



m.e.l
research

**Private rented housing
additional and selective
licensing proposals
consultation**

**London Borough of
Newham**

Final report v5

May 2022



Project details and acknowledgements	6
Executive summary	7
Introduction	9
Survey results.....	14
Focus group findings	50
Written submissions	55
Appendix A: Communication visuals during consultation	60
Appendix B: Survey respondent profile	74
Appendix C: Online survey questions	77
Appendix D: Telephone survey questions	91
Appendix E: Focus group topic guides	96
Landlord / organisation groups	96
Resident groups	98
Appendix F: Full written responses.....	100

Table of tables

Table 1: Extent that anti-social behaviour is a problem by respondent type (online and telephone, N=1039)	15
Table 2: Extent that a high level of migration into the borough is a problem by respondent type (online and telephone, N=973).....	16
Table 3: Extent that deprivation is a problem by respondent type (online and telephone, N=987) ...	16
Table 4: Extent that poor housing conditions is a problem by respondent type (online and telephone, N=965)	16
Table 5: Extent that management of shared housing (HMOs) is a problem by respondent type (online and telephone, N=712)	16
Table 6: Extent that management of rented housing for single households is a problem by respondent type (online and telephone, N=803)	16
Table 7: Extent that crime is a problem by respondent type (online and telephone, N=1070).....	16
Table 8: Perceived change over time of anti-social behaviour by respondent type (online only, N=323)	18
Table 9: Perceived change over time of a high level of migration into the borough by respondent type (online only, N=289)	18
Table 10: Perceived change over time of deprivation by respondent type (online only, N=314).....	18
Table 11: Perceived change over time of poor housing conditions by respondent type (online only, N=292)	18
Table 12: Perceived change over time of management of shared housing (HMOs) by respondent type (online only, N=232)	18
Table 13: Perceived change over time of management of rented housing for single households by respondent type (online only, N=233).....	18
Table 14: Perceived change over time of crime by respondent type (online only, N=302)	18
Table 15: Reasons for agreeing or disagreeing that the current licence scheme is effective by respondent type (online only, N=295).....	22
Table 16: Impact of discontinuing/reducing the current licensing scheme by respondent type (online only, N=320).....	23
Table 17: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham by respondent type (online only, N=343)	25
Table 18: Extent of agreement with the general proposals for the new licences by respondent type (online and telephone, N=1048).....	26
Table 19: Extent of agreement with the proposal for licensing privately rented properties occupied by single households by respondent type (online and telephone, N=1033).....	28
Table 20: Extent of agreement with the proposal for licensing for smaller HMOs by respondent type (online and telephone, N=1018).....	29
Table 21: Properties to be included in Stratford Olympic Park covered by the new property licensing scheme by respondent type (online and telephone, N=941)	30
Table 22: Properties to be included in Royal Victoria covered by the new property licensing scheme by respondent type (online and telephone, N=934)	30
Table 23: Extent of agreement with proposed fees for Selective licensing (online only, N=339).....	32
Table 24: Extent of agreement with proposed fees for HMO licensing (online only, N=328).....	32
Table 25: Suggested alternative to fee discounts to licenced landlords by respondent type (online only, N=220).....	34

Table 26: Extent of agreement with the proposed occupancy conditions by respondent type (online only, N=360).....	36
Table 27: Extent of agreement with the proposed tenancy management conditions by respondent type (online only, N=359)	37
Table 28: Extent of agreement with the proposed property management conditions by respondent type (online only, N=360)	39
Table 29: Extent of agreement with proposed licensing conditions by respondent type (telephone only, N=688).....	40
Table 30: Wider comments about licence conditions by respondent type (online and telephone combined, N=436)	42
Table 31: Extent of agreement with proposed landlord training and accreditation by respondent type (online only, N=360)	43
Table 32: Alternatives to landlord licensing by respondent type (online only, N=305)	46
Table 33: Other comments regarding licensing proposals by respondent type (online only, N=182) .	49

Table of figures

Table 1: Summary responses on proposal (overall/by respondent type)	7
Figure 2: Extent of problem within Newham (sample base sizes in brackets; online and telephone). 15	
Figure 3: Perceived change in problems over the last 3 years (number of responses in brackets; online only)	17
Figure 4: Extent of agreement the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham (online only, N=334).....	19
Figure 5: Extent of agreement the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham by respondent type (online only, N=334).....	20
Figure 6: Reasons for agreeing or disagreeing that the current licence scheme is effective (online only, N=295).....	21
Figure 7: Impact of discontinuing/reducing the current licensing scheme (online only, N=320)	23
Figure 8: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham (online only, N=343)	24
Figure 9: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham by respondent type (online only, N=343)	24
Figure 10: Extent of overall agreement with the general proposals for the new licensing schemes (online and telephone, N=1048).....	25
Figure 11: Extent of overall agreement with the general proposals for the new licensing schemes by respondent type (online and telephone, N=1048)	26
Figure 12: Extent of agreement with the proposal for licensing privately rented properties occupied by single households (online and telephone, N=1033)	27
Figure 13: Extent of agreement with the proposal for licensing privately rented properties occupied by single households by respondent type (online and telephone, N=1033).....	27
Figure 14: Extent of agreement with Additional HMO licensing (online and telephone, N=1018).....	28
Figure 15: Extent of agreement with Additional HMO licensing by respondent type (online and telephone, N=1018).....	29

Figure 16: Properties to be included in the new wards covered by the new property licensing scheme (number of responses shown in brackets; online and telephone)	30
Figure 17: Extent of agreement with proposed fees (number of responses shown in brackets; online only)	32
Figure 18: Suggested alternative to fee discounts to licenced landlords (online only, N=220)	33
Figure 19 Extent of agreement with the proposed occupancy conditions (online only, N=360)	35
Figure 20 Extent of agreement with the proposed occupancy conditions by respondent type (online only, N=360).....	36
Figure 21: Extent of agreement with the proposed tenancy management conditions (online only, N=359)	37
Figure 22: Extent of agreement with the proposed tenancy management conditions by respondent type (online only, N=359)	37
Figure 23: Extent of agreement with the proposed property management conditions (online only, N=360)	38
Figure 24: Extent of agreement with the proposed property management conditions by respondent type (online only, N=360)	39
Figure 25: Extent of agreement with the proposed property management conditions (telephone only, N=688).....	40
Figure 26: Wider comments about licence conditions (online and telephone combined, N=436).....	41
Figure 27: Extent of agreement with the proposed landlord training and accreditation (online only, N=360)	43
Figure 28: Extent of agreement with the proposed landlord training and accreditation by respondent type (online only, N=360)	43
Figure 29: – Alternatives to landlord licensing (online only, N=305).....	45
Figure 30: Other comments regarding licensing proposals (online only, N=182)	48

Project details and acknowledgements

Title	Private rented housing additional and selective licensing proposals consultation
Client	London Borough of Newham
Project number	21156
Author	Adam Knight-Markiegi and Stacey Hughes

Thank you to Newham Council colleagues and everyone who took part in this consultation.

This project has been delivered to ISO 9001:2015, 20252:2019 and 27001:2013 standards.



M·E·L Research Ltd

Somerset House, 37 Temple Street, Birmingham, B2 5DP

Email: info@melresearch.co.uk

Web: melresearch.co.uk

Tel: 0121 604 4664



Executive summary

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation. Following private rented housing licensing schemes in 2013 and 2018, the council is now considering a third designation for both additional and selective property licensing from 2023 onwards.

M·E·L Research, an independent research company, have carried out a wide-ranging public consultation, including an online and telephone survey with 1,104 responses, seven focus groups with residents and landlords/agents/organisations and written submissions. The consultation took place between 8 Nov 2021 and 26 Jan 2022, when Covid-19 pandemic restrictions were still in place. This meant the consultation took place mostly online and by telephone rather than in person to ensure everybody's safety.

Below is a summary of agreement with key questions from both surveys. Please note the different type of respondents between the two surveys, with a greater proportion of landlords to the online survey and Newham residents, including private tenants, to the telephone one.

Table 1: Summary responses on proposal (overall/by respondent type)

	Overall	Residents	Private tenants	Landlord / agents	Total responses
Agree with licensing proposals overall	66%	72%	69%	23%	1,048
Agree with selective licensing (family housing)	64%	71%	66%	22%	1,033
Agree with additional licensing (HMO)	72%	75%	71%	55%	1,018
Agree E20 / E16 should be included in schemes	71%	76%	74%	37–38%	934–941
Agree with proposed fees: selective licensing (online only)	41%	55%	50%	19%	339
Agree with proposed fees: additional licensing (online only)	44%	57%	50%	25%	328
Agree with proposed conditions (telephone only)	79%	79%	78%	–	688

Written responses to the consultation recognised the **important role** played by the private rented sector and some need for regulation and enforcement. However, safeagent (an independent accreditation scheme for lettings and management agents operating in the private rented sector) wanted a well-resourced and effective enforcement team.

Views from participants in the focus groups chimed many of these results above. There was a general feeling of **scruffiness** in Newham, many comments, made worse by fly tipping recently. Many also spoke about the challenge of housing affordability, often with people renting privately as they cannot afford to buy but don't meet the eligibility criteria to rent socially. Among issues with private renting, some tenants – though not all – described poor quality properties and fittings.

There was limited knowledge of the **existing licensing scheme**, though a few participants had used it and some landlords within the groups stated there was a lot of form-filling but few property inspections. The National Residential Landlords Association (NRLA) and safeagent both wanted a clear, streamlined application process.

With the new proposed schemes, most people wanted a focus on **licensing conditions** around **safety and property conditions**, perhaps with sterner rules in HMOs. However, there was little appetite for landlords needing to provide information on waste and recycling, with a wide range of participants instead preferring to treat tenants as “adults”.

There was some **question** over the **level of fees**, especially from landlords, including a written response from one landlord who was selling up because of the “unsustainable financial position” locally and the nationally.

Where discussed, there were mixed views **excluding two areas** from the licensing designation within focus groups. Of the two locations, the E20 was deemed most worthy of exclusion, particularly as it benefits from Olympic legacy management. However, some felt it “unfair” to pick and choose areas to license. Safeagent did believe both areas should be excluded from the designations, focusing resources where needed most and offering a control area to benchmark interventions.

As in the survey, we heard several suggestions and alternatives. In focus groups, this was mostly around **information** on the scheme **to tenants** and **two-way communication** with **landlords**. There was also some appetite, especially among the landlord/organisational groups for evidence about the impact the licensing schemes had made. This point was also made by the two organisations providing written submissions.

Introduction

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation.

In 2013, the London Borough of Newham was the first council to introduce a borough wide rented property licensing scheme. The private rented sector in Newham has continued to grow since, with more than 50% of all households in the borough now renting their homes from a private landlord.

A second property-licensing scheme was introduced in 2018 covering the whole borough (except the new Stratford East Village in E20) following the success of the first scheme. Newham is now proposing a third designation scheme from 2023 onwards.

Before making a decision, Newham Council wanted to hear views about the proposals and any alternatives. Full documents provided during the consultation can be found at:

<https://www.newham.gov.uk/propertylicensingconsultation>

To ensure a degree of independence the Council engaged M·E·L Research, an independent research company, to carry out this consultation. We have managed and processed the consultation to ensure we've captured a full range of views from all our communities and stakeholders. This took place between 8 Nov 2021 and 26 Jan 2022.

In line with the Housing Act 2004, 80(9), the Council developed a communications plan to ensure all persons who were likely to be affected by the proposals had an opportunity to take part in the consultation. The plan leveraged a variety of communications channels to maximise the Council's reach despite the pandemic restrictions, including a widely publicised digital advertising campaign and direct marketing letters and emails to key stakeholder groups. The Government's advice in autumn and winter 2021 changed and was more restrictive due to an increase in Covid-19 Omicron variant infections, which meant that face-to-face meetings were not possible. Newham decided to focus on telephone and online surveys, emails, letters and virtual discussions. Various provisions were also made to ensure that digitally excluded stakeholders still had an opportunity to share their views, including leafleting private tenants and including the consultation flyer with council tax bills as well as reaching out to local community and outreach groups.

Consultation activities

As part of this public consultation there were a number of communication and activities, from both within Newham Council and run by M·E·L Research. The Council promoted the consultation

extensively through various communication channels, both within Newham and beyond, to encourage landlords, tenants, agents, residents, businesses, local and national interested organisations and other relevant parties to get involved. Several visuals from the communications are included in Appendix A.

Here are the activities carried out by the Council itself **inside the borough**:

- Press releases by the Council on 9th November 2021 and 10th January 2022.
- Numerous social media posts throughout the consultation period on Facebook, Twitter, Instagram and LinkedIn.
- The Council's webpage was updated and a links to the consultation were also placed on other pages including the front page of Newham Website, consultation page and the Council Tax page.
- Paid advertisements (both hard copies and digital) were in the two local newspapers: the Docklands and East London Advertiser and the Newham recorder. An average of 5,809 weekly copies of the Newham Recorder and 4,444 copies of the Docklands & East London Advertiser were printed in 2021 (this was skewed somewhat again by the lockdown). The websites upon which the Billboards run received 101,477 unique visitors to <https://www.newhamrecorder.co.uk/> and 70,980 unique visitors to <https://www.eastlondonadvertiser.co.uk/> in November 2021.
- A5 sized flyers were sent to approximately 24,000 residents through Newham's Council Tax mail outs for any amended bills.
- Hard copies of the consultation documents were placed in all libraries in Newham, including: Beckton, Canning Town, Custom House, East Ham, Forest Gate, Manor Park, North Woolwich, Stratford and Plaistow libraries.
- Large 'JCD' posters went up around the borough in 16 different locations in Newham (E6, E7, E12, E13, E15 and E16) from 15th November 2021 to 3rd January 2022.
- Articles featured in:
 - Resident newsletters emailed on multiple occasions (26th November 2021, 3rd, 10th, 17th and 23rd December 2021), this is distributed to over 26,000 residents/subscribers each time;
 - Newham Mag (Issue 425 in December 2021) which is delivered to every home in Newham.
 - Newham's Private Sector Housing Standard's E-Bulletin which is sent to over 17000 Landlords, Agents, Licence Holders and interested parties;
 - Newham News (E newsletter distributed to all Newham staff) on 23rd November 2021, 7th, 14th and 21st December 2021, 7th, 12th 18th and 26th January 2022;
 - Articles placed on Council's internal intranet;
 - NHS staff newsletter reaching 600 Newham NHS staff members;
 - Newsletter sent out to all school head teachers, college leaders, chairs of governors, education trade unions including 88 Primary, 34 Secondary and 15 colleges; and
 - 'Our Newham Business & Enterprise' E newsletter', which is distributed to 10,000 subscribers.
- Email sent to 130 letting agents in Newham (ones that the Council had email addresses for).
- A5 sized flyers and A3 sized posters delivered for distribution to:
 - All libraries in Newham, including: Beckton, Canning Town, Custom House, East Ham, Forest Gate, Manor Park, North Woolwich, Stratford and Plaistow libraries;

- Council buildings including: East Ham Town Hall, Stratford Town Hall, Direct House (Bridge Road Depot) and Folkestone Road Depot.
 - Newham’s Leisure Centres, including Atherton Leisure Centre, East Ham Leisure Centre and Newham Leisure Centre;
 - Three of Newham’s food banks;
 - Ibrahim Mosque, Plaistow.
- A3 sized poster displayed on the parents’ notice board at Shrewsbury Nursery & Contact Centre, E7.
- Presentations done by Council staff at the E20 Residents group and a local Shelter Group.
- A number of organisations were contacted including:
 - 32 London Boroughs;
 - Met Police;
 - London Fire & Rescue Brigade;
 - Mayor of London;
 - London Assembly Members;
 - MPs;
 - National Residential Landlords Association (NRLA);
 - UK association of Letting agents;
 - SafeAgent;
 - Populo;
 - Local Space;
 - Justice for Tenants;
 - Safer Renting;
 - Generation Rent;
 - National Renters Alliance;
 - British Landlord Association;
 - London Renters Union;
 - Fizzy Living;
 - Get London Living;
 - Triathlon Homes;
 - National Union of Students;
 - East London University;
 - LHA London;
 - Londonist – Student Accommodation;
 - Chapter Living;
 - Citizens Advice Bureau - Newham, Hackney and Tower Hamlets.
 - Shelter
 - Renters Rights London;
 - London Landlord Accreditation Scheme (Camden)
 - Dot Dot Property;
 - People’s Empowerment Alliance for Custom House (PEACH);
 - Propertymark;
 - Registered Social Providers in Newham;
 - E20 Residents Group;
 - Faith and community group contacts (approximately 350 through Newham’s Community Engagement Coordinator); and
 - Numerous Public Health contacts to share.

Here are the activities carried out by the Council itself **outside of the borough**:

- Paid advertisements (both hard copies and digital) went in to surrounding borough’s local newspapers including:
 - Hackney Gazette;
 - Waltham Forest News;
 - Barking & Dagenham Post; and
 - The Islington Gazette.
- Paid advertisement on the London Property Licencing Website.
- Consultation information was circulated at the Private Rented Sector Partnership Meeting (between Councils).

- Retweets on social media posts from partnership organisations.

On top of these numerous activities carried out directly by Newham Council, here are the **activities we have carried out at M·E·L Research**:

- an online survey open to all, which received **374 responses**
- a shorter telephone survey of **730 residents** in Newham across private tenants, social tenants and owner-occupiers
- **seven online** focus groups, two with landlords, agents and representative organisations, two with private tenants, two more with owner-occupiers and one with social tenants, altogether hearing from 38 people
- received written submissions by email from **two organisations**, the National Residential Landlords Association and safeagent, and one private landlord
- a **dedicated telephone and email** for consultation queries.

Accountability

Accountability means that public authorities should give an account of their plans and consider public views. They should conduct fair and accessible engagement while reporting the outcomes openly and considering them fully.

This does not mean that the majority views should automatically decide public policy; the popularity or unpopularity of draft proposals should not displace professional and political judgement about what is the right or best decision in the circumstances. The levels of, and reasons for, public support or opposition are very important but as considerations to be considered, not as factors that necessarily determine authorities' decisions. Above all, public bodies must consider the relevance and cogency of the arguments put forward during public engagement processes, not just count heads.

Reporting conventions

M·E·L Research's role is to analyse and explain the opinions and arguments of the many different interests participating in the consultation process, but not to make a case for any proposal. In this report, we seek to profile the views of those who have responded but not make recommendations as to how the reported results should be used. While this report brings together a wide range of evidence for consideration, decisions must be taken based on all the evidence available.

The report outlines views from both the online and telephone surveys. The online one was open to anyone to respond and a significant proportion of landlords or agents responded (34% of responses online). It also contained more questions. The shorter telephone survey focused just on Newham

residents, so a more diverse split, including 31% of responses from private tenants. To highlight results from the different surveys further, we have used **orange** background and tables to present data from both surveys combined, **blue** for questions just in the online survey and **green** for those just in the telephone survey.

Owing to the rounding of numbers, percentages displayed on charts in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used. For some questions, respondents could give more than one response (multiple choice). For these questions, the percentage for each response is calculated as a percentage of the total number of respondents and therefore percentages do not usually add up to 100%. We have shown the respective number of respondents by referring to 'N=' throughout the report. This varies by the type of survey, plus some people answered more questions than others, so the N varies.

Survey results

In total, we received 1,104 responses, made up of 730 from the telephone survey and 374 from the online version. The profile of respondents is shown in Appendix B. In order to cover a wider scope for the scheme consultation, some questions were asked to online respondents only (shown in Appendix C), some to telephone respondents only (Appendix D) and some were asked to both which afforded a larger sample size for analysis purpose on key questions. Below is a summary of these responses.

Extent of problems within Newham

To begin, all respondents were asked whether they felt certain issues were a problem in Newham in general.

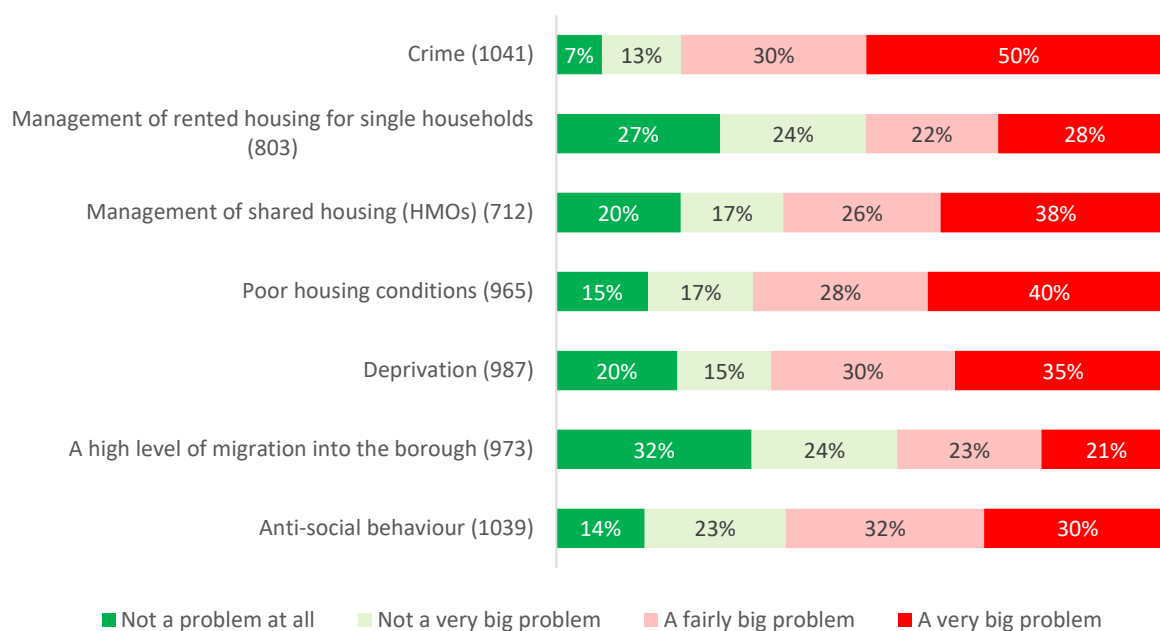
To what extent do you believe each of the following to be a problem in Newham?

- *Anti-social behaviour*
- *A high level of migration into the borough*
- *Deprivation*
- *Poor housing conditions*
- *Management of shared housing (HMOs)*
- *Management of rented housing for single households*
- *Crime*

For six out of seven of these issues, at least half of respondents stated them as a fairly or very big problem, ranging from 50% for **management of rented housing for single households** up to 80% for **crime**, with as many as 50% stating crime as a very big problem and 40% stating **poor housing conditions** as a very big problem.

However, 7% stated that **crime** was not a problem at all whilst more than a third stated that **high levels of migration into the borough** (56%) was not a problem in Newham.

Figure 2: Extent of problem within Newham (sample base sizes in brackets; online and telephone)



When broken down by type of respondent, the views vary, as shown in the table below. In summary:

- **Residents and private tenant respondents** were more likely to believe that these are problems in Newham compared to **landlords and agents**. Greater proportions of these respondents also believed these were very big problems as opposed to not very big problems.
- More **landlords and agents** believed that these problems were either not a problem at all or not a very big problem in Newham. The greatest differences were with **poor housing conditions** and **management of shared housing** and **management of rented housing for single households**, where fewer landlords and agents believed these were a problem, if at all compared to all other respondent types.

In the tables below, the most common category chosen (modal value) is shown in bold per respondent type. The total respondent numbers vary by question and depending if asked in the online or telephone survey or both surveys.

Table 1: Extent that anti-social behaviour is a problem by respondent type (online and telephone, N=1039)

	Private tenant (271)	Landlord or agent (109)	Resident (651)
Not a problem at all	23%	13%	11%
Not a very big problem	24%	38%	20%
A fairly big problem	28%	31%	34%
A very big problem	25%	18%	34%

Table 2: Extent that a high level of migration into the borough is a problem by respondent type (online and telephone, N=973)

	Private tenant (255)	Landlord or agent (100)	Resident (610)
Not a problem at all	44%	29%	27%
Not a very big problem	18%	33%	25%
A fairly big problem	19%	21%	26%
A very big problem	18%	17%	23%

Table 3: Extent that deprivation is a problem by respondent type (online and telephone, N=987)

	Private tenant (257)	Landlord or agent (107)	Resident (614)
Not a problem at all	31%	11%	17%
Not a very big problem	14%	22%	15%
A fairly big problem	26%	37%	30%
A very big problem	28%	30%	38%

Table 4: Extent that poor housing conditions is a problem by respondent type (online and telephone, N=965)

	Private tenant (274)	Landlord or agent (104)	Resident (578)
Not a problem at all	21%	16%	12%
Not a very big problem	15%	41%	14%
A fairly big problem	24%	30%	30%
A very big problem	40%	13%	44%

Table 5: Extent that management of shared housing (HMOs) is a problem by respondent type (online and telephone, N=712)

	Private tenant (190)	Landlord or agent (94)	Resident (419)
Not a problem at all	31%	16%	17%
Not a very big problem	19%	38%	11%
A fairly big problem	20%	19%	30%
A very big problem	30%	27%	43%

Table 6: Extent that management of rented housing for single households is a problem by respondent type (online and telephone, N=803)

	Private tenant (224)	Landlord or agent (103)	Resident (467)
Not a problem at all	32%	35%	23%
Not a very big problem	20%	47%	21%
A fairly big problem	19%	12%	25%
A very big problem	29%	7%	31%

Table 7: Extent that crime is a problem by respondent type (online and telephone, N=1070)

	Private tenant (275)	Landlord or agent (110)	Resident (648)
Not a problem at all	13%	6%	5%
Not a very big problem	15%	18%	11%
A fairly big problem	21%	51%	31%
A very big problem	51%	25%	53%

Change over time

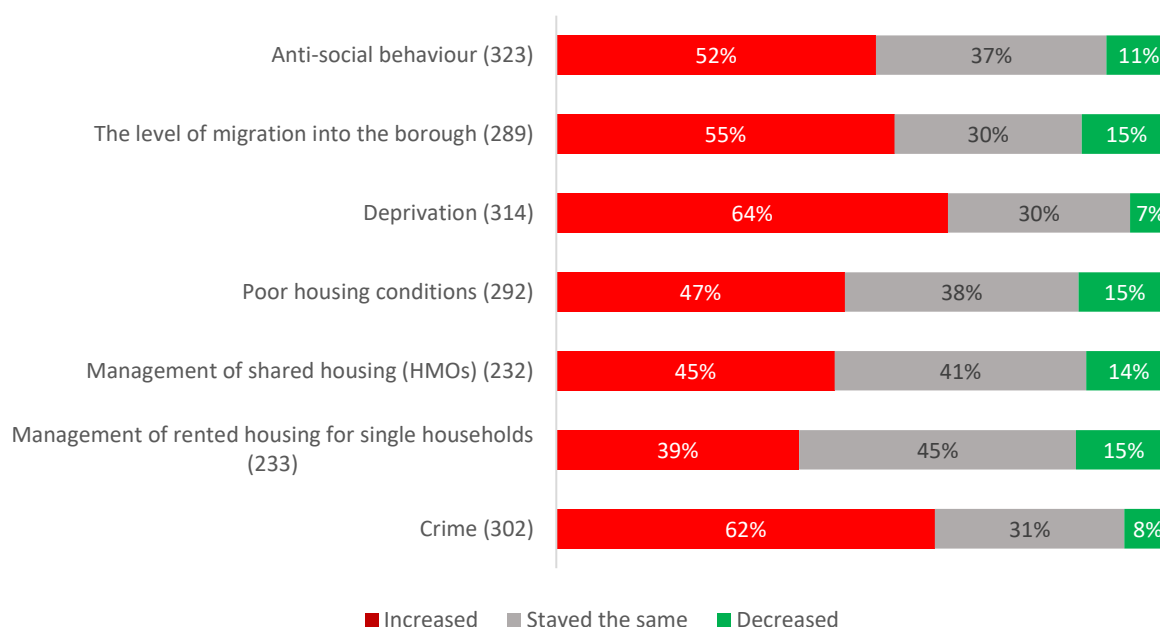
Respondents in the online survey were asked to state whether they felt each of the problems in Newham had increased, decreased or stayed the same over the last 3 years.

