

# Licensing Hackney's private rented homes

## Consultation Report

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*Appendix 1 – Licensing Hackney’s Private Homes: Consultation summary document*

*Appendix 2 – Licensing Hackney’s Private Homes: Survey*

## Introduction

Between 18 September and 03 December 2017, Hackney Council consulted all residents, landlords and businesses (who live or operate) in the borough on proposals to introduce two new licensing schemes for private rented accommodation in Hackney; an Additional Licensing Scheme for all Houses in Multiple Occupation (HMOs), and a Selective Licensing Scheme for all privately rented properties in Brownswood, Cazenove and Stoke Newington wards.

This report outlines the responses to this consultation which asked participants whether or not they supported or opposed the schemes, and why. There was also a section for any other comments or ideas to be put forward.

### *Context:*

The decision to consult on these property licensing schemes follows the huge growth in Hackney's private rented sector, which has risen to 34,000 homes or around 30% of all homes in the borough – a proportion that has more than doubled in the last decade. To understand this growth, the Council commissioned new research into Hackney's private rented sector which revealed that 11% of homes contain serious hazards, rising to 21% in Houses in Multiple Occupation (HMOs) and 20% in the worst affected wards.

The Council has always enforced against landlords who don't do the right thing, operating the national mandatory HMO licensing scheme, which only applies to a small proportion of HMOs, and responding to reports and complaints about poor conditions and bad management across the private rented sector

While these methods have brought considerable improvements in housing conditions, the Council no longer considers them to be the best way to address standards in the rapidly expanding private rented sector. In response, the Council is proposing new property licensing schemes in order to provide a more pro-active and effective approach; which have been explored in this consultation.

For more information on the issues identified within the private rented sector, what the Council is doing already and what it proposes to do, please see the supporting consultation document (appendix 1).

## Methodology

The consultation ran for 11 weeks between 18 September and 03 December 2017.

### Who did we consult with?

- All Hackney residents (Particularly landlords, landlord associations and tenants)
- Businesses – registered and/or operating in the borough (including letting agencies and housing developers)
- All those in the surrounding areas (including local authorities, residents and businesses)

### Proposed engagement

- Residents; landlords and tenants – Borough wide survey, engagement with forums
- Landlord associations – Borough wide survey, engagement with forums
- Businesses – Borough wide survey, letters to business forums and key stakeholders
- Surrounding areas – Invites to survey, letters to neighbouring local authorities, promotion in local press.

### Borough wide survey:

The survey was available in two formats – both online and as a hardcopy (appendix 2).

The survey was supported by a consultation summary document (appendix 1).

Residents could also request a copy of the full details of the proposal (appendix 3) or view it online.

### *Online survey*

The online survey launched on 18 September 2017 and ran for X weeks till 03 December 2017.

The survey could be accessed via the Council's consultation hub – 'Citizen Space' and a link to the survey was also available on the Council's Better Renting webpage:

<https://www.hackney.gov.uk/better-renting>

### *Paper survey*

Paper copies of the survey were available for 10 weeks of the consultation from 25 September to 03 December 2017.

Paper copies of the survey were available on request and could be collected from the following locations:

- HSC
- CAH
- All libraries
- All NHOs

### How was the consultation promoted?

#### *Residents - landlords and tenants:*

- The survey was promoted in issues 411 (25 September 2017), 413 (23 October 2018), and 415 (20 November 2017) of Hackney Today (the Council's fortnightly newspaper) accompanied by a press release to the local newspapers which went out on XXX – Original press release was 19 Sept (<http://news.hackney.gov.uk/new/>), and covered in various local and trade press as well as interview with Cllr Moema and BBC Radio London, Hackney Today front page feature was 25 September.
- Photocall with Hackney Citizens and Cardinal Pole school: <http://news.hackney.gov.uk/school-campaigners-urge-hackneys-renters-to-have-their-say-as-rogue-landlord-consultation-nears-close-date/>
- Landlord newsletters
- Council's e-panel 'Hackney Matters'
- Hackney Council Better Renting webpage and other Council Social media platforms
- Featured consultation on the Council's consultation hub 'Citizen Space'
- Email to Hackney Council staff
- Digs – PRS group informed and invited to complete and promote survey.
- Direct mailing to a range of stakeholders including local and regional interest groups for both renters and landlords, political stakeholders, and neighbouring boroughs – inviting them to participate and circulate the survey.

#### *Landlords' forum and associations:*

- Presentation and survey at the landlords forum
- Write/email to all major landlords associations. NLA, RLA, SHA etc. (list provided by strategic property)
- Write/email to all major landlords (list provided by strategic property)
- Write/email to all major agencies (list provided by strategic property).

### *Businesses:*

- Consultation promoted in Hackney Business Network monthly newsletter that goes out to 4,500 local businesses. This newsletter is emailed out but also remains the pinned tweet on @hackneybusiness
- Tweets on the consultation from @hackneybusiness in addition to retweets from @hacknycouncil account
- Consultation link emailed to key business groups (for Hackney Central, Stoke Newington, Dalston, Hackney Wick and Shoreditch)
- Included in Council update at the weekly Pubwatch meetings
- Consultation email forwarded by Area Regeneration Managers the Business Communications Manger to key business contacts

### Surrounding areas

- Invites to survey, letters to neighbouring local authorities
- The housing partnership – East London and the London Legacy Development Corporation will also be invited to submit comments on the proposal.

### **Publications and articles** (all accessed 09/01/2018):

- Hackney Council press release: <http://news.hackney.gov.uk/new/>
- Article in business/landlord facing publication: <https://www.landlordtoday.co.uk/breaking-news/2017/9/landlord-licensing-scheme-considered-in-hackney>
- Article in business/landlord facing publication: <https://www.landlords.org.uk/news-campaigns/news/hackney-proposes-additional-selective-licensing>
- Hackney Citizen article (local paper): <https://www.hacknecitizen.co.uk/2017/09/20/new-landlord-licensing-measures-drive-up-standards-campaigners/>
- Hackney Gazette article (local paper): <http://www.hackneygazette.co.uk/news/hackney-council-wants-to-crackdown-on-landlords-who-exploit-renters-with-new-licences-1-5205452>
- East London Lines (Local news website): <http://www.eastlondonlines.co.uk/2017/09/campaigners-welcome-council-crackdown-on-hackney-rogue-landlords/>

## Summary of Key Findings

### Who took part?

- A total of 291 landlords, tenants, businesses and organisations took part in the survey.
- Landlords accounted for 44% (128) of participants, tenants accounted for 32% (93); only 6.5% (19) of participants were tenants from an HMO.
- The largest responses by postcode were: N16 – 47% (137), E5 – 15% (43) and E8 – 10% (28); N16 and E5 postcodes cover parts of the wards proposed under the Selective Licensing Scheme.

