

Consultation Results and Transcript: Managing Agents Questionnaire

As part of the consultation, questionnaires were sent to 92 managing agents operating in the borough. The questions were similar to those sent to landlords, however they were not area specific. The questionnaire also invited agents to attend consultation events including the landlord conference which was held on 29th September. During the consultation period we received 12 completed questionnaires from managing agents, representing a response rate of 13%. The results of each question are detailed in this appendix. Further comments and our responses can be viewed in the transcript which follows.

In summary, there is general agreement (75%) amongst managing agents that Burnley Borough Council needs to intervene in areas of the borough which are suffering from low demand for housing. Opinions are varied regarding how effective selective licensing could be in the proposed areas; a notable number of respondents feel that the scheme wouldn't have a positive impact on private rented housing, or make it more attractive to potential tenants. 50% of respondents felt that selective licensing could help to ensure properties are well managed and maintained, whilst 50% felt this would not be the case. The results also indicate that a number of managing agents feel they have problems getting honest references for tenants, and concerns that selective licensing alone is not the most effective method of tackling anti-social behaviour.

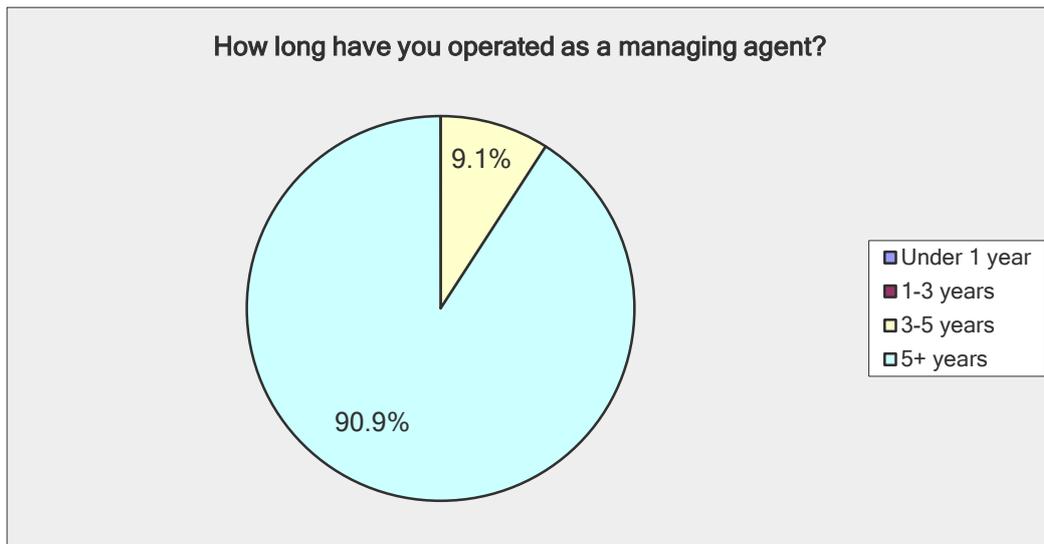
The vast majority of the responses we received were from agents who have been operating in the borough for five years or more. Of those that responded, only 50% are members of a professional body related to property management, but 75% have attended landlords forums/evenings held by the council. This demonstrates overall positive levels of engagement with the council, however it does raise concerns for those who do not engage and are not members of a professional body, particularly regarding remaining up to date with legislation changes and legal requirements.

Despite 75% of respondents agreeing that intervention is necessary, two thirds disagreed with the proposals to introduce selective licensing, and 58% did not believe the proposed conditions to be appropriate. Consideration of the additional comments provided indicates the main concerns are the cost of the licence and the possible implications this will have for investors, as well as the feeling that the scheme is ineffective.

It is important to note that whilst the results of the managing agents questionnaire and additional comments have provided useful information, they are based on a relatively small number of responses in relation to the number of agents operating in the area.

