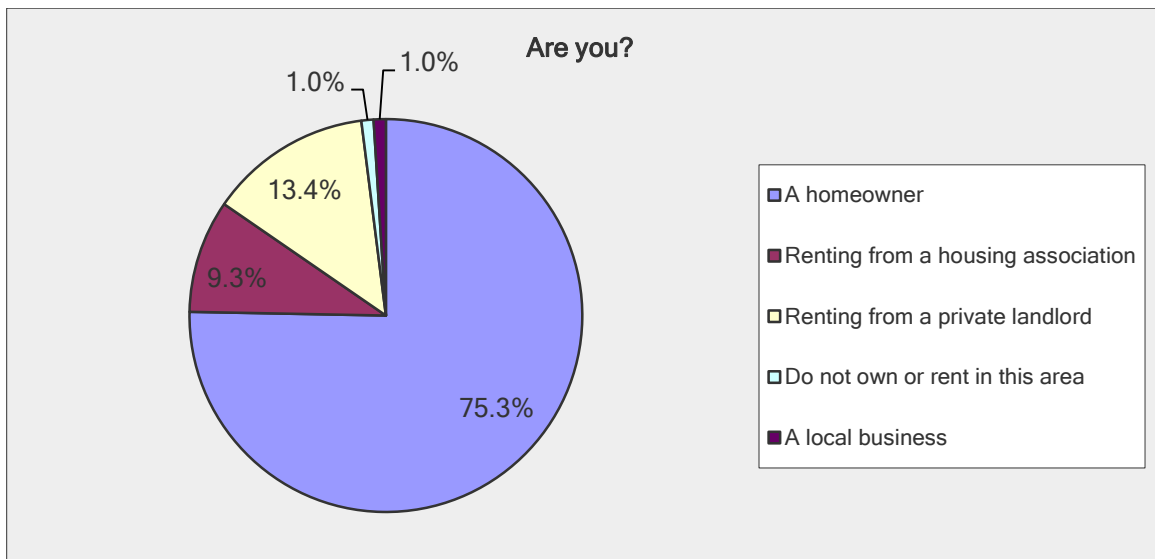


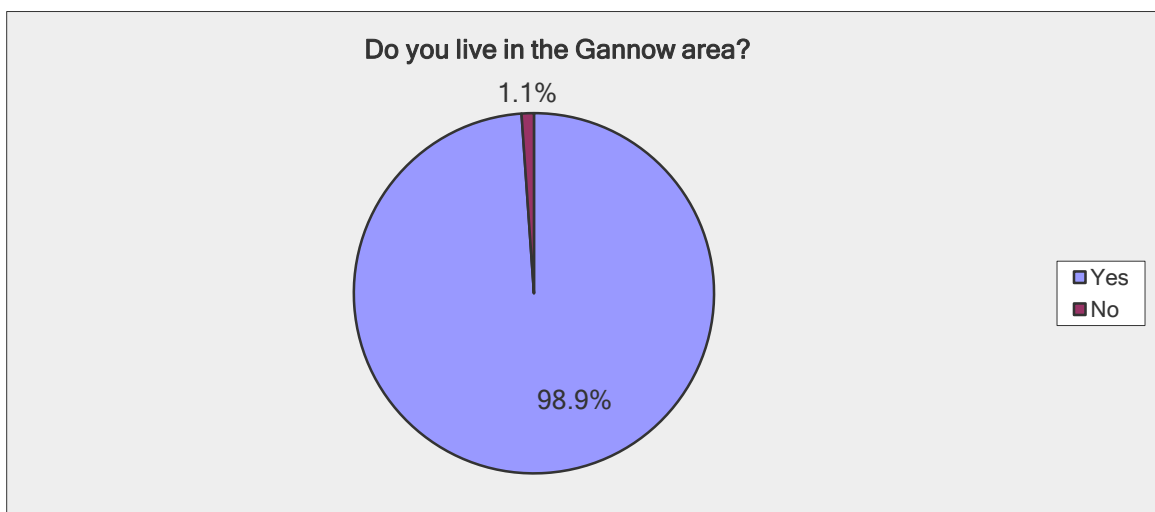
Residents and Business Survey Results – Gannow

There are approximately 806 occupied properties in the proposed selective licensing designation area. 102 residents responded to the questionnaire regarding the proposals to introduce selective licensing in the Gannow area of the Borough. This is a 12.6% response rate which is what the Council would expect for a consultation event of this nature.