### Additional licensing scheme:

- 41% (119) of participants supported
- 55% (160) opposed it
- 35% (42) of those who supported were tenants, 22% (26) landlords
- 30% (48) of those who opposed were tenants, 59% (96) were landlords

### Selective licensing scheme:

- 38% (110) of participants supported the introduction of the SLS
- 56% (162) opposed it
- 35% (39) of those who supported were tenants, 15% (16) landlords
- 30% (49) of those who opposed were tenants, 60% (97) were landlords

### *Table of responses by post-codes effected by the Selective Licensing Scheme:*

Postcode	Support	% postcode	% of support	Oppose	% postcode	% of oppose
E5	22	51%	20%	19	44%	12%
N4	3	30%	3%	6	60%	4%
N16	29	21%	26%	102	74%	63%

### Comments from those who supported:

Very few participants who supported the proposal gave a comment; making it hard to confidently understand why residents would support the proposal. The few comments given suggest the main reasons to support are:

- The need to ensure the health and safety of a property
- The recognition and/or need to tackle poor housing conditions in the private rented sector
- The need to tackle rogue landlords
- The need to protect or enhance tenant rights

### Comments from those who opposed:

Many more comments were given by those who opposed the proposals compared to those who supported them. The main reasons given for opposing the proposals were as follows:

- The costs being passed onto tenants
- Low confidence/doubt the scheme will achieve its aim
- A feeling the scheme is unfair on good landlords

Other less common reasons were:

- The process is too bureaucratic (often mentioned alongside main themes above)
- The scheme is too expensive (often mentioned alongside main themes above)

### Responses to other ideas and questions:

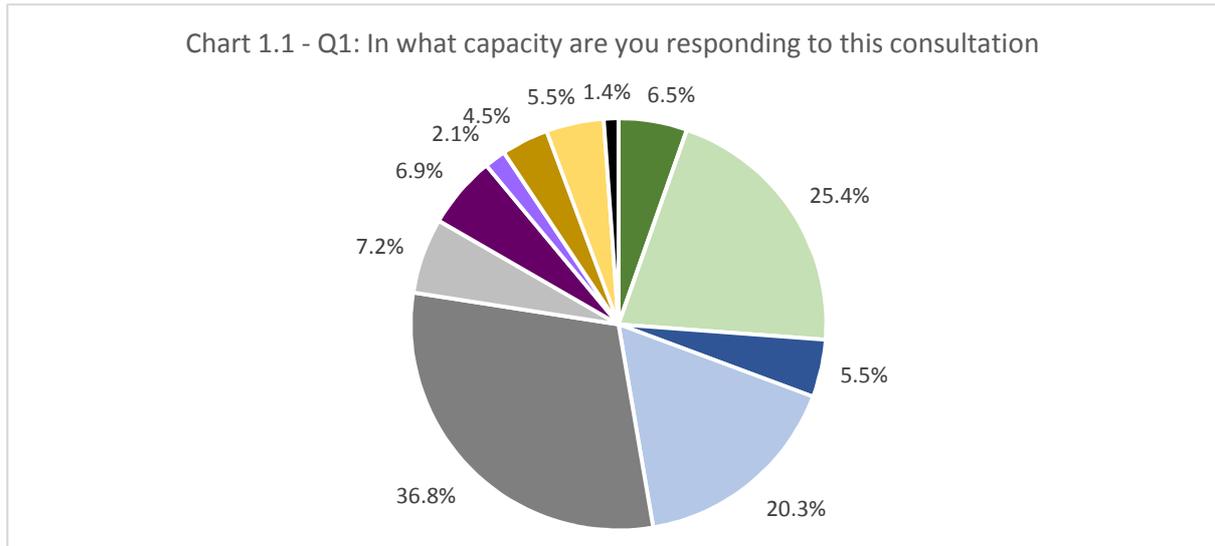
Other ideas, questions and letters were submitted as part of the consultation process and throughout the comments in the survey. These have been considered by the Private Housing Services team, who will produce a consultation response alongside this consultation report.

## Who took part?

A total of 291 landlords, tenants, businesses and organisations took part in the survey. In addition 19 letters and 6 emails were received both supporting and objecting to the proposals.

### A closer look at the survey responses:

Chart 1.1 and table 1.1 below show the responses to Q1 'In what capacity are you responding to this consultation?' Please note, some participants selected more than one option.



Postcode:

Table 1.1. - Q1: In what capacity are you responding to this consultation? (tenure)		Number	% of participants	% of responses
	PRS tenant (HMO)	19	6.5%	5%
	PRS tenant (non-HMO)	74	25.4%	21%
	As a social housing tenant (provided by a Local Authority or Housing Association)	16	5.5%	5%
	Home owner (owned outright or bought with a mortgage)	59	20.3%	17%
	Landlord with property in Hackney	107	36.8%	30%
	Landlord with property outside of Hackney	21	7.2%	6%
	Letting agency (operating and/or based in Hackney)	20	6.9%	6%
	Business (operating and/or based in Hackney)	6	2.1%	2%
	Public or professional organisation	13	4.5%	4%
	Other (outside Hackney)	16	5.5%	5%
	Not Answered	4	1.4%	1%
	<b>Total responses</b>	<b>355</b>		
	<b>Total participants</b>	<b>291</b>		

This section looks at responses by post-code and specifically focuses on the postcodes which cover the proposed wards for selective licensing; E5, N4 and N16. Together, these three postcodes account for 65% of all responses; suggesting those most impacted by the proposals if they went ahead are also proportionately the best represented in the findings.

**Table 1.2 – Responses by postcode:**

Postcode	Total	%
E1	0	0%
E2	9	3%
E5	43	15%
E8	28	10%
E9	20	7%
E10	1	0%
E15	2	1%
EC1	1	0%
EC2	3	1%
N1	18	6%
N4	10	3%
N16	137	47%
Other	14	5%
Not Answered	5	2%
<b>Total</b>	<b>291</b>	<b>100%</b>

*Tenure by postcode:*

This section looks at the capacity by which participants responded, specifically those who said they were private rented sector tenants and those who were landlords, according to their postcode.

**Table 1.3: Tenure by postcode:**

Tenure	E5	% of tenure	% of E5	% of total	N4	% of tenure	% of N4	% of total	N16	% of tenure	% of N16	% of total
HMO	6	32%	14%	2%	0	0%	0%	0%	6	32%	4%	2%
Non HMO	12	16%	28%	4%	3	4%	30%	1%	30	41%	22%	10%
Landlord (Hackney)	14	13%	33%	5%	5	5%	50%	2%	58	54%	42%	20%
Landlord (Out of Hackney)	3	14%	7%	1%	1	5%	10%	0%	11	52%	8%	4%

The data from table 1.3 shows:

- Landlords who have a property in Hackney and live in N16 account for 20% of all responses (58)
- Tenants not in an HMO and live in N16 account 10% of all responses (30)
- Looking at the responses by postcode shows that participants from N16 (covering Cazenove and Stoke Newington wards – proposed to have selective licensing) have a noticeable impact on results overall.

## Additional Licensing Scheme findings

Overall, more participants opposed the introduction of an Additional Licensing Scheme (ALS) than supported it:

- 41% (119) of participants supported
- 55% (160) opposed
- 3% (9) said 'Don't Know'
- 1% (3) did not answer.

*Responses by tenure:*

Table 2.1 below shows each tenure group and the proportion of which that group supported and opposed the Additional Licensing Scheme. Those highlighted in green show the tenures with more participants saying they support; those in red the opposite.