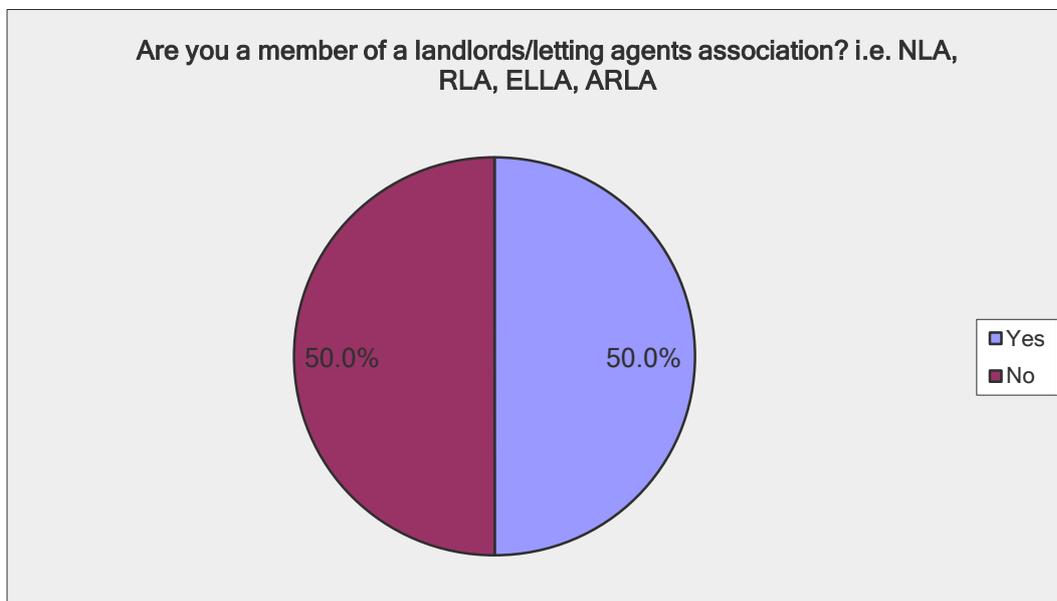
Question 1: Personal Information

Question 2



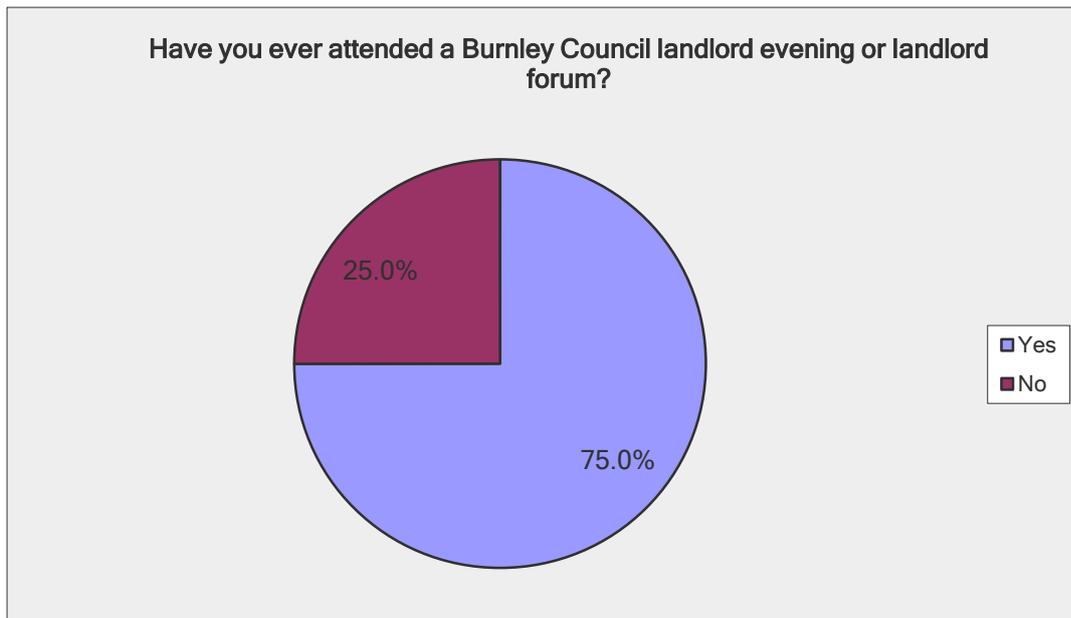
The majority of agents who responded to the questionnaire have been operating for more than five years. All of those that responded have been managing properties in Burnley for three years or more. We did not receive any responses from agents who are more recently established.

Question 3



Just 50% of the agents who responded are members of a professional body related to property management.

Question 4



Of the twelve respondents, three quarters have engaged with the council at one of our landlord evenings/forums.

Question 5: How many properties do you own/manage in Burnley?

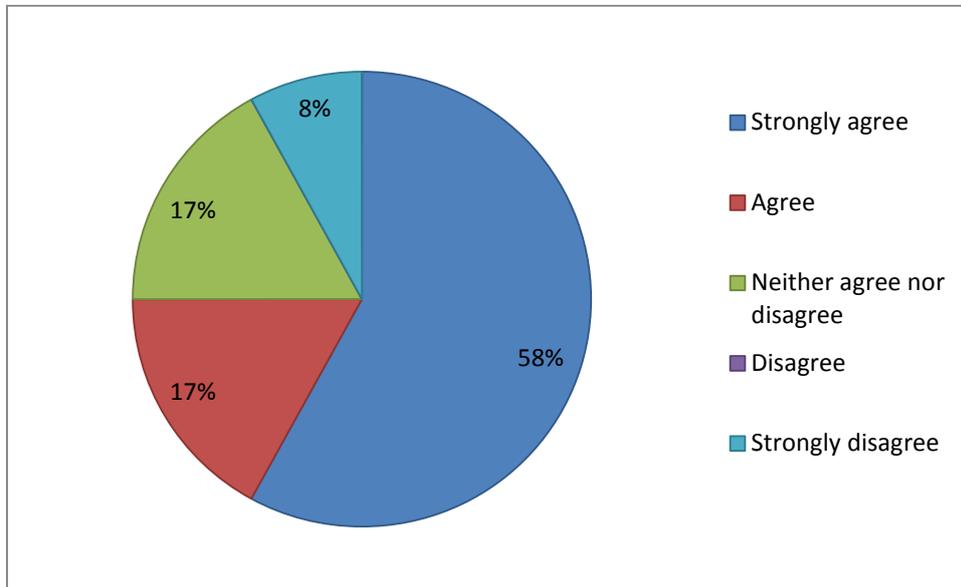
	Number of properties managed
1	3
2	5
3	5
4	10
5	14
6	20+
7	22
8	25
9	50
10	400+
11	400+

The table above provides the actual responses for this question, in ascending numerical order (one respondent declined to provide this information). Four agents are currently managing ten properties or less, whilst three manage between 20 and 30 properties. Two of the agents that responded are managing over 400 properties, and therefore have responsibility for a significant number of houses in the borough.

Question 6

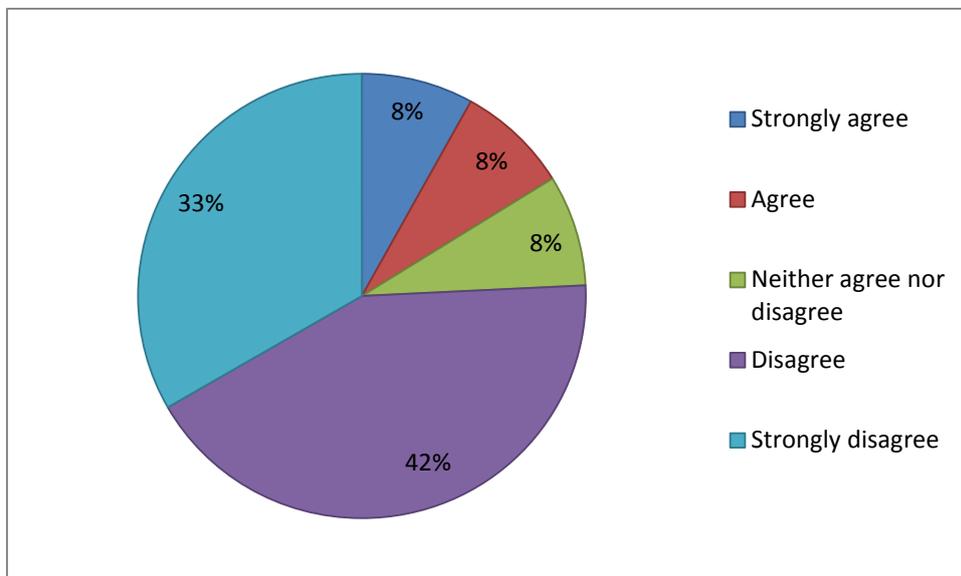
Question 6 asked respondents to what extent respondents agreed with a series of statements relating to selective licensing and the private rented sector.