Over the last 3 years in Newham, do you think each of the following has increased, decreased or stayed the same?

- *Anti-social behaviour*
- *A high level of migration into the borough*
- *Deprivation*
- *Poor housing conditions*
- *Management of shared housing (HMOs)*
- *Management of rented housing for single households*
- *Crime*

More than three in five respondents felt that **crime** and **deprivation** had **increased** over the last 3 years. Perhaps somewhat encouragingly, around one in seven respondents feel they have witnessed a **decrease** in **poor housing conditions, the level of migration into the borough and the managements of rented housing for single households** being a problem.

Figure 3: Perceived change in problems over the last 3 years (number of responses in brackets; online only)



By respondent type, the views vary for some of the problems about how they have changed over the last 3 years, as shown in the table below. **Residents and private tenant respondents** were more likely to **deprivation, poor housing conditions and management of shared housing** have increased compared to **landlords and agents**.

Table 8: Perceived change over time of anti-social behaviour by respondent type (online only, N=323)

	Private tenant (58)	Landlord or agent (96)	Resident (161)
Increased	43%	44%	59%
Decreased	19%	19%	3%
Stayed the same	38%	38%	38%

Table 9: Perceived change over time of a high level of migration into the borough by respondent type (online only, N=289)

	Private tenant (49)	Landlord or agent (90)	Resident (145)
Increased	53%	46%	61%
Decreased	18%	20%	10%
Stayed the same	29%	34%	29%

Table 10: Perceived change over time of deprivation by respondent type (online only, N=314)

	Private tenant (53)	Landlord or agent (93)	Resident (159)
Increased	72%	47%	69%
Decreased	15%	10%	3%
Stayed the same	13%	43%	28%

Table 11: Perceived change over time of poor housing conditions by respondent type (online only, N=292)

	Private tenant (52)	Landlord or agent (90)	Resident (142)
Increased	54%	18%	61%
Decreased	21%	26%	7%
Stayed the same	25%	57%	32%

Table 12: Perceived change over time of management of shared housing (HMOs) by respondent type (online only, N=232)

	Private tenant (35)	Landlord or agent (71)	Resident (120)
Increased	57%	24%	54%
Decreased	9%	18%	12%
Stayed the same	34%	58%	34%

Table 13: Perceived change over time of management of rented housing for single households by respondent type (online only, N=233)

	Private tenant (39)	Landlord or agent (81)	Resident (107)
Increased	46%	25%	46%
Decreased	13%	14%	18%
Stayed the same	41%	62%	36%

Table 14: Perceived change over time of crime by respondent type (online only, N=302)

	Private tenant (48)	Landlord or agent (88)	Resident (158)
Increased	56%	55%	65%
Decreased	17%	13%	3%
Stayed the same	27%	33%	32%

The current property licensing scheme

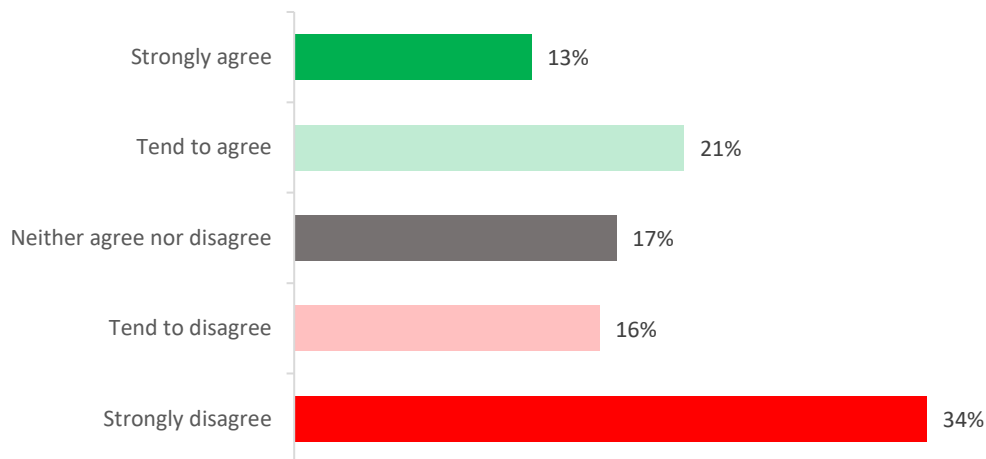
In 2013 Newham was the first local authority to introduce a borough wide rented property landlord licensing schemes for both shared and single households in the private rented sector to tackle many of the problems of poor management in private rented properties. Landlord licensing powers are able to ensure that: rented properties are properly managed, that anti-social behaviour is dealt with effectively, that landlords are fit and proper persons, that private tenants are better protected and that rented accommodation is maintained to a safe standard.

Respondents were asked to state to what extent they agreed or disagreed that the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham.

To what extent do you agree or disagree that the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham?

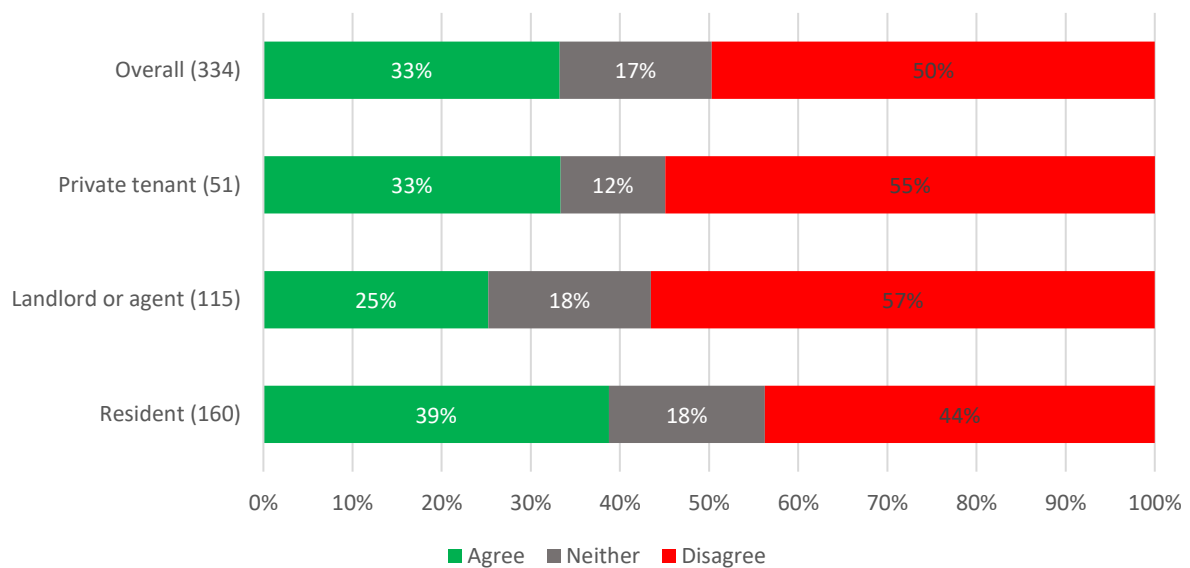
Overall in the online survey, one in three (33%) agreed that the current licensing scheme has been effective whilst half (50%) disagreed and 17% were ambivalent.

Figure 4: Extent of agreement the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham (online only, N=334)



By respondent type, **residents were more likely to agree (39%)** compared with private tenants (33%) and landlords or agents (25%). **Landlords were most likely to disagree (57%)**, followed by private tenants (55%) and residents (44%).

Figure 5: Extent of agreement the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham by respondent type (online only, N=334)



Reasons for agreeing or disagreeing that the current licence scheme is effective

Respondents were given the opportunity to provide a reason as to why they agreed or disagreed that the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham.

On the whole, reasons were varied and came from a wide range of respondents, tenants, residents, landlords and others. Among those agreeing with the effectiveness of the current licensing scheme, the most common theme was it **improving living conditions and the local area**. In contrast, those disagreeing with its effectiveness questioned the evidence to support this.

Figure 6: Reasons for agreeing or disagreeing that the current licence scheme is effective (online only, N=295)

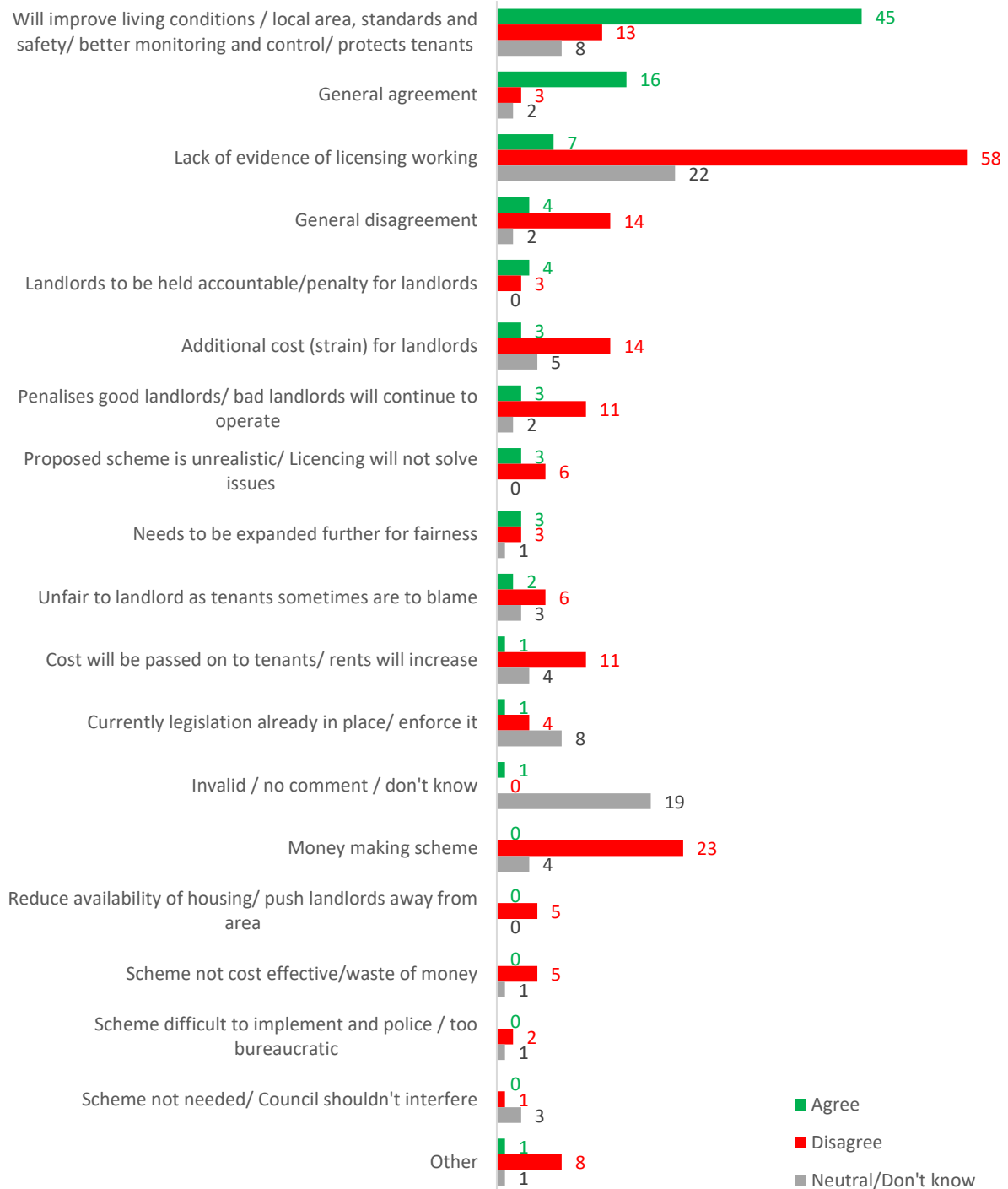


Table 15: Reasons for agreeing or disagreeing that the current licence scheme is effective by respondent type (online only, N=295)

	Private tenant (36)	Landlord / agent (88)	Resident (166)	Other (27)
Will improve living conditions / local area, standards and safety/ better monitoring and control/ protects tenants	13	12	46	6
General agreement	4	6	12	0
Lack of evidence of licensing working	11	18	60	11
General disagreement	3	8	8	3
Landlords to be held accountable/penalty for landlords	0	1	7	0
Additional cost (strain) for landlords	1	17	5	0
Penalises good landlords/ bad landlords will continue to operate	0	13	3	3
Proposed scheme is unrealistic/ Licencing will not solve issues	1	2	7	0
Needs to be expanded further for fairness	1	2	4	1
Unfair to landlord as tenants sometimes are to blame	0	6	5	1
Cost will be passed on to tenants/ rents will increase	2	8	5	1
Currently legislation already in place/ enforce it	0	3	6	2
Money making scheme	1	15	12	2
Reduce availability of housing/ push landlords away from area	0	5	1	1
Scheme not cost effective/waste of money	2	2	2	0
Scheme difficult to implement and police / too bureaucratic	0	2	1	0
Scheme not needed/ Council shouldn't interfere	0	3	0	0
Other	1	4	6	1

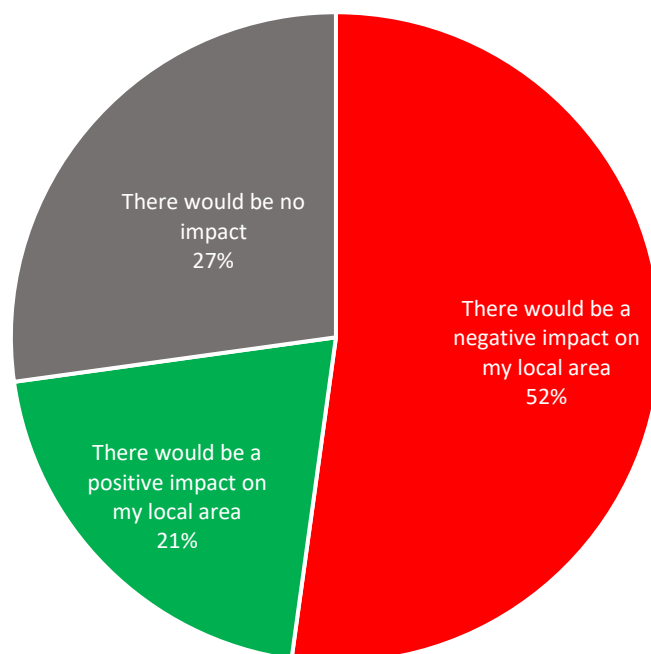
Impact of discontinuing/reducing the current scheme on the local area

Residents were asked to state their views on what impact discontinuing the current licensing scheme after the current 5-year term or reducing the scheme to only 20% of the borough would have on the local area.

If the current licensing scheme ended after the current 5 year term and was NOT continued or the scheme was reduced to only 20% of the borough (say 4 wards), do you think this would have any impact on your local area?

Almost three in four (73%) respondents said there would be some kind of impact, the majority of which say the impact would be negative (52%).

Figure 7: Impact of discontinuing/reducing the current licensing scheme (online only, N=320)



Unsurprisingly, by respondent type, **landlords or agents** were most likely to say that there would be a **no impact** if the current licensing schemes were discontinued (58%) whilst **private tenants** and **residents** feel there would be a **negative impact** (62% and 73% respectively).

Table 16: Impact of discontinuing/reducing the current licensing scheme by respondent type (online only, N=320)

	Private tenant (53)	Landlord or agent (106)	Resident (154)
There would be a negative impact on my local area	62%	14%	73%
There would be a positive impact on my local area	26%	27%	14%
There would be no impact	11%	58%	12%

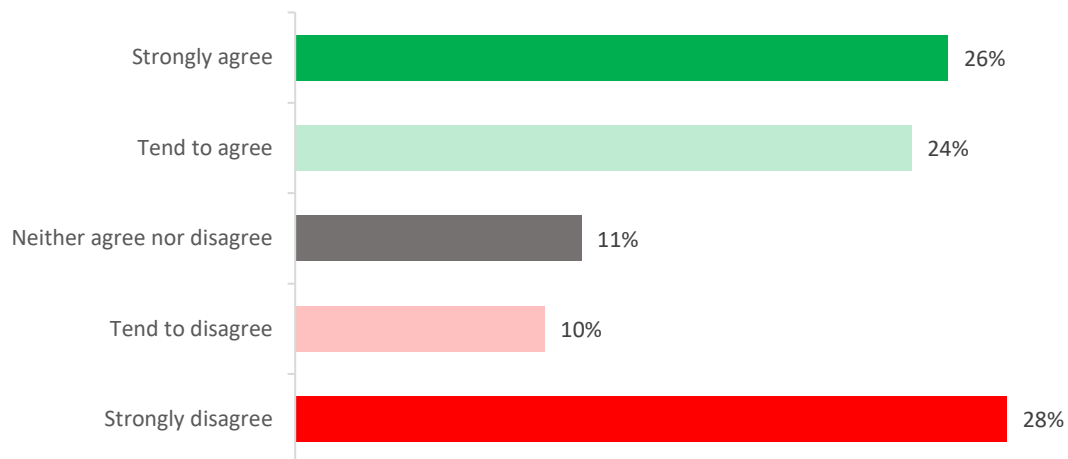
Continuation of the current scheme would improve the condition and management of privately rented properties

All respondents were asked to what extent they agreed or disagreed that the continuation of the current scheme would improve the condition and management of privately rented properties.

To what extent do you agree or disagree that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham?

Half (50%) of all respondents agreed that the condition and management of privately rented properties would be improved with the continuation of the current scheme whilst 38% disagreed and 11% were ambivalent.

Figure 8: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham (online only, N=343)



By respondent type, it can be seen that more than three in five **private tenants** (61%) and **residents** (67%) **agree** that the condition and management of privately rented properties would be improved with the continuation of the current scheme whereas more than three in five **landlords or agents** (65%) **disagree**.

Figure 9: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham by respondent type (online only, N=343)

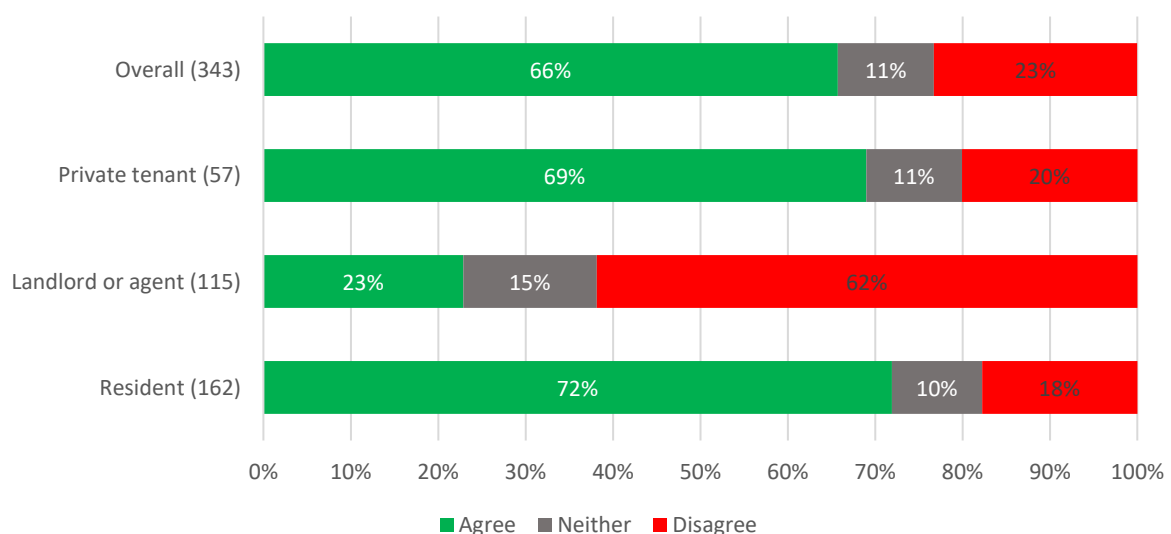


Table 17: Extent of agreement that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham by respondent type (online only, N=343)

	Private tenant (57)	Landlord or agent (115)	Resident (162)
Agree	61%	19%	67%
Neither	4%	16%	11%
Disagree	35%	65%	22%

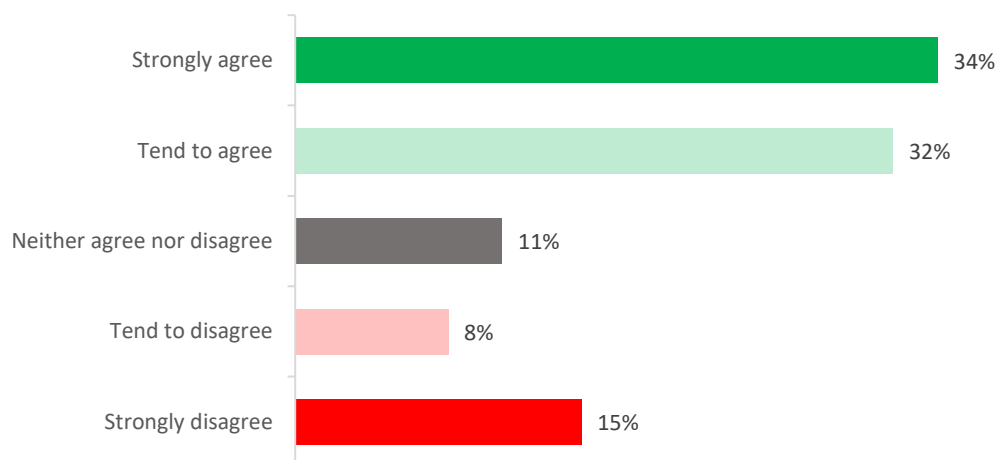
Overall view on the general proposals for the new licensing schemes

Finally, all respondents were asked to state to what extent they agreed or disagreed with the general proposal for the new licensing schemes.

To what extent do you agree or disagree with the general proposals for the new licensing schemes?

Two in three respondents agreed with the general proposals for the new licensing schemes (66%), whilst 23% disagreed and 11% were ambivalent

Figure 10: Extent of overall agreement with the general proposals for the new licensing schemes (online and telephone, N=1048)



By respondent type, it can be seen again that **landlords or agents** are **most likely to disagree** (62%). More than two in three private tenants (69%) and 72% of residents agreed with the general proposals for the new licences.

Figure 11: Extent of overall agreement with the general proposals for the new licensing schemes by respondent type (online and telephone, N=1048)

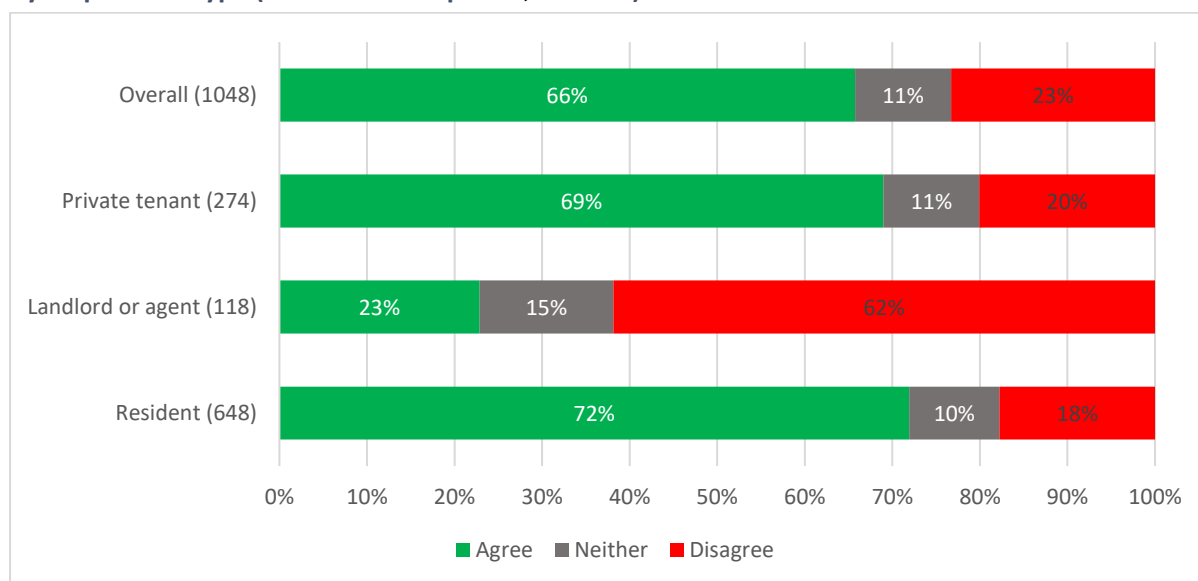


Table 18: Extent of agreement with the general proposals for the new licences by respondent type (online and telephone, N=1048)

	Private tenant (274)	Landlord or agent (118)	Resident (648)
Agree	69%	23%	72%
Neither	11%	15%	10%
Disagree	20%	62%	18%

Selective licensing

Newham Council is aware that most private landlords are responsible and run their letting businesses properly but much of the housing market in Newham is unaffordable for many families and the quality of some of our older properties is poor with overcrowding and subletting scams still occurring. The Council believes that these problems would have been much greater if not for the considerable enforcement activity that has taken place using property licensing powers, including over 1,100 prosecutions in the last 8 years.

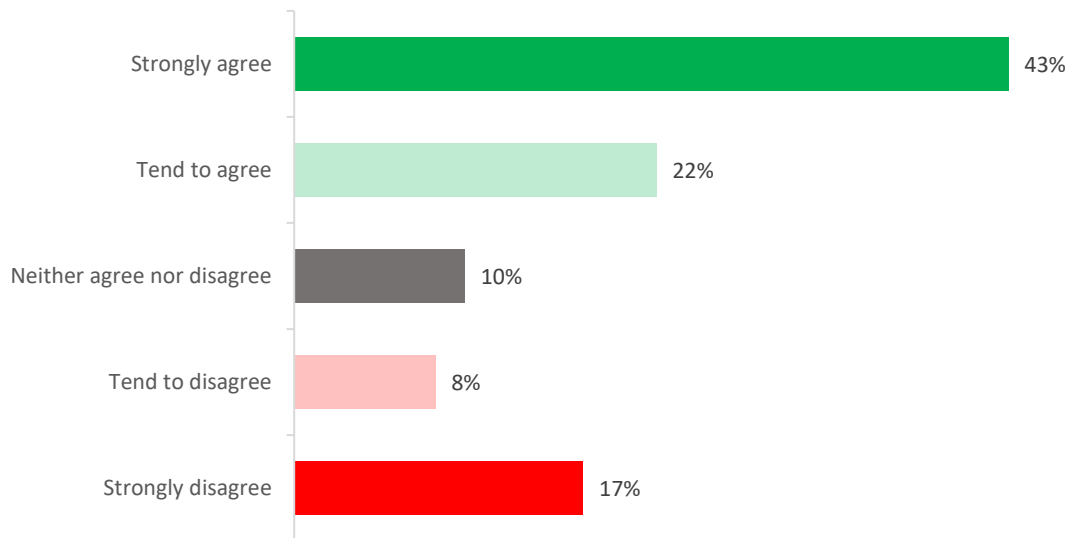
Single-family homes are privately rented properties occupied by a single family or household, or only two unrelated people sharing. Newham Council is proposing that all landlords who rent these types of rented properties should have a Selective licence for each of these properties across all Council wards, if practicable.