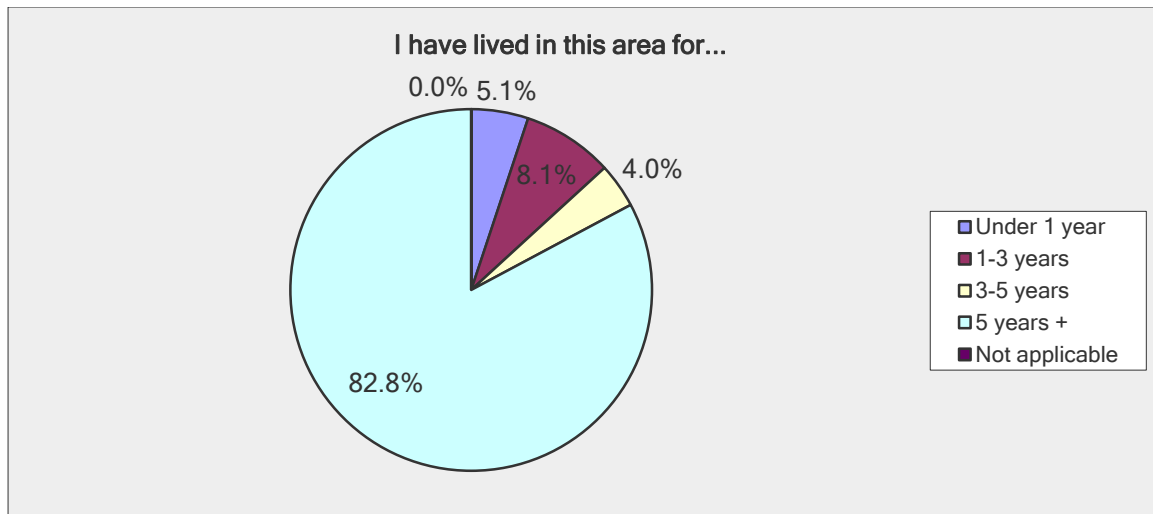
Question 2 97 answered and 5 skipped this question. The pie chart below shows that the majority of respondents are home owners in the area (75.3%).



Question 3 87 answered and 15 skipped the question. The pie chart below shows that the vast majority (98.9%) of respondents live in the area.

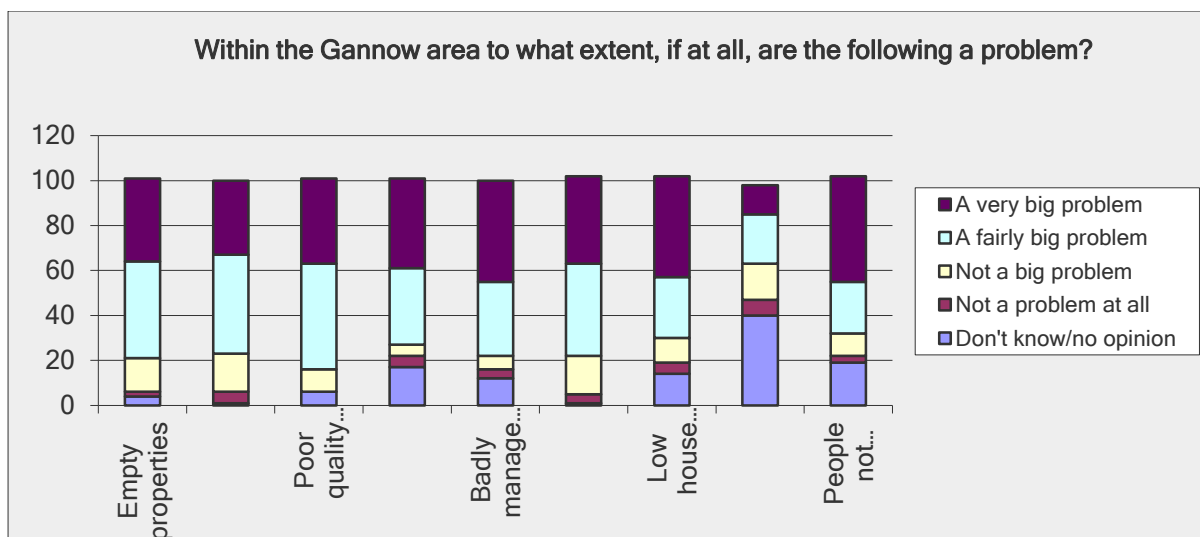


Question 4 99 answered and 3 skipped the question. The pie chart below shows that the majority (82.8%) have lived in the area for over 5 years.