Burnley Council should intervene in areas suffering from low housing demand



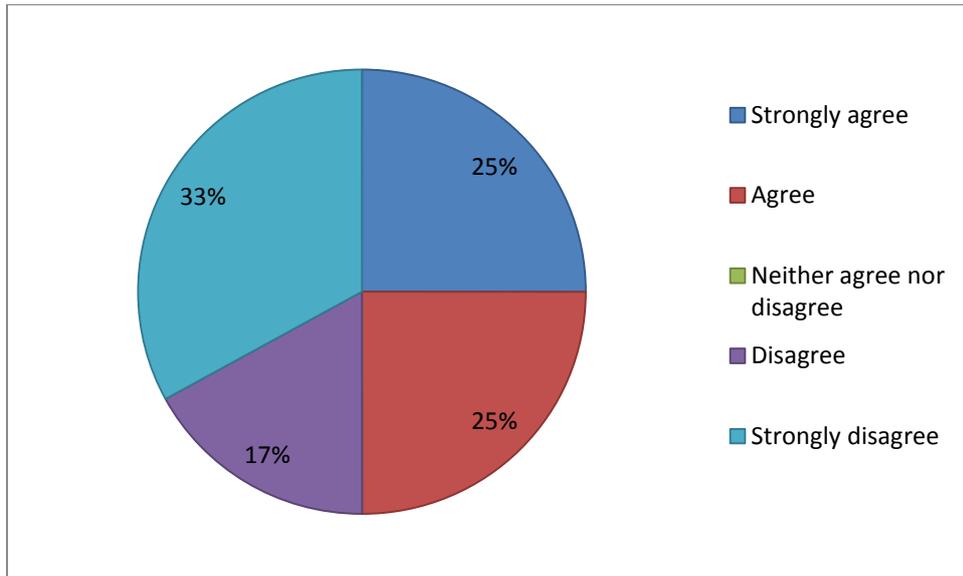
Three quarters of respondents are in agreement that Burnley Council should intervene in low demand areas, with 58% strongly agreeing that this should be the case.

Selective licensing could have a positive impact on private rented housing in an area



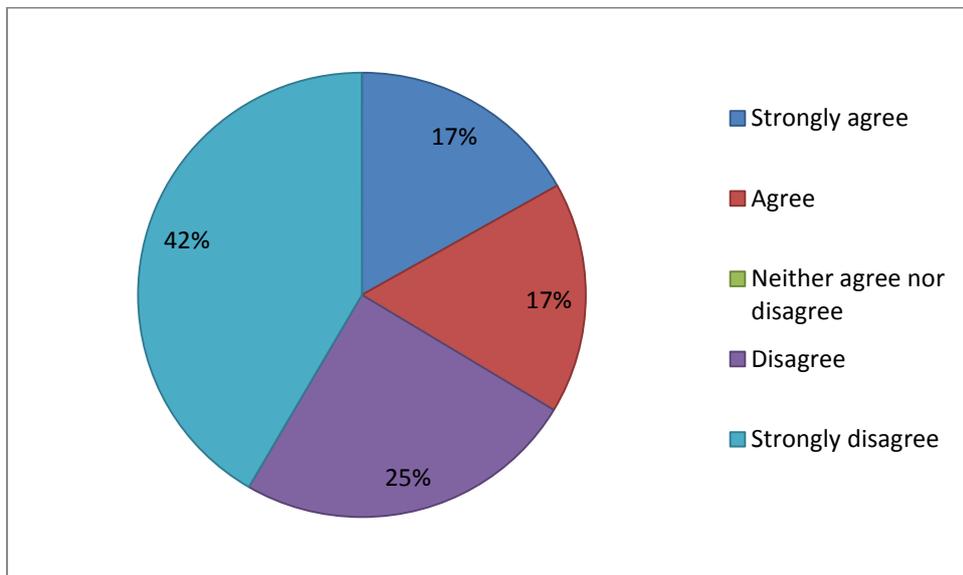
Despite broad agreement that council intervention is needed, a significant number of managing agents then disagreed that selective licensing could have a positive impact on private rented housing. This contradicts with the results for the following statement.

Selective licensing could help ensure that all privately rented properties are well maintained and managed



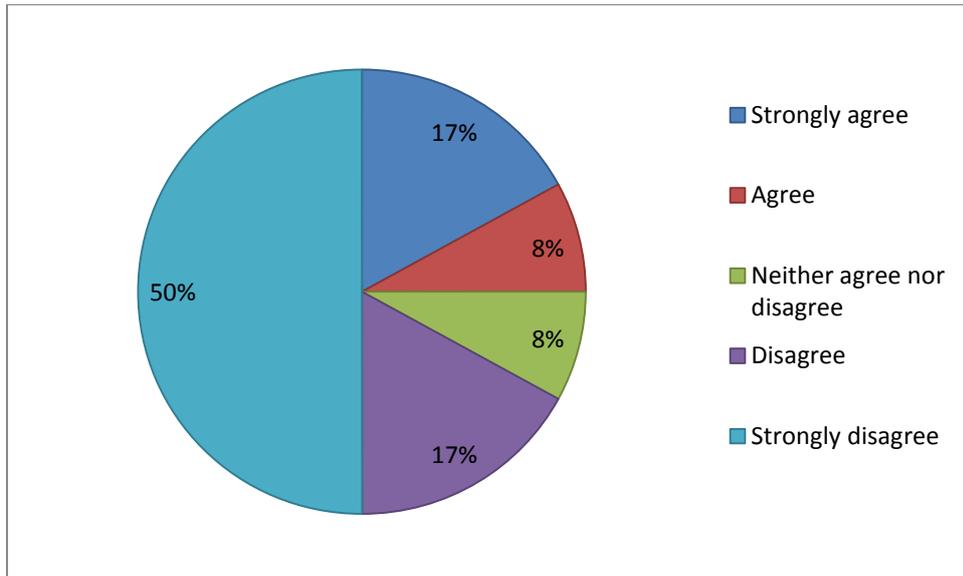
Opinions are evenly divided over how effective selective licensing could be at ensuring all privately rented properties are well managed; 50% agree or strongly agree that this is the case, whilst 50% disagree or strongly disagree.