Respondents were asked to what extent they agreed or disagreed with this selective licensing proposal.

To what extent do you agree or disagree with this proposal for licensing privately rented properties occupied by single households?

More than three in five (64%) respondents **agreed** with the selective licensing for single households' proposal whilst a quarter (26%) disagreed and just 10% were ambivalent.

Figure 12: Extent of agreement with the proposal for licensing privately rented properties occupied by single households (online and telephone, N=1033)



By respondent type, more than three in five **private tenants** (66%) and **residents** (71%) **agreed** with the proposal for licensing privately rented properties occupied by single households whereas more than three in **five landlords or agents** (62%) **disagreed**.

Figure 13: Extent of agreement with the proposal for licensing privately rented properties occupied by single households by respondent type (online and telephone, N=1033)

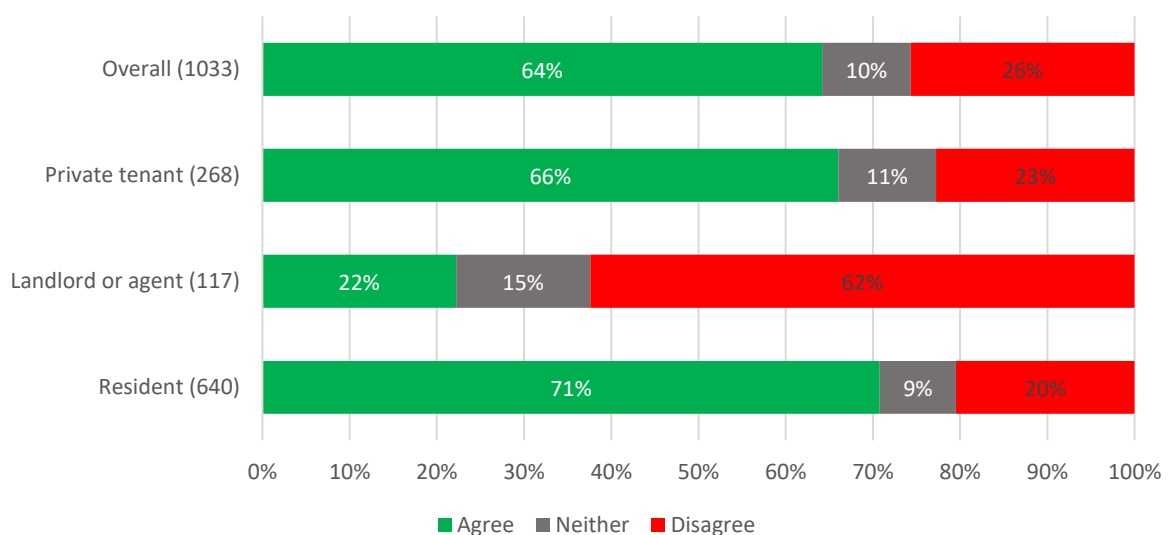


Table 19: Extent of agreement with the proposal for licensing privately rented properties occupied by single households by respondent type (online and telephone, N=1033)

	Private tenant (268)	Landlord or agent (117)	Resident (640)
Agree	66%	22%	71%
Neither	11%	15%	9%
Disagree	23%	62%	20%

Additional HMO licensing

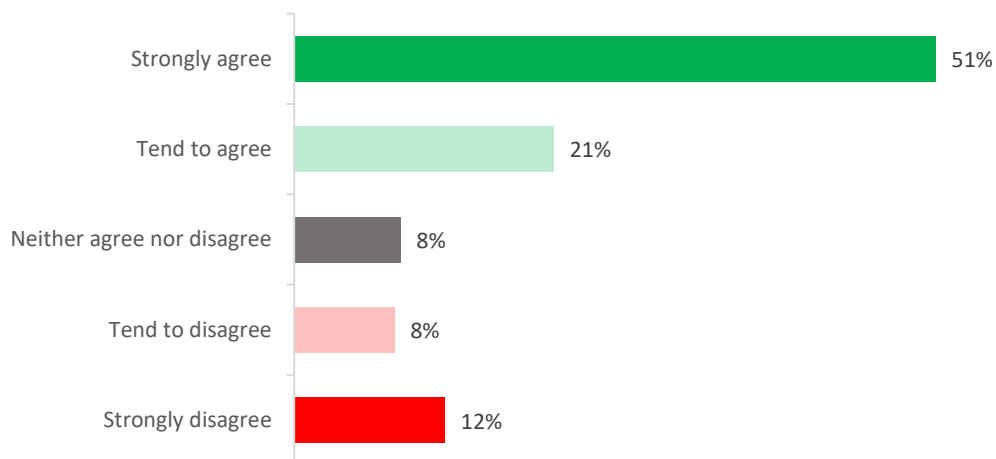
Some rented properties are known as ‘Houses in Multiple Occupation’ (HMO). HMOs are generally properties that are rented by three or more unrelated people who share some areas like a kitchen and bathroom. Larger HMOs must already be licensed by law. Newham Council is proposing that landlords who rent out smaller HMOs should also have a licence. This is known as Additional HMO Licensing.

Respondents were asked to state the extent of their agreement or disagreement with this new proposal.

To what extent do you agree or disagree with this proposal for licensing Houses in Multiple Occupation, i.e. Additional HMO Licensing?

The **majority** (72%) of respondents **agree** with the proposal for landlords to require a licence for smaller HMOs. One in five (20%) disagree and 8% are ambivalent.

Figure 14: Extent of agreement with Additional HMO licensing (online and telephone, N=1018)



By respondent type, encouragingly at least half agree with the new proposal. **Private tenants** (71%) and **residents** (75%) are **more likely to agree** than landlords or agents (55%).

Figure 15: Extent of agreement with Additional HMO licensing by respondent type (online and telephone, N=1018)

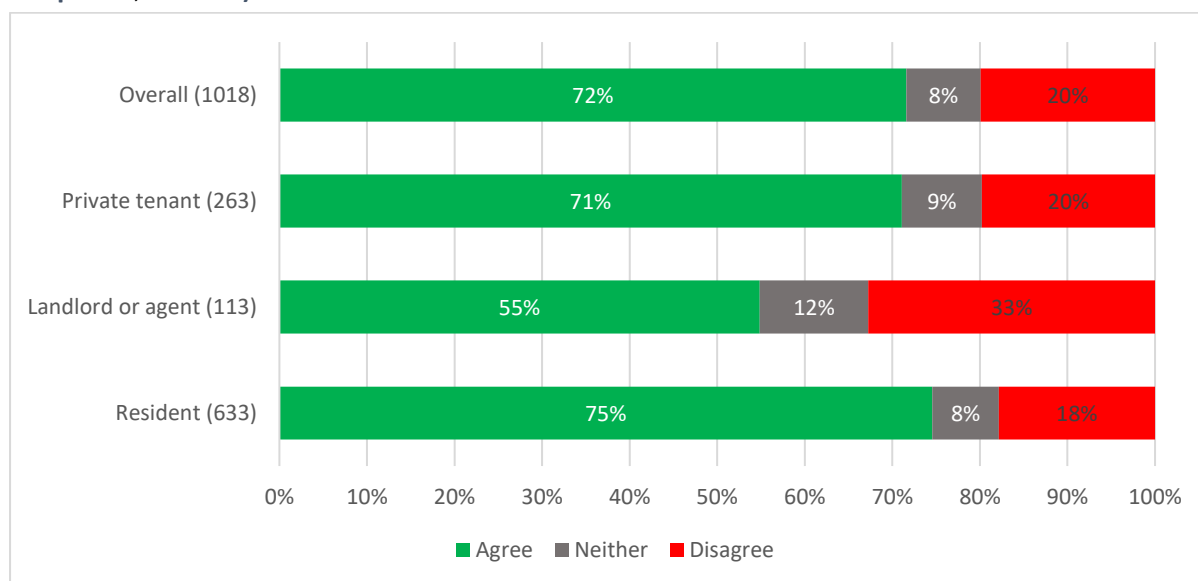


Table 20: Extent of agreement with the proposal for licensing for smaller HMOs by respondent type (online and telephone, N=1018)

	Private tenant (263)	Landlord or agent (113)	Resident (633)
Agree	71%	55%	75%
Neither	9%	12%	8%
Disagree	20%	33%	18%

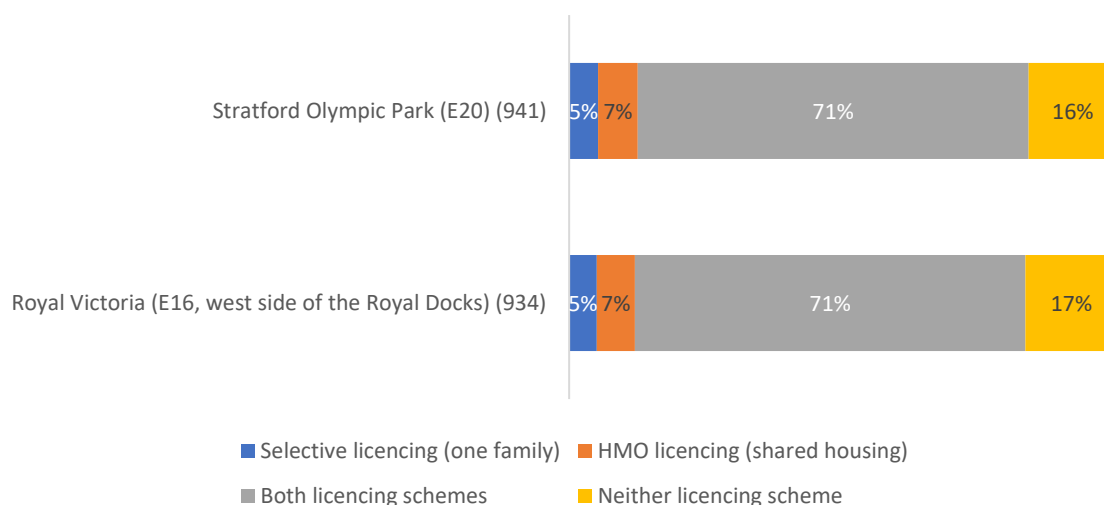
Properties to be included in the new wards covered by the new property licensing scheme

Respondents were asked if all or just some privately rented properties should be included in any future property licensing scheme in the new wards of Stratford Olympic Park (E20) or Royal Victoria (E16, west side of the Royal Docks).

Should all or some privately rented properties be included in any future property licensing scheme in the new wards of Stratford Olympic Park (E20) or Royal Victoria (E16, west side of the Royal Docks)?

The majority said that that both licensing schemes should be introduced in Stratford Olympic Park (71%) and in Royal Victoria Park (71%).

Figure 16: Properties to be included in the new wards covered by the new property licensing scheme (number of responses shown in brackets; online and telephone)



By respondent type, it can be seen that around **three quarters of private tenants (74%) and residents (76%)** think **both licensing schemes** should be included in Stratford Olympic Park compared with a third (38%) of landlords or agents. In fact, **33% of landlords or agents** said that **neither licensing scheme** should be introduced.

Table 21: Properties to be included in Stratford Olympic Park covered by the new property licensing scheme by respondent type (online and telephone, N=941)

Stratford Olympic Park	Private tenant (247)	Landlord or agent (103)	Resident (582)
Selective licensing (one family)	5%	4%	6%
HMO licensing (shared housing)	5%	25%	5%
Both licensing schemes	74%	38%	76%
Neither licensing scheme	16%	33%	13%

Responses are almost identical by respondent type for Royal Victoria. **Three quarters of private tenants (74%) and residents (76%)** think **both licensing schemes** should be included in Royal Victoria compared with a third (37%) of landlords or agents. One in three (**33%**) **landlords or agents** said that **neither licensing scheme** should be introduced.

Table 22: Properties to be included in Royal Victoria covered by the new property licensing scheme by respondent type (online and telephone, N=934)

Royal Victoria	Private tenant (245)	Landlord or agent (103)	Resident (577)
Selective licensing (one family)	5%	3%	6%
HMO licensing (shared housing)	4%	26%	4%
Both licensing schemes	74%	37%	76%
Neither licensing scheme	17%	34%	14%

Proposed fees

The Council may charge landlords a fee to license their properties and is considering continuing to charge a fee for licences applied for and granted under any new scheme. The Council can only use the licence fee to cover the costs of a property licensing scheme. The proposed fees are:

- For selective licensing, £400 before the proposed licensing scheme starts and £750 after
- For HMO licensing, £800 before the proposed licensing scheme starts and £1,250 after

Online respondents were asked to state to what extent they agreed or disagreed with the proposed fees.

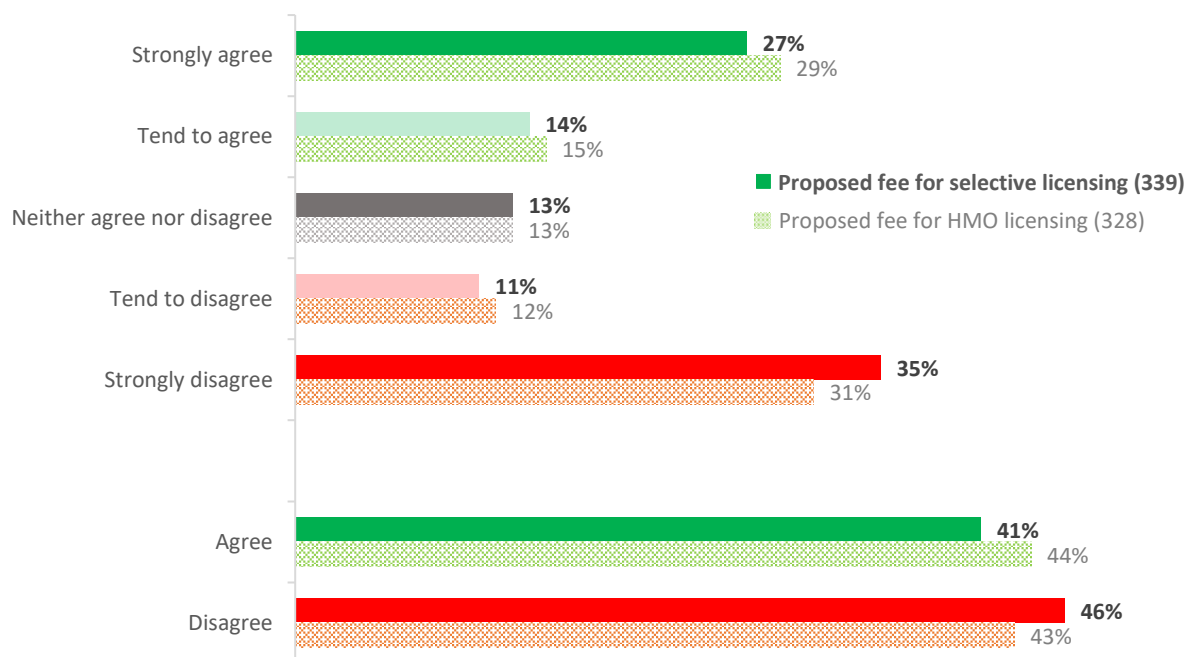
To what extent do you agree or disagree with the following proposed fees? It will assist you to refer to the Council's Rented Property Licensing Consultation Proposal 2021 in which the fee structure and amount is explained in further detail.

- *For selective licencing, £400 before the proposed licensing scheme starts and £750 after*
- *For HMO licencing, £800 before the proposed licensing scheme starts and £1,250 after*

There is some **polarisation in views of the proposed fees for both selective licensing and HMO licensing** with around two in five stating they agreed with the proposed fees and a similar proportion who said they disagreed.

- **41% of respondents agreed** with the proposed fees for **selective licensing** whereas 46% disagreed, 13% were ambivalent.
- **44% of respondents agreed** with the proposed fees for **HMO licensing** whereas 43% disagreed, 13% were ambivalent.

Figure 17: Extent of agreement with proposed fees (number of responses shown in brackets; online only)



By respondent type, **landlords or agents disagreed** most (73%) with the proposed fees for selective licensing whereas **at least half of private tenants** (50%) and **residents** (55%) **agreed**.

Table 23: Extent of agreement with proposed fees for Selective licensing (online only, N=339)

Selective licensing	Private tenant (52)	Landlord or agent (119)	Resident (162)
Agree	50%	19%	55%
Neither	4%	8%	18%
Disagree	46%	73%	27%

By respondent type, findings are very similar. **Landlords or agents disagreed** most (70%) with the proposed fees for HMO licensing whereas **at least half of private tenants** (50%) and **residents** (57%) **agreed**.

Table 24: Extent of agreement with proposed fees for HMO licensing (online only, N=328)

HMO licensing	Private tenant (52)	Landlord or agent (110)	Resident (161)
Agree	50%	25%	57%
Neither	10%	5%	17%
Disagree	40%	70%	26%

Suggested alternative to fee discounts to licenced landlords

Respondents were given the opportunity to provide suggestions to alternative fee discounts to licenced landlords. The most common suggestion was for **good or accredited landlords**.

Figure 18: Suggested alternative to fee discounts to licenced landlords (online only, N=220)

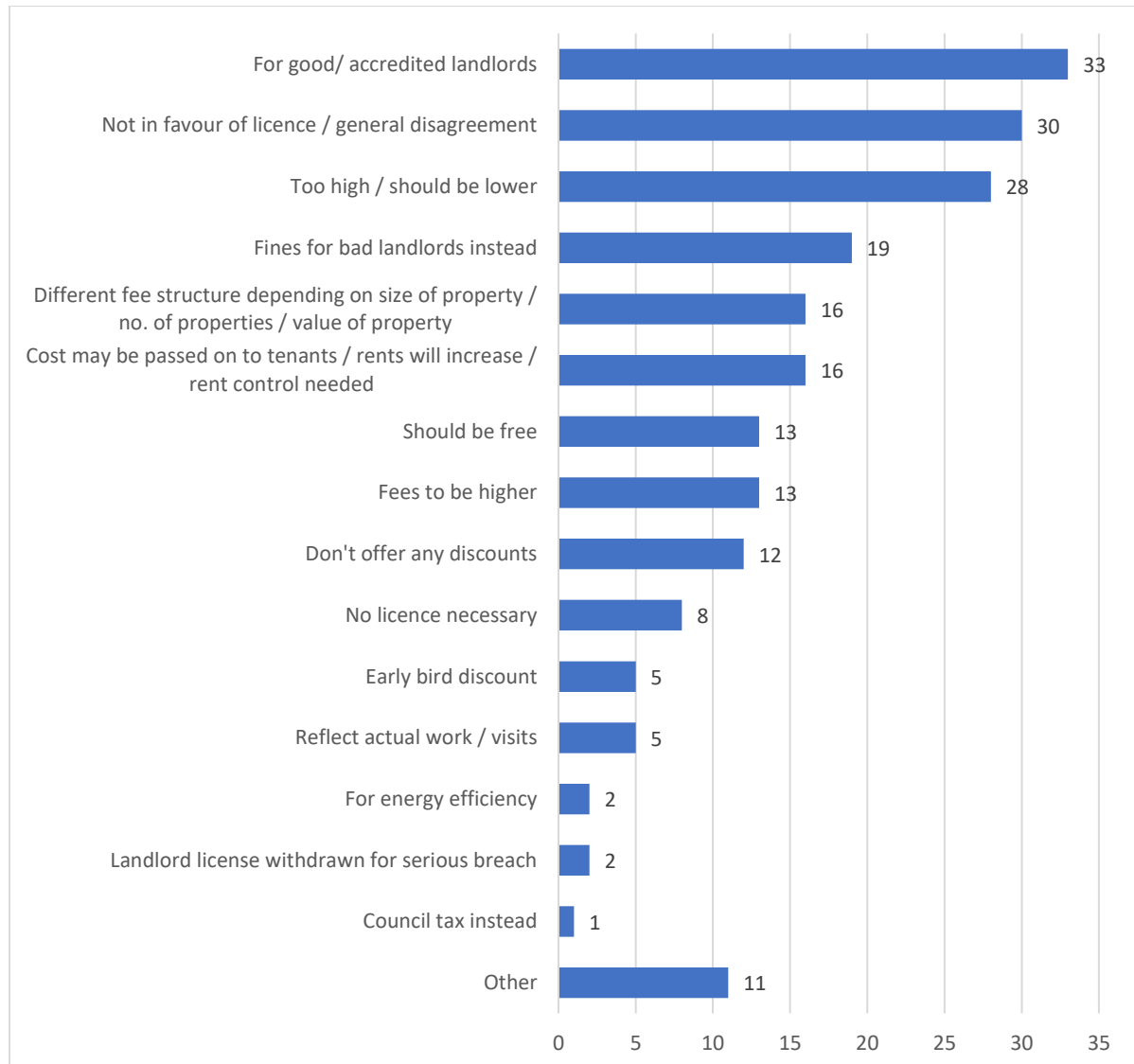


Table 25: Suggested alternative to fee discounts to licenced landlords by respondent type (online only, N=220)

	Private tenant (21)	Landlord / agent (83)	Resident (103)	Other (12)
For good/ accredited landlords	5	18	12	1
Not in favour of licence / general disagreement	3	14	13	0
Too high / should be lower	0	15	12	4
Fines for bad landlords instead	2	6	12	0
Different fee structure depending on size of property / no of properties / value of property	1	7	8	1
Cost may be passed on to tenants / rents will increase / some form of rent control needed	5	4	8	2
Should be free	1	7	5	0
Fees to be higher	1	2	10	0
Don't offer any discounts	1	1	11	2
No licence necessary	1	5	2	0
Early bird discount	0	3	3	0
Reflect actual work / visits	2	2	2	0
For energy efficiency	1	0	0	0
Landlord license withdrawn for serious breach	0	0	1	0
Council tax instead	0	1	0	0
Other	0	3	9	2

Telephone respondents were asked a similar question regarding fees, though the wording included a mistake on the level of fees. These results are therefore not included here, to avoid misrepresenting opinion.

Licence conditions

Each licensed property is subject to a set of licence conditions, which apply to tenancy management, licence holders, property standards, property management and occupation levels.

Some of these conditions are mandatory when the licence is granted and others may be set locally. There are different set conditions for single family homes (Selective licences) and shared housing (Additional HMO licences).

Occupancy conditions

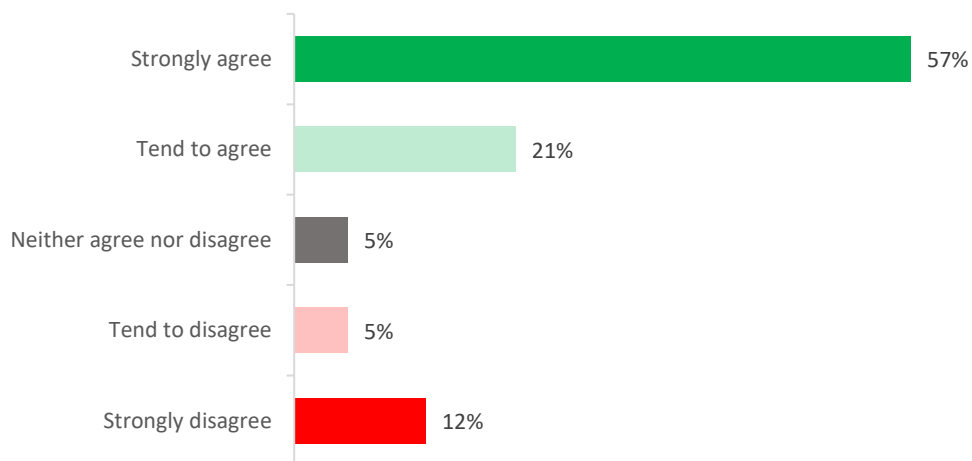
The Council proposes a licence condition that limits how many people can live in a property, to prevent overcrowding. This would be based on the number and size of rooms in a property. The Council believes this would improve conditions for tenants, as well as for residents in neighbouring properties, and better enable the effective management of properties.

Respondents were asked to state the extent to which they agreed or disagreed with the proposal to limit how many people can live in a property.

To what extent do you agree or disagree with the proposed occupancy conditions?

Overall, more than **three quarters of all respondents agreed with the proposal (78%)**, less than one in five disagreed (17%) and a small proportion were ambivalent (5%).

Figure 19 Extent of agreement with the proposed occupancy conditions (online only, N=360)



Residents were most likely to agree (89%) with the proposed occupancy conditions, followed by private tenants (72%) and landlords or agents (64%). **Landlords or agents** were most likely to **disagree (31%)**.