<b>Table 2.1 – Tenure support and oppose</b>	<b>Support</b>	<b>% tenure</b>	<b>Oppose</b>	<b>% tenure</b>
Tenant (HMO)	10	53%	9	47%
Tenant (non-HMO)	32	43%	39	53%
As a social housing tenant	13	81%	2	13%
Home owner	40	68%	13	22%
Landlord with property in Hackney	20	19%	82	77%
Landlord with property outside of Hackney	6	29%	14	67%
Letting agency	0	0%	20	100%
Business	0	0%	6	100%
Public or professional organisation	6	46%	7	54%
Other	13	81%	3	19%

This data shows that only tenants in HMOs, social housing tenants and home owners were proportionally more in favour of the proposals than against them (only just in the case of tenants in HMOs). It is also worth noting that the proportion of tenants from HMOs and of social housing tenants is numerically much lower than landlords (in and out of Hackney) and tenants in non-HMOs. Home owners represent the third largest group of participants, but are arguably less likely to be impacted by the introduction of an Additional Licensing Scheme.

This data also shows that of those who supported the proposals tended to be Home Owners (40),

Conversely, all other groups are proportionally more against the proposals than for them. This is particularly the case for participants representing letting agencies and businesses – where opposition was 100% (although numerically these groups are much lower than the others). Although proportionately lower in opposition compared to participants from letting agents and businesses, a noticeable 77% (82) of landlords with a property in Hackney with the addition of 67% (14) of

landlords with a property outside of Hackney, opposed the proposal. This is significant as landlords account for the largest amount of participants – 128 or 36% of responses by tenure.

Table 2.2 shows the proportion of those who supported and opposed by tenure. Those highlighted in green show the top 3 tenures in support; those in red the opposite.

Please note, participants were able to select more than one tenure – as such, the percentages have been created from the total number that supported and opposed (rather than the tenure total); therefore the percentages added together do not add up to 100%.

<b>Table 2.2 – Support and oppose by tenure</b>	<b>Support</b>	<b>% of support</b>	<b>Oppose</b>	<b>% of oppose</b>
Tenant (HMO)	10	8%	9	6%
Tenant (non-HMO)	32	27%	39	24%
As a social housing tenant	13	11%	2	1%
Home owner	40	34%	13	8%
Landlord with property in Hackney	20	17%	82	51%
Landlord with property outside of Hackney	6	5%	14	9%
Letting agency	0	0%	20	13%
Business	0	0%	6	4%
Public or professional organisation	6	5%	7	4%
Other	13	11%	3	2%
Total responses	119		160	

Looking at the data this way shows that of those who supported the ALS, the top three tenure groups tended to be homeowners (34% - 40), tenants not in an HMO (27% - 32), and landlords with a property in Hackney (17% - 20).

Interestingly, both tenants (not in an HMO) and landlords with a property in Hackney also accounted for the top three tenure groups of those who opposed; 24% (39) and 51% (82) respectively. Letting agencies account for the third highest group – 13% (20).

In summary, although tenants (not in an HMO) and landlords (with a property in Hackney) are the main contributors to the numbers of those who support the ALS scheme, there are more participants of each group who oppose; significantly so for landlords (with a property in Hackney). This data, however, must be treated with caution, as more landlords than tenants took part in this survey – as such, using table 2.1 is perhaps more useful in understanding the points of view between each tenure group.

*Responses by postcode:*

Table 2.3 below shows each postcode group and the proportion of which that group supported and opposed the Additional Licensing Scheme. Those highlighted in green show the postcodes with more participants saying they support; those in red the opposite. The postcodes covering the wards that the Selective Licensing Scheme aims to cover are in bold.

**Table 2.3 – Postcodes support and oppose**

Postcode	Support	% of postcode	Oppose	% of postcode	Postcode total
E1	0	n/a	0	n/a	0
E2	8	89%	1	11%	9
<b>E5</b>	<b>25</b>	<b>58%</b>	<b>17</b>	<b>40%</b>	<b>43</b>
E8	15	54%	11	39%	28
E9	10	50%	10	50%	20
E10	1	100%	0	0%	1
E15	1	50%	1	50%	2
EC1	0	0%	1	100%	1
EC2	0	0%	3	100%	3
N1	10	56%	6	33%	18
<b>N4</b>	<b>4</b>	<b>40%</b>	<b>5</b>	<b>50%</b>	<b>10</b>
<b>N16</b>	<b>35</b>	<b>26%</b>	<b>98</b>	<b>72%</b>	<b>137</b>
Other	8	57%	5	36%	14
Not Answered	2	40%	2	40%	5

Unfortunately the data set for all postcodes, especially in comparison with N16, is low – making it difficult to draw conclusions. However, the most important conclusions from this data are that more participants from E5 supported the ALS than opposed it (which is the second largest postcode group); however numerically the numbers are still quite small. This is especially the case compared to participants from N16 which had 72% (98) who said they opposed compared to 26% (35) who supported.

Table 2.4 below shows the proportion of those who supported and opposed by postcode. Those highlighted in green show the top 3 postcodes in support; those in red the opposite. The postcodes covering the wards that the Selective Licensing Scheme aims to cover are in bold.

**Table 2.4 – Support and oppose by postcodes**

Postcode	Support	% of total support	Oppose	% of total oppose
E1	0	0%	0	0%
E2	8	7%	1	1%
<b>E5</b>	<b>25</b>	<b>21%</b>	<b>17</b>	<b>11%</b>
<b>E8</b>	<b>15</b>	<b>13%</b>	<b>11</b>	<b>7%</b>
E9	10	8%	10	6%
E10	1	1%	0	0%
E15	1	1%	1	1%
EC1	0	0%	1	1%
EC2	0	0%	3	2%
N1	10	8%	6	4%
<b>N4</b>	<b>4</b>	<b>3%</b>	<b>5</b>	<b>3%</b>
<b>N16</b>	<b>35</b>	<b>29%</b>	<b>98</b>	<b>61%</b>
Other	8	7%	5	3%
Not Answered	2	2%	2	1%
<b>Total</b>	<b>119</b>	<b>100%</b>	<b>160</b>	<b>100%</b>

Looking at the data this way shows that the responses from the top three postcodes of supports and opposes are the same. Like the tables above the data should be treated with caution, as the majority of those who took part were from these postcodes (particularly N16). As such, this data must be treated with caution; using table 2.3 is perhaps more useful in understanding the points of view between each postcode.

## Selective Licensing Scheme findings

Overall, more participants opposed the introduction of a Selective Licensing Scheme (SLS) than supported it – to a greater extent than the Additional Licensing Scheme:

- 38% (110) of participants supported
- 56% (162) opposed
- 5% (15) said 'Don't Know'
- 1% (1) did not answer.

### *Responses by tenure:*

Table 3.1 below shows each tenure group and the proportion of which that group supported and opposed the SLS. Those highlighted in green show the tenures with more participants saying they support; those in red the opposite.

<b>Table 3.1 – Tenure support and oppose</b>	<b>Support</b>	<b>% of tenure</b>	<b>Oppose</b>	<b>% of tenure</b>
Tenant (HMO)	9	47%	8	42%
Tenant (non-HMO)	30	41%	41	55%
As a social housing tenant	14	88%	2	13%
Home owner	36	61%	19	32%
Landlord with property in Hackney	14	13%	81	76%
Landlord with property outside of Hackney	2	10%	17	81%
Letting agency	0	0%	20	100%
Business	0	0%	6	100%
Public or professional organisation	5	38%	8	62%
Other	13	81%	3	19%

Like the data on the ALS, this data also shows that tenants in HMOs, social housing tenants and home owners were proportionally more in favour of the SLS than against it (only just in the case of tenants in HMOs). It is also worth noting that the proportion of tenants from HMOs and of social housing tenants is numerically much lower than landlords (in and out of Hackney) and tenants in non-HMOs. Home owners represent the third largest group of participants, but are arguably less likely to be impacted by the introduction of an SLS. Unlike the data for ALS, the 'other' category in this data set shows there were more in favour (81% - 13) than opposed (19% - 3).