Selective licensing could help reduce anti-social behaviour problems



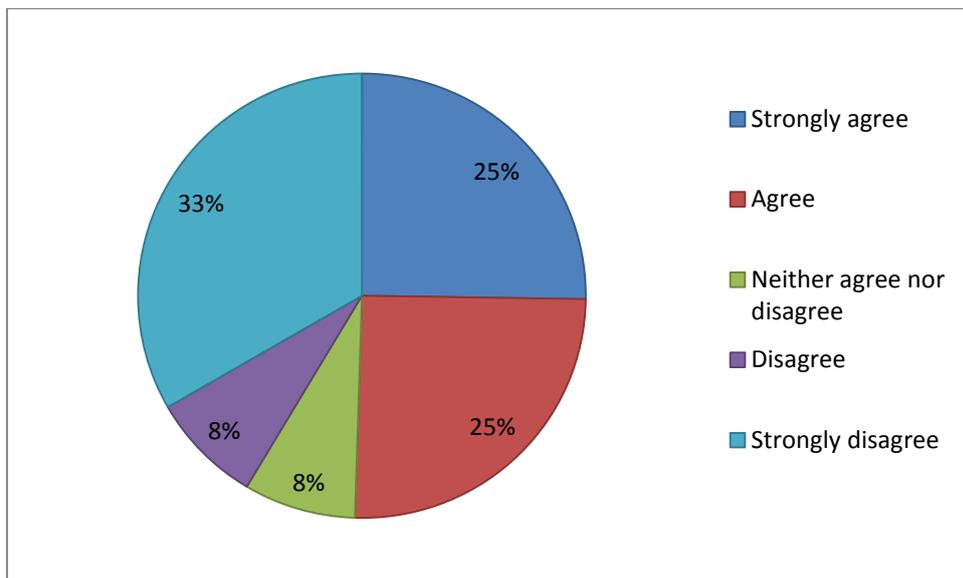
34% of respondents agreed or strongly agreed that selective licensing could help to reduce anti-social behaviour in designated areas, compared to 42% who strongly disagreed and 25% who disagreed. This perhaps indicates that managing agents feel more support is needed to tackle the problem of anti-social behaviour effectively.

Selective licensing could help make an area more attractive to potential tenants, and so increase rental values



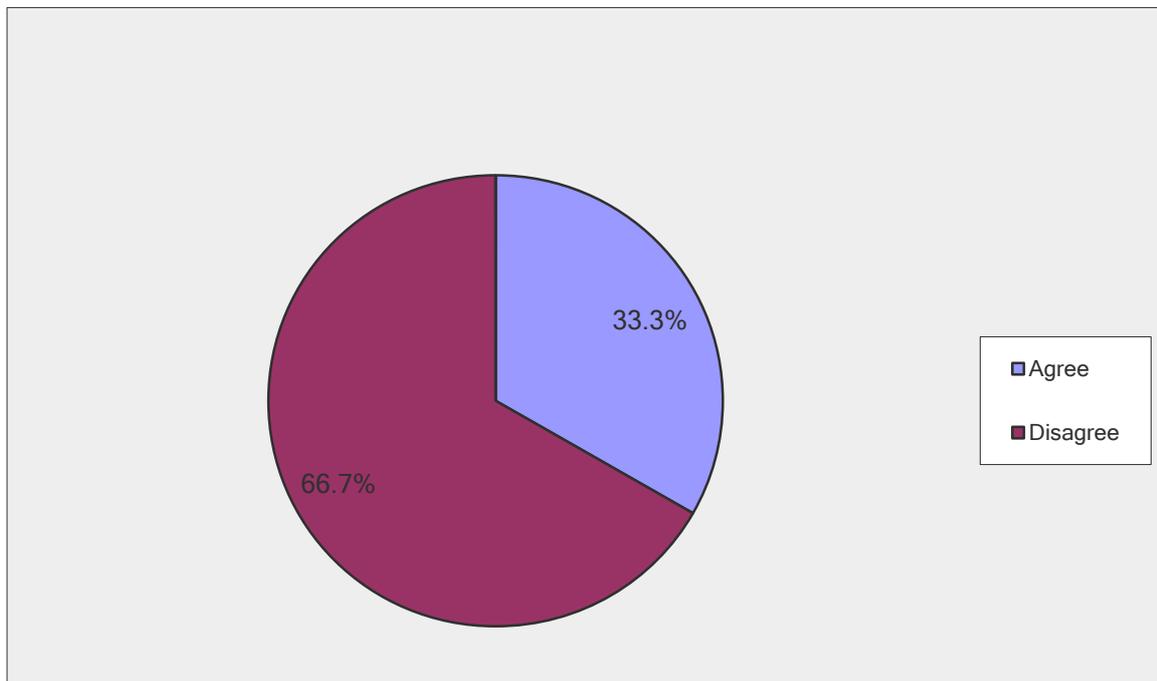
Opinions are divided over how effective selective licensing could be at making an area more attractive to potential tenants, with 50% strongly disagreeing that this was the case.