Figure 20 Extent of agreement with the proposed occupancy conditions by respondent type (online only, N=360)

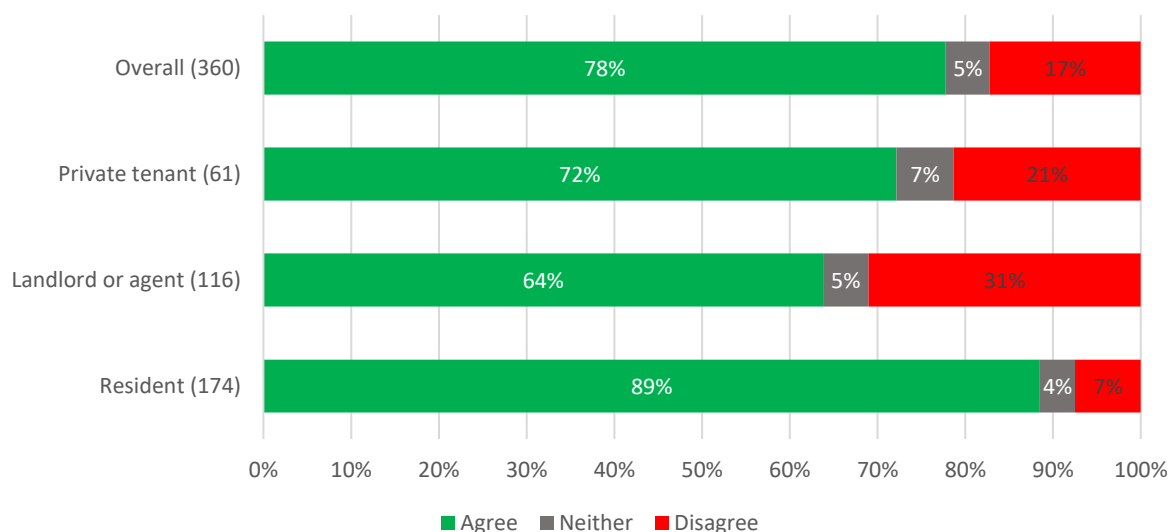


Table 26: Extent of agreement with the proposed occupancy conditions by respondent type (online only, N=360)

	Private tenant (61)	Landlord or agent (116)	Resident (174)
Agree	72%	64%	89%
Neither	7%	5%	4%
Disagree	21%	31%	7%

Tenancy management conditions

Newham Council proposes that the licence holder meets the following conditions when managing the tenants in their property:

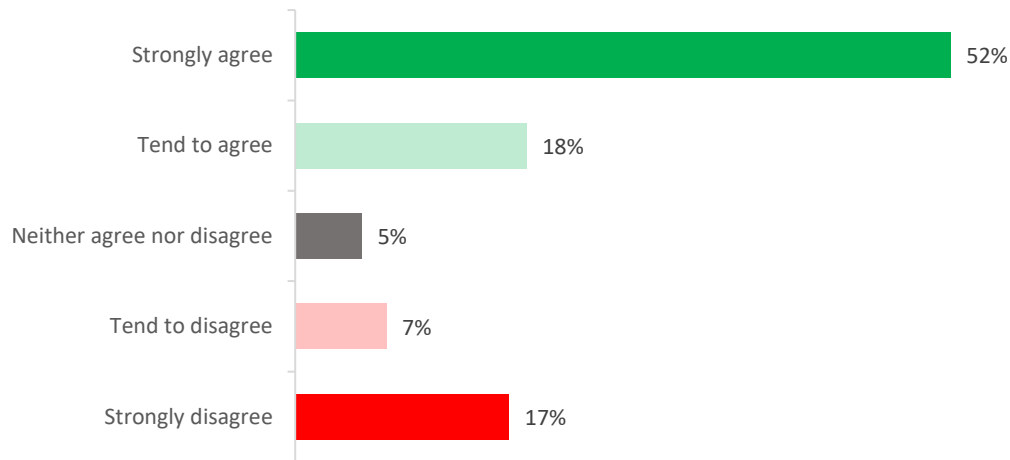
Require full references (including credit checks, employment checks and previous landlord checks, where applicable) from all prospective tenants. Carry out a full inventory. This proposed condition is intended to protect both tenants and landlords. Issue rent receipts for all payments received. As part of a frequent property inspection (which also relates to property management conditions below), to verify that named tenants are in occupation. This is aimed at tackling the problem of sub-letting and overcrowding.

Respondents were asked to state to what extent they agreed or disagreed with the proposed tenancy management condition.

To what extent do you agree or disagree with the proposed tenancy management conditions?

Overall, the majority of respondents **agreed with the proposal** (70%), approaching a quarter disagreed (24%) and a small proportion were ambivalent (5%).

Figure 21: Extent of agreement with the proposed tenancy management conditions (online only, N=359)



By respondent type it can be seen that **landlord or agents** were much **more likely to disagree** (47%) with the proposed tenancy management conditions than private tenants (27%) or residents (8%).

Figure 22: Extent of agreement with the proposed tenancy management conditions by respondent type (online only, N=359)

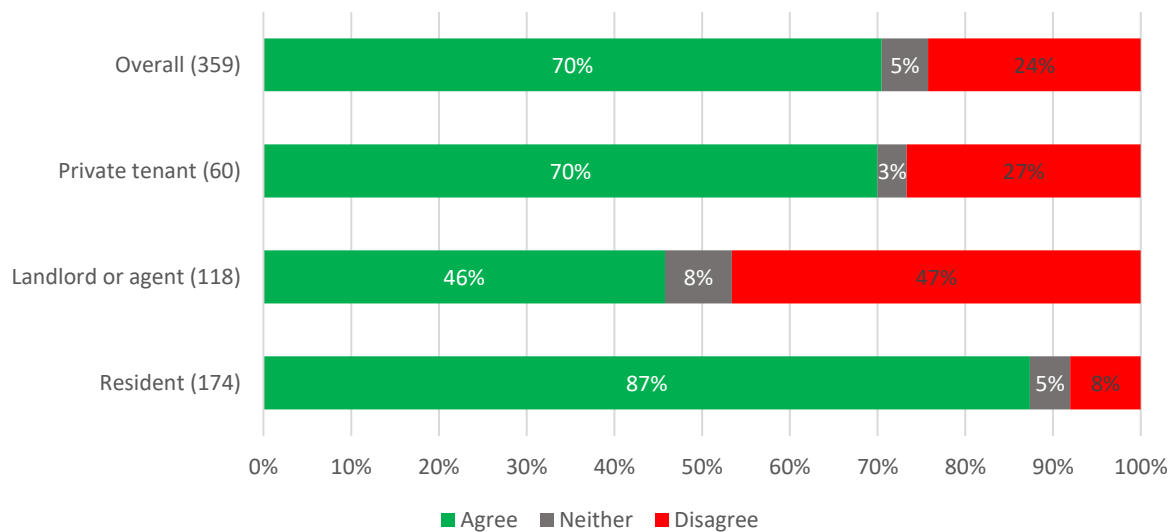


Table 27: Extent of agreement with the proposed tenancy management conditions by respondent type (online only, N=359)

	Private tenant (60)	Landlord or agent (118)	Resident (174)
Agree	70%	46%	87%
Neither	3%	8%	5%
Disagree	27%	47%	8%

Property management conditions

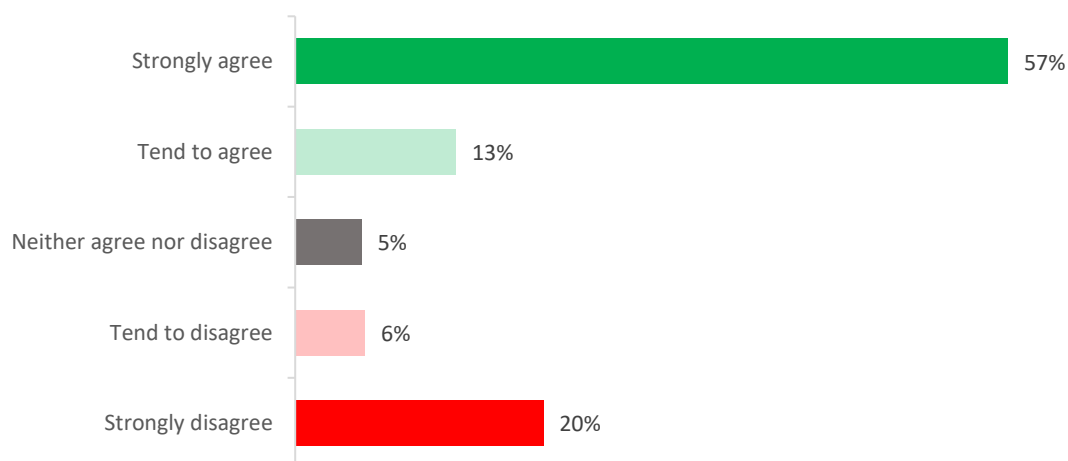
Newham Council is considering including the following additional discretionary property management conditions for any new scheme:

Landlords must give new tenants information about refuse collection days, recycling and how to deal with bulky waste within 7 days of them occupying the property.

To what extent do you agree or disagree with the proposed property management conditions?

Overall, more than two in three **agreed with the proposal** (69%), a quarter disagreed (25%) and a small proportion were ambivalent (5%).

Figure 23: Extent of agreement with the proposed property management conditions (online only, N=360)



By respondent type it can be seen again that **landlord or agents** were much **less likely to agree** (42%) with the proposed property management conditions than private tenants (73%) or residents (86%).

Figure 24: Extent of agreement with the proposed property management conditions by respondent type (online only, N=360)

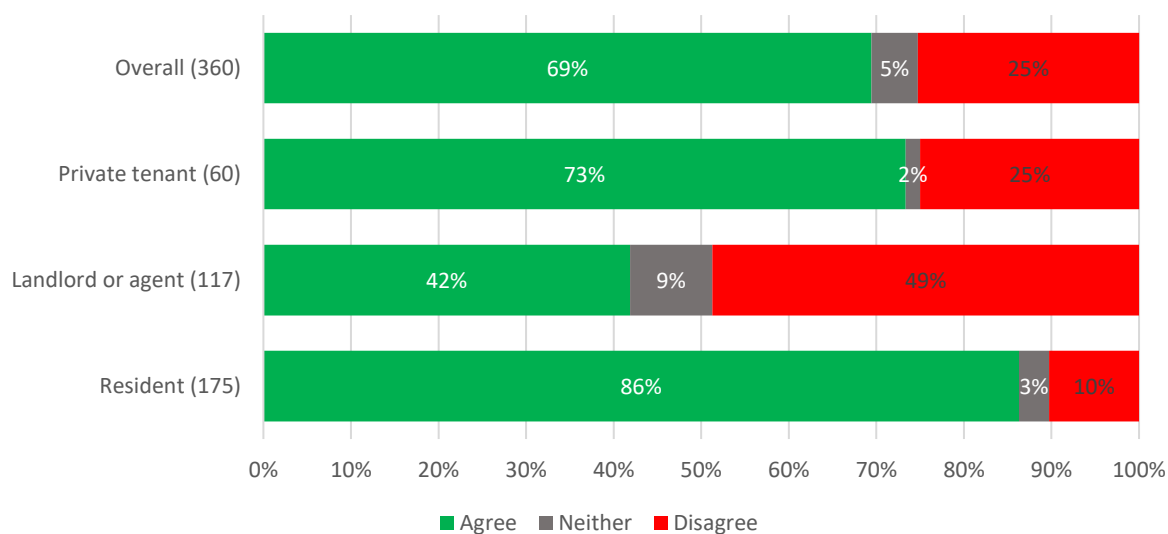


Table 28: Extent of agreement with the proposed property management conditions by respondent type (online only, N=360)

	Private tenant (60)	Landlord or agent (117)	Resident (175)
Agree	73%	42%	86%
Neither	2%	9%	3%
Disagree	25%	49%	10%

Proposed licensing conditions overall

Respondents to the telephone survey were asked about the proposed conditions overall.

To what extent do you agree or disagree with all the proposed property conditions?

A large **majority** (79%) **agreed** with them. This was strongest among social tenants (82%), though pretty similar for owner occupiers and private tenants too (78%).

Figure 25: Extent of agreement with the proposed property management conditions (telephone only, N=688)

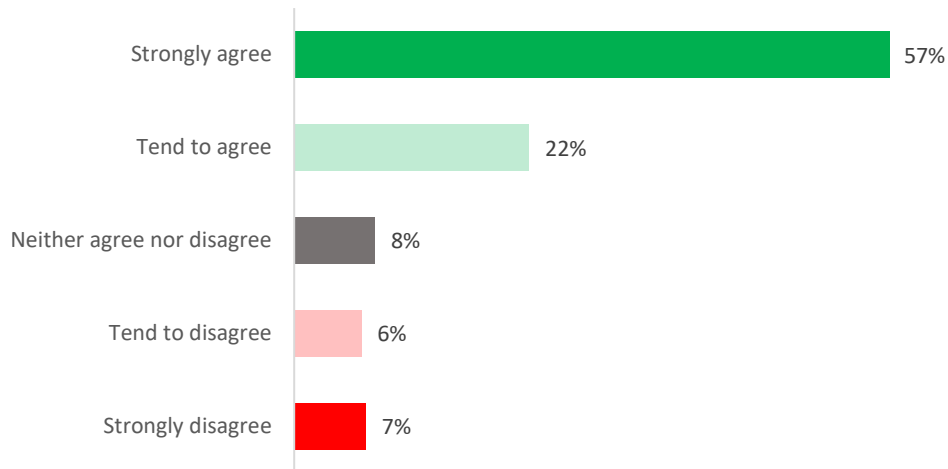


Table 29: Extent of agreement with proposed licensing conditions by respondent type (telephone only, N=688)

	Owner occupier (259)	Social tenant (203)	Private tenant (211)
Agree	78%	82%	78%
Neither	7%	7%	8%
Disagree	13%	15%	14%

When asked for other comments about licensing conditions, the most common theme was comments about **council practice**. Next were comments about being the **landlord's responsibility**. Comments coded to 'other' were often more general statements.

Figure 26: Wider comments about licence conditions (online and telephone combined, N=436)

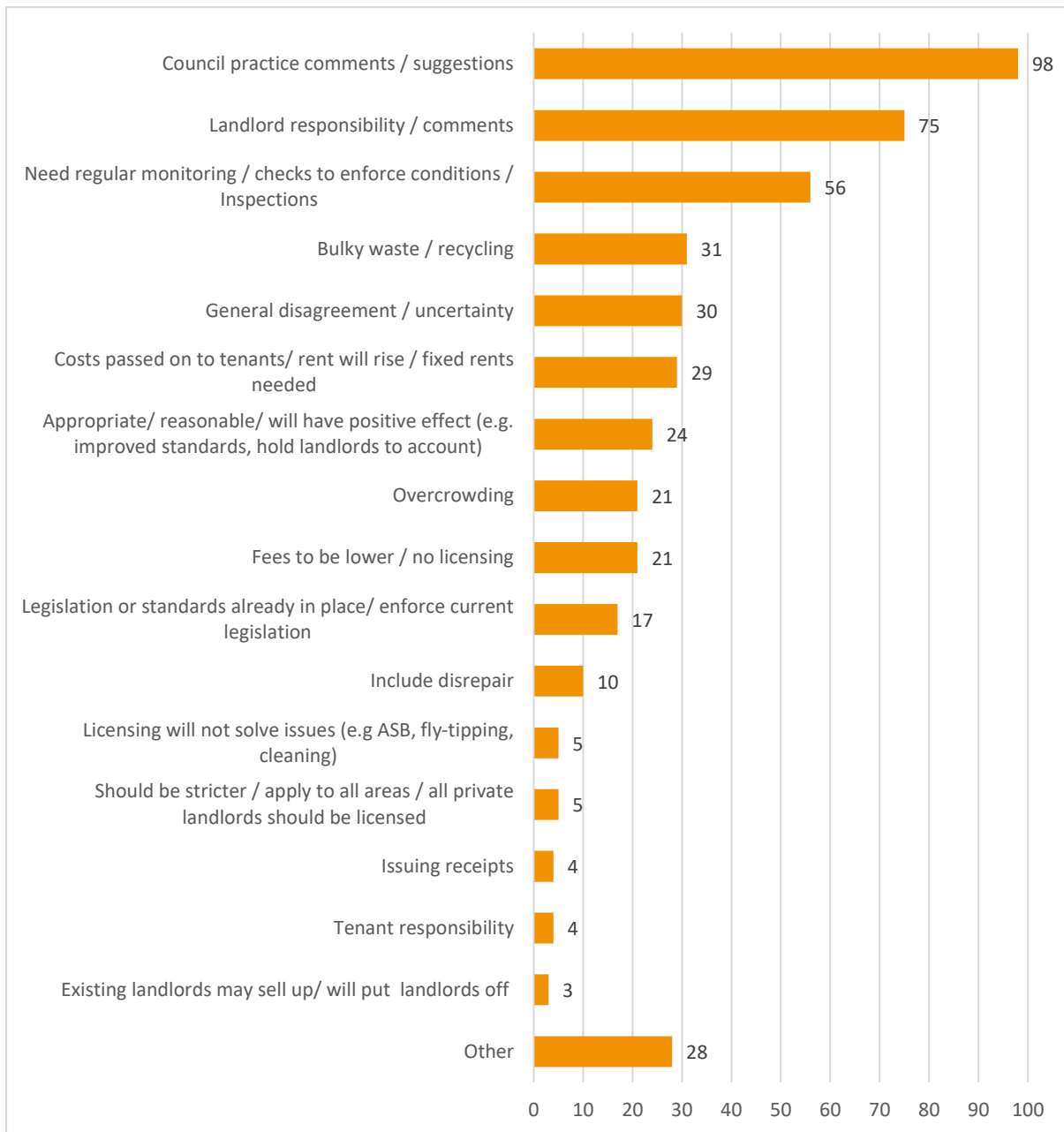


Table 30: Wider comments about licence conditions by respondent type (online and telephone combined, N=436)

	Private tenant (81)	Landlord / agent (69)	Resident (354)	Other (11)
Council practice comments / suggestions	16	22	72	4
Landlord responsibility / comments	6	27	46	2
Need regular monitoring / checks to enforce conditions / Inspections	14	1	50	1
Bulky waste / recycling	0	2	30	2
General disagreement / uncertainty	6	6	22	0
Costs passed on to tenants/ rent will rise / fixed rents needed	12	3	26	0
Appropriate/ reasonable/ will have positive effect (e.g. improved standards, hold landlords to account)	2	1	23	0
Overcrowding	5	1	20	0
Fees to be lower / no licensing	7	0	21	0
Legislation or standards already in place/ enforce current legislation	4	2	16	2
Include disrepair	5	1	9	0
Licensing will not solve issues (e.g. ASB, fly-tipping, cleaning)	1	1	5	0
Should be stricter / apply to all areas / all private landlords should be licensed	2	0	5	0
Issuing receipts	1	3	0	0
Tenant responsibility	0	0	3	0
Existing landlords may sell up/ will put landlords off	0	2	1	0
Other	3	5	24	0

Landlord training and accreditation

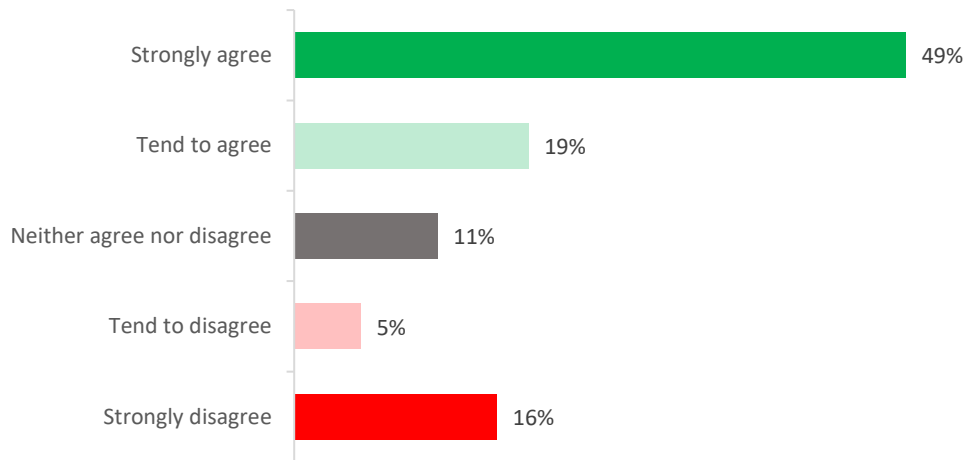
Newham Council still proposes under any new scheme that if a landlord does not meet the licence conditions and the Council has to take action against them, he or she may be required to go on an approved training course aimed at helping them to become a more responsible landlord.

Respondents were asked to state the extent of agreement or disagreement with the proposal that landlords who fail to comply with licence conditions should be made to undertake an accredited training course.

To what extent do you agree or disagree that landlords who fail to comply with licence conditions should be made to undertake an accredited training course?

Overall, two in three respondents **agreed with the proposal** (67%), one in five disagreed (21%) and a 11% were ambivalent.

Figure 27: Extent of agreement with the proposed landlord training and accreditation (online only, N=360)



By respondent type, it can be seen again that at least **three in four** private tenants (75%) and residents (78%) **agreed** with this proposal. However, **views** are a little **polarised** amongst **landlords or agents**; 47% agreed with the proposal whilst 35% disagreed.

Figure 28: Extent of agreement with the proposed landlord training and accreditation by respondent type (online only, N=360)

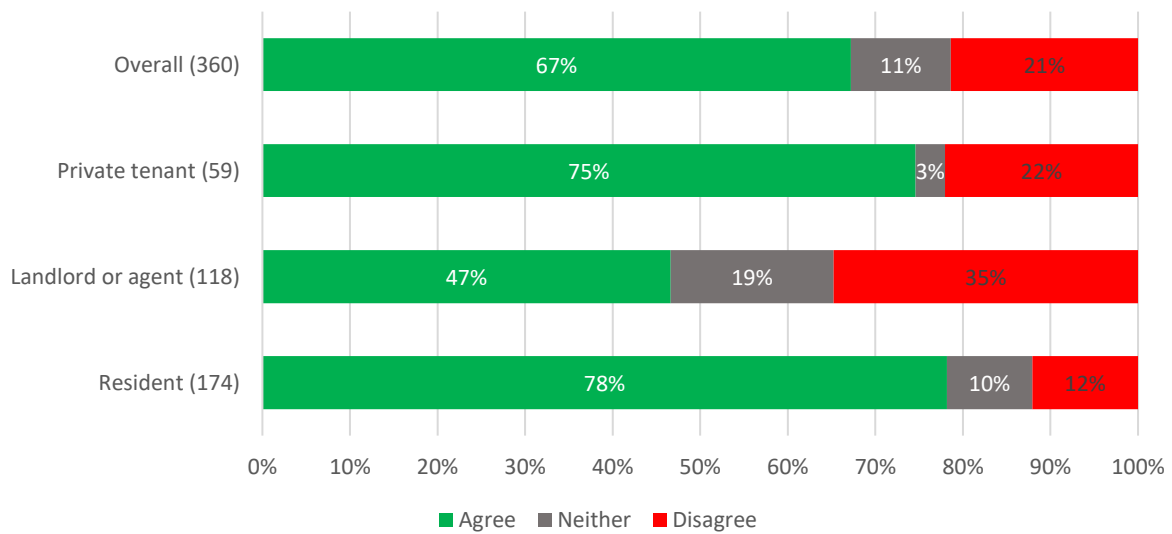


Table 31: Extent of agreement with proposed landlord training and accreditation by respondent type (online only, N=360)

	Private tenant (59)	Landlord or agent (118)	Resident (174)
Agree	75%	47%	78%
Neither	3%	19%	10%
Disagree	22%	35%	12%

Alternatives to landlord licensing

Respondents were asked to detail any alternatives to landlord licensing that the Council might consider instead of or together with a licensing scheme that would enable the Council to address the issues raised with rented accommodation and landlords.

Do you think there are any alternatives to landlord licensing that would enable the Council to address the issues identified earlier and that the Council might consider instead of or together with a licensing scheme?

Many suggestions were offered with no strong theme emerging, the main suggestions, raised by 8% of respondents included:

- Regular **monitoring**
- Landlords to be **accountable**
- A **system** for reporting issues

Comments coded to 'other' were often more general statements.

Figure 29: – Alternatives to landlord licensing (online only, N=305)

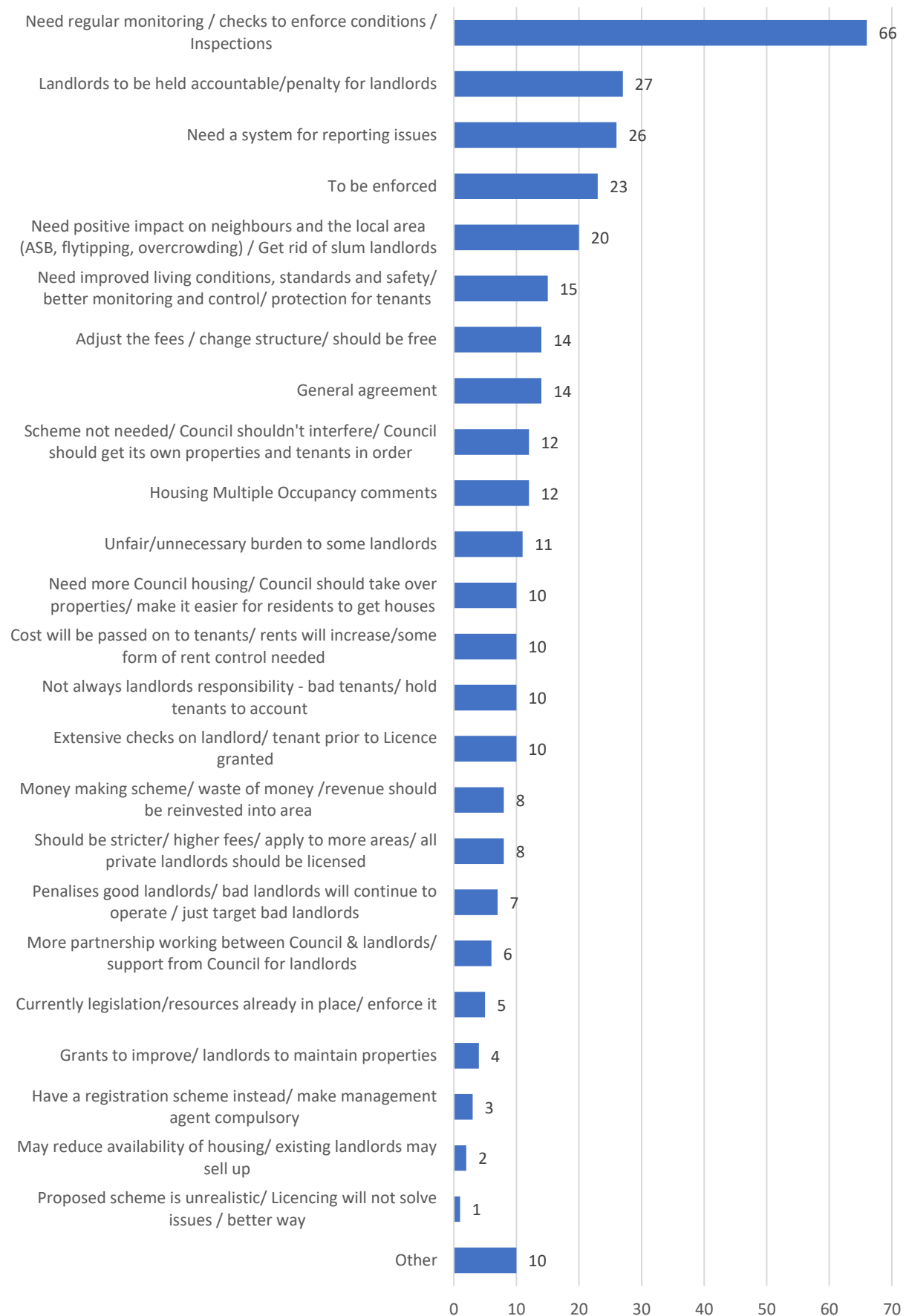


Table 32: Alternatives to landlord licensing by respondent type (online only, N=305)

	Private tenant (38)	Landlord / agent (98)	Resident (171)	Other (25)
Need regular monitoring / checks to enforce conditions / Inspections	4	19	48	6
Landlords to be held accountable/penalty for landlords	2	9	15	2
Need a system for reporting issues	6	10	11	0
To be enforced	2	2	14	6
Need positive impact on neighbours and the local area (ASB, fly-tipping, overcrowding) / Get rid of slum landlords	3	6	10	2
Need improved living conditions, standards and safety/ better monitoring and control/ protection for tenants	4	5	7	1
Adjust the fees / change structure/ should be free	0	10	3	1
General agreement	1	3	9	0
Scheme not needed/ Council shouldn't interfere/ Council should get its own properties and tenants in order	1	8	4	0
Housing Multiple Occupancy comments	1	7	5	0
Unfair/unnecessary burden to some landlords	0	8	1	0
Need more Council housing/ Council should take over properties/ make it easier for residents to get houses	1	1	8	1
Cost will be passed on to tenants/ rents will increase/some form of rent control needed	3	5	2	0
Not always landlords responsibility - bad tenants/ hold tenants to account	0	5	5	1
Extensive checks on landlord/ tenant prior to Licence granted	3	2	5	0
Money making scheme/ waste of money /revenue should be reinvested into area	0	4	4	0
Should be stricter/ higher fees/ apply to more areas/ all private landlords should be licensed	1	0	5	1
Penalises good landlords/ bad landlords will continue to operate / just target bad landlords	1	5	2	0
More partnership working between Council & landlords/ support from Council for landlords	3	3	2	0
Currently legislation/resources already in place/ enforce it	0	4	2	0
Grants to improve/ landlords to maintain properties	0	2	2	0
Have a registration scheme instead/ make management agent compulsory	0	2	0	1
May reduce availability of housing/ existing landlords may sell up	0	1	0	0

	Private tenant (38)	Landlord / agent (98)	Resident (171)	Other (25)
Proposed scheme is unrealistic/ Licencing will not solve issues / better way	1	0	0	0
Other	2	4	4	1

Other comments regarding licensing proposals

Respondents were given a final opportunity to share any comments about the licensing proposals.