All other groups are proportionally more against the proposals than for them. This is particularly the case for participants representing letting agencies and businesses – where opposition was 100% (although numerically these groups are much lower than the others). Although proportionately lower in opposition compared to participants from letting agents and businesses, a noticeable 76% (81) of landlords with a property in Hackney, with the addition of 81% (17) of landlords with a property outside of Hackney, opposed the proposal. This is significant as landlords account for the largest amount of participants – 128 (or 36% of responses by tenure).

Table 3.2 shows the proportion of those who supported and opposed by tenure. Those highlighted in green show the top 3 tenures in support; those in red the opposite.

Please note, participants were able to select more than one tenure – as such, the percentages have been created from the total number that supported and opposed (rather than the tenure total); therefore the percentages added together do not add up to 100%.

<b>Table 3.2 – Support and oppose by tenure</b>	<b>Support</b>	<b>% of support</b>	<b>Oppose</b>	<b>% of oppose</b>
Tenant (HMO)	9	8%	8	5%
Tenant (non-HMO)	30	27%	41	25%
As a social housing tenant	14	13%	2	1%
Home owner	36	33%	19	12%
Landlord with property in Hackney	14	13%	81	50%
Landlord with property outside of Hackney	2	2%	17	10%
Letting agency	0	0%	20	12%
Business	0	0%	6	4%
Public or professional organisation	5	5%	8	5%
Other	13	12%	3	2%
<b>Total support/oppose</b>	<b>110</b>		<b>162</b>	

Looking at the data this way shows that of those who supported the SLS, the top three tenure groups tended to be homeowners (33% - 36), tenants not in an HMO (27% - 30), and in joint third - social housing tenants (13% - 14) and landlords with a property in Hackney (13% - 14).

Interestingly, both tenants (not in an HMO) and landlords with a property in Hackney also accounted for the top three tenure groups of those who opposed; 25% (41) and 50% (81) respectively. Letting agencies account for the third highest group – 12% (20).

This data, however, must be treated with caution, as more landlords than tenants took part in this survey – as such, using table 3.1 is perhaps more useful in understanding the points of view between each tenure group.

*Responses by postcode:*

Table 3.3 shows each postcode group and the proportion of which that group supported and opposed the SLS. Those highlighted in green show the postcodes with more participants saying they support; those in red the opposite. The postcodes covering the wards that the Selective Licensing Scheme aims to cover are in bold.

<b>Table 3.3: Postcode support/oppose</b>	<b>Support</b>	<b>% of postcode</b>	<b>Oppose</b>	<b>% of postcode</b>	<b>Postcode total</b>
E1	0	n/a	0	n/a	0
E2	4	44%	2	22%	9
<b>E5</b>	<b>22</b>	<b>51%</b>	<b>19</b>	<b>44%</b>	<b>43</b>
E8	15	54%	9	32%	28
E9	11	55%	8	40%	20
E10	1	100%	0	0%	1
E15	1	50%	1	50%	2
EC1	0	0%	1	100%	1
EC2	0	0%	3	100%	3
N1	14	78%	4	22%	18
<b>N4</b>	<b>3</b>	<b>30%</b>	<b>6</b>	<b>60%</b>	<b>10</b>
<b>N16</b>	<b>29</b>	<b>21%</b>	<b>102</b>	<b>74%</b>	<b>137</b>
Other	8	57%	5	36%	14
Not Answered	2	40%	2	40%	5

Unfortunately the data set for all postcodes, especially in comparison with N16, is low – making it difficult to draw conclusions. However, the most important conclusions from this data are that more participants from E5 supported the SLS than opposed it (which is the second largest postcode group); however numerically the numbers are still quite small. This is especially the case compared to participants from N16 which had 74% (102) who said they opposed compared to 21% (29) who supported.

Table 3.4 shows the proportion of those who supported and opposed by postcode. Those highlighted in green show the top 3 postcodes in support; those in red the opposite. The postcodes covering the wards that the Selective Licensing Scheme aims to cover are in bold.

**Table 3.4 – Support and oppose by postcode**

Postcode	Support	% of support	Oppose	% of support
E1	0	0%	0	0%
E2	4	4%	2	1%
<b>E5</b>	<b>22</b>	<b>20%</b>	<b>19</b>	<b>12%</b>
E8	15	14%	9	6%
E9	11	10%	8	5%
E10	1	1%	0	0%
E15	1	1%	1	1%
EC1	0	0%	1	1%
EC2	0	0%	3	2%
N1	14	13%	4	2%
<b>N4</b>	<b>3</b>	<b>3%</b>	<b>6</b>	<b>4%</b>
<b>N16</b>	<b>29</b>	<b>26%</b>	<b>102</b>	<b>63%</b>
Other	8	7%	5	3%
Not Answered	2	2%	2	1%
<b>Total</b>	<b>110</b>		<b>162</b>	

Looking at the data this way shows that the responses from the top three postcodes of supports and opposes are the same. Like the tables above the data should be treated with caution, as the majority of those who took part were from these postcodes (particularly N16). As such, this data must be treated with caution; using table 2.3 is perhaps more useful in understanding the points of view between each postcode.

## Reasons for supporting and opposing the schemes

As well as asking whether participants supported or opposed the introduction of each licensing scheme, participants were also asked to explain why. As explained in the methodology, each comment was read and grouped into topics for thematic study, and analysis shows that responses for supporting and opposing it are very similar; with many participants stating 'as above' when asked to comment on the second licensing scheme (the Selective Licensing Scheme). The same is true for comments made in the 'any other comments' section of the survey.

As such, the report has grouped comments together and presented them thematically below. However, three tables showing the number of times a particular theme was raised in a comment (from both those who support and opposed) regarding each of the schemes, and in the 'any other comments' section are displayed below. Written analysis of themes has only covered the most common themes. A full list of all the comments has been passed on to Private Housing Services for consideration.

In addition to reasons why participants supported or opposed, a number of questions and alternative ideas were raised in the comments; some of them more technical than others. These have been considered by the Private Housing Services team, who will produce a consultation response alongside this consultation report. Some participants also requested a response to their comment/question – those who provided contact details will be responded to and sent a copy of this report.

Finally, before looking at the comments in more detail, it is also important to note that significantly more comments came from those who opposed the proposals than supported them; for example 88% (105) of participants who supported the Additional Licensing Scheme chose not to comment compared to 28% (44) of those who opposed who did not (see table 4.1. and 4.2 for more information).

## Overview of key themes raised:

### Reasons for supporting and opposing the Additional Licensing Scheme (ALS):

Tables 4.1 shows the number of each time a theme was mentioned by those who support and oppose the ALS proposal.

<b>Table 4.1 - Key themes (ALS)</b>	<b>Support</b>	<b>Oppose</b>
Bad experiences elsewhere	0	5
Costs to tenants	0	49
Low confidence/doubt in the scheme	0	43
Expand - go further	0	0
Good to focus on worst areas	0	1
Health & Safety	2	0
Impact on small landlords	0	3
Tackle poor conditions	6	1
Tackle rouges	2	2
Tenant protection	7	0
Too expensive	0	19
Too much bureaucracy	0	19
Unfair on good landlords	0	21
Not Answered	105	44

Very few participants who supported the proposal gave a comment; making it hard to confidently understand why residents would support the proposal.