Landlords currently have problems getting accurate and honest references for prospective tenants

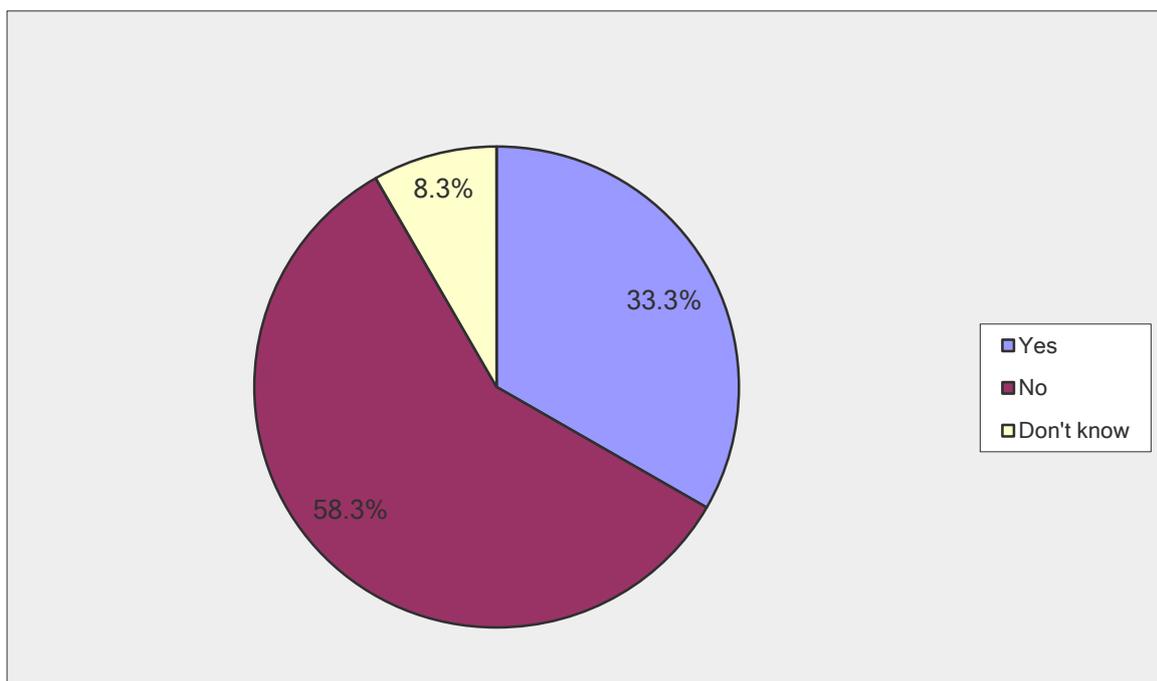


50% of respondents either agreed or strongly agreed that getting accurate and honest references for prospective tenants can be difficult, whilst a third of respondents did not report any problems of this nature.

Question 7: Do you agree or disagree with the council's proposals to introduce selective licensing?



Question 8: Do you think the proposed licence conditions are appropriate?



Questions 7 and 8 demonstrate that one third of managing agents who responded to the questionnaire support the selective licensing proposals and believe the proposed conditions to be appropriate. Conversely, two thirds of respondents do not support the proposals, and over 50% do not believe the licence conditions to be appropriate.

Question 9: My reasons/other comments

The final question of the survey asked for further comments. Nine of the respondents gave additional comments which lend further context for the responses provided in the questionnaire. A full transcript of representations made by managing agents follows this document, along with our response where given.

	Date	
<i>Four respondents agreed with proposals; two provided additional comments</i>		
1	01/09/2015	Very happy with licensing the team are doing a fantastic job. Well done.
2	02/09/2015	Fully support the aims of selective licensing.
<i>Eight respondents disagreed with proposals; seven gave additional comments</i>		
3	01/09/2015	I do feel this is an absolute disgrace how local government and central government hide behind the selective licence benefits of apparently trying to improve low demand areas. It is clearly just another way of taxing the easy target, i.e. people who are trying to improve their standard of living.
4	01/09/2015	I am in contact with other landlords and feel that most will refuse to pay! S/L is simply a vehicle for miss-managed councils to acquire extra funding, its unjustifiably expensive and provides nil benefit to private landlords or tenants. I'm concerned that it will cause a vast amount of rental properties to become unoccupied and boarded up. I'm convinced that this is BBC's intent. Unreasonable council charges and the policy of rent paid direct to the tenants means that [we have] been left in a position of being unable to pay the £11,000 plus that would be due.
5	03/09/2015	Landlords/investors will be reluctant to purchase in the selective licensing areas because of the £750 cost. Half the cost would be more attractive. We do not have a problem with references for tenants as we go through a referencing agency. If a landlord comes through a regulated agent like ourselves there should be no charge as they have done due diligence.
6	04/09/2015	For many different reasons. They are not readily available with this questionnaire and as such the question seems irrelevant here. What other consultation has been carried out in this scheme? Why different designations? I disagree with the loaded questions and believe the responses of a good landlord to be engineered in favour of a "yes vote"
7	04/09/2015	The current conditions are no different from current legal requirements. Current legal requirements can be policed but are not. It is also not a legal requirement to have an electrical certificate as was successfully challenged in Hyndburn.
8	08/09/2015	If the council is honest the current selective licensing areas have not seen any improvement in values or conditions.
9	14/09/2015	It is our experience that selective licensing has no impact. Those landlords who make no effort to maintain their properties are not bothered by it, it does not improve tenant quality and does not create demand for properties where there was none previously.

Summary of responses from local managing agents and Private Rented Sector Forum

Comment	Number of respondents
Too expensive / taxing the easy target	4
Support the scheme/team do a good job/existing schemes having positive impact	3
Will put LLs/investors off buying	2
No improvements in existing licensing areas (value/condition)/no benefits for LLs/tenants	3
We already obtain references for tenants	1
Should be no charge to LLs operating through a regulated agent	1
Why does the council get involved in ASB?	1
Should be a "bad" tenants list	1
Too many houses/no demand	1
A money making scheme for the council	1
Most LLs will refuse to pay	1
Good LLs will sell up/more vacants	1
Questionnaire engineered in favour of "yes" vote	1
Already exists legislation to deal with problem properties/LLs	1
Poor LLs continue to operate	1

Responses from Managing Agents & Private Rented Sector Forum (PRSF)