Question 5 All respondents answered this question. The table and graph below shows that residents think that the top three very big problems in the area are Badly Managed Private Rented Properties, Low House Prices and a High Turnover of Private Rented Tenants. The top three problems that are fairly big to residents are Poor Quality Properties, Nuisance and Anti-Social Behaviour and Empty Properties.

Within the Gannow 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	37	43	15	2	4	101
Nuisance and anti-social behaviour	33	44	17	5	1	100
Poor quality properties	38	47	10	0	6	101
High turnover of private rented tenants	40	34	5	5	17	101
Badly managed privately rented houses	45	33	6	4	12	100
Rubbish dumping	39	41	17	4	1	102
Low house prices	45	27	11	5	14	102
Low rent levels	13	22	16	7	40	98
People not wanting to stay in the area	47	23	10	3	19	102



Question 6 89 answered and 13 skipped this question. The table below shows that the majority of respondents felt that significantly more problems are caused by privately rented properties than by other properties.

Which of the following statements best sums up your view of private rented properties and problems in your neighbourhood of Gannow?		
Answer Options	Response Percent	Response Count
Privately rented properties are no better or worse than other properties (privately owned homes or rents from a social landlord).	16.9%	15
Significantly more problems are caused by privately rented properties than by other properties.	50.6%	45
Problems tend to be caused more by privately rented properties than by other properties.	27.0%	24
No problems are caused by privately rented properties.	4.5%	4
Don't know/No opinion	1.1%	1

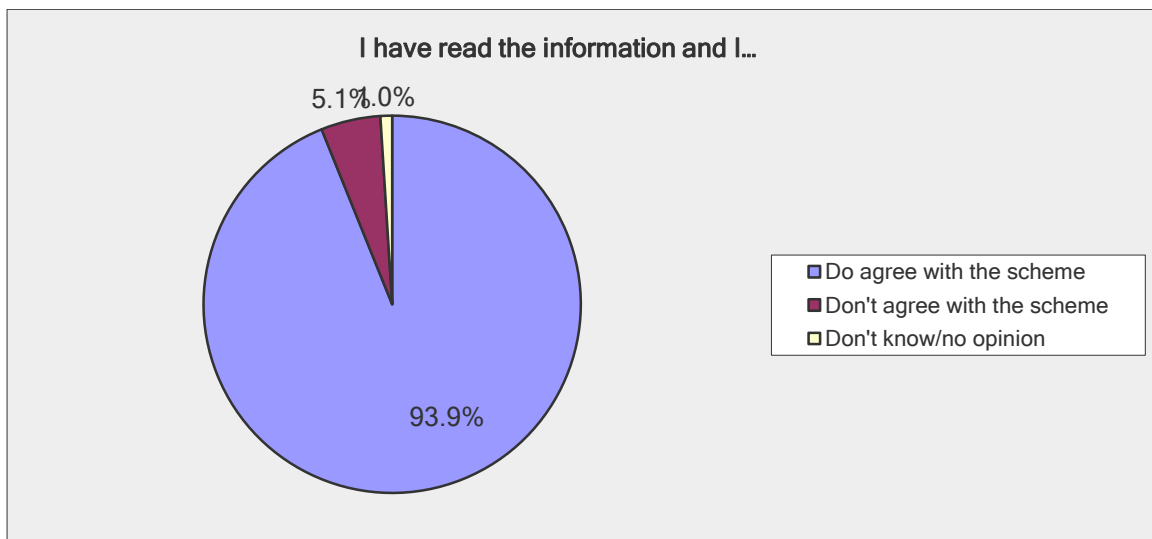
Question 7 100 answered and 2 skipped the question. The graph below shows that the vast majority of respondents believe that landlords should obtain references for their tenants, ensure tenants know that anti-social behaviour is unacceptable, and provide tenants with their contact details. All respondents believed that landlords should keep properties in good condition.