In contrast, many more participants who opposed the proposal gave a comment. This data shows the main reasons given those who oppose the licensing scheme are:

- The costs being passed onto tenants
- Low confidence/doubt the scheme will achieve its aim
- A feeling the scheme is unfair on good landlords

Other less common reasons were:

- The scheme is too expensive
- The process is too bureaucratic

### Reasons for supporting and opposing the Selective Licensing Scheme:

Tables 4.2 shows the number of each time a theme was mentioned by those who support and oppose the SLS proposal.

<b>Table 4.2 - Key themes (SLS)</b>	<b>Support</b>	<b>% of comments</b>	<b>Oppose</b>	<b>% of comments</b>
Bad experience elsewhere	0	0%	6	6%
Costs to tenants	0	0%	39	37%
Low confidence/doubt in the scheme	1	7%	39	37%
Expand - go further	3	20%	3	3%
Health & Safety	2	13%	0	0%
Impact on small landlords	0	0%	1	1%
Tackle poor conditions	4	27%	0	0%
Tackle rouges	2	13%	1	1%
Tenant protection	4	27%	0	0%
Too expensive	0	0%	15	14%
Too much bureaucracy	0	0%	17	16%
Unfair on good landlords	0	0%	23	22%
Not Answered	95	86%	57	35%

Very few participants who supported the proposal gave a comment; making it hard to confidently understand why residents would support the proposal.

In contrast, many more participants who opposed the proposal gave a comment. This data shows the main reasons given those who oppose the licensing scheme are:

- The costs being passed onto tenants
- Low confidence/doubt the scheme will achieve its aim
- A feeling the scheme is unfair on good landlords

Other less common reasons were:

- The process is too bureaucratic
- The scheme is too expensive

### Any other comments?

Towards the end of the survey, participants were given the opportunity to offer any other comments they may have. These comments, fewer in number, tended to repeat the comments made in previous sections.

<b>Table 4.3: Key themes</b>	<b>Times mentioned</b>	<b>% of comments</b>
Affordable rent issues	5	5%
Costs to tenants	17	15%
Low confidence/doubt in the scheme	21	19%
Expand - go further	6	5%
Health & Safety	6	5%
Impact on small landlords	2	2%
Tackle poor conditions	12	11%
Tackle rouges	5	5%
Tenant protection	14	13%
Too expensive	7	6%
Too much bureaucracy	6	5%
Unclear response	6	5%
Unfair on good landlords	9	8%
<b>Total responses</b>	<b>110</b>	<b>100%</b>
Not Answered (% of participants)	181	62%

This table shows, the number of times ‘tenant protection’ (the need to protect tenants) and the need to ‘tackle poor conditions’ was raised was proportionately higher compared to the previous data sets. Nevertheless, the worry that costs would be passed onto tenants and low confidence/doubt in the proposals were still the most common topics mentioned.

### **Thematic analysis of the schemes:**

#### Reasons for supporting the proposals:

There were very few comments given by those who supported the proposals which makes it hard to draw any meaningful conclusions as to the specific reasons why either of the schemes would be supported.

A closer look at the qualitative data, although limited, shows that of those who did support and comment, the main reasons were:

- The need to ensure the health and safety of a property
- The recognition and/or need to tackle poor housing conditions in the private rented sector
- The need to tackle rouge landlords
- The need to protect or enhance tenant rights

Interestingly, there were some comments from those who opposed the proposals who also touched on these themes. Likewise, in the 'any other comments' section, the need to tackle poor conditions in the private rented sector and protect or enhance tenant rights were common topics.

#### Reasons for opposing the proposals:

Many more comments were given by those who opposed the proposals compared to those who supported them. The main reasons given for opposing the proposals were as follows:

- The costs being passed onto tenants
- Low confidence/doubt the scheme will achieve its aim
- A feeling the scheme is unfair on good landlords

Other less common reasons were:

- The process is too bureaucratic (often mentioned alongside main themes above)
- The scheme is too expensive (often mentioned alongside main themes above)

#### ***The costs being passed onto tenants:***

For both additional and selective licencing, comments mentioning concern over the costs being passed onto tenants were common reasons given for opposing. Interestingly, there were also a number of participants who were tenants who also said this.

It is worth noting that although the proposals stated that the fees should be payable by landlords, there were a large number of landlords who said this would force them to up the rent; there were also some tenants who expressed this concern. Unfortunately, data on the portfolio size of landlords was not collected, however a number of comments suggested that smaller landlords (who are perhaps leasing to pay off their mortgage or whilst they temporarily work or live outside of Hackney) who make little or no income off their property said they could not see any other way to pay for the license. Conversely, there were some participants who said they had a large number of properties, and as such the license fees would represent a significant cost which they would cover by increasing rent.

There were also some participants who raised concern that costs being passed onto tenants would make renting in Hackney more difficult, and therefore less likely – making it harder for both tenants and landlords. Some landlords stated they expect landlords to sell up their Hackney properties and buy in cheaper areas outside of Hackney (or stop being landlords altogether). Similarly, there were some who claimed tenants would be deterred from renting in Hackney and move to outer London – which makes these areas more attractive to landlords. Linked to this, there was a concern from some participants that this knock on effect would negatively impact both the affordability and therefore availability of housing – putting greater pressure on the need for housing.

### ***Low confidence/doubt the scheme will achieve its aim:***

Although this topic was also very commonly mentioned across all comment sections of the survey, the reasons for low confidence or doubt in the scheme contained may sub-reasons:

These can be summarised as:

- 'If rogue landlords don't play by the rules now, why would they as a result of this scheme?'
- Scheme seen as a money making scheme
- Scheme seen as counter-productive
- 'The council should lead by example by improving conditions in social housing first.'

### *Will rogue landlords play by the rules?*

These comments expressed the view that if the landlords are dodging enforcement and the law now, why would the introduction of the licensing scheme encourage them to play by the rules? Some participants suggested harsher penalties, and others - greater enforcement of the current rules.

### *Scheme seen as a money making scheme*

Some participants stated simply that they viewed this scheme to be a money making scheme for the Council. A few of these comments went on to explain this was because there are enforcement procedures already in place, and questioned why these were not working.

Specifically, a number of responses (which were also the same or very similar) stated that because they were part of an accredited scheme/association and/or used a reputable independently assessed letting agency they adhered to what the aims and objectives set out in the schemes already. Some of these participants went on to say that perhaps those who are part of these schemes should be exempt from paying for the license – which would operate as an incentive to play by the rules, rather than a 'punishment' regardless of whether they do or do not (see section below on 'unfair to good landlords').

Finally, a small but noticeable amount of comments suggested that the Council should lead by example by ensuring its social housing stock is up to the same standards. A closer look at these comments suggests these comments were offered by leaseholders (who may also be letting their property). Some anecdotal comments suggest these participants feel they are being unfairly treated as they feel Council managed properties around them do not meet the same standards, affect the quality of their own accommodation, and are expected to pay a license fee.

### ***A feeling the scheme is unfair on good landlords***

These comments appear to be linked to all the above themes, and the most common point was that it is 'unfair to punish good landlords' for the sake of rouges.