Date	Name	Method – Phone/letter/email/ questionnaire	Query/Comment/ Response	BBC Response
03/07/2015	Managing Agent	Phone Call & Email	<p>Said had received some letters, wanted to know the exact street list. Struggled accessing, Requested email of link to website. Asked when new designations would come to effect. Seemed ok with proposals .</p> <p>Phoned back and queried whether Maria Court off Glebe Street will be included</p> <p>Email received:</p> <p>Hello</p> <p>Thank you again for the link.</p> <p>Please can you confirm if the following</p>	<p>Explained all available street lists were on the website under housing and selective licensing consultation. Street lists, area maps, proposal document etc. Said would email link to Kelly. Explained once consultation period was finished report to executive in Jan 16, approval from secretary of state needed, possibly into effect April 16.</p> <p>Email sent: Hi, http://www.burnley.gov.uk/node/2153</p> <p>See attached link, all information on the right hand side of the page in terms of street lists, maps, proposal document etc and links to the questionnaires are also available should you wish to complete and add additional comments at the end.</p> <p>Responded to email 6/7/15</p> <p>Maria Court appears to fall outside the proposed area, however the apartment complex on straight mile court looks to be inside the proposed area for Leyland road.</p>

03/09/2015		Managing Agent Questionnaire	<p>will be included in the Selective License proposal:</p> <p>Flats 1-8, Maria Court, Glebe street The apartment complex at Straight Mile Court.</p> <p>If these are included, is it the individual flat owners who are responsible or the management of the building who are responsible</p> <p>Disagree: Landlords/investors will be reluctant to purchase in the selective licensing areas because of the £750 cost. Half the cost would be more attractive. We do not have a problem with references for tenants as we go through a referencing agency. If a landlord comes through a regulated agent like ourselves there should be no charge as they have done due diligence.</p>	<p>It will be the individual flat owners that are responsible for applying for the licence however (...) are also liable as the manager of the property.</p> <p>I note that you express concern that investors will be reluctant to purchase in licensing areas because of the cost, yet this has not been our experience in the existing licensing areas. Properties continue to change hands and investors are still buying into the areas covered by our current designations. You also state that half the cost of the licence would be preferable. We have endeavoured to keep the costs of the licence as low as possible; in our current areas a landlord accredited through GLAS who returned their application in the first three months of the designation paid £425 for their first property. There are incentives for landlords to become accredited and engage with the council early on in the licensing process. It is proposed to maintain this fee structure if the new licensing areas are approved.</p>
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				Your comments regarding landlords coming through a regulated agent facing no charge have also been noted and will be given consideration.
06/07/2015	Private Rented Sector Forum	Meeting of the Forum	<p>Queries over exclusion of Stoneyholme.</p> <p>Has anywhere benefited from SL?</p> <p>How many licences refused?</p> <p>One member agreed scheme has made a difference in Trinity. House prices risen 9.2% in designated area, compared to 4.4% overall. Need to get on board with this; invest in housing and employment.</p> <p>Why is SL dealing with ASB/noise etc.? Is it the council's role to do this? Do you work with homelessness team?</p>	<p>Purpose of meeting to discuss four proposed areas. Maps and street lists provided. Stoneyholme excluded because not high levels of rented properties.</p> <p>Outlined positive results in Trinity, reduction in ASB/vacants. Explained proposed designations and wider consultation boundary. Discussed case studies of how SL has worked in other areas of Burnley.</p> <p>20+ since second Trinity designation, plus around 6/7 management orders put in place.</p> <p>Vacant properties also down 20%. SL working with other initiatives e.g. empty homes clusters. Burnley nationally recognised as "boom town" by independent bodies. Want people living <i>and</i> working in Burnley. SL aim is to make private rented housing stock fit for purpose.</p> <p>Work with range of agencies covering range of issues. Discussed how SL team able to assist with</p>

			<p>Not been helpful in past.</p> <p>Are you allowed to tell us which are the “bad” tenants?</p> <p>Concern “bad” tenants just move around within the area.</p> <p>Small group discussions on specific proposed areas.</p>	<p>tenant mediation, links with ASB team. LLs bound by legal requirements, must work within law but seek advice where required, i.e. through SL team, ASB team.</p> <p>Discussed requirement to reference check tenants in licensing areas. An offence to not undertake checks but not to house a tenant after a bad reference. LL needs to make a judgement as to whether can manage particular tenant’s behaviour.</p> <p>Discussed statutory duty to provide housing for vulnerable tenants, unless intentionally homeless.</p> <p>Not allowed to keep a blacklist, nor of “bad” LLs. Can only publish list of good LLs (accredited/licensed agents list). Discussed possibility of a good tenant scheme.</p> <p>Reiterated importance of reference check. Looking at working with police to introduce ASBOs to ban problem tenants from areas where known to cause issues. Will come back to forum with more information as progresses.</p> <p>Discussed requirement to apply to secretary of state for approval if over 20% of stock.</p>
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			<p>Burnley Wood with Healey Wood – Emily St not a problem street; Hollingreave Rd. should not be included. Leyland Rd area – Belvedere Rd.: felt large number of owner occupiers here. Daneshouse – Suggestions Norman St., Saxon St. and parts of Stoneyholme should be included as large number of rented properties and associated problems. Ingham & Lawrence St area – a problem area.</p> <p>Raised issue of empty properties.</p> <p><i>Conclusions</i> General feeling that property prices may rise but rent doesn't, fee is an added cost to LLs that puts many off. Compared to yields in other locations in North West, higher elsewhere. Too many houses in Burnley, not enough demand, rental market saturated. Elevate a great scheme, area suffered when funding cut. Houses are too small, no good for families. '2 into 1s' would get more</p>	<p>Discussed tackling long term empty properties. Boarded up houses cause problems. Discussed empty homes initiatives, CPOs, empty homes loans, external improvements. Aim to bring back confidence to potential residents, LLs and investors.</p>
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			people in. Investors with no experience buy property, end up in negative equity and council left with problems.	
01/09/2015	Managing Agent	Managing Agent Questionnaire	Very happy with licensing the team are doing a fantastic job, well done.	
01/09/2015	Managing Agent	Managing Agent Questionnaire	I do feel this is an absolute disgrace how can local government and central government hide behind the selective licence benefits of apparently trying to improve low demand areas it is clearly just another way of taxing the easy target, i.e people who are trying to improve their standard of living.	Selective licensing is part of a wider regeneration programme which aims to attract people to the town to work and live. A poor private rented sector detracts from this aspiration and deters people from living or remaining in the neighbourhood. We recognise that there are many good, responsible landlords and agents; however the reputation of the private rented sector in Burnley is one of poor quality, with poor management practices. We want to improve this reputation by raising standards in the private rented sector to make it a tenure of choice.
01/09/2015	Managing Agent	Managing Agent Questionnaire	I am in contact with other landlords and feel that most will refuse to pay! S/L is simply a vehicle for miss-managed councils to acquire extra funding, its unjustifiably expensive and provides nil benefit to private landlords or tenants. I'm concerned that it will cause a vast amount of rental properties to become unoccupied and boarded up. I'm convinced that this is BBC's intent. Unreasonable council charges and the policy of rent paid direct to the tenants means that [we have] been left in a	Please see below for our response to your comments: <ol style="list-style-type: none"> <i>Selective licensing is a vehicle for mismanaged council's to acquire extra funding</i> Selective licensing legislation allows the local authority to set a fixed fee to accompany applications. All funds raised through this fee are ring-fenced and may only be used to implement and monitor the scheme. It is illegal for the council to