Are there any other things you think the Council should consider to improve the condition and management of privately rented properties in Newham?

Are there any other comments that you would like to make about the licensing proposals?

Of those who provided a response, nearly one in three offered **Council practise suggestions** (31%) whilst 13% stated that **landlords must be held accountable**. Approaching one in ten (9%) again highlighted the **need for regular monitoring**. Comments coded to 'other' were often more general statements.

Figure 30: Other comments regarding licensing proposals (online only, N=182)

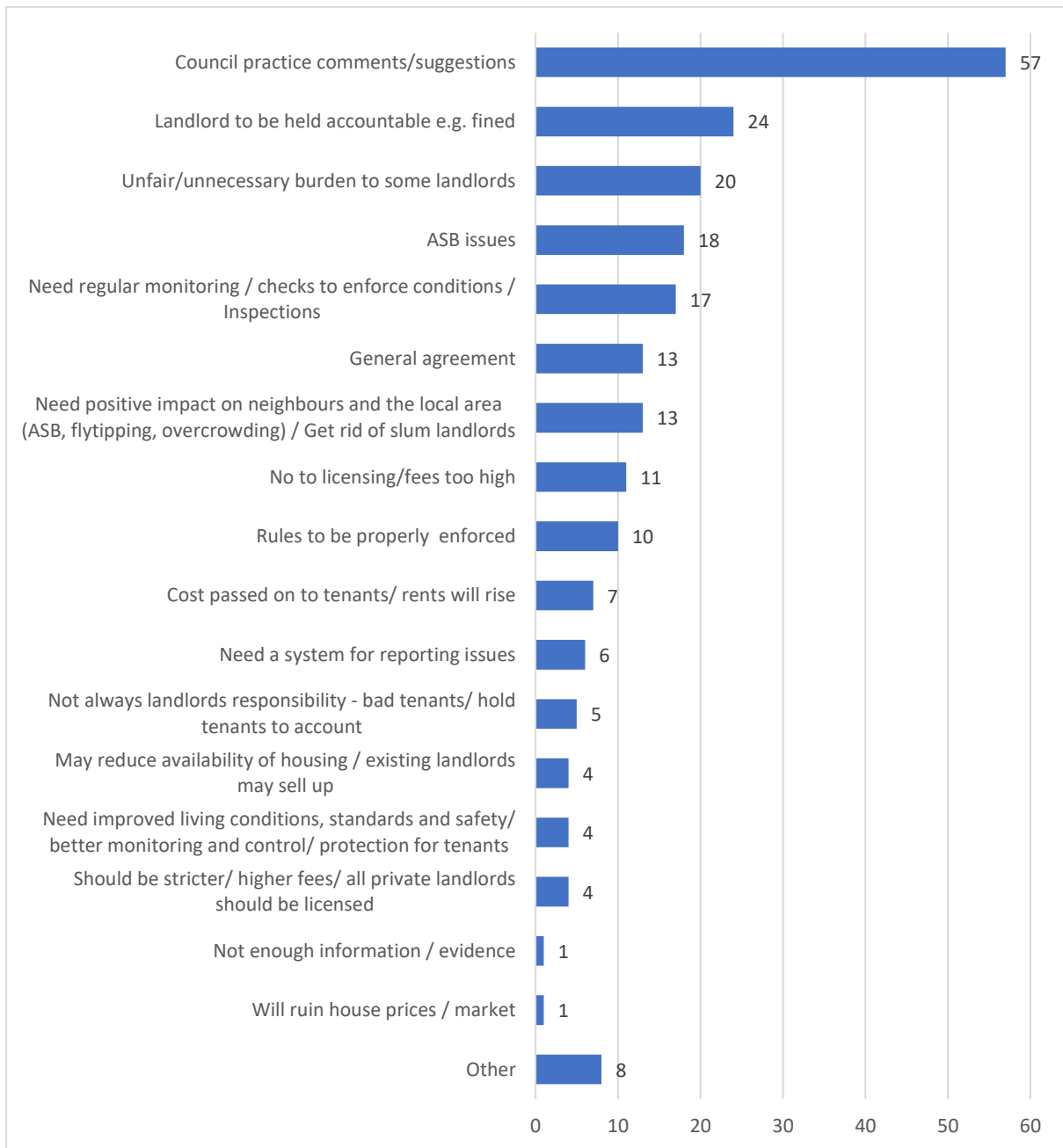


Table 33: Other comments regarding licensing proposals by respondent type (online only, N=182)

	Private tenant (20)	Landlord / agent (64)	Resident (99)	Other (14)
Council practice comments/suggestions	7	23	28	2
Landlord to be held accountable e.g. fined	3	7	12	4
Unfair/unnecessary burden to some landlords	2	18	1	1
ASB issues	0	3	12	0
Need regular monitoring / checks to enforce conditions / Inspections	0	3	13	2
General agreement	3	3	9	3
Need positive impact on neighbours and the local area (ASB, fly tipping, overcrowding) / Get rid of slum landlords	0	2	12	0
No to licensing/fees too high	1	5	5	1
Rules to be properly enforced	0	7	6	0
Cost passed on to tenants/ rents will rise	3	2	2	0
Need a system for reporting issues	1	0	5	0
Not always landlords responsibility - bad tenants/ hold tenants to account	0	4	1	0
May reduce availability of housing / existing landlords may sell up	1	1	2	0
Need improved living conditions, standards and safety/ better monitoring and control/ protection for tenants	0	1	3	0
Should be stricter/ higher fees/ all private landlords should be licensed	0	1	3	0
Not enough information / evidence	0	1	1	0
Will ruin house prices / market	0	0	1	0
Other	0	2	4	3

Focus group findings

We also ran seven online focus groups with residents, landlords, agents and wider organisations in Newham, probing deeper into issues with housing and their local neighbourhood, about the existing licensing schemes, proposals and any suggested alternatives. Given the time allowed for these online groups, one hour, not every topic was discussed in every group. Topic guides used for these discussions are shown in Appendix E.

Housing and neighbourhood issues

There were more negative comments about housing and participants' local areas than positive ones. At a neighbourhood level, several groups described much of Newham as "scruffy", "shabby" with lots of litter, including fly-tipping, especially as Newham's bulky waste collection is no longer free. In one of the owner-occupier groups, one participant said Newham "feels more run down, like nobody cares", especially compared to the Olympic Village, a feeling that "nobody gives a toss". This wasn't universal, however, with one owner-occupier applauding Newham as a good location, with opportunities in the borough and diverse.

Newham is an "urban edge area" – landlord/organisational group

The general affordability of housing came out across the groups. Some private tenants said that even earning £30-£40,000 wasn't enough to buy a property, though outside of the priority for social housing. This left them in private renting. A social tenant also spoke about high prices to buy, even £600,000 for a studio. Several groups described a lack of social housing, "an acute housing shortage", according to one representative organisation. A few groups, including private tenants, spoke about rents rising each year, adding to affordability concerns.

In both private rented groups, tenants described poor quality properties. One spoke about mice and rats, while another described damage to the property and generally bad state of the building. The worse condition of HMOs and temporary accommodation was pointed out by one tenant. This wasn't universal, though, with one private tenant saying she "live[s] in a castle" in comparison, in "beautiful accommodation". Other private tenants described this "mixed bag" with landlords and agents too, some attentive, while others ignore requests or take a long time to get repairs done. One tenant said renting privately was "like the wild west". Some other groups also commented on the poor quality of housing in Newham as well as overcrowding.

Landlord and agency "just don't care" about issues with the property – private tenant

The final key point about private renting was the high turnover of tenants, especially in multi-occupancy properties. This can lead to mattresses and beds being left in front gardens and a general feeling, at least from some owner occupiers, of renters not caring about the area.

Existing licensing schemes

There was some knowledge of the existing licensing schemes, though most people did not specifically know about them or had engaged with them. One owner-occupier had had a problem with noise but struggled to get the landlord or agent to take action. Instead, they had turned to the existing licensing scheme, which had helped and was "reassuring". A private tenant had also seen action after a property inspection, with a cooker replaced and new curtain added.

Benefit of a scheme is having a "level playing field" – landlord/organisation group

Both of the landlord/organisation groups agreed with the purpose and intentions of licensing. But some described the application process as "onerous" – e.g. measuring all rooms, floor plans – even if they had already proven this to their agent and mortgage lender. Another landlord also described lots of form filling. A number of focus group participants spoke about property inspections as part of the licensing scheme. These were sometimes short, just 10 minutes, one private tenant said, a landlord felt the inspections weren't very thorough, while another landlord had been notified of an inspection but it hadn't taken place. One landlord questioned whether the schemes "have teeth". Others suggested inspections take place at the time of application.

Licensing proposals

Lots of the discussion centred around the proposals for new licensing schemes, following questions in the surveys.

Conditions

We had most comments across groups about the proposed waste and recycling condition (a landlord's duty to provide information on this at the beginning of the let). Almost everyone who commented disagreed with this proposal. Several said that it would be better coming with information about council tax, so from Newham Council instead. Others, including private tenants themselves, described renters as "adults", also sharing a responsibility for finding out this information. One landlord said this suggestion was "ridiculous" even. Waste and recycling was harder in shared blocks, one private tenant said.

There were more varied views about licensing conditions more widely. Several – though not all – agreed that there need to be higher standards for HMOs. Fire safety was seen as important for private rented housing, as well as gas and electricity matters. In the social housing group, one participant suggested cladding should be included in conditions for newer privately rented blocks, whereas sub-letting and overcrowding was raised by a few, although hard to monitor for landlords or the council.

Some participants wanted more light-touch regulation, both from a landlord/organisational group and a private tenants one. Others across the groups also spoke about potential “intrusion” in tenants homes from regular visits. Furthermore, a letting agency said the cost of two landlord or agent visits per year would increase costs and therefore push up rents, especially if checks are already carried out by agents.

Fees / discounts

The landlord/organisation groups spoke most about fees and discount. Some described fees as quite high or a “tax”, just filling funding gaps, one landlord said. Another landlord wanted fees to be set at a level, which isn't off-putting for new landlords, to encourage investment. Some landlords wanted to see what added value they received from paying the fees. One private tenant, meanwhile, believed the fee and even fines would be passed onto tenants with increased rents.

For discounts, one landlord preferred a pro-rata fee, particularly if planning to let out a property for just a year. Some wanted to pay monthly by direct debit. Others suggested discounts for good landlords or agents, which are those with a clean sheet, no issues with previous licences, no complaints from tenants and no ASB. Another suggested being a member of a landlord association should benefit from a discount, while one said if working with a registered agent. In one group there was debate about whether or not to discount the fee for landlords with multiple properties, some in favour and more doubtful.

Two areas

Part of the consultation proposals is excluding two areas from the licensing designation. Where this was discussed, there were mixed views even within particular focus groups. There was more agreement that the situation was different in the Olympic Village site, which has modern properties and legacy management. One owner occupier said E20 doesn't feel like Newham. There is more CCTV there, one social tenant claimed, along with better collection of bulky waste. More people questioned the exclusion of the E16 area. Although big companies own lots of these properties, one tenant said, buy-to-let was still taking place. Sub-letting can take place anywhere, one owner-occupier said. Another owner-occupier felt it was "unfair" picking and choosing areas to license. Others questioned

the state of property conditions with new builds in five years' time. Another wondered whether future new build would also be excluded from licensing on the same basis.

Suggestions and alternatives

There were lots of suggestions made and alternatives proposed to the licensing schemes. The most common one was around better promotion of the scheme, especially to private tenants and potentially in several languages, not just English. Yet private landlords also wanted improved, two-way communication with the Council. Some private tenants and landlords wanted a helpline to call around licensing and private renting. One owner-occupier asked for clear routes of address for vulnerable tenants. Landlords need more support, especially with bad tenants, recovering rent or a rent guarantee insurance, some landlords said.

A "culture of total criminality" with rogue landlords – landlord

There was a wider desire for more monitoring around licensing, including with un-licensed rogue or criminal landlords. One social tenant wanted more powers as part of the scheme. One participant wanted a national licensing scheme, while a private tenant also wanted a central system, this time to raise and track repairs. One landlord suggested the Council take over the property management for 3–5 years. Another participant preferred the cost to be incorporated into council tax rather than a fee for landlords, especially as all residents benefit from licensing.

One practical suggestion was carrying out inspections by Zoom, like estate agents have carried out property viewings.

Wider points

Focus group participants spoke about wider topics. Private tenants in both their groups spoke about the challenge of getting onto the housing waiting list or previously being on the list and having been removed. This links to the wider challenge around the affordability of housing, mentioned above.

There were several comments across the groups about the use of managing agents. Some described good experiences, while others said the opposite. In the landlord/organisation group, one participant wanted more use of professional, trained agents, particularly for self-described "reluctant landlords" who come by a property and end up letting it out. In the owner-occupier group, one participant questioned what information was passed onto the landlord if the property is managed by an agent.

"Newham always see landlords as the bad guys and tenants as the oppressed and that's not always true" – landlord

Some participants wanted “balance” in the scheme, supporting both tenants and landlords and being both "supportive" and "strong". There was some desire for stronger consequences to actions, including a speedier system to address rogue and unlicensed landlords. One social tenant wanted more focus on harassment and illegal evictions.

Both of the landlord/organisational groups wanted more evidence about the impact made by the licensing schemes, the metrics to prove it works. They wanted the Council to justify the money spent in fees, what they would get back from the council. Others suggested hearing about the successes of the scheme.

Written submissions

We received written submissions by email from two organisations, the National Residential Landlords Association and safeagent, and one private landlord. Here is a summary of the key themes, with full responses provided as Appendix F.

Role of the private rental sector

- The NRLA seeks a fair legislative and regulatory environment for the **private rented sector** while ensuring that landlords know their statutory rights and responsibilities. The NRLA believes that local authorities need a healthy private rented sector to complement the other housing in an area. This provides a variety of housing types that can meet the needs of both residents and landlords in the area.
- Likewise, safeagent wanted the important role of **letting agents** recognised.
- Both the NRLA and safeagent were keen to work with Newham Council in future, including in developing a dispute resolution service (NRLA) and the role of letting agents (safeagent).

Disagreement over licensing

- The NRLA has a shared interest with Newham Council in ensuring a high-quality private rented sector but **strongly disagrees** that the introduction of selective licensing is the most effective approach to achieve this aim both in the short term and long term.
- Safeagent **questioned how effective licensing** can be in addressing wider concerns about crime and anti-social behaviour.

Areas to designate

- Of the two options listed, safeagent's preference would be to **exclude Stratford Olympic Park E20 and Royal Victoria E16 from both schemes**, focusing resources where needed most and offering a control area to benchmark interventions.

Application process

- It is important that the council implement an efficient and streamlined **licence application** processing system. This will help to minimise costs and keep fees at a reasonable level, thereby minimising upward pressure on the rent that is charged to tenants.
- Safeagent would ask the council to **publish clear service standards** setting out the timescale for processing and approving licence applications and to publish regular updates so that performance in this area can be monitored.

Fees and discounts

- The “unsustainable financial position” for one private landlord because of **licensing fees** and the removal of tax deductions against income had motivated him to sell his properties. He objects to paying licensing fees.
- Safeagent question why the **additional licensing fee** for properties predominantly occupied by three or four people is considerably higher than the £1,050 mandatory HMO licensing fee for properties occupied by five people.
- Safeagent welcomes the proposed £50 fee **discount** for landlords who are **members** of a **professional body** relating to property management and would like the eligibility criteria to be widened to include landlords who appoint an accredited safeagent member as the licence holder or designated manager.
- Safeagent welcomes the proposal to offer an **early bird discount** to landlords who apply before the start date of the scheme but suggest this be three months before the scheme comes into force. They also ask the council to consider whether a similar discount can be offered to landlords and agents renewing licences that do not expire until a later date.

Licensing conditions

- Safeagent commented about a number of the proposed licensing conditions. Here is a summary of the key points:
 - **Occupancy Condition 2 and General Conditions Condition 48:** They do not think it is reasonable to impose an occupancy limit for each habitable room within a single family property.
 - **Tenancy Management Condition 9:** Whilst right to rent checks are always required, they would ask the council to consider how the requirement for ‘ability to pay’ and ‘past tenant history’ references would apply to someone who cannot provide that information, including from an equalities perspective, not excluding certain people from renting privately.
 - **Tenancy Management Condition 10:** This condition highlights a significant challenge for the lettings industry but does not provide a fool-proof solution: how to prove a family relationship between individuals who say they are related.
 - **Additional Licensing Condition 12:** Whilst inventories are common for HMOs let to sharers on a single tenancy, they are far less common when letting individual rooms in a licensed HMO.
 - A preference for six-monthly **inspections** around tenancy management, and property management and safety.
 - **Tenancy Management Regarding 14B,** safeagent would seek clarification what the ‘occupation verification’ requirement involves.
 - **Additional Licensing Fire Safety Condition 35:** The council can only apply this condition to HMOs that fall within the remit of the Fire Safety Order.

Section 257 HMOs

- Safeagent have concerns about including all such properties within the additional licensing scheme due to the difficulty experienced by letting agents in knowing when a property was converted and whether the conversion satisfies the relevant building standards. It is not something that is reasonable for a letting agent to assess. It is also the case that the 2015 general approval to introduce an additional licensing scheme only applies if the council has consulted persons likely to be affected by the scheme designation. Without actively consulting long leaseholder owner occupiers and explaining the implications of licensing section 257 HMOs, the conditions in the general approval would not be met and the additional licensing scheme could not be introduced without Secretary of State approval.

Enforcement

- The NRLA states the sector is regulated, and **enforcement** is essential for keeping criminals who exploit landlords and tenants. An active enforcement policy that supports good landlords is crucial as it will remove those who exploit others and create a level playing field.
- Safeagent believes that it is vital that the council continues to maintain a **well-resourced and effective enforcement team** to take action against those landlords and agents that seek to evade the licensing scheme.

Support for landlords

- The NRLA would like more information about proposed **support for landlords** when serving a **Section 21** notice because the property is overcrowded, or the tenant is causing antisocial behaviour. The change in Section 21 legislation and how tenancies will end will mean landlords will become more risk-averse to taking tenants with a perfect reference and history.

Evidencing impact

- With the lack of record-keeping surrounding offences, there needs to be **transparency** for both landlords and tenants on what enforcement work the council has carried out. **Record-keeping** needs to become a priority over the introduction of further licensing, the NRLA believe.
- The NRLA would like clarity on how those **licensing audits** were carried out, particularly based on the assumption that they were desktop-based.
- In contrast, safeagent are pleased to see that council officers are **visiting** over 500 private rented properties a month and hope to increase this number even further.
- If the scheme is approved, the council should consider providing an **annual summary of outcomes** to demonstrate to tenants and landlords' behaviour improvements and the impact of licensing on the designated area over the scheme's lifetime. This would improve transparency overall.
- With large licensing schemes having operated for over nine years, it seems a good opportunity to **review what impact** they have had and how successful they have been in driving up standards,

improving management, and tackling the minority of criminal landlords who put tenants lives at risk.

- A long-term **independent research study into the effectiveness** of the council's licensing schemes could be beneficial both for Newham Council and other councils considering this approach, safeagent believe.

Appendix A: Communications during consultation

Appendix B: Survey respondent profile

Appendix C: Online survey questions

Appendix D: Telephone survey questions

Appendix E: Focus group topic guides

Appendix F: Full written responses

Appendix A: Communication visuals during consultation

Appendix -Communication visuals

The A3 flyer was distributed to 24,000 Newham residents via Council Tax.

It was also distributed to libraries, Council buildings, leisure centres, food banks and to all of the people and organisations that were contacted.

Newham London

WE ARE CONSULTING.

WE ARE NEWHAM.

Property licensing – have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us.
You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.
www.newham.gov.uk/propertylicensingconsultation



People at the Heart of Everything We Do

A full page advertisement in the Newham Recorder on Page 9 on Wednesday 17th November 2021

NEWS


Nearly 5,000 unjabbed NHS workers risk axe

Nearly 5,000 staff at Barnet Health Trust face the risk of being sacked if they do not get the jab by the end of the year.

The government announced in November that all frontline NHS staff would be required to get both doses of the Covid-19 vaccine or risk losing their jobs. At Barnet Health, 4,800 staff have not had both doses yet.

The trust's chief executive, Dr. Dawn Sturgis, said: "The trust is committed to ensuring that all our staff are protected. We will continue to support those who are unable to get the jab, but we will have to make difficult decisions if we do not see an improvement in vaccination rates by the end of the year."


Dr. Sturgis added: "We will continue to support those who are unable to get the jab, but we will have to make difficult decisions if we do not see an improvement in vaccination rates by the end of the year."



School among best in country on vocabulary test


A primary school in Newham has been named as one of the best in the country for its pupils' vocabulary skills.

The school, which has a diverse intake, was ranked highly in a national survey of primary schools. The headteacher said: "We are proud of our pupils' achievements and the support of our staff and parents."



WE ARE CONSULTING.

WE ARE NEWHAM.




Property licensing – have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us. You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.

www.newham.gov.uk/propertylicensingconsultation



People of the Street at Everything We Do

A full page advertisement in the Docklands & East London Advertiser on Page 7 on Thursday 18th November 2021.

FOOD & DRINK


Warm your cockles with these pies... are they healthy?

It's time to get into a festive mood with these pies. They are not only delicious but also healthy. Here are some recipes to try.

RUSTY NAIL PIES (Makes 12-16)


Ingredients: 1kg flour, 250g butter, 1 egg, 100g lard, 100g suet, 100g raisins, 100g currants, 100g sultanas, 100g dried fruit, 100g mince, 100g mushrooms, 100g onions, 100g carrots, 100g celery, 100g leeks, 100g mushrooms, 100g onions, 100g carrots, 100g celery, 100g leeks.

Method: Pre-heat the oven to 200C. Rub the butter and lard into the flour to make breadcrumbs. Add the suet and suet, and mix well. Add the dried fruit and mince, and mix well. Add the vegetables and leeks, and mix well. Roll out the dough and cut into circles. Fill with the mixture and bake for 30 minutes.



WE ARE CONSULTING.

WE ARE NEWHAM.




Property licensing – have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us. You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.

www.newham.gov.uk/propertylicensingconsultation



People of the Street at Everything We Do

PERSONALISED LETTER

ORDER ONLINE OR POST

Lapland Letter Pack only £4.95

Lapland Letter + Activity Pack add £2.95

ADD AN ACTIVITY PACK TO YOUR LETTER AND GET ALL THESE EXTRAS!

- 200+ Christmas cards to choose from
- 200+ Christmas letters to choose from
- 200+ Christmas envelopes to choose from
- 200+ Christmas cards to choose from
- 200+ Christmas letters to choose from
- 200+ Christmas envelopes to choose from

www.LaplandLetters.co.uk

Half a page advertisement in Islington Gazette (Page 8 on 18th November 2021):

NEWS

Council remains tight-lipped over new LTN around Upper Street

Islington Council has refused to say whether a new low traffic neighbourhood (LTN) will be implemented in the area. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.

The council has also refused to say whether it will be implemented in the area. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.

The council has also refused to say whether it will be implemented in the area. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.



Upper Street, which leads to the road with Upper Street. The road is a major thoroughfare in the area.

WE ARE CONSULTING.

WE ARE NEWHAM.

Property licensing – have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us. You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.

www.newham.gov.uk/propertylicensingconsultation

BLACK FRIDAY SALE

STARTS EARLY

SAVE UP TO 70%

PLUS...BUY THE 3+2 AND GET THIS RECLINER ARMCHAIR FREE!

Paris 3+2 seater double recliner sofas in luxury grey fabric.

£1698 THE PAIR BLACK FRIDAY SPECIAL OFFER

<p>PLUSH VELVET STOOLS</p> <p>BLACK FRIDAY SPECIAL OFFER FROM £50</p> <p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £140</p>	<p>Recliner Armchair</p> <p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £290</p>	<p>Recliner Armchair</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £390</p>	<p>Recliner Armchair</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £390</p>
<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £320</p> <p>FREE HEADBOARD</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £890</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>

BLACK FRIDAY DEALS IN STORE:

EXTRA 10% OFF ALL WALL ART

EXTRA 15% OFF ALL CLOCKS, LAMPS, CHANDELIERS & LIGHTING

EXTRA 20% OFF ALL MIRRORS & SELECTED BAR STOOLS

CHICKLEWOOD - 020 8438 8883 / 020 3076 8072
KENTON - 020 8907 6360
MATCH END - 020 8421 3694

More offers online @ www.kfurniture.co.uk

Half a page advertisement in Hackney Gazette (Page 8 on 18th November 2021):

THERE WITH YOU

'People must get savvy about the rising fuel costs'

With fuel prices going up and up, it's time for people to get savvy about the rising fuel costs. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.

The council has also refused to say whether it will be implemented in the area. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.

The council has also refused to say whether it will be implemented in the area. The council has said it will not discuss the proposal until it has received a full business case from the Department for Transport.



He is a member of the council and is involved in the consultation process.

WE ARE CONSULTING.

WE ARE NEWHAM.

Property licensing – have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us. You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.

www.newham.gov.uk/propertylicensingconsultation

BLACK FRIDAY SALE

STARTS EARLY

SAVE UP TO 70%

PLUS...BUY THE 3+2 AND GET THIS RECLINER ARMCHAIR FREE!

Paris 3+2 seater double recliner sofas in luxury grey fabric.