Question 8 All respondents answered this question. The table below shows that the majority of respondents strongly agree to the following statements.

To what extent do you agree or disagree with the following statements?							
Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/no opinion	Response Count
Burnley Council should intervene in areas suffering from low demand housing demand	62	25	5	2	1	4	99
Burnley Council should have more control over the way that private landlords manage their properties	75	20	1	2	3	1	102
Selective licensing could have a positive impact on private rented housing in an area	72	22	2	2	2	2	102
Selective licensing could help ensure that all privately rented properties are well maintained and managed	76	20	1	1	3	1	102
Selective licensing could help reduce anti-social behaviour problems	71	20	5	1	4	1	102
Selective licensing could help make an area more attractive to potential tenants, and so increase rental values and property	69	23	2	2	3	2	101

Question 9 98 responded and 4, skipped the question. The pie chart shows that 93.9% of respondents agree with the proposal to introduce selective licensing in the Gannow area of the Borough.



Detailed on pages 6 to 11 of this document are all of the comments received from the respondents. There are a total of 63 comments.

The majority of responses can be grouped into 14 main topics:

1. Private rented properties have caused the area to decline/selective licensing could help – (21)
2. There has been a decline in the area/would like the Council to intervene (6 respondents)
3. Agree Selective Licensing is needed in the area (12 respondents)
4. Anti-social behaviour/Envi Crime is the main problem/biggest concern in the area (7 respondents)
5. Anti-social behaviour is caused by the private rented sector (2 respondents)
6. The Police and Council should be tackling these issues (3 respondents)
7. Landlords are just interested in collecting the rent (2 respondents)
8. Empty properties are the main problem/biggest concern in the area (1 respondent)
9. Demolition is needed (1 respondent)
10. The Council already have powers to deal with these problems (1 respondent)
11. There has been no improvement in the Trinity area (1 respondent)
12. This is not fair for good landlords (1 respondent)
13. Attend to the Social Housing (1 respondent)
14. Ensure landlords are carrying out accurate referencing (1 respondent)

Selective Licensing should be introduced across the Borough (1 respondent)

Comments received on the questionnaires

1	They should obtain references but they don't now and when they do they still accept them anyway. I do hope it will help with area as it's becoming more and more like the old Accrington Road/Stoops area, with drug dealing and thieving. It brings the whole area down. the garages at the top of Shale Street need knocking down they are beyond repair and a beehive for drug dealing and hiding from police. I also hope that this licensing scheme will involve the big companies (xxxxxxx) because they are worse than these private ones.
2	I do agree in theory to the scheme but my concern is what about the properties already let. Will these tenants have to change their tenancies with the landlords and will there be charges for it. Also will the rents increase because the landlords have to pay to be licensed. I changed my mind from "not a big problem" to a "very big problem" for the anti-social behaviour because: 1) Some moron or morons set fire to a set of unfinished built houses across from lifechurch on Christmas day. 2) I have noticed there is now more youths congregating in the subways at Padiham Road end, drinking and smoking cannabis. It is very rare that I see any police patrols in Gannow area apart from the community policing van that turns up every so often.
3	Re Question: "Burnley Council should intervene in areas suffering from low housing demand". This would depend on the method and type of intervention.
4	I have lived in the area for more than 10 years and seen a definite decline in the standard of properties, more anti-social behaviour and drug related problems and would like the Council to intervene.
5	The whole area would benefit from a reduction in the number of squalid looking houses that seem to be spreading out. The housing stock could be improved as it stands but most of the people causing the problems are a lost cause. Money has been spent on Gannow Lane improvements over the years and there appears to be no significant change in the look of the place. You needed a tenants charter which tries to make the landlords and tenants stick to some basic living standards that most of us have.
6	I have lived in this area since being a young girl; I am now a woman in my thirties and have watched the area decline due to rental properties over the past 10 years. I see the problem is due to landlords renting to undesirables, youths and addicts (drink or drugs).
7	It will make the area a nicer place to live in.
8	A scheme which goes anyway to improve general quality of life can only be a good move.
9	The present scheme if there is one is not working. Good landlords and tenants have nothing to fear, the ones that object have something to hide.
10	It disturbs me that you think increasing housing costs is desirable! I don't know if this will help or not. These people will have to be housed somewhere so maybe you're just shifting people around maybe you're trying to push responsibility for problems onto landlords, that the police etc should be tackling.
11	Any plans that improve the area must be good.
12	They should pull down Wren Street, Burnley, gone to the dogs.