This is especially the case for those who said they are in accredited schemes and/or use reputable letting agents. These comments were often linked with the argument that the schemes were therefore unfairly high and the schemes represented a duplication of what was there already (too much bureaucracy) – and therefore wouldn't work fixing problems which are not fixed already; again, linking in to the idea that the schemes represent a money making exercise.

### ***The scheme is too expensive:***

Put simply there were a small number of participants who felt the license fees were too high. Although those who felt the schemes were not necessary or wouldn't work (and those who felt the scheme was a money making exercise) implied this. However, it is perhaps most strongly implied by the comments by landlords who said the costs would be passed onto tenants – in particular those who said they make little profit (and small landlords).

Some participants pointed out that changes to tax legislation (for buy to let landlords and well as the raised stamp duty on those units) by central government in recent months has placed extra financial burden on landlords – and that the cost of the schemes were insensitive to the changes at a national level.

## Letters

During the consultation period, a number of residents and organisations wrote in expressing both support and opposition of the proposals. Each of these letters have been passed onto Private Rented Services team for consideration and have been responded to; a brief summary is outlined below. The Private Housing Services team will produce a consultation response alongside this consultation report.

### Letters in support

A total of 17 letters were received in support of the proposals (although two of these were about poor housing conditions and one letter was generally unclear – all of which were handed in along with other letters of support).

#### *Hackney Citizens (Citizens UK)*

One letter was received from Hackney Citizens, a Hackney Branch of Citizens UK. The Hackney branch is made up of 24 member organisations in Hackney including faith, education and community groups. This group stated it supported both schemes because many of their members experience 'extreme challenges' with regard to their living conditions in the private rented sector and are often too scared to speak up. This group felt that introducing the schemes was an effective way of elevating good practice and removing bad practice.

It is also worth noting that a number of students also joined the Mayor and Councillor Sem Moema (Mayoral advisor for Private renting and housing affordability), and Hackney Citizens at Cardinal Poll School to encourage residents to participate in the consultation process and support the schemes. Please see: <http://news.hackney.gov.uk/school-campaigners-urge-hackneys-renters-to-have-their-say-as-rogue-landlord-consultation-nears-close-date/> (accessed: 04/12/2018)

#### *Deputy Mayor for Housing and Residential Development (Mayor of London)*

James Murray, Deputy Mayor for Housing and Residential Development also strongly supported both schemes. He expressed the Mayor of London is aware of the issues within the private rented sector, and that these schemes complimented London wide ones currently being developed by the Mayor.

#### *Letter from the Hackney Green Party*

Hackney Green Party said they supported the introduction of the schemes adding they were long overdue and it is needed in terms of improving the condition of rented housing and tenant rights.

The letter also called for the proposals to go further – that the Selective Licensing Scheme should cover the whole of Hackney; tackling other areas they felt there were similar issues and making the

system as a whole clearer throughout Hackney. They having two schemes risks creating a two-tier system whereby one bad landlord in one part of Hackney could be held to a lower standard in some parts of Hackney than in others.

The letter also supported the fine level, but called for greater enforcement – arguing that Hackney has lagged behind other boroughs in London. As such, the letter calls for greater investment into enforcement services – referencing Sheffield City Council as a good example. An annual enforcement report was also suggested.

Finally, the letter suggested the idea of using a discount on the license fees for landlords who offer longer tenancy agreements to their tenants to encourage longer tenancies in the borough.

### *Individual letters*

These individual letters came through at the same time as the Hackney Citizens one (delivered to the Housing reception at Christopher Addison House). All these letters were unaddressed – meaning the Council is unable to reply to them.

Of these letters, 14 highlighted poor housing conditions in their private rented accommodation, some asking for help. 12 of these explicitly stated their support for licensing schemes. Another letter – despite a sub-title broadly supporting the scheme – contained irrelevant and unclear text.

### **Letters in opposition**

#### *National Approved Letting Scheme (NALS) Consultation Response*

NALS is an accrediting organisation for lettings and management agents in the private rented sector. Its response is very detailed and contains some technical points which cannot be easily summarised. As with all the letters, the NALS's response has been passed onto the Private Housing Service who will address it in their consultation response.

In sum, the letter expressed understanding and support for the desire to tackle the minority of rogue landlords and lettings agents that offer sub-standard accommodation and place their tenants' health and safety at risk. However, had concerns about the roll-out of new licensing schemes expressing a perceived lack of consistency it brings to the regulation of the private rented sector.

General points included:

- There are 30 schemes in operation across London which brings uncertainty and confusion to landlords
- As the national definition of an HMO has changed recently – this should be trailed first; or just in the three ward proposed for s
- Suggested a co-regulation proposal

- Welcomed the decision to exclude converted buildings into flats which include some owner occupiers; but added that licensing should be restricted to situations where the whole building and all the individual flats within it are in single ownership or considered to be effectively under the same control
- Recognised the need for a fee, but suggested it should be streamlined and efficient applications system; that applications systems should be running and advertised (accepting early applications) before the launch of the system
- The Council should offer a discounted fee if the licence holder or their designated manager is accredited through an approved scheme; an ‘early bird discounted fee’;
- The proposed licence conditions listed in Appendix 7 of the consultation document are too general to indicate exactly what each clause means; In general terms, we do not think it is necessary or appropriate to replicate existing statutory requirements as licence conditions
- NALS members are trained and monitored, which should be encouraged – and links into the discounted fee point – but also that NALS agents should be exempt from further training requirements
- The consultation does not make clear the council’s proposed inspection methodology when receiving new licence applications. Asks the council to make their proposals clearer
- Enforcement should be well resourced
- Request that the proposed evaluation methodology is set out in any subsequent Cabinet report, together with a commitment to publish an annual performance update throughout the life of any future licensing scheme
- Encourage the council to explore mechanisms for effective liaison with letting agents and to acknowledge the benefits of encouraging landlords to use regulated licensed firms

*Individual email:*

One email was received against the proposals. The comments made have been included in the overall analysis with the survey – the points raised follow the same format and key topics raised overall. The letter was passed to the Private Housing Services team for consideration.

## Conclusion

Although the overall data would suggest that there is opposition to both schemes, the tenure and postcode information suggests that it should be treated with caution. For example, 20% of all responses were landlords from N16 postcode – a group most impacted by the proposals. Likewise, that 30% of those in opposition to both Additional and Selective Licensing Schemes, suggests that tenants may not see the benefits the schemes hope to achieve.

It is also worth noting that whilst 291 residents, tenants, landlords, businesses and letting agents took part in the consultation, the number of tenants – specifically those from an HMO property accounted for far less than landlords. Considering the low response rates from these tenant groups it makes it hard to draw any meaningful conclusions, from this consultation data, as to whether or not they would support or oppose these proposals and why.

Considering the quantitative (statistical) data is somewhat stronger for particular tenures and postcodes, the qualitative data (comments) is perhaps more useful in understanding the reasons why residents would support or oppose the proposal. Again, the number of comments raised in support of the proposals were numerically far less than those who opposed; making it difficult to draw conclusions. However, the comments from those who opposed suggest some clear concerns/reasons for opposing:

- The costs being passed onto tenants
- Low confidence/doubt the scheme will achieve its aim
- A feeling the scheme is unfair on good landlords

Other less common reasons were:

- The process is too bureaucratic
- The scheme is too expensive

These comments would suggest that explaining how the fees would be paid for, and what the impact on tenants would be if costs were passed on – and moreover being clear about how these fees would benefit Hackney residents – would perhaps alleviate some of these concerns. This could also be the case for those who expressed low confidence/doubt the scheme will achieve its aim.