			<p>position of being unable to pay the £11,000 plus that would be due.</p>	<p>make a profit from selective licensing.</p> <p>2. <i>The fee is unjustifiably expensive</i> In our current designations the fee for a landlord accredited under Burnley Council's Good Landlord and Agent Scheme (GLAS) who returned their application within the first three months of designation was £425. This fee is comparable with a number of other local authorities where selective licensing is in operation, and is significantly lower than many. Fees charged take account of all costs incurred in carrying out duties under Part 3 of the Housing Act 2004. Annual accounts are produced which clearly indicate how funds are spent in the implementation of the licensing legislation.</p> <p>3. <i>Selective licensing provides nil benefit to private landlords or tenants</i> Selective licensing is an enforcement tool and is not designed to directly benefit landlords. The council have introduced selective licensing in some areas of Burnley where the</p>
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				<p>housing market is failing, in part due to a poor quality private rented sector. Whilst we do recognise the work of many good landlords and agents, unfortunately there are a significant number who are not operating to an acceptable standard.</p> <p>The benefits of the scheme to local residents/tenants are clear: they will gain a dedicated team who can assist with any problems related to private rented housing. Selective licensing has received widespread support from residents in Trinity, Queensgate and Gannow. Many landlords also agree with the benefits it can bring, though a significant number are against the scheme. Selective licensing, however, also benefits landlords in the following ways:</p> <ul style="list-style-type: none">- Access to a dedicated team of officers who can assist with problems related to private rented properties- Strong links with other council departments and external bodies such as the Police, who we work
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				<p>with to ensure instances of ASB, environmental crime and poor property management are dealt with swiftly</p> <ul style="list-style-type: none">- Training and development for landlords, as well as services such as tenant referencing and mediation- Tackling rogue landlords, ensuring they cannot make a profit by undercutting good landlords and not managing their properties properly- A long term investment in their asset, by creating greater demand for housing in these area <p>We appreciate that many landlords are operating legally and to a good standard; however many are not. You may be a good landlord with a good tenant, but if the landlord of a neighbouring property is failing to manage their house and your tenant leaves because of this, you may find yourself making a loss with a property which is difficult to let.</p> <p><i>4. It will cause a vast amount of rental properties to become unoccupied and boarded up (BBCs intent)</i></p>
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				<p>This has not been our experience in the existing licensing areas in Burnley. Trinity in particular, which has been designated for the longest period, has seen a reduction in vacant properties and a rise in demand for housing, despite wider, national economic problems. This area has also recovered quicker from the economic downturn than the borough as a whole, with house prices rising at a faster rate, indicating a rise in demand.</p> <p>Selective licensing is part of a wider regeneration programme, and is consistent with our overall housing strategy. Tackling empty homes has been an intrinsic part of this. The empty homes team work to bring long term empty properties back into use to the benefit of local residents, the local economy and the wider community. It is our intention that by raising standards in private renting we can help to stimulate demand for housing in these areas, which contributes to a reduction in vacant properties. It is certainly not our intention to increase the number of vacant properties in the borough.</p>
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				<p>5. <i>Most landlords will refuse to pay</i> Again, this has not been our experience in the existing licensing areas. It is a criminal offence to let a property within a designated selective licensing area without applying for a licence. Landlords who fail to apply can be fined up to £20,000 and be left with a criminal record.</p>
02/09/2015	Managing Agent	Managing Agent Questionnaire	Agree: Fully support the aims of selective licensing	
04/09/2015	Managing Agent	Managing Agent Questionnaire	<p>I disagree with the loaded questions and believe the responses of a good landlord to be engineered in favour of a “yes vote”</p> <p>Disagree: For many different reasons. They are not readily available with this questionnaire and as such the questions seems irrelevant here. What other consultation has been carried out in this scheme? Why different designations?</p>	<p>I note you asked what other consultation has been carried out in this scheme. It is a legal requirement to consult all affected stakeholders before the introduction of any selective licensing scheme, and we carried out consultations before the introduction of the existing licensing schemes in Trinity, Queensgate and Gannow. These were all met with high levels of support from residents in the affected areas. We have been consulting in four further areas since 1st July 2015; the consultation closes on the 2nd October 2015. As part of this we have sent questionnaires to landlords, residents and managing agents, as well as hosting resident and landlord drop in sessions. We are also holding a landlord conference on 29th September to allow landlords and agents the opportunity to discuss the proposals further with council officers. We have sent reminders to landlords and</p>