£1698 THE PAIR BLACK FRIDAY SPECIAL OFFER

<p>PLUSH VELVET STOOLS</p> <p>BLACK FRIDAY SPECIAL OFFER FROM £50</p> <p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £140</p>	<p>Recliner Armchair</p> <p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £290</p>	<p>Recliner Armchair</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £390</p>	<p>Recliner Armchair</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £390</p>
<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £320</p> <p>FREE HEADBOARD</p> <p>EXTRA £100 OFF BLACK FRIDAY PRICE NOW £890</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>	<p>EXTRA £50 OFF BLACK FRIDAY PRICE NOW £340</p> <p>EXTRA £200 OFF BLACK FRIDAY PRICE NOW £590</p>

BLACK FRIDAY DEALS IN STORE:

EXTRA 10% OFF ALL WALL ART

EXTRA 15% OFF ALL CLOCKS, LAMPS, CHANDELIERS & LIGHTING

EXTRA 20% OFF ALL MIRRORS & SELECTED BAR STOOLS

CHICKLEWOOD - 020 8438 8883 / 020 3076 8072
KENTON - 020 8907 6360
MATCH END - 020 8421 3694

More offers online @ www.kfurniture.co.uk

Half a page advertisement in Waltham Forest News (Page 31 of Winter Issue 242):

Public Notices

Winter 2021, Issue 242
www.walthamforest.gov.uk

31

For more information please telephone 020 8496 3000 quoting reference Traffic Order - T2021-18-EN - LEYTONSTONE REGION - PHASE 1

Dated 19th December 2021
Mr. K. Nabwan, Director of Highways and Traffic Management, Resident Services, Low Hall, Regal Avenue, London, E18 7AS

LONDON BOROUGH OF WALTHAM FOREST
ROAD TRAFFIC REGULATION ACT 1984 - SECTION 14(1)
THE WALTHAM FOREST (VARIOUS ROADS) LEAD PIPE REPLACEMENT (ROAD CLOSURES) (NO. 7) ORDER 2021 (T2021-18)

1. The Council of the London Borough of Waltham Forest **HEREBY GIVES NOTICE** that on 19th December 2021 it made an Order to enable Thames Water lead pipe replacement works to be carried out in a safe and efficient manner.

2. The general effect of the Order will be, with all such times and to such extent as regulatory signs are displayed, to prohibit vehicles (except works vehicles) from entering, proceeding, waiting or loading for any purpose, at any time, in the roads mentioned in the Schedule of this Notice.

3. Whilst works are being carried out and only at such times and to such extent as regulatory signs are displayed no person shall cause or permit any vehicle to wait or load for any purpose, at any time, within 15 metres of the junction of any road adjoining the roads mentioned in the Schedule of this Notice.

4. Whilst the prohibitions referred to in item 2 above remain in force, advance warning signage and alternative routes for traffic shall be in place.

5. Whilst works are being carried out and only at such times and to such extent as regulatory signs are displayed any one way working or no entry prohibitions in any roads or parts of roads mentioned in the Schedule of this Notice would be temporarily suspended.

6. Whilst waiting or loading in contravention of the Order would be prohibited.

7. The restrictions mentioned above would not apply in relation to any vehicle being used –

(a) in connection with the said work; or

(b) for ambulance, fire brigade or police purposes (if the works allow).

8. The Order will come into operation on 19th December 2021 and would be valid for a maximum period of 18 months or until the works are completed, whichever is the sooner (this applies to all roads mentioned in the Schedule and allows for unforeseen circumstances which may affect works until a future time).

NOTE: These works would not be carried out simultaneously on all roads but in a sequence as directed by the Council. Traffic would be distributed, and signage placed in advance of any works in the above mentioned roads which would give more specific details on the exact dates of the effects and of any temporary traffic management as necessary.

Dated 19th December 2021
Mr. K. Nabwan, Director of Highways and Traffic Management, Resident Services, Low Hall, Regal Avenue, London, E18 7AS

Schedule
(E7 roads)
CHALKER ROAD, ENSHINE ROAD, SPENNER ROAD, BELLE VUE ROAD AND FENTRE ROAD
(E4 roads)
ROXBOROUGH ROAD AND HALL GARDENS
(E16 road)
MIDLAND ROAD

WALTHAM FOREST NEWS

ADVERTISING

DID YOU KNOW?
WALTHAM FOREST NEWS...

IS THE LARGEST NEWSPAPER IN THE BOROUGH

IS DELIVERED TO EVERY HOUSEHOLD IN WALTHAM FOREST

ADVERTS START FROM JUST £180

HAS A CIRCULATION OF 120,000 EVERY ISSUE

THERE'S NEVER BEEN A BETTER TIME TO ADVERTISE.
 Talk to us for a free consultation on how we can boost your business, contact us now:
ADVERTISING@WALTHAMFOREST.GOV.UK

WE ARE CONSULTING.

WE ARE NEWHAM.

PUBLIC CONSULTATION

We want to hear from residents, businesses, tenants and landlords about Newham's property licensing scheme. Your view helps us to set standards and tackle poor quality or management – so please have your say!

Consultation closes 26th January 2022.
 Have your say by going to www.newham.gov.uk/propertylicensingconsultation

People at the Heart of Everything We Do

Example of article in Newham News (the E-newsletter distributed to all Newham staff) on 23rd November 2021, 7th, 14th and 21st December 2021, 7th, 12th 18th and 26th January 2022 also on Council's internal intranet.

Have your say

WE ARE CONSULTING.



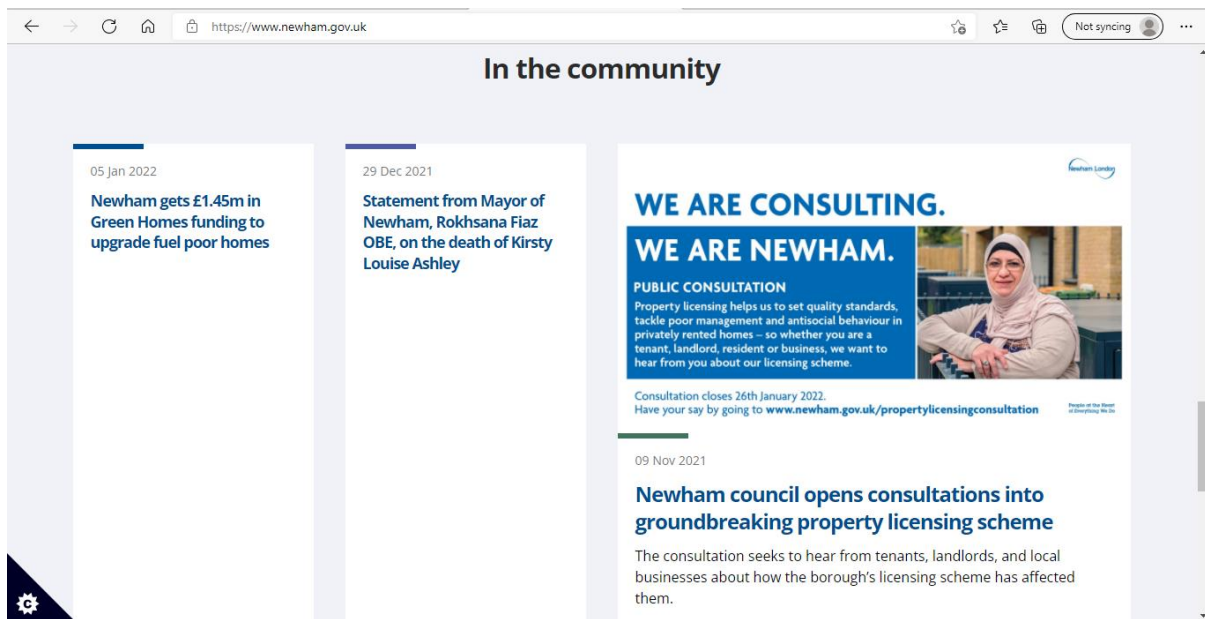
Our property licensing consultation runs until 26 January - have your say now.

Property licensing helps us to make sure privately rented homes are safe, secure, and well-maintained by defining standards, tackling antisocial behaviour, and improving poor property management.

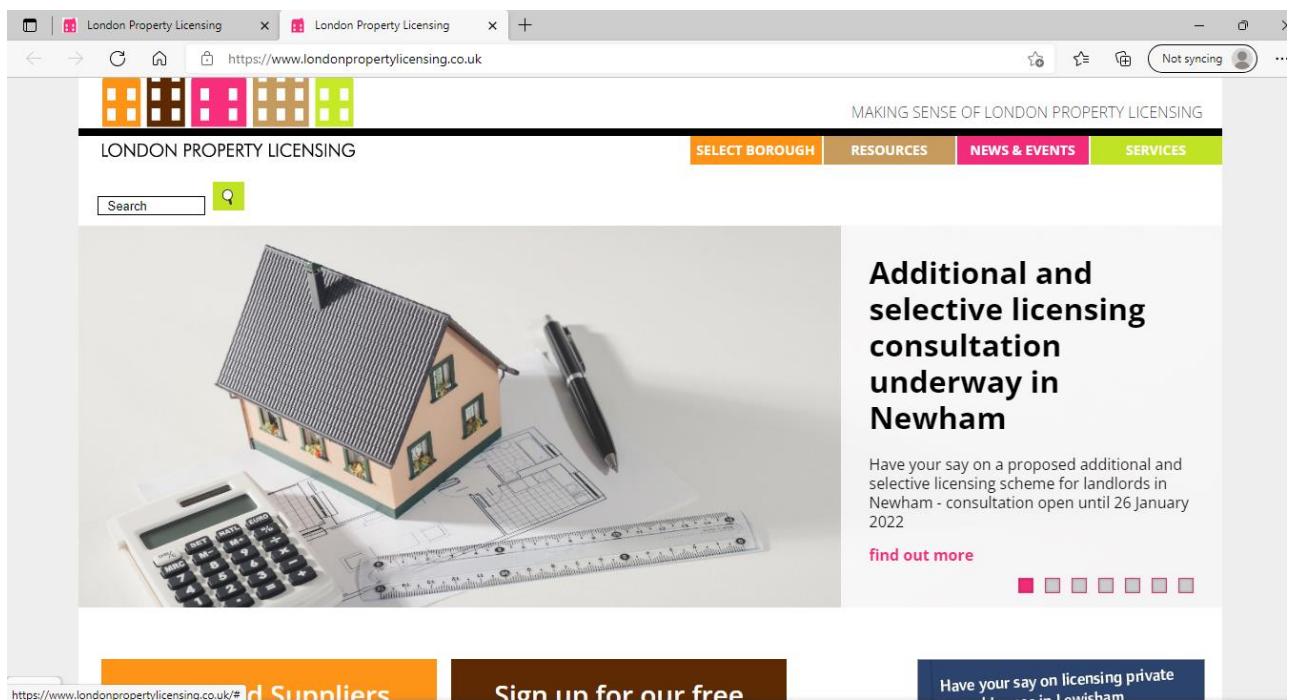
Whether you're a private tenant, landlord, local resident or business, we want your views on how property licensing is affecting you.

[Have your say on Property licensing >](#)

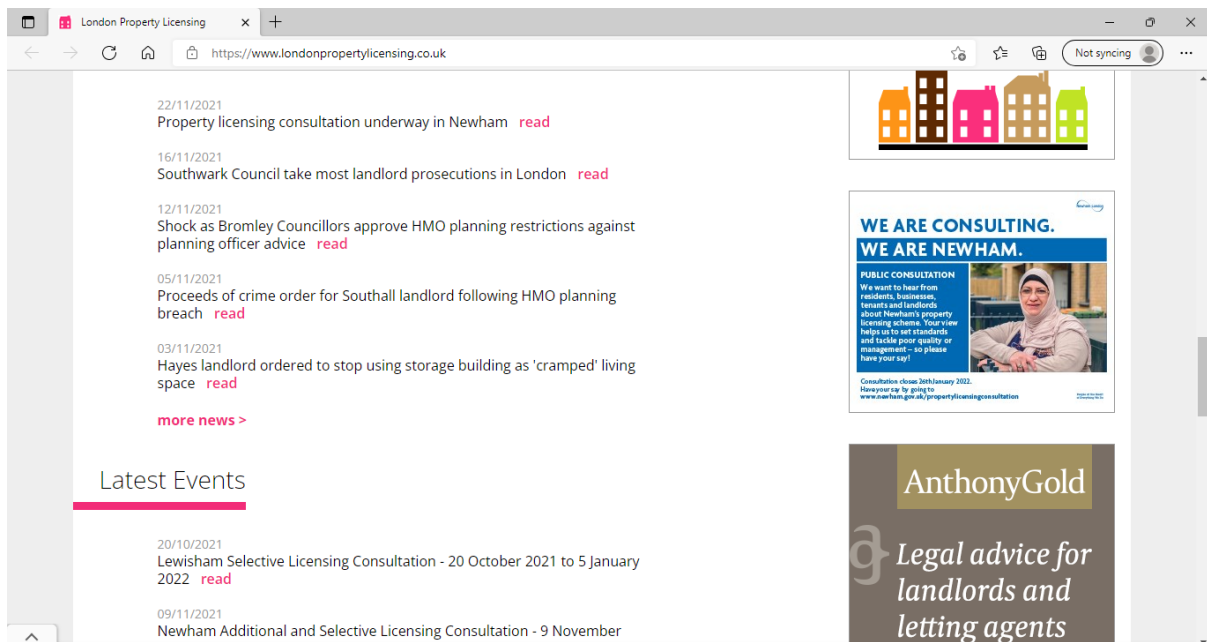
Newham Council website on the front /main page:



London Property Licensing website, paid advertisement on the front page – on the rotating banner



Also advertised in the middle of the front page of London Property Licensing website:



Example of article featured in the Resident Newsletter which was emailed on multiple occasions (26th November 2021, 3rd, 10th, 17th and 23rd December 2021). This is distributed to over 26,000 residents/subscribers each time.



Courtesy Copy: Getting Newham vaccinated, holiday clubs at Christmas and more in your Newham update

Retention Policy Retain and Delete after 7 years (10 years)

Expires 21/12/2031

i If there are problems with how this message is displayed, click here to view it in a web browser.



Do you want to lose weight in 2022?

Live Well Newham is a free 12-week program to help borough residents lose weight and get healthier. With gender and language specific groups available, the course is tailored to the goals of everyone who joins. Newham resident Sonia tried it and said:

"The reason I have managed to lose weight and most importantly, keep it off, is because the programme has a holistic approach."

[Find out more and sign up for free to Live Well Newham >](#)

WE ARE CONSULTING.



Have your say on Property licensing

Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour and poor management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

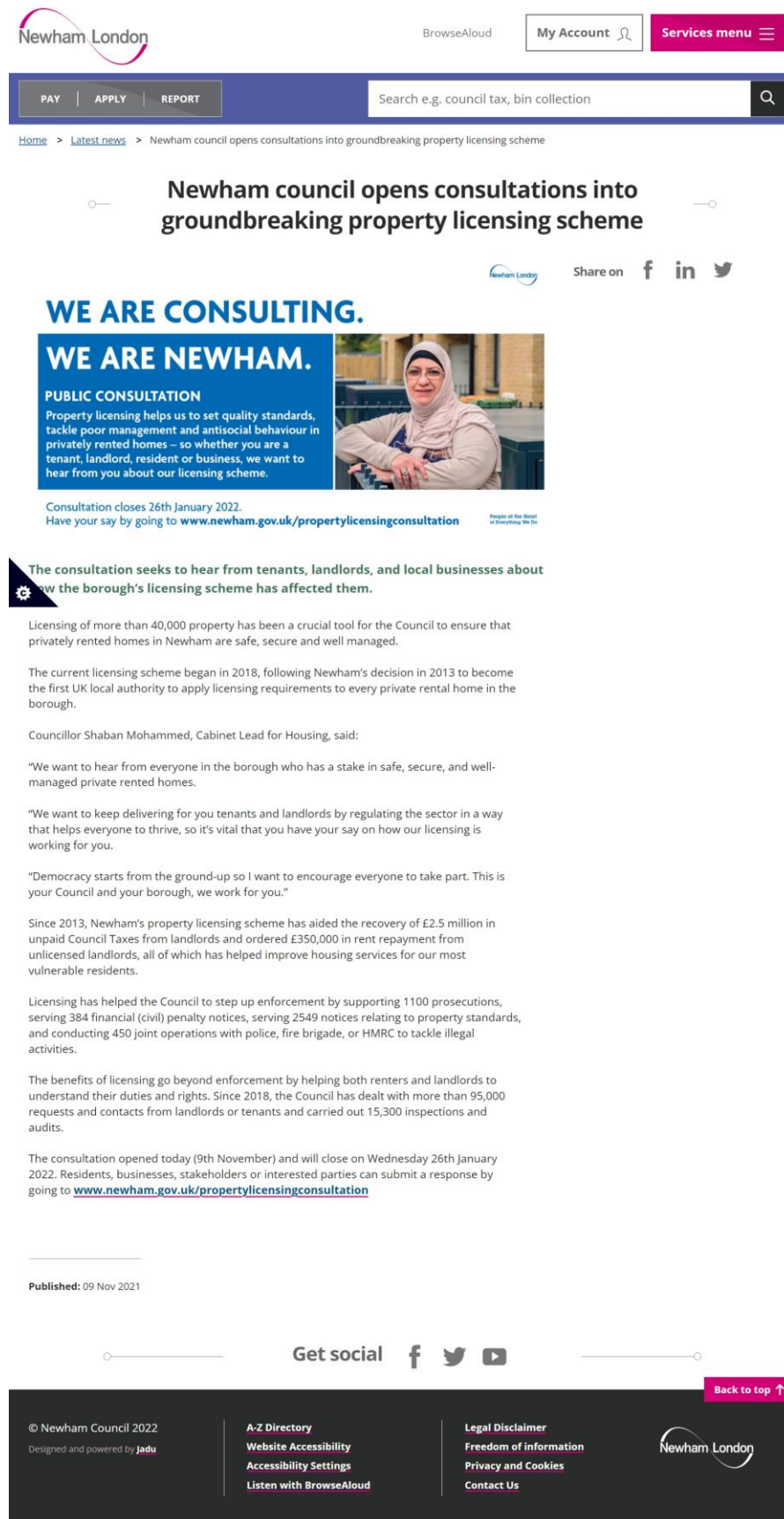
We really welcome your views, as they are important to us. You can view and respond to the consultation until the 26 January 2022

[Have your say on Property licensing >](#)

Example of large JCD posters that went up around the borough in 16 different locations (including postcodes E6, E7, E12, E13, E15 and E16) from 15th November 2021 to 3rd January 2022.






Council's Press Release on 9th November 2021:



The screenshot shows the Newham Council website's press release page. At the top, there is a navigation bar with the Newham Council logo, 'BrowseAloud', 'My Account', and 'Services menu'. Below this is a search bar and a menu with 'PAY', 'APPLY', and 'REPORT' options. The main heading of the page is 'Newham council opens consultations into groundbreaking property licensing scheme'. A sub-heading reads 'WE ARE CONSULTING.' followed by 'WE ARE NEWHAM.' and 'PUBLIC CONSULTATION'. A photograph of a woman in a hijab is featured. The text explains that the consultation aims to hear from tenants, landlords, and local businesses about how the borough's licensing scheme has affected them. It details the council's history with property licensing, enforcement actions, and the benefits of the scheme. The consultation is set to close on 26th January 2022. A 'Get social' section with social media icons is located at the bottom of the main content area. The footer contains copyright information, a 'Back to top' button, and a list of links including 'A-Z Directory', 'Website Accessibility', 'Legal Disclaimer', and 'Freedom of information'.

Home > Latest news > Newham council opens consultations into groundbreaking property licensing scheme

Newham council opens consultations into groundbreaking property licensing scheme

Share on   

WE ARE CONSULTING.

WE ARE NEWHAM.

PUBLIC CONSULTATION
Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in privately rented homes – so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.

Consultation closes 26th January 2022.
Have your say by going to www.newham.gov.uk/propertylicensingconsultation

The consultation seeks to hear from tenants, landlords, and local businesses about how the borough's licensing scheme has affected them.

Licensing of more than 40,000 property has been a crucial tool for the Council to ensure that privately rented homes in Newham are safe, secure and well managed.

The current licensing scheme began in 2018, following Newham's decision in 2013 to become the first UK local authority to apply licensing requirements to every private rental home in the borough.

Councillor Shaban Mohammed, Cabinet Lead for Housing, said:

"We want to hear from everyone in the borough who has a stake in safe, secure, and well-managed private rented homes.

"We want to keep delivering for you tenants and landlords by regulating the sector in a way that helps everyone to thrive, so it's vital that you have your say on how our licensing is working for you.

"Democracy starts from the ground-up so I want to encourage everyone to take part. This is your Council and your borough, we work for you."




Since 2013, Newham's property licensing scheme has aided the recovery of £2.5 million in unpaid Council Taxes from landlords and ordered £350,000 in rent repayment from unlicensed landlords, all of which has helped improve housing services for our most vulnerable residents.

Licensing has helped the Council to step up enforcement by supporting 1100 prosecutions, serving 384 financial (civil) penalty notices, serving 2549 notices relating to property standards, and conducting 450 joint operations with police, fire brigade, or HMRC to tackle illegal activities.

The benefits of licensing go beyond enforcement by helping both renters and landlords to understand their duties and rights. Since 2018, the Council has dealt with more than 95,000 requests and contacts from landlords or tenants and carried out 15,300 inspections and audits.

The consultation opened today (9th November) and will close on Wednesday 26th January 2022. Residents, businesses, stakeholders or interested parties can submit a response by going to www.newham.gov.uk/propertylicensingconsultation

Published: 09 Nov 2021


Get social   

© Newham Council 2022
Designed and powered by [Jadu](#)

[A-Z Directory](#)
[Website Accessibility](#)
[Accessibility Settings](#)
[Listen with BrowseAloud](#)

[Legal Disclaimer](#)
[Freedom of information](#)
[Privacy and Cookies](#)
[Contact Us](#)

[Back to top](#)



E Bulletin that went to over 17000 landlords, licence holders, managing agents and other interested parties:

FW: Mail chimp Template Test - "Newham Private Rented Sector E-Bulletin Nov 2021 "

WE ARE CONSULTING.

WE ARE NEWHAM.

Property licensing - have your say

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector. Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour, crime and substandard management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us.
You can view and respond to the consultation by the 26th January 2022 by following the link below or scanning the QR code.
www.newham.gov.uk/propertylicensingconsultation

People of the Heart of Everything We Do

Property Licensing Consultation

Property licensing helps define standards for tenants and landlords alike on the quality of the private rented sector.

Licensing helps us to tackle poor property conditions, deprivation, anti-social behaviour and poor management of properties by some landlords. Whether you are a private tenant, landlord, local resident or business, we want your views on property licensing, as the current scheme expires in 2023.

We really welcome your views, as they are important to us. You can view and respond to the consultation by the 26th January 2022 by following the link below:

www.newham.gov.uk/propertylicensingconsultation

Example of Facebook post:

Like Share ...

Learn more Send Message

Search for posts on this Page

Places > London, United Kingdom > Community organisation > Government organisation > Newham London > Posts

English (UK) · Polski · Español · Português (Brasil) · Français (France)

Information about Page Insights data
Privacy · Terms · Advertising · AdChoices · Cookies · More · Meta © 2022

Newham London
5 January at 05:02

Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in private rented homes - so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.
Visit: <https://www.newham.gov.uk/propertylicensingconsultation>

WE ARE CONSULTING.

WE ARE NEWHAM.

PUBLIC CONSULTATION

Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in privately rented homes - so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.

Consultation closes 26th January 2022.
Have your say by going to www.newham.gov.uk/propertylicensingconsultation

1 comment 1 share

Like Comment Share

Most relevant

Example of LinkedIn post:

← → ↻ 🏠 🔒 <https://www.linkedin.com/company/london-borough-of-newham>

👍 Like 💬 Comment ➦ Share

London Borough of Newham 1001-5000 employees 1mo

Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in private rented homes - so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.
Visit: <https://lnkd.in/gmS5efz9>

WE ARE CONSULTING.
WE ARE NEWHAM.
PUBLIC CONSULTATION
Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in private rented homes – so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.

Consultation closes 26th January 2022.
Have your say by going to www.newham.gov.uk/propertylicensingconsultation

🗨️ 1

👍 Like 💬 Comment ➦ Share

London Borough of Newham

Example of Twitter post:

← → ↻ 🏠 🔒 https://twitter.com/search?f=live&q=newham%20property%20licensing&src=typed_query 🔖 🌟 🔒 (Not syncing) ⋮

🐦

Explore ⚙️ Settings

← 🔍 newham property licensing ⋮

Top Latest People Photos Videos

Newham London ❤️🔒 @NewhamLondon · Dec 14, 2021
Since 2013, **Newham's property licensing** scheme has aided the recovery of £2.5 million in unpaid Council Taxes from landlords and ordered £350,000 in rent repayment from unlicensed landlords, all of which has helped improve housing services for our most vulnerable residents.

Newham London ❤️🔒 @NewhamLondon · Dec 10, 2021
Property licensing helps us to set quality standards, tackle poor management and antisocial behaviour in private rented homes - so whether you are a tenant, landlord, resident or business, we want to hear from you about our licensing scheme.
Visit: newham.gov.uk/propertylicens...

New to Twitter?
Sign up now to get your own personalized timeline!

🔗 Sign up with Google

🍏 Sign up with Apple

📞 Sign up with phone or email

By signing up, you agree to the [Terms of Service](#) and [Privacy Policy](#), including [Cookie Use](#).