The feeling that the scheme is unfair on good landlords could be addressed by exploring the idea that incentives should be offered to those who are part of accredited schemes; perhaps this would also address some of the concerns around costs too.

A number of more technical questions, ideas and challenges were offered individually – all of which have been passed onto Private Housing Services to consider as part of their consultation response.

#BetterRenting

# Licensing Hackney's private rented homes

Tell us your views on our proposals to expand property licensing in Hackney



Contact us on:  
020 8356 4520  
[consultation@hackney.gov.uk](mailto:consultation@hackney.gov.uk)

 Hackney

# Making private renting better for everyone



With 13,000 households on the Council's housing waiting list and house prices increasing more than sevenfold in twenty years, Hackney today is facing an unprecedented housing crisis.

As a result, the borough's growing population is increasingly turning to the private rented sector to find a place to live. The number of private renters has doubled in the last decade to 34,000, or one in three households.

These changes have real consequences. Rising rents have meant the average two bedroom property now costs £1,820 a month on the private market – over £300 a month more than it did in 2011 – and requires a £65,000 annual household income. With nearly half of private renters earning less than £30,000, many families are struggling to pay their rent.

And while the majority of landlords provide a professional service to their tenants, increases in demand have allowed some to exploit a poorly regulated private rented sector, and forced many private renters to accept conditions that don't meet modern day standards.

11% of Hackney's private renters – that's almost 4,000 households – have to put up with serious hazards like leaking roofs, dangerous boilers, exposed wiring and vermin infestations. This increases to 20% in hotspots such as the Brownswood, Cazenove and Stoke Newington wards and across Hackney's shared properties.

In Hackney we've long been committed to change, successfully campaigning for new measures such as banning orders for rogue landlords, legal requirements for fire and carbon monoxide alarms, action on revenge evictions and a ban on letting fees for tenants. And this year we launched our Better Renting campaign – a new commitment to improving the sector for everyone by supporting Hackney's private renters and encouraging greater professionalism among the borough's landlords.

We think licensing more privately rented properties could be a major step towards achieving this. Targeting the key areas where the problems in Hackney's private rented sector are at their most acute could help ensure that privately rented homes are registered, landlords are fit and proper and poor conditions are addressed. By letting us focus resources on the rogue landlords who exploit the system and tarnish the sector, we think this will benefit both the majority of good landlords who do the right thing, but most importantly the private renters who are on the receiving end of poor treatment.

It's Hackney's renters, landlords and residents who have experienced these issues first hand, and we want to know what you think. To respond to the consultation, please complete the questionnaire at: [consultation.hackney.gov.uk](http://consultation.hackney.gov.uk).

**Cllr Sem Moema**, Mayoral Advisor for Private Renting and Affordability

# Private renting – what's the problem?

**Hackney has 34,000 privately rented homes, accounting for around 30% of all homes in the borough – a proportion that has more than doubled in the last decade.**

With such huge growth, the Council has commissioned new research into Hackney's private rented sector to understand how this change has affected people living in privately rented homes. This has revealed that:



**11% OF HOMES CONTAIN SERIOUS HAZARDS**

This includes issues like exposed wiring or overloaded electrical sockets, dangerous or broken boilers, leaking roofs, and vermin infestations.



**11% OF PRIVATE RENTERS SUFFER FROM FUEL POVERTY**

As a result of poor heating or insulation.



**17% OF PRIVATE TENANTS ARE ON LOW INCOMES (LESS THAN £15,000 A YEAR)**

A quarter of all people on low incomes in Hackney.



**13% OF PRIVATELY RENTED HOMES ARE HOMES IN MULTIPLE OCCUPATION (HMOs)**

Homes with two or more households with shared amenities such as kitchens and bathrooms.

**In particular, the research revealed that:**

**Issues in the private rented sector are particularly prominent in HMO properties.**



**21% OF HMO PROPERTIES CONTAIN SERIOUS HAZARDS OR DISREPAIR**

This is 10% higher than across privately rented properties as a whole.

**Issues in the private rented sector are particularly concentrated in certain wards in Hackney.**



**20% OF NON-HMO PROPERTIES IN BROWNSWOOD, CAZENOVE AND STOKE NEWINGTON CONTAIN SERIOUS HAZARDS OR DISREPAIR**

This is 9% above the average across all privately rented homes, and 15% higher than the Hoxton West ward.

These issues have a significant impact. Living in poor conditions, with problems such as poor heating or damp and mould, has a direct impact upon health. And this has a wider effect on our community as a whole – poor health has a subsequent impact upon health and social care budgets, and badly maintained homes with inadequate bin stores and overgrown gardens have a detrimental effect on the local environment and the overall sense of wellbeing in our neighbourhoods.

## What are we doing already?

The Council has always enforced against landlords who don't do the right thing and long campaigned for better standards to ensure private renters have a safe, secure and affordable home. This includes providing help and support to private renters, encouraging greater standards of professionalism among landlords and letting agents, and tackling the rogue landlords who give the sector a bad name.

Many of our demands – such as banning rogue landlords, making fire and carbon monoxide alarms a legal requirement, and taking action on revenge evictions – have been met by the government, and earlier this year we became the first council in England to introduce a voluntary ban on letting agents fees charged to tenants.

The Council currently operates the national mandatory HMO licensing scheme, which applies to all HMOs of three or more storeys, occupied by five or more unrelated persons who share amenities such as a kitchen, bathroom or toilet. We also respond to reports and complaints about poor conditions and bad management across the private rented sector, which has brought considerable improvements in housing conditions.

## Why hasn't this addressed to problem?

The mandatory HMO licensing scheme only covers HMOs that meet specific criteria. As a result the scheme doesn't cover 84% of HMOs in Hackney, and not a single one of the borough's non-HMO properties (which make up 87% of the total) are covered by any form of licensing scheme.

In addition, relying on complaints is no longer the most effective way to cope with a growing number of poor-quality privately rented homes, as this approach relies on the willingness and ability of tenants - who may be unaware of their rights or disinclined to report a problem for fear of eviction - to notify the Council of any issues.

# Introducing property licensing – our proposals

**With the Council's current enforcement procedures no longer the best way to address standards in the rapidly expanding private rented sector, we are committed to implementing a more proactive approach by introducing two new property licensing schemes in Hackney:**