				<p>residents requesting they contact us with their feedback on the scheme. All feedback received will be fully considered and forms part of the report to the Executive as detailed above.</p> <p>You also asked why we are proposing to introduce different designations. Though some councils have introduced city/borough wide licensing programs, Burnley Borough Council sees licensing as an effective way to focus on smaller areas suffering from low housing demand and decline. Following the introduction of licensing in Trinity, and later Queensgate and Gannow, we were asked by the Executive to consider any other areas which would benefit from the scheme, which has led to the current consultation.</p> <p>I also note you believe the council should intervene in areas of low demand by utilising its existing powers. The council's empty homes teamwork to bring empty properties back into use by offering loans to landlords who agree to complete a schedule of works to make them habitable. We are also able to acquire some long term empty properties which are then refurbished and brought back into use. In addition to this, our enforcement team undertake inspections of properties where a complaint has been made against the landlord, and are able to issue improvement notices and monitor the situation to ensure it is resolved. However this is a reactive service</p>
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				<p>and relies on tenants/residents making a complaint. Unfortunately many tenants are afraid to complain about their landlord for fear of retaliatory eviction.</p> <p>Selective licensing complements the above programs and is part of our housing strategy aimed at regenerating areas of the borough suffering from decline. It gives us the tools to proactively inspect properties and take action against landlords and agents who are managing properties to a poor standard.</p>
04/09/2015	Managing Agent	Managing Agent Questionnaire	<p>Disagree: The current conditions are no different from current legal requirements. Current legal requirements can be policed but are not. It is also not a legal requirement to have an electrical certificate as was successfully challenged in Hyndburn.</p>	<p>Whilst many of the conditions of the licence are legal requirements, we have limited powers to monitor these without the use of selective licensing legislation. Selective licensing gives us the option to be proactive in requiring evidence of good property management. Our enforcement team are also able to respond to complaints of disrepair however this is a reactive service and relies on a complaint being made. Unfortunately many tenants are afraid to speak against their landlord for fear of retaliatory eviction. Selective licensing allows us to undertake proactive inspections and uncover instances of poor property management which may have otherwise gone un-noticed.</p>
08/09/2015	Managing Agent	Managing Agent questionnaire	<p>Disagree: If the council is honest the current selective licensing areas have not seen any improvement in values or conditions.</p>	<p>You expressed concern that values and conditions had not improved in the current licensing areas, however we have seen significant improvements in property management in the Trinity area where</p>

				<p>selective licensing has been in place the longest.</p> <p>The economic downturn saw a reduction in average house prices across the borough, but prices have recovered faster in the licensing area than in Burnley as a whole. There has been an increase in median house prices in the Trinity area from £31,895 in October 2013 to £40,000 in January 2015, demonstrating an increase in demand for properties in this area. The number of vacant properties has also decreased from 20% of total housing stock in October 2013 to 16% by the end of 2014. This further supports evidence of an increase in demand for housing in this area.</p> <p>The selective licensing team work closely with the Police to tackle anti-social behaviour; there has been a steady reduction in the number of cases of ASB reported to Police during the designation period. Cases of ASB in the ward as a whole have fallen consistently during the time the scheme has been in place. Since the second Trinity designation was put into place we have been able to monitor instances of ASB within the licensing boundary as well as ward level. Initial data demonstrates a continuing downward trend during the first year of the new designation.</p> <p>The selective licensing team also work closely with Streetscene, landlords, tenants and other residents to reduce</p>
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				<p>environmental crime associated with private rented properties. The last data available indicates environmental crime in the designation area is at its' lowest level since the scheme was introduced. The selective licensing team have also liaised regularly with Streetscene and local councillors to deliver community skip days. Four of these events were held in Trinity during 2014, and we hope to hold further days here and in the other licensing areas.</p> <p>Regarding property management/condition, the licence application now clearly states that the all properties must be managed by either:</p> <ul style="list-style-type: none">• An accredited landlord/ managing agent;• A landlord/agent who is a member of a recognised professional body; or• A landlord who has attended a development day. <p>By enforcing this criterion we are able to ensure that all persons responsible for managing rented properties have received some form of accreditation or training. We are also working hard to ensure that all properties are free from hazards. The selective licensing team undertook 132 proactive property inspections in Trinity in 2014</p>
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				<p>to ensure properties were being managed to an acceptable standard. Applicants are required to submit a copy of a valid gas safety certificate as part of their licensing application and it is also a condition of their licence that they submit a new copy upon expiry. We also promote the importance of electrical safety and request a copy of an electrical safety certificate for each property, as well as making referrals to Lancashire Fire and Rescue Service for fire safety checks and smoke alarm installation. Through these methods and a variety of other means of monitoring we are raising standards in the private rented sector. The conditions of a selective licence require all landlords to reference check potential tenants. This is a way of ensuring that landlords are aware of how tenants have conducted previous tenancies. The licensing team offer a tenant referencing service regarding crime and ASB to landlords operating in the designation area. In year 1 of the second Trinity designation the selective licensing team received 99 requests for reference checks, of which 88 were responded to within 48 hours, allowing the landlord to make a quick decision on whether or not to let to a</p>
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				particular tenant. This quick turnaround reduces the time properties are left vacant and ensures good tenants can find homes quickly and easily.
14/09/2015	Managing Agent	Managing agent questionnaire	Disagree: It is our experience that selective licensing has no impact. Those landlords who make no effort to maintain their properties are not bothered by it, it does not improve tenant quality and does not create demand for properties where there was none previously.	<p>I note you oppose the scheme as you feel it has not been successful in other areas, and has not stimulated demand for housing. However since selective licensing was first introduced to Burnley in the Trinity area we have seen noticeable improvements in property management. There has been increased demand for properties in this area, evidenced by a reduction in vacant properties. Following the economic downturn property prices have recovered faster in the Trinity area than in Burnley as a whole. There has also been a reduction in ASB and environmental crime; the local police see the selective licensing team as a key partner in tackling ASB in the designation area.</p> <p>I note you also feel that poor landlords are not bothered by selective licensing; however it does give us the legal powers to ensure that all landlords are managing their property to an adequate standard. We are able to take legal action against those that don't apply for a licence or breach the conditions once granted. You also mentioned concerns over the quality of tenants. Licensing ensures that all landlords are meeting their responsibility to reference</p>

				check their tenants, and it is a condition of their licence that they take reasonable steps to tackle anti-social behaviour. Licensing encourages landlords to take responsibility for who they let their property to, and to manage their tenancies appropriately.
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