Search filters

People

From anyone

People you follow

Location

Anywhere

Near you

Don't miss what's happening
People on Twitter are the first to know. [Log in](#) [Sign up](#)

A5 sized flyers and A3 sized posters in the Community Information at Stratford library, E15:



A3 sized poster on display on in Stratford library, E15:



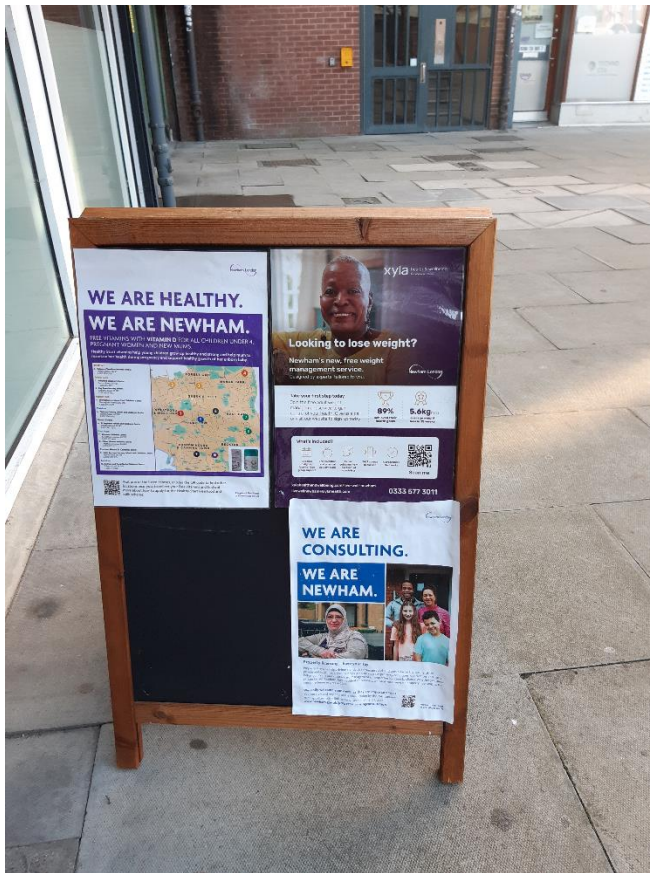
A3 sized poster on display outside Beckton library, E6:



A5 sized flyers displayed at North Woolwich library, E16:



A3 sized poster displayed out the front of North Woolwich Library, E16:



A3 sized poster displayed on the parents' notice board at Shrewsbury Nursery & Contact Centre, E7:



Note: More details can be provided by emailing: propertylicensingconsultation@newham.gov.uk

Appendix B: Survey respondent profile

Respondent profile type for both surveys

Respondent type	Online *	Telephone
Private tenant	17%	31%
Private landlord / agent	34%	–
Newham resident	58%	100%
Other	7%	–
N	369	724

* Respondents could choose more than one category

Gender	Online	Telephone	Newham population*
Male	46%	45%	55%
Female	44%	52%	45%
I prefer to self-describe	1%	0%	–
Prefer not to say	10%	3%	–
N	261	724	

* ONS 2020 estimates

Ethnicity	Online	Telephone	Newham population*
White	57%	32%	29%
Asian or Asian British	17%	30%	44%
Black, African, Caribbean or Black British	5%	20%	20%
Mixed or multiple ethnic groups	2%	5%	5%
Any other ethnic group	4%	4%	4%
Prefer not to say	16%	10%	–
N	261	724	

* ONS Census 2011

Disability	Online	Telephone
Yes	15%	14%
No	77%	82%
Prefer not to say	8%	4%
N	261	724

Newham ward	Responses
Beckton Ward	30
Boleyn Ward	42
Canning Town North Ward	33
Canning Town South Ward	43
Custom House Ward	26
East Ham Central Ward	30
East Ham North Ward	28
East Ham South Ward	42
Forest Gate North Ward	42
Forest Gate South Ward	40
Green Street East Ward	34
Green Street West Ward	26
Little Ilford Ward	18
Manor Park Ward	25
Plaistow North Ward	44
Plaistow South Ward	40
Royal Docks Ward	25
Stratford and New Town Ward	49
Wall End Ward	34
West Ham Ward	29
Outside Newham	16
Unknown	363
N	1,059

Demographic profile of online respondents

Age	Total	Newham population*
Under 25	1%	34%#
25 to 34	14%	21%
35 to 44	21%	17%
45 to 54	19%	12%
55 to 64	21%	8%
65 to 74	14%	5%
75 or over	2%	3%
Prefer not to say	8%	–
N	261	

* ONS 2020 estimates

Includes children, whereas online responses were from adults

Newham portfolio size: landlords/agents	Total
1	66%
2 to 9	23%

Newham portfolio size: landlords/agents	Total
10 or more	10%
N	107

Appendix C: Online survey questions

Consultation on Landlord Licensing - Private Rented Housing

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation.

In 2013, the London Borough of Newham was the first council to introduce a borough wide rented property licensing scheme. The private rented sector in Newham has continued to grow since, with more than 50% of all households in the borough now renting their homes from a private landlord.

A second property licensing scheme was introduced in 2018 covering the whole borough (except the new Stratford East Village in E20) following the success of the first scheme. Newham is now proposing a third designation scheme from 2023 onwards.

You can read about the Council's preferred proposal and other options under consideration in the Council's Rented Property Licensing Consultation Proposal 2021, which is available at <https://melresearch.co.uk/newhamprs>

Before making a decision, Newham Council wants to hear your views about the proposal and any alternatives, whether you are a private tenant, landlord, a Newham resident or business, or someone in the surrounding areas.

To ensure a degree of independence the Council has engaged an independent research company to carry out this consultation: M·E·L Research. They will manage and process the consultation to ensure we capture a full range of views from all our communities and stakeholders. Only anonymous responses will be passed to the Council. Individuals will not be identified in any way in the reported findings, however organisations may be identified.

By taking part, you can be entered into a prize draw with a chance to win one of three £50 shopping vouchers.

This survey should only take around 15-20 minutes to complete online and all responses must be received by 26 January 2022 if views are to be taken into account.

If you have any queries or questions about the consultation, please contact MEL Research on 0800 073 0348 or newhamprs@melresearch.co.uk

M·E·L Research work to the Market Research Society code of conduct. You can read M·E·L Research's privacy notice at: <https://melresearch.co.uk/privacypolicy>

Respondent type

PLEASE TICK ALL BOXES THAT APPLY

- Tenant privately renting in Newham
- Private landlord renting out a house, flat or HMO in Newham
- Newham resident
- Residential letting or managing agent based or operating in Newham
- Interested voluntary, community or faith sector organisation
- Other (please state) _____

q1 - Q1. problem in Newham

Q1. To what extent do you believe each of the following to be a problem in Newham?

PLEASE CHOOSE ONE OPTION FOR EACH ITEM

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Don't know
Anti-social behaviour					
A high level of migration into the borough					
Deprivation					
Poor housing conditions					
Management of shared housing (HMOs)					
Management of rented housing for single households					
Crime					

q2 - Q2

Q2. Over the last 3 years in Newham, do you think each of the following has increased, decreased or stayed the same?

PLEASE CHOOSE ONE OPTION FOR EACH ITEM

	Increased	Decreased	Stayed the same	Don't know
Anti-social behaviour				
The level of migration into the borough				
Deprivation				
Poor housing conditions				
Management of shared housing (HMOs)				
Management of rented housing for single households				
Crime				

THE CURRENT PROPERTY LICENSING SCHEME

In 2013 Newham was the first local authority to introduce a borough wide rented property landlord licensing scheme to tackle many of the problems of poor management in private rented properties. Landlord licensing powers are able to ensure that: rented properties are properly managed, that anti-social behaviour is dealt with effectively, that landlords are fit and proper persons, that private tenants are better protected and that rented accommodation is maintained to a safe standard.

q3 - Q3

Q3. To what extent do you agree or disagree that the current licensing scheme has been effective in improving the condition and management of privately rented properties in Newham?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

Don't know

q4 - Q4

Q4. PLEASE OUTLINE ANY REASONS FOR YOUR ANSWER IN THE BOX BELOW

q5 - Q5

Q5. If the current licensing scheme ended after the current 5 year term and was NOT continued or the scheme was reduced to only 20% of the borough (say 4 wards), do you think this would have any impact on your local area?

PLEASE TICK ONE BOX ONLY

- Yes, there would be a negative impact on my local area
- Yes, there would be a positive impact on my local area
- No, there would be no impact
- Don't know

q6 - Q6

Q6. To what extent do you agree or disagree that continuing the licensing scheme would improve or further improve the condition and management of privately rented properties in Newham?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q7 - Q7

Q7. Do you think there are any alternatives to landlord licensing that would enable the Council to address the issues identified earlier and that the Council might consider instead of or together with a licensing scheme?

PLEASE OUTLINE ANY REASONS FOR YOUR ANSWER IN THE BOX BELOW

A NEW LICENSING SCHEME

Newham Council is aware that most private landlords are responsible and run their letting businesses properly but much of the housing market in Newham is unaffordable for many families and the quality of some of our older properties is poor with overcrowding and subletting scams still occurring. The Council believes that these problems would have been much greater if not for the considerable enforcement activity that has taken place using property licencing powers, including over 1,100 prosecutions in the last 8 years.

General Proposals

The proposed new third property licensing scheme would be very similar to the existing scheme: all private landlords with properties in the proposed licensing areas would require a licence for each of their properties. The Council would still need to determine that the proposed licence holder is a 'fit and proper' person to manage their properties. Failure to license a property or to keep to the conditions of the licence would be criminal offences and each could result in prosecution and an unlimited fine, or a financial penalty of up to £30,000.

The Council also proposes to continue to include conditions on the number of people that can live in a property and retain many of the conditions on tenancy and property management, although the Council would like to make some changes to deal with specific problems such as illegal subletting and overcrowding. These are outlined later in the survey.

The detailed proposals can be viewed at Rented Property Licensing Consultation Proposal 2021, which is available at <https://melresearch.co.uk/newhamprs>

However, there are over 26,000 landlords and the number of privately rented homes in Newham continues to grow significantly. The Council remains concerned that without the powers provided by property licensing it will have little, or considerably less, control over levels of anti-social behaviour, overcrowding and rented properties that still fail to meet satisfactory levels of tenancy and property management in the private rented sector.

Therefore, Newham Council is considering all possible options for dealing with the private rented housing sector including the possibility of introducing a third new property licensing scheme starting when the current scheme ends in 2023. The Council believes that retaining property licensing powers will allow it to continue to identify landlords who are not fit and proper, improve conditions and security for tenants, stabilise neighbourhoods and more effectively tackle anti-social behaviour.

Other options could include:

Voluntary landlord accreditation to seek improvements in private rented management: The Council has been encouraging training and accreditation for Newham landlords for over 20 years but currently fewer than 1% of Newham landlords are members of any scheme, so this is not considered to be a significant viable alternative to licensing at present. **Use of current Housing powers the Council has to regulate landlords:** There are significant limitations in practice as Part 1 of the Housing Act 2004 Act neither allows the Council to regulate the management of privately rented properties, nor requires landlords to proactively ensure that their properties meet minimum health and safety standards. The ability to deal with hazards in the home under Part 1 of the Housing Act 2004 (known as Category 1 & 2 hazards depending on severity) is a complex, time-consuming process and is currently under review as it is widely recognised that this legislation requires updating. Only a very small proportion of rented homes can be regulated with this option. Where formal action is taken, the Council prosecution costs are often not fully recovered. It is acknowledged that these powers alone would be insufficient to tackle the scale of the problems in the private rented sector in Newham as evidenced in Section 7. The ability to deal with shared accommodation is most effective when dealing with large shared houses known as mandatory houses in multiple occupation (HMOs) and is limited to around 750 HMOs in Newham. **Use of current ASB powers and formal notices to remedy ASB:** Action would generally be taken against the tenant in occupation but does not place any obligation on landlords/licence holders to be proactive in managing their properties to prevent or reduce the likelihood of ASB occurring. **Discretionary Additional (HMO) licensing scheme only:** This is a less extensive licensing option for borough wide regulation of shared properties with Council approval. Generally, this would cover properties with three or more persons, not in the same household sharing kitchens/bathrooms. Currently there are around 2,500 properties in this category, which is approximately 7% of the Newham private rented sector. **A reduced selective property licensing scheme without further government approval:** With Council approval this can apply to less than 20% of the borough which is around four Newham wards, for single-family homes. However, this would leave 75% of Newham private renters without licensing protection and only subject a minority of Newham landlords who rent properties in the poorest neighbourhoods to be licensed which could be unfair and unjust to the landlord community as a whole. **Government planned housing reforms:** The government has announced that they want to provide more protection for private tenants and national registration for landlords. However the details of any legal reforms affecting private rented housing are still unknown and without a clear timetable. **Grants to improve sub-standard property:** Generally, there are few government grants available. Newham has limited

scope to offer landlords grants through successful external funding such as energy efficiency green home grants, via the Local Authority Delivery scheme in 2021. Any grant scheme would be discretionary, would rely on voluntary property owner engagement, and unlikely to be substantial enough to have a notable impact on property conditions.

Single-family homes (Selective Licensing)

These are privately rented properties occupied by a single family or household, or only two unrelated people sharing. Newham Council is also proposing that all landlords who rent these types of rented properties should have a Selective licence for each of these properties across all Council wards, if practicable.

Q8. To what extent do you agree or disagree with this proposal for licensing privately rented properties occupied by single households?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q9 - q9

As with the current licensing scheme, the Council is proposing two types of licensing scheme relating to different types of rented property.

Houses in multiple occupation (Additional HMO Licensing)

Some rented properties are known as 'Houses in Multiple Occupation' (HMO). While there are exceptions, HMOs are generally properties that are rented by three or more people who are not related and who share some areas like a kitchen and bathroom. Larger HMOs must already be licensed by law.

Newham Council is proposing that all landlords who rent out smaller Additional HMOs should also have a licence for each of these properties across all Council wards, if practicable.

Q9. To what extent do you agree or disagree with this proposal for licensing Houses in Multiple Occupation, i.e. Additional HMO Licensing?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

The proposed area to be covered by property licensing

The Council believes that any renewed property licensing scheme should ideally cover the whole of Newham, as the significant challenges identified with the high numbers of privately rented properties is a borough wide issue. This would protect all of our private rented tenants, provide a level playing field for the landlord community and enable the Council to continue its work towards creating more sustainable local communities and a better local economy for all.

However, the Government requires that each area of the borough meet certain requirements in order to grant powers to license landlords, and arguably parts of the borough that have recently been subject to extensive regeneration are now different from other areas of Newham.

In addition, four additional borough wards will be created in May 2022, as a result of the borough’s growing population and the increase in housing built on regenerated land. From May 2022 the Council will then have 24 wards instead of the current 20 (see first map below – New Ward Boundaries from 2022).

Therefore, the new wards of Royal Victoria in E16 and Stratford Olympic Park in E20 (see detailed ward maps of E20 and E16 below), which will exist from May 2022, might not fully meet the Government’s requirements for a landlord licensing area and the Council will consider this issue further after this consultation and following further legal advice and information. To help with this decision the Council would like to hear the views of residents, landlords and tenants about whether the Council should include or exclude all rented housing in those areas from any either or both landlord licensing schemes in future.

q10 - Q10

Q10. Should all or some privately rented properties be included in any future property licensing scheme in the new wards of Stratford Olympic Park (E20) or Royal Victoria (E16, west side of the Royal Docks)?

PLEASE TICK ONE BOX ONLY

	Selective licencing (one family)	HMO licencing (shared housing)	Both licencing schemes	Neither licencing scheme	Don't know
Stratford Olympic Park (E20)					
Royal Victoria (E16, west side of the Royal Docks)					

PROPOSED FEES

The Council may charge landlords a fee to license their properties and is considering continuing to charge a fee for licences applied for and granted under any new scheme. The Council can only use the licence fee to cover the costs of a property licensing scheme.

It is proposed that the new fees remain the same as the current 2018 fees but they will be split into two parts: the first part (A) payable at the point of application and the second (B) upon the application being granted.

The Council is interested to hear suggestions as to how these fees might be collected.

Each licence will last for up to five years.

In addition, the Council is considering multiple discount options for landlords such as a £50 discount for membership of a professional body. This may mean that many landlords will actually pay less than they do now. Landlords who apply for a licence before the new scheme starts would pay less.

Further details on the proposed charges and fees can be found in Appendix 2 of the Council’s Rented Property Licensing Consultation Proposal 2021, which is available at <https://melresearch.co.uk/newhamprs>.

The proposed fee structure is set out below.

The fee for Additional Houses in Multiple Occupation licensing is higher. This is because the Council knows from experience that this type of licence application and the regulation of HMOs involves more work. It is often also harder, in the Council’s experience, to engage with the landlords of HMOs and the Council has to visit these properties more often.

q11 - Q11

Q11. To what extent do you agree or disagree with the following proposed fees? It will assist you to refer to the Council's Rented Property Licensing Consultation Proposal 2021 in which the fee structure and amount is explained in further detail.

PLEASE CHOOSE ONE OPTION FOR EACH ITEM

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
For selective licencing, £400 before the proposed licencing scheme starts and £750 after						
For HMO licencing, £800 before the proposed licencing scheme starts and £1,250 after						

q12 - Q12

If you have any suggestions as to what other type(s) of fee discount the Council might offer to licensed landlords please fill in the box below.

LICENCE CONDITIONS

Each licensed property is subject to a set of licence conditions, which apply to tenancy management, licence holders, property standards, property management and occupation levels.

Some of these conditions are mandatory when the licence is granted and others may be set locally.

There are different set conditions for single family homes (Selective licences) and shared housing (Additional HMO licences).

Details of all the existing and new proposed licensing conditions for Selective and Additional Licences can be found in Appendix 3a and 3b respectively of the Council's Rented Property Licensing Consultation Proposal 2021, which is available at <https://melresearch.co.uk/newhamprs>

q13 - Q13

OCCUPANCY CONDITIONS:

The Council proposes a licence condition that limits how many people can live in a property, to prevent overcrowding. This would be based on the number and size of rooms in a property. The Council believes this would improve conditions for tenants, as well as for residents in neighbouring properties, and better enable the effective management of properties.

Q13. To what extent do you agree or disagree with the proposed occupancy conditions?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree

- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q14 - Q14

TENANCY MANAGEMENT CONDITIONS:

Newham Council proposes that the licence holder meets the following conditions when managing the tenants in their property:

Require full references (including credit checks, employment checks and previous landlord checks, where applicable) from all prospective tenants. Carry out a full inventory. This proposed condition is intended to protect both tenants and landlords. Issue rent receipts for all payments received. As part of a frequent property inspection (which also relates to property management conditions below), to verify that named tenants are in occupation. This is aimed at tackling the problem of sub-letting and overcrowding.

Q14. To what extent do you agree or disagree with the proposed tenancy management conditions?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q15 - Q15

PROPERTY MANAGEMENT CONDITIONS:

Newham Council is considering including the following additional discretionary property management conditions for any new scheme:

Landlords must give new tenants information about refuse collection days, recycling and how to deal with bulky waste within 7 days of them occupying the property.

Q15. To what extent do you agree or disagree with the proposed property management conditions?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q16 - Q16

Q16. IF YOU HAVE ANY VIEWS OR SUGGESTIONS REGARDING LICENCE CONDITIONS PLEASE ANSWER IN THE BOX BELOW

q17 - Q17

LANDLORD TRAINING AND ACCREDITATION

Newham Council still proposes under any new scheme that if a landlord does not meet the licence conditions and the Council has to take action against them, he or she may be required to go on an approved training course aimed at helping them to become a more responsible landlord.

Q17. To what extent do you agree or disagree that landlords who fail to comply with licence conditions should be made to undertake an accredited training course?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q18 - Q18

OVERVIEW

Q18. To what extent do you agree or disagree with the general proposals for the new licensing schemes?

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

q19 - Q19

DO YOU HAVE ANY FURTHER COMMENTS?

Are there any other things you think the Council should consider to improve the condition and management of privately rented properties in Newham?

Are there any other comments that you would like to make about the licensing proposals?

PLEASE ANSWER IN THE BOX BELOW

q20

LICENSING DESIGNATION

Newham Council is legally obliged to offer to send you a copy of the Licensing Designation(s) before any licensing scheme is introduced. These are supporting documents that define various things including the area where licensing will be required, as well as detailing the commencement and duration of the designation(s).

If you would like to receive a copy of any potential Licensing Designation(s)?

- Yes
- No

q20a - Q20

If yes, please provide your name with either an email or postal address below.

Any contact details you provide will be sent to Newham Council in order for them to send you a copy of any potential Licensing Designation(s). Your contact details will be separated from your survey response before being sent; therefore, your answers will remain completely anonymous in the results and report findings received by the Council. We will not pass your details on to any third parties. Newham Council will use your contact details only for issuing any Licensing Designation(s).

Name _____
Email address _____
Postal address (including postcode) _____

PRIZE DRAW

By completing this survey, you can enter a prize draw to win one of three £50 Love2Shop shopping voucher, which can be spent at over 20,000 high street stores or online. Are you happy to take part in the prize draw and, if you win, would you prefer to receive the vouchers yourself or have them donated to a local charity?

- Yes – to me
- Yes – donated to a local charity
- No

If so, please fill in your contact details below. These will only be used for this prize draw and won't be passed to anyone else, nor included in the responses to this survey.

What is your name _____
What is your email address _____
What is your telephone number _____

FURTHER RESEARCH

As part of this consultation, we will be running a number of focus groups in December and January to find out more about your views. These will be online to be as safe as possible during the Covid pandemic. If chosen, you will receive a £30 Love2Shop shopping voucher for taking part.

Do you want to take part in one of these focus groups?

- Yes
 No

If so, please fill in your contact details below. These will only be used for these focus groups and won't be passed to anyone else, nor included in the responses to this survey.

What is your name _____
What is your email address _____
What is your telephone number _____

INFORMATION ABOUT YOU – individuals

Please provide the following information about yourself so that we can monitor the representativeness of the responses and identify trends. We will consider all feedback, regardless of whether you provide your personal details.

All information that you provide is used only for the purpose of this survey and is not shared with any party.

q28 - Consent

Do you consent for your personal information to be processed in this way, for this survey only?

- Yes
 No

q29 - Tenure

In what way does your household occupy your current home?

PLEASE TICK ONE BOX ONLY

- | | |
|--|---|
| <input type="checkbox"/> Own outright or own with a mortgage | <input type="checkbox"/> Rent from the Council or a housing association |
| <input type="checkbox"/> Rent privately from a landlord | <input type="checkbox"/> In temporary accommodation |
| <input type="checkbox"/> Rent privately through a letting agency | <input type="checkbox"/> Prefer not to say |

q30 - Working in Newham

Do you work in the London Borough of Newham?

- Yes
 No

Prefer not to say

q31 - Gender

How would you describe your gender?

- Male
- Female
- I prefer to self-describe – please state _____
- Prefer not to say

q32 - Age

How old are you?

- Under 25
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over
- Prefer not to say

q33 - Disability

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

q34 - Ethnic group

How would you describe your ethnic origin?

eth1 - White subgroups

- White - English/Welsh/Scottish/Northern Irish/British
- White - Irish
- White - Polish
- White - Lithuanian
- White - Romanian
- White - Other Eastern European
- White - Other White background
- White - Gypsy/Irish Traveller

eth2 - Mixed subgroups

- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Mixed - Any other mixed background

Prefer not to say

eth3 - Asian subgroups

- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Sri Lankan Tamil
- Asian/Asian British - Chinese
- Asian/Asian British - Any other Asian background

eth4 - Black subgroups

- Black/Black British - Caribbean
- Black/Black British - Nigerian
- Black/Black British - Somali
- Black/Black British - Ghanaian
- Black/Black British - Other African
- Black/Black British - Any other Black background

eth5 - Other subgroups

- Other Groups - Arab
- Other Groups - Any other background

q35 - postcode

What is your full home postcode?

This will help us understand views in different areas. Your postcode will not be passed on to Newham Council

INFORMATION ABOUT YOU – landlords or agents

q36 - private landlord/letting/managing agent

PLEASE ANSWER THE QUESTIONS BELOW

How many HMO properties do you own or manage in the London Borough of Newham? _____

How many other private rented properties do you own or manage in the London Borough of Newham? _____

How many properties do you own or manage in other London boroughs or elsewhere in the UK? _____

INFORMATION ABOUT YOU – organisations

q37 - Organisation

What is the name of the organisation and who does the organisation represent?

Please be as detailed as you can. So, for instance, if you are responding on behalf of a group or department, please say the name of the group.

PLEASE ANSWER IN THE BOX BELOW

Thank you for taking the time to complete this survey. The information is very important to help Newham Council decide about any future licensing schemes.

Please send this back to us freepost to:

Freepost Plus RUBU–GJRK–GHBT
M E L Research Ltd
Somerset House
37 Temple Street
Birmingham
B2 5DP

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.

Appendix D: Telephone survey questions

My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Newham Council.

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation. More than 50% of all households in the borough now renting their homes from a private landlord.

Newham Council has already run licensing schemes since 2013. Newham is now considering a third licensing scheme from 2023 onwards.

Before making a decision, Newham Council wants to hear your views about the proposal and any alternatives.

This will only take about 10 minutes to complete.

By taking part, you can be entered into a prize draw with a chance to win one of three £50 shopping vouchers.

Just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. The information you provide will be used for this consultation only. Only anonymous responses will be passed to the Council. Individuals will not be identified in any way in the reported findings.

IF NEEDED: You can read M·E·L Research's privacy notice at: <https://melresearch.co.uk/privacypolicy>

IF NEEDED: If you have any queries or questions about the consultation, please contact Newham Council at 020 3373 1950 or propertylicensing@newham.gov.uk

Are you happy to take part?

- Continue with survey (1)
- Email Privacy Notice (99)

Just so you know, calls may be recorded for quality, monitoring and training purposes.
RECORD OUTCOME

- Yes (agreed to participate) (1)
- Busy (2)
- No reply (3)
- Refusal (5)
- Answer Phone (7)
- Modem (8)
- Fax (9)
- Unobtainable Number (11)
- Hard Refusal (add number to do not call list) (17)

Scr1 -

To ensure we achieve a range of views, in what way does your household occupy your current home?

Read out

- Own outright or own with a mortgage (1)
- Rent privately from a landlord (2)
- Rent privately through a letting agency (3)
- Rent from the Council or a housing association (4)
- In temporary accommodation (5)
- Prefer not to say (6)
- Other (DNRO) (7)

Let's start with a few questions about Newham in general.

Q1. To what extent do you believe each of the following to be a problem in Newham?

PLEASE TICK ONE BOX IN EACH ROW

	Not a problem at all (1)	Not a very big problem (2)	A fairly big problem (3)	A very big problem (4)	Don't know (5)
Anti-social behaviour (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A high level of migration into the borough (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deprivation (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor housing conditions (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of shared housing (HMOs) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of rented housing for single households (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The aim of Property Licensing is to tackle many of the problems associated with large numbers of private rented properties in our local neighbourhoods. Property licensing powers are able to ensure that rented properties are properly managed, that anti-social behaviour is dealt with effectively, that landlords are fit and proper persons, that private tenants are better protected, and that rented accommodation is maintained to a safe standard.

A NEW LICENSING SCHEME

Some rented properties are known as 'Houses in Multiple Occupation' (HMO). HMOs are generally properties that are rented by three or more unrelated people who share some areas like a kitchen and bathroom. Larger HMOs must already be licensed by law.

Newham Council is proposing that landlords who rent out smaller HMOs should also have a licence. This is known as Additional HMO Licensing

Q3 - Additional HMO Licensing

Q3. To what extent do you agree or disagree with this proposal for licensing Houses in Multiple Occupation, i.e. Additional HMO Licensing?

PLEASE TICK ONE BOX ONLY

- Strongly agree (1)
- Tend to agree (2)
- Neither agree nor disagree (3)
- Tend to disagree (4)
- Strongly disagree (5)
- Don't know (6)

Privately rented properties occupied by a single family or household, or only two unrelated people sharing are generally easier to manage than HMOs. They make up the majority of rented properties in Newham. Newham Council is also proposing that landlords who rent these types of properties should have a licence for each of these properties. This is known as Selective Licensing.

Q4. To what extent do you agree or disagree with this proposal for licensing privately rented properties occupied by single households?

PLEASE TICK ONE BOX ONLY

- Strongly agree (1)
- Tend to agree (2)
- Neither agree nor disagree (3)
- Tend to disagree (4)
- Strongly disagree (5)
- Don't know (6)

The Council believes that any renewed property licensing scheme should ideally cover the whole of Newham. However, the new wards of Stratford Olympic Park in E20 and Royal Victoria in E16, which will exist from May 2022, might not fully meet the Government's requirements for a property licensing area. The Council would therefore like to hear your views about whether any new scheme should include or exclude rented housing in those areas from either or both type of landlord licensing schemes (HMO and Selective).

Q5. Should all or some privately rented properties be included in any future property licensing scheme in the new wards of Stratford Olympic Park (E20) or Royal Victoria (E16, west side of the Royal Docks)?

	Selective licencing (1)	HMO licencing (2)	Both licencing schemes (3)	Neither licencing scheme (4)	Don't know (5)
Stratford Olympic Park (E20) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Royal Victoria (E16, west side of the Royal Docks) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROPOSED FEES

The Council may charge landlords a fee to license their properties. The Council can only use the licence fee to cover the costs of any property licensing scheme. In addition, the Council is considering discount options for landlords, such as a £50 discount for membership of a professional body and for landlords who apply for a licence before the new scheme starts. The fee for an HMO licence is higher because this type of licence application involves more work.

