don't think that Belvedere Road needs to be in this scheme yet.</p>	<p>property fee would be £750 and any additional properties thereafter come at a cost of £670.</p> <p>With this being said, Landlords are given the opportunity to apply for the council's free and voluntary accreditation scheme called the Good Landlord and Agent Scheme (GLAS). By being a member of GLAS, this enables Landlords to benefit from a discount of 30% on their selective licensing fees. Applications which are received within the first 3 months of the licensing period will also be eligible for a £100 discount off the overall cost of their licence. This £100 reduction, plus the 30% discount for accredited landlords would bring the overall fee to £425 for a landlord with one property. Accredited landlords will also get any additional properties at a 30% discounted rate.</p> <p>If you would like to become a member of GLAS then please use the contact details below to express your interest. Your name will be added to the list and an application sent to you in due course.</p> <p>I also note your comments regarding Belvedere Road not being necessary to be included in the designation. Any comments or feedback received during the consultation from stakeholders regarding inclusion/exclusion of streets will be considered. A full report will be submitted to the Council's Executive in January 2016.</p>
14/09/2015	Landlord	Landlord questionnaire	<p>Disagree: I have lived on Hawk Street over 10 years, there have been no issues in my area - Hawk St, Lindsay St, Forest St, Godley St, Talbot St, Hart St, Adlington St. No houses are boarded up and the area is safe and clean, it would be unfair to make us pay a licence, you can survey the area for confirmation. Also we should not pay higher licence fees than areas like Liverpool, no justification.</p>	<p>Selective Licensing aims to tackle low housing demand, poor housing conditions, low house prices and anti-social behaviour. It is also important to note that whilst these areas may not have boarded up houses, there are a high number of empty properties. Within these areas the private rented sector is poor and this exacerbates a problem of low demand for properties. Selective Licensing is a way of compelling landlords to engage with council officers and have appropriate management standards to</p>

				<p>take action against breaches in tenancy agreements before they start to affect the wider community. Authorities may request a fee to accompany an application, which is to be fixed by the individual Authority. This fee takes account of costs incurred in carrying out all duties related to the scheme, and is based on the staff time taken to process the application, and the costs of delivering the designation including staffing, on costs and internal recharges. The Authority is not permitted to make a profit from the introduction of selective licensing; any surplus must be ring-fenced for use on the scheme.</p> <p>We are able to offer a 30% discount to landlords accredited through our Good Landlord and Agent Scheme (GLAS), a further £100 reduction off the overall fee is available for applications which are submitted within the first 3 months of a designation. This reduces the licence fee significantly to £425 for an accredited landlord who returns their application early. If GLAS is something you would like to become a member of, please express your interest using the contact details below. An application will be sent to you in due course. You cite Liverpool's application fee as being particularly low, and whilst we cannot comment on how other authorities run their scheme, it is important to note that theirs is a citywide scheme, so there may be some element of economies of scale which reduce their costs. We have also looked into the fees charged by other local authorities, and can confirm that they range from around £400 to £1200. The fee for an early application made by an accredited landlord in Burnley is at the lower end of the scale, and the maximum possible fee of £750 can be considered fairly consistent with other local authorities. We have endeavoured to keep our fees as low as possible, and offer discounts where possible, as</p>
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				discussed above.
15/09/2015	Landlord	Resident drop in session	<p>Has properties in Trinity, Queensgate, Leyland Rd area and Daneshouse.</p> <p>Has good tenant on Lindsay St, but problems with next door, backyard full of rubbish.</p> <p>Hobart St a different character, drug abuse a problem, difficult to show to potential tenants when drug users/alcoholics wandering streets.</p> <p>Brown Square, out of the way, quiet, no problems.</p> <p>In Daneshouse, landlords are dead against it.</p> <p>Problems of housing benefit going direct to tenant.</p> <p>Takes months to get any money, often left by then.</p> <p>Don't always have good credit, vulnerable on low incomes. Fewer problems when payments went straight to LLs.</p> <p>SL not dealing with absentee LLs.</p> <p>Fees an issue.</p> <p>Had problems with payments, resolved now.</p> <p><i>Comments regarding Daneshouse streets – see transcript.</i></p> <p>Some good and bad tenants, agree with the need to address derelict/vacants.</p> <p>Quality of tenants an issue – trashed properties on Ford St/Bar St – reverts to LL to pick up pieces.</p> <p>Questioned possibility of bad tenants list.</p> <p>Personally has lots of vacants, considering selling them, focusing on commercial not residential.</p> <p>Brennard St looking better but superficial, won't last.</p>	<p>Need to reference/credit check. Discussed SL reference check.</p> <p>Discussed how track down absent LLs, monitor properties. Discussed GLAS discount, DD payments. Informed would take details for future GLAS app.</p> <p>Not allowed a blacklist. Good list something to look at. Homesafe and NLA looking at good tenants database with tenants permission.</p>
15/09/2015	Resident	Resident drop	Extremely keen to see scheme brought in.	

		in session	<p>Definitely needed in area.</p> <p>[Managing agent] a big problem in the area, letting to problem tenants.</p> <p>[...] a problem property, [problem tenant].</p> <p>Previous tenants also a problem.</p> <p>[Property in area], parties all weekend after moving in (recently).</p> <p>Leyland Road area is the first/only place many people coming to Burnley see, due to the football ground. It's giving people the wrong impression of Burnley. The whole of Burnley is judged on Leyland Rd. Have heard people who have come to football say they wouldn't live there if it was free. Very hurtful to hear her home/street spoken of in that way. Hate to be judged by other people.</p> <p>Her life is dictated by the behaviour of other residents.</p> <p>Worried that scheme voluntary, won't engage.</p> <p>Wonderful that it is legally required. Everybody that she had spoken to about it was thrilled by the idea. Leyland Road area "feels like the forgotten area of Burnley".</p>	<p>Confirmed not voluntary, legal requirement to licence.</p> <p>Discussed how would work in practice, if problems can contact team, surgeries, working with the Police.</p>
07/10/2015	Landlord	Phone Call	<p>Phoned regarding consultation, managing agent had mentioned selective licensing for property in the area. Asked how it affected him and what the fee is?</p> <p>Said wasn't very good with computers. Willing for documents to be sent via post.</p>	<p>Explained just a consultation, however the consultation had closed Friday 2<sup>nd</sup> October, results are being collated and a decision will be made in January 2016 when the report is sent to Executive. Went through fee options and briefly explained GLAS, Directed to the website for further information as all information is still available to view.</p> <p>Offered to send information via post, sent summary of proposals, street list and map in the post today and further explained GLAS.</p>