13	If this scheme is introduced it will I am sure be a ongoing development that can only improve the area substantially. (Better and better as time goes on).
14	Everyone tells me Gannow used to be a highly sought after area but I myself am trying to sell my house and will have to fund a £15,000 shortfall caused by the area being left to ruin.
15	The row of houses I look out on are a disgrace. Continual rows, cars, anti-social behaviour and what I drive past to reach my property is no better. I feel ashamed any visitors to my home have to drive past the eyesore to reach my property.
16	It would make the area a nicer place to live and hopefully the turnover of empty houses will reduce.
17	My home on Wren Street is unsaleable for the value it should be, because of the things happening in the area.
18	I cried with relief when I got this form. The thought that the Council is going to help alleviate the stress caused by Penistone Street is wonderful. It is mostly empty, a constant eyesore and a daily problem with anti-social behaviour. Most evenings are disturbed with shouting, fights and extremely loud music. Thank you!
19	Have previously lived in private rented property and the landlord was very hard to get hold of and the repairs were never done!! Need someone to contact to force the repairs.
20	I agree with the above, because as a houseowner the area is lowering the price of houses. Therefore landlords buy cheap, put anyone in getting money D.H.S.S. easy money making. While people like us lose out. Environmental noisy residents, unkept properties.
21	This Council have not shown any expertise in licensing other areas of the town and already has powers to effectively manage problem properties but continually fails to use them.
22	I have had problems on occasions with poorly managed properties affecting my own owned property - anti-social behaviour prevents my child from playing out.
23	The Council has not shown any significant improvement where selective licensing has been active in other areas of the town. This is just another paper exercise and a waste of money.
24	Some private landlords in this area seem more concerned with ensuring their properties are generating rent than with the quality of tenants in them. They are unresponsive when problems are raised with them by other residents.
25	I hope that selective licensing will also include property that is part of a London based portfolio that the owner just collects the rents through a 3rd party e.g. estate agents. From experience I have found that these landlords want to spend as little as possible on the maintenance of their houses and as long as the rent is paid do not care who resides in them.
26	Having been in our property for 22 years, there has been a decline in the area of Gannow, when we bought our property it was classed as a good area to live in, but private renting, with wrong tenants, has left the area less desirable. Big problem with dog faeces.
27	Most landlords should be made accountable for bad tenants. Then they may be more responsible.
28	This was a good area, with good working people for neighbours, when I bought the house 30 years ago. Too many empty and rented houses now. Something should have been done years ago.
29	I have not lived in the area for too long - I've had my car damaged on 2 occasions, litter and people dumping rubbish is another problem.

30	Living in the Gannow area for the past 20 years and we have noticed there is significant more rented properties than there is privately owned and this has started to pull the area down.
31	Attend to social housing problem, where the landlords are faceless.
32	All of the above.
33	Private landlords would be made more accountable to the Local Authority, would therefore choose their tenants more carefully and hopefully consider other people already living in the area. Possibly private landlords should be fined for anti-social tenants. They would definitely be more responsible then.
34	But landlords must make sure that references given by "would-be" tenants are genuine and landlords must be given clear instructions on the number of times a tenant is warned about his or her anti-social behaviour and then the landlord must promptly terminate that tenancy.
35	I have lived in this area for over 45 years and I have never seen an area go downhill like this since landlords have taken over. All they are interested in is there rent money. People should be vetted before they are to let a property, they seem to lack respect for others and the properties, they don't recycle properly and the backstreets are a mess. My friends and family, neighbours used to be proud to live in this area, not anymore!!!
36	I have seen this area go downhill in the last 10 years or so, I've been in my house 29 years, Gannow was a great place to live, communities within the area where neighbours were friends and kids played together everyone keeping an eye on them, now its almost gone, so many bad tenants making people's lives a misery.
37	I owned and lived at 23 Harley Street from 1970 to 2010 and rebuilt the property in 1994. I sold it onto a private landlord. Take a look at the dilapidated state the house is in now.
38	Don't necessarily agree with licensing because the good landlords at present will then have to pay a cost for this when they are already doing a good job, not fair on them. Maybe fines are a better option.
39	Having a private landlord next door has had a big affect on our lives we have had no end of trouble with most of the tenants and the landlords don't care as long as the rent is paid.
40	This used to be a good area to live in but as more houses have been bought by absent landlords the area has really declined.
41	We have a tenant who screams and shouts all the time day and night and can be heard 2 doors away I feel sorry for the people either side of him. One is wanting to move because of him.
42	Improvement is necessary.
43	Too many rented properties are empty (unoccupied) and neglected. House prices in area declining rapidly. Rents far too high considering value of houses.
44	I own my house and due to problems within the area and anti-social behaviour, rented properties etc it will not be surprised if I am in negative equity, something needs doing or a lot of us residents who own our homes will end up stuck like a lot of people over the years in southwest Burnley.
45	I own my own property have done so for 39 years. Properties either side of me are now rented properties and although the tenants are both