Q6. To what extent do you agree or disagree with the following proposed fees?

For licencing single households £750 and for shared housing £800, both for 5 years with possible discounts and big reductions for early payment.

PLEASE TICK ONE BOX ONLY

- Strongly agree (1)
- Tend to agree (2)
- Neither agree nor disagree (3)
- Tend to disagree (4)
- Strongly disagree (5)
- Don't know (6)

LICENCE CONDITIONS

Each licensed property is subject to a set of licence conditions. These conditions relate to occupation levels (limits how many people can live in a property). Other new conditions the Council proposes deal with tenancy management by requiring full tenant references, a property inventory, rent receipts to be provided and verification of occupants at the licensed property. These will help tackle the problems of sub-letting and overcrowding.

The Council is also considering including a new property management condition where landlords must give new tenants information within 7 days of them occupying the property about refuse, recycling and bulky waste collections.

Q11. To what extent do you agree or disagree with all the proposed property conditions?

PLEASE TICK ONE BOX ONLY

- Strongly agree (1) Tend to disagree (4)
 Tend to agree (2) Strongly disagree (5)
 Neither agree nor disagree (3) Don't know (6)

Q11a -

Do you have any other views or suggestions regarding licence conditions?

YOUR VIEWS OVERALL

Q12. To what extent do you agree or disagree with the general proposals for the new licensing schemes?

PLEASE TICK ONE BOX ONLY

- Strongly agree (1)
 Tend to agree (2)
 Neither agree nor disagree (3)
 Tend to disagree (4)
 Strongly disagree (5)
 Don't know (6)

We're almost done now. Thanks for your time today.

PRIZE DRAW

By completing this survey, you can enter a prize draw to win one of three £50 Love2Shop shopping voucher, which can be spent at over 20,000 high street stores or online. Are you happy to take part in the prize draw and, if you win, would you prefer to receive the vouchers yourself or have them donated to a local charity? .cf-question { border: none; margin-bottom: auto; }

- Yes – to me (1)
 Yes – donated to a local charity (2)
 No (3)

PrizedrawDetails

If so, can I take your contact details. These will only be used for this prize draw and won't be passed to anyone else, nor included in the responses to this survey.

What is your name (1) _____

What is your email address (2) _____

[IF THEY DON'T HAVE AN EMAIL ADDRESS:] Or what is your telephone number (3) _____

INFORMATION ABOUT YOU

Please provide the following information about yourself so that we can monitor the representativeness of the responses and identify trends. We will consider all feedback, regardless of whether you provide your personal details. All information that you provide is used only for the purpose of this survey and is not shared with any party

Gender -

How would you describe your gender?

- Male (1)
- Female (2)
- I prefer to self-describe – please state (3) _____ [Other]
- Prefer not to say (4)

Disability -

Do you consider yourself to have a disability?

- Yes (1)
- No (2)
- Prefer not to say (3)

Ethnicity -

How would you describe your ethnic origin?

- White - English/Welsh/Scottish/Northern Irish/British (1)
- White - Irish (2)
- White - Polish (3)
- White - Lithuanian (4)
- White - Romanian (5)
- White - Other Eastern European (6)
- White - Other White background (7)
- White - Gypsy/Irish Traveller (8)
- Mixed - White and Black Caribbean (9)
- Mixed - White and Black African (10)
- Mixed - White and Asian (11)
- Mixed - Any other mixed background (12)
- Asian/Asian British - Indian (13)
- Asian/Asian British - Pakistani (14)
- Asian/Asian British - Bangladeshi (15)
- Asian/Asian British - Sri Lankan Tamil (16)
- Asian/Asian British - Chinese (17)
- Asian/Asian British - Any other Asian background (18)
- Black/Black British - Caribbean (19)
- Black/Black British - Nigerian (20)
- Black/Black British - Somali (21)
- Black/Black British - Ghanaian (22)
- Black/Black British - Other African (23)
- Black/Black British - Any other Black background (24)
- Other Groups - Arab (25)
- Any other ethnic group (26)
- Prefer not to say (27)

Postcode

What is your full home postcode?

This will help us understand views in different areas. Your postcode will not be passed on to Newham Council

ThankYou

Thank you for taking the time to complete this survey. The information is very important to help Newham Council decide about any future licensing schemes.

If you would like more information about who we are and how we use the information provided please see our privacy policy at: <https://melresearch.co.uk/privacypolicy>. This includes information on your privacy rights, including the right to withdraw your consent at any time.

Appendix E: Focus group topic guides

Landlord / organisation groups

Introduction

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation.

After two previous rented property licensing schemes, the Council is now considering the possibility of a third scheme from 2023 onwards.

Before making a decision, Newham Council wants to hear your views about the proposal and any alternatives. This and other focus groups are part of that consultation process.

M·E·L Research is running the public consultation on Newham's behalf, acting independently to collect and summarise views from those living and working in the borough. We follow the Market Research Society's code of conduct.

All information will be confidential and you won't be named personally, nor your organisation named, in any reports. We won't be passing your personal details back to anyone else, including Newham Council.

Questions

Issues locally

Do you think there are **issues with housing** in Newham?

Prompt: housing conditions, turnover, ASB, nuisance, rubbish, tenancy management, crime

Probe: What about elsewhere in Newham? How does this compare? Are there any hotspots?

Probe: Have you noticed any change over time?

Do you think **certain types of properties** pose greater problems?

Which ones?

Where?

Why?

Current licensing schemes

Did you **know** that Newham Council **already has** private rented housing **licensing schemes**?

Prompt: shared housing (HMOs) and single family housing

What do you know about them?

What do you think about them?

How well do you think the **current licensing schemes** work?

What do you like about it?

What would you change about it? Why?

Elements of the scheme

SHOW MAPS OF SUGGESTED SCHEMES

The current plans are to include the whole of the borough apart from **two areas**: Stratford Olympic Park (E20); Royal Victoria (E16, west side of the Royal Docks). What are **your views** about including or excluding these areas?

Prompt: The Council would prefer all landlords in the whole borough to be licensed but government approval for these 2 areas is unlikely to be granted as they are largely new communities with little history of problems.

Probe: Why?

What type of licence **fee discount** would you like Newham to offer?

Prompt: early bird, association member, energy efficiency

Probe: Why?

The licence will include a number of **licensing conditions**. Suggested ones include on occupancy (how many people can share the property based on room numbers and size), tenancy management (tenant references, rent receipts, inventories, property inspections, sub-letting checks), waste and recycling information. What are **your thoughts** about this?

Probe: different types of conditions

Alternatives and other points

What **alternatives** are there to licensing?

Prompt: What else do you think the council should be doing?

Probe: What about accredited training for landlords, especially those who don't comply?

Do you have **anything else to add** about the issues we've been speaking about today?

Resident groups

Introduction

Newham Council wants to ensure that private rented properties in Newham offer residents a choice of good quality, safe and well managed accommodation.

After two previous rented property licensing schemes, the Council is now considering the possibility of a third scheme from 2023 onwards.

Before making a decision, Newham Council wants to hear your views about the proposal and any alternatives. This and other focus groups are part of that consultation process.

M·E·L Research is running the public consultation on Newham's behalf, acting independently to collect and summarise views from those living and working in the borough. We follow the Market Research Society's code of conduct.

All information will be confidential and you won't be named personally, nor your organisation named, in any reports. We won't be passing your personal details back to anyone else, including Newham Council.

Questions

Issues locally

Do you think there are **issues with housing** in your area?

Prompt: housing conditions, turnover, ASB, nuisance, rubbish, tenancy management, crime

Probe: What about elsewhere in Newham? How does this compare? Are there any hotspots?

Probe: Have you noticed any change over time?

Do you think **certain types of properties** pose greater problems?

Which ones?

Where?

Why?

Current licensing schemes

Did you **know** that Newham Council **already has** private rented housing **licensing schemes**?

Prompt: shared housing (HMOs) and single family housing

What do you know about them?

What do you think about them?

How well do you think the **current licensing schemes** work?

What do you like about it?

What would you change about it? Why?

Elements of the scheme

SHOW MAPS OF SUGGESTED SCHEMES

The current plans are to include the whole of the borough apart from **two areas**: Stratford Olympic Park (E20); Royal Victoria (E16, west side of the Royal Docks). What are **your views** about including or excluding these areas?

Prompt: The Council would prefer all landlords in the whole borough to be licensed but government approval for these 2 areas is unlikely to be granted as they are largely new communities with little history of problems.

Probe: Why?

The licence will include a number of **licensing conditions**. Suggested ones include on occupancy (how many people can share the property based on room numbers and size), tenancy management (tenant references, rent receipts, inventories, property inspections, sub-letting checks), waste and recycling information. What are **your thoughts** about this?

Probe: different types of conditions

Difference the scheme will make

What **difference**, if any, do you think the new licensing **schemes will make**?

Why do you say this?

Alternatives and other points

What **alternatives** are there to licensing?

Prompt: What else do you think the council should be doing?

Probe: What about accredited training for landlords, especially those who don't comply?

Do you have **anything else to add** about the issues we've been speaking about today?

Appendix F: Full written responses

NRLA response

London Borough of Newham

26th January 2022

Dear Sir or Madam,

Property Licensing Consultation Proposal

The NRLA is an association following the National Landlords Association's and the Residential Landlords Association completed merger. Our membership represents over 90,000 landlords and agents, by far the largest organisation in the sector. Members own and manage around 10% of the PRS, equating to half a million properties.

Thank you for the opportunity to respond to the above consultation for the renewal of property licensing in Newham. The NRLA objects to the relevance of property licensing schemes by local authorities. Although we sympathise with the aims of Newham Council, we believe that licensing does not align with the successful completion of these aims.

The NRLA seeks a fair legislative and regulatory environment for the private rented sector while ensuring that landlords know their statutory rights and responsibilities.

Main Objections

Selective Licensing and Section 21

The NRLA would like clarification on the council's policy concerning helping a landlord when a section 21 notice is served, the property is overcrowded, or the tenant is causing antisocial behaviour, as per the council's consultation. What steps will the council take to support the landlord? It would be useful if the council were to put a guidance document before introducing the scheme to outline its position regarding helping landlords remove tenants who are manifesting antisocial behaviour.

The change in section 21 legislation and how tenancies will end will mean landlords will become more risk-averse to taking tenants with a perfect reference and history. We would be willing to work with the council and develop a dispute resolution service with other local authorities.

Evidence to support the scheme

The council states that during the current scheme, over 15,000 licence audits have been conducted. The NRLA, through a series of FOI requests, found out that the council have carried out just 352 HHSRS inspections and issued 231 Improvement Notices over the last three years.

The council could not provide a breakdown of what offences any civil penalties had been issued for over the last three years, only being able to provide the total FPN's issued between 2018 to 2021. With the lack of record-keeping surrounding this, this needs to be transparency for both landlords and tenants on what enforcement work the council has

carried out; record-keeping needs to become a priority over the introduction of further licensing.

The NRLA would like clarity on how those licensing audits were carried out; assuming they were desktop-based, this leads to the question of the need for further property licensing due to the low number of inspections taking place and the need for a landlord to acquire a licence for a desktop assessment. The council will already, throughout the lifetime of the current scheme, collect details of landlords will provide Newham with a database of information to use on a proactive basis when it comes to enforcement. The council as well already have the resources through staff and intelligence to enforce the PRS within the Newham borough without the need for discretionary licensing to be extended and renewed.

Conclusions

The NRLA believes that local authorities need a healthy private rented sector to complement the other housing in an area. This provides a variety of housing types that can meet the needs of both residents and landlords in the area. The sector is regulated, and enforcement is essential for keeping criminals who exploit landlords and tenants. An active enforcement policy that supports good landlords is crucial as it will remove those who exploit others and create a level playing field. It is essential to understand how the sector operates as landlords can often be victims of criminal activity and antisocial behaviour with their properties being exploited.

If the scheme is approved, the council should consider providing an annual summary of outcomes to demonstrate to tenants and landlords' behaviour improvements and the impact of licensing on the designated area over the scheme's lifetime. This would improve transparency overall.

The NRLA has a shared interest with Newham Council in ensuring a high-quality private rented sector but strongly disagrees that the introduction of selective licensing is the most effective approach to achieve this aim both in the short term and long term.

Yours Sincerely,

[name]
Policy Officer
National Residential Landlords Association

safeagent

Proposed Additional and Selective Licensing Schemes in the London

Borough of Newham

Safeagent Consultation Response

26 January 2022

An Introduction to safeagent

Safeagent is a not for profit accrediting organisation for lettings and management agents in the private rented sector. Safeagent (formally NALS) was established in 1999, by the Empty Homes Agency, with backing from the Royal Institution of Chartered Surveyors (RICS) the Association of Residential Lettings Agents (ARLA) and the National Association of Estate Agents (NAEA). Safeagent provides an overarching quality mark, easily recognised by consumers, with minimum entry requirements for agents.

Safeagent agents are required to:

- deliver defined standards of customer service
- operate within strict client accounting standards
- maintain a separate client bank account
- be included under a Client Money Protection Scheme

Agents must provide evidence that they continue to meet safeagent criteria on an annual basis to retain their licence. The scheme operates UK wide and has 1,500 firms with over 3,000 offices, including a number of agents within the London Borough of Newham.

Safeagent was recognised by the GLA as an approved body for the London Rental Standard. We are a recognised training provider under the Rent Smart Wales scheme and are also recognised by the Scottish Government in providing qualifications to meet the requirements of the Scottish Register.

We very much welcome the opportunity to contribute to this consultation exercise.

Overview

We understand that Newham Council is seeking to renew the additional and selective licensing schemes that were implemented in 2018 and continue for five years.

In preparing this consultation response, we have carefully considered the consultation report and supporting documents published on the council's website.

Previous licensing schemes

We note that the council has operated large additional and selective licensing schemes covering most private rented properties since 2013.

According to the consultation report, over half of all properties in the borough are now privately rented. There are over 26,000 private landlords and the council has licensed over 40,000 properties.

With large licensing schemes having operated for over nine years, it seems a good opportunity to review what impact they have had and how successful they have been in driving up standards, improving management, and tackling the minority of criminal landlords who put tenants lives at risk.

We are pleased to see that council officers are visiting over 500 private rented properties a month and hope to increase this number even further. We are also pleased to see the council are exploring a range of initiatives to better engage with and support private landlords and agents.

It is clear that Newham Council are taking a robust approach to enforcement, rather than simply processing licence applications, which is welcomed.

However, we would still encourage the council to consider the long-term plan for regulating the private rented sector, and explore how effective licensing can be in addressing wider concerns about crime and antisocial behaviour. A long-term independent research study into the effectiveness of the council's licensing schemes could be beneficial both for Newham Council and other councils considering this approach.

Evidence base

Having reviewed the council's evidence base, we note option 1 is to renew both licensing schemes borough wide and option 2 is to renew both licensing schemes borough wide except for the Stratford Olympic Park E20 and/or Royal Victoria E16. Of the two options listed, our preference would be option 2 with Stratford Olympic Park E20 and Royal Victoria E16 excluded from both schemes. Not only would this focus resources on the most problematic areas, but it would also provide a useful benchmark to explore what happens when such interventions are removed. It would help to demonstrate whether perceived improvements in the areas can be sustained.

Section 257 HMOs (certain converted blocks of flats)

The consultation report does not make clear whether the council wish to retain all section 257 HMOs within the new additional licensing scheme, which we understand is the current approach.

We have concerns about including all such properties within the additional licensing scheme due to the difficulty experienced by letting agents in knowing when a property was converted and whether the conversion satisfies the relevant building standards. It is not something that is reasonable for a letting agent to assess. In situations where there is a freeholder and separate long leaseholders, the situation is further complicated by the need to determine whether less than two thirds of the flats are owner-occupied. Only the freeholder may possess this information and the tenure of each flat may vary over time.

This would make it extremely difficult for a safeagent letting agent to assess whether a licence is required, despite their best endeavours. For example, it may be that the building did not require a licence when a flat was rented out, but subsequently requires licensing because another leasehold in the building has rented out their flat. As such, a letting agent could find themselves committing an offence of managing a flat in a licensable building without a licence, simply because another flat had been rented out without their knowledge.

Bringing section 257 HMOs within the additional licensing scheme could also be problematic for long-leasehold owner-occupiers who find their flat is within a licensable building. The licensing fee may push up their service charge and could cause difficulties with their mortgage lender. As the licence would need to be disclosed to a prospective purchaser, some mortgage lenders may be reluctant to lend on a residential mortgage for a flat within a licensed HMO, thus adversely impacting the property's value.

It is also the case that the 2015 general approval to introduce an additional licensing scheme only applies if the council has consulted persons likely to be affected by the scheme designation. Without actively consulting long leaseholder owner occupiers and explaining the implications of licensing section 257 HMOs, the conditions in the general approval would not be met and the additional licensing scheme could not be introduced without Secretary of State approval.

Whilst we are opposed to the idea of including all section 257 HMOs within the additional licensing scheme, we recognise that there are circumstances where a particular type of section 257 HMO may be worthy of more intensive regulation. For example, where a landlord has converted a property into cramped and poorly designed studio flats entirely for private rental without any planning and building regulation approval.

In such circumstances, the additional licensing scheme could be restricted to section 257 HMOs where the whole building and all the individual flats within it are in single ownership or considered to be effectively under the same control. In response to our feedback, several councils have adopted this approach. We also note Westminster City Council recently removed all section 257 HMOs from their additional licensing scheme. We would encourage Newham Council to give this further thought and consider narrowing the section 257 HMO licensing criteria.

Licensing fees

We recognise that the council need to charge a reasonable fee to cover the cost of administering and enforcing the licensing scheme.

It is important that the council implement an efficient and streamlined licence application processing system. This will help to minimise costs and keep fees at a reasonable level, thereby minimising upward pressure on the rent that is charged to tenants.

We understand the council is intending to keep the same additional and selective licensing fees that were set in 2018 i.e., £1,250 for additional licences and £750 for selective licenses.

Whilst we welcome this proposal, we would ask the council to consider why the additional licensing fee for properties predominantly occupied by three or four people is considerably higher than the £1,050 mandatory HMO licensing fee for properties occupied by five people. Even mandatory HMO licensing fees for properties with up to nine lettings are less than the additional licensing fee. To ensure fairness, the additional licensing fee should be set at or below the baseline fee for mandatory HMO licensing.

We welcome the proposed £50 fee discount for landlords who are members of a professional body relating to property management. To support the objectives of the council's safer lettings project, we request that the eligibility criteria are widened to include landlords who appoint an accredited safeagent member as the licence holder or designated manager. This will help to professionalise the lettings industry. As highlighted in the introduction, safeagent is a not for profit accrediting organisation for lettings and management agents. All our members are required to deliver defined standards of customer service, operate within strict client accounting standards, maintain a separate client bank account and be included in a Client Money Protection Scheme. Membership of safeagent can be easily verified by visiting our website: <https://safeagents.co.uk/find-an-agent/> or by contacting us by phone or email.

We welcome the proposal to offer an early bird discount to landlords who apply before the start date of the scheme. To ensure landlords and agents have sufficient time to prepare such applications, we

would request that the application process is launched and early bird discount offered for a three month period before the scheme comes into force.

We would also ask the council to consider whether a similar discount can be offered to landlords and agents renewing licences that do not expire until a later date. For example, if a landlord has a licence that expires in 2024 or 2025, would the council still expect them to reapply during the early bird discount period in 2023, or could the discount be offered when they renew the licence in the three month period leading up to the licence expiry date? It is important that no landlords compliant with the current scheme are inadvertently penalised due to how the eligibility criteria have been defined.

Licence Conditions

We have studied the proposed list of standard licence conditions in the consultation report.

We have made some suggestions to help improve and fine tune the wording of the conditions. This in turn should help landlords and agents to understand and comply with the requirements.

Selective licence conditions

Occupancy

Condition 2: We do not think it is reasonable to impose an occupancy limit for each habitable room within a single family property. Whilst we acknowledge the council can set an overall occupancy limit for the property, the landlord and agent have no control over which family member sleeps in each room once the tenancy has started. For example, children may sleep in the same room as their parents, or in their own bedroom, and this could change over time. The tenants have the right to quiet enjoyment of the property and imposing an individual limit on each bedroom is excessive for this type of letting and cannot be enforced.

Tenancy Management

Condition 9: Whilst right to rent checks are always required, we would ask the council to consider how the requirement for 'ability to pay' and 'past tenant history' references would apply to someone who cannot provide that information. For example, care leavers, single homeless people, asylum seekers, people living prison or fleeing domestic violence, and those people councils are trying to place in the private rented sector. From an equalities perspective, it is important these groups are not excluded from the private rented sector and the condition needs to provide a suitable mechanism to ensure this does not happen.

Condition 10: This condition highlights a significant challenge for the lettings industry but does not provide a fool-proof solution: how to prove a family relationship between individuals who say they

are related. Neither a credit check, employment check or previous landlord reference will answer that question. What other checks does the council think should be undertaken for every single family letting? What checks, if any, would social landlords perform? Does a signed undertaking from each adult suffice, or would the council expect a letter from a solicitor or other professional? We would welcome a discussion with the council about potential options to satisfy this condition to avoid it becoming too onerous.

Condition 14: We are pleased the council has developed a sample inspection template for landlords and agents to use. However, we followed the link and were unable to find a copy. As such, we have not seen, and cannot comment, on the template. The link to the form needs to be updated. The condition says inspections are required every four months, whereas the consultation report says the requirement will be every six months for single family lets licensed under the selective licensing scheme. To ensure the tenant's right to quiet enjoyment, the six month proposal would seem more reasonable.

Regarding 14B, we would seek clarification what the 'occupation verification' requirement involves. When undertaking inspections, it is reasonable for agents to ask the occupier to confirm who is currently living there and look for any obvious warning signs such as extra beds or mattresses on the floor. However, most interim inspections are arranged during normal office hours when only one member of the family may be present, with others at school, college or work. Is the council envisaging a more intrusive verification process and if so, what would that involve?

Property Maintenance and Safety

Condition 29/33: Condition 29 requires regular external inspections to check for any waste accumulation and condition 33 requires regular checks for any pest infestation. However, the term 'regular' is not defined. We would suggest the council impose the same six-monthly inspection requirement, as indicated in the consultation report. This would also make clear what frequency the council has in mind. The inspection frequency should not exceed the requirement expected of social housing landlords.

Financial Management

Condition 42: It would be reasonable to apply this condition to any rent paid in cash. However, it would be unreasonable to require written rent receipts to be issued for every BACS payment received. Effectively, the 'receipt' is the bank statements from both parties showing the rent was paid and received. Most councils accept this and have drafted licence conditions accordingly.

General Conditions

Condition 48: As already highlighted in relation to Condition 2, within a single family let, neither the landlord or agent will know which family member sleeps in each bedroom. This is something for the family to decide once they have possession of the property. As such, the wording in 48(a) should be adjusted to remove '...specifying the rooms they occupy within the property'.

Additional licence conditions

Tenancy Management

Condition 9: same comment as for selective licensing.

Condition 12: Whilst inventories are common for HMOs let to sharers on a single tenancy, they are far less common when letting individual rooms in a licensed HMO. This is because the tenant may share kitchen, bathroom and living/dining room with other tenants on separate tenancy agreements. An inventory serves no purpose for the shared facilities as it can never be shown which tenant caused any damage and they move in and out at different times. As such, an inventory would be restricted to the bedroom and for that reason, is often not considered worthwhile. We would ask that this clause is either removed or restricted to self-contained accommodation let on one tenancy with exclusive use.

Condition 15: As with selective licence conditions, we followed the link but were unable to find a copy of the sample inspection template. The link to the form needs to be updated.

Property Maintenance and Safety

Condition 25/29: same comment as for selective licensing condition 29 and 33. We would suggest the council impose the same three-monthly inspection requirement, as indicated in condition 15.

Fire Safety

Condition 35: The council can only apply this condition to HMOs that fall within the remit of the Fire Safety Order. It does not apply to properties let of a group of sharers on a single tenancy, as explained in the LACORS guidance. One solution would be to insert 'Where the Regulatory Reform (Fire Safety) Order 2005 applies, the Licence Holder shall carry out....' At the beginning of the condition.

Financial Management

Condition 38: same comment as for selective licensing condition 42.

Processing licence applications

We would ask the council to publish clear service standards setting out the timescale for processing and approving licence applications and to publish regular updates so that performance in this area can

be monitored. In other boroughs, we regularly see licence approvals delayed by one year or more due to a backlog of work and inadequate resourcing.

Delivering effective enforcement

It is vital that the council continues to maintain a well-resourced and effective enforcement team to take action against those landlords and agents that seek to evade the licensing scheme.

Without effective enforcement, new regulatory burdens will fall solely on those that apply for a licence whilst the rogue element of the market continue to evade the scheme and operate under the radar. This creates unfair competition for safeagent members who seek to comply with all their legal responsibilities. They are saddled with extra costs associated with the licence application process and compliance, whilst others evade the scheme completely.

Recognising the important role of letting agents

Letting agents have a critical role to play in effective management of the private rented sector. We would encourage the council to explore mechanisms for effective liaison with letting agents and to acknowledge the benefits of encouraging landlords to use regulated letting agents such as safeagent licensed firms.

Regulation of letting agents

To achieve better regulation of the private rented sector and improve consumer protection, it is important the council takes a holistic approach that extends far beyond the proposed licensing scheme.

Since October 2014, it has been a requirement for all letting agents and property managers to belong to a government-approved redress scheme. In May 2015, new legislation required agents to display all relevant landlord and tenant fees, the redress scheme they belong to and whether they belong to a client money protection scheme, both in-store and on the company's website. On 1 April 2019, new legislation required letting agents and property managers that hold client money to be members of a government approved client money protection scheme. At safeagent we operate one of the six government approved client money protection schemes.

To assist councils in regulating the private rented sector and effectively utilising these enforcement powers, we developed an Effective Enforcement Toolkit. Originally published in June 2016, the second edition was published in 2018. The third and most recent edition of the safeagent Effective Enforcement Toolkit, developed in conjunction with London Trading Standards, was published in 2021. It can be downloaded free of charge from our website:

<https://safeagents.co.uk/wp-content/uploads/2021/11/safeagent-Effective-Enforcement-Toolkit-2021.pdf>

Should you wish to discuss any aspect of this consultation response, please do not hesitate to contact me. Can you also please confirm the outcome of the consultation exercise in due course.

[name]

Chief Executive

Safeagent

Cheltenham Office Park

Hatherley Lane

Cheltenham

GL51 6SH

Website: <https://safeagents.co.uk>

From a private landlord

20 Jan 2022

Apologies for not responding previously [to invite to a focus group]. It has been a very busy time. Mainly because I am in the process of selling two of my rental properties in Newham due to the unsustainable financial position created by the imposition of licensing fees by the council, as well as the removal of tax deductions against income by the Chancellor.

Therefore, although I said I would be willing to take part in a survey re the licensing fees, I think there is little point when I am reducing my rental portfolio significantly.

I still own 1 property in Newham which is currently rented, and still object to paying the licensing fees for this property, as explained in my initial response to the survey.

[name]



m·e·l
research