	good ones now, previously we had had very bad ones causing anti-social behaviour you just don't know who you are going to get next as tenants tend not to stay long term.
46	The street now as quite a number of rented properties and the houses get run down it has a big impact on people who've lived here for years.
47	We would like to live in a nice area with friendly people, not frightened because of drug addicts, rough people and crime we would like to walk the streets feeling safe instead of feeling depressed all the time, please help. I would like to move but can't afford to, so I feel down all the time, please make it a better area.
48	Council sold out its direct control of tenants to housing associations, yet now want to control private landlords. Good landlords won't want this burden and will sell out and leave area. Anti-social behaviour is police matter, not for landlords.
49	If landlords have these rules we think crime & anti social behaviour will decrease.
50	This area ie Redruth Street has only my family home owner the rest use the properties paid for them as disposable free accommodation hardly live in the houses. Party all night long.
51	The area at the moment is not a nice or safe place to live.
52	I have been an O/O on Gannow Lane for 30 years. When the majority of residents were working O/Os. 15 years ago many properties were taken over by private landlords who insisted on renting to people on benefits to be sure of getting their rent. Many of these properties were let to anti-socials which brought about a huge decline in working residents who left the area. This in turn brought about a huge drop in the prices of properties some of 50%!!! (including mine).
53	Park Lane and Gannow used to be a lovely area, but most of the landlords rent their houses without checking, we have the worst area in Burnley for drugs plus half the property owners come from out of town, places such as Manchester. One land owner I know comes from Birmingham. You should check out Carter Street and Oak Street the Police are called our regularly.
54	Gannow has high number of rental properties. I have lived in the area a lot of years and have seen a significant decline in the area.
55	I also think that the local Police should make more of a presence in the area so that they are aware of the drug dealing and anti-social behaviour.
56	I have lived in the area for many years and find it sad that there is such a loss of community feeling in the area. I feel that much of this is because of "short term Residents".
57	I am one of he minority on my street who own their property. I have had experiences of having bad neighbours (not all of them) on either side of me and across the back street, who lack respect for other people and their properties.
58	Too much property in this area is not being maintained to a decent standard and homeowners who wish to live in a reasonably pleasant area are left dependent. Landlords would be more responsible if they lived in the area.
59	Have lived here for over 30 years people once took a pride in their area not anymore.
60	Ivory Street/Kime Street was a terrible area to live in due to anti-social behaviour. Now, at Imperial Court, there are much less problems - but they still exist.
61	I don't think low rent is a problem I think the rent is too high so families move in get behind with the top up on the rent and even if they're

	working they find it hard to pay such high rents.
62	We live in a new build apartment complex that does not have low rent and we are private tenants. The area around us is full of drug dealers and social drop outs which we feel affects our comfort and safety.
63	We have recently been the victim of a random unprovoked arson attack on our house, thankfully my family were physically unharmed but the psychological effects are still raw. I don't feel safe and due to no CCTV or other evidence the police are unlikely to ever find the culprits, but I would bet my hard earned bottom dollar it was a prank by a idiot child with no regard for consequences from a dysfunctional family whose parents do not work or care about their child's whereabouts. I have a 19 month old baby girl and we are determined to have moved out of this area before she is of the age to want to play out. Feel anti social behaviour is becoming increasingly prevalent and dangerous in the Gannow area, if private landlords can do something about this to positively change the decline then I'm all for it.