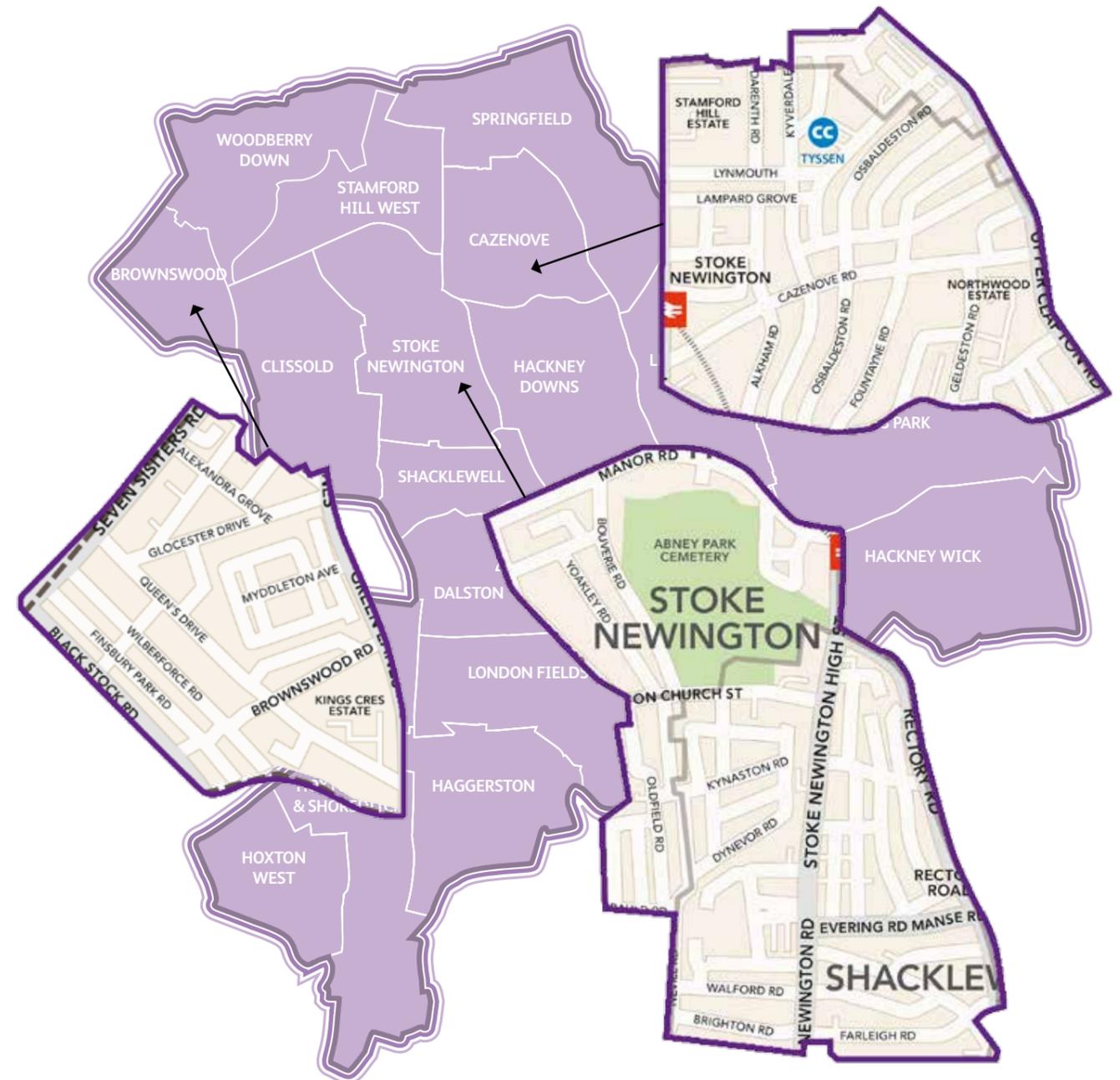
1. A borough-wide additional licensing scheme for all HMOs\*. This would mean that all HMOs – not just the 16% covered under the current mandatory licensing scheme – would need to be licensed.

\*Houses in Multiple Occupation (HMOs) are:

- Houses, including flats, occupied by two or more households who share amenities such as kitchens, bathrooms or WCs,
- Buildings converted entirely into self-contained flats where the conversion did not meet, and still does not meet, 1991 Building Regulations standards and more than one-third of the flats are let on short-term tenancies.

The detailed definition is contained in section 254 of the Housing Act 2004.

2. A selective licensing scheme for all privately rented non-HMO homes in three wards – Brownswood, Cazenove and Stoke Newington. This would mean that all privately rented homes in the three wards most affected by poor conditions would need to be licensed.



## What will these proposals mean?

If the licensing schemes are introduced, all landlords of properties covered under the two schemes will be required to obtain a licence from the Council before letting the property. By obtaining a licence, the landlord is agreeing to comply with the following conditions:

### All property types:

- Gas and electrical installations to be fitted only by certified operatives
- All facilities and equipment within the property, including all electrical appliances supplied by the landlord, are safe and maintained
- Adequate fire safety precautions, including ensuring that all furnishings meet fire safety requirements
- Adequate provision of cooking facilities, bath/shower rooms, and toilets
- Good standards of cleanliness, repair, and general condition
- Repairs, maintenance and improvements to be carried out only by competent persons employed directly by the licensee or managing agent
- Pest control measures taken where necessary
- Proper tenancy agreements for tenants and a restriction on the ability to create new tenancies being limited only to the licensee or managing agent
- Tenancy deposits lodged with approved schemes and notified to tenants
- Rent collection may only be carried out by the licensee or managing agent
- Maximum permitted levels of occupation not exceeded
- Licence holder details notified to tenants and the Council
- Emergency contact details provided to tenants
- Provision and management of refuse/waste storage and disposal
- Adequate home security
- Yards, gardens, fences and outdoor space kept in good condition
- Measures to tackle anti-social behaviour relating to the property where necessary

- Certain information to be provided to the Council on demand
- The Council to be notified of changes in ownership, management, property layout, and provision of amenities
- Minimum six-monthly inspections of the property
- Requirement for landlords/agents to demonstrate competency in property management through membership of an approved accreditation scheme e.g. London Landlord Accreditation Scheme or similar
- Exclusion of landlords/agents from being a licence holder or manager where there is a history of criminal offences, unlawful discrimination, or contraventions of housing or landlord and tenant law

### Further conditions for selective licensing (Brownswood, Cazenove and Stoke Newington):

- Requirement on landlord/agent to obtain tenant references
- Requirement on landlord/agent to obtain Energy Performance Certificates

## How will this help?

### Benefits for private renters:

- Improvements in the condition and quality of privately rented homes covered through the two licensing schemes through licensing conditions, inspections and enforcement.
- Reduction in rogue landlords through increased enforcement, for example through better protection against unfair evictions.
- Better information for private renters on their rights and the standards they should expect.
- Greater protection of vulnerable renters, for example through ensuring adequate amenities, space standards and fire safety.

### Benefits for landlords and letting agents:

- A fairer operating environment for private landlords who already do the right thing through better enforcement of housing conditions and management standards across the board.
- Improved engagement between the Council and private landlords and letting/managing agents, and support for landlords to manage their properties properly.
- Promotion of landlord accreditation schemes, encouraging more professional landlords and a better reputation for private landlords in the borough.

### Benefits for everyone:

- Environmental improvements through enforcing correct waste disposal and maintenance of gardens and driveways.
- Identification of landlords not paying the correct Council Tax.
- More effective tackling of antisocial behavior and crime within the private rented sector.

## How will the licensing schemes work?

All landlords of properties covered under the two schemes will be required to make an online application for a licence on the Council's website and pay a one-off fee to the Council to cover the first five years of the licence. The schemes will be not-for-profit – fees will be set to cover the cost of setting up and managing the schemes only.

### ESTIMATED FEES TO LANDLORDS

Additional licensing scheme – for all HMOs	£900 – £1,150
Selective licensing scheme – for Brownswood, Cazenove and Stoke Newington wards	£450 – £500

These estimates are a guide only. Exact costs and fees will be published when the full extent of the schemes is known.

It is a criminal offence to let out a property in a designated licensing area without a licence or failure to comply with any condition of the licence. Offences could lead to prosecution and an unlimited fine or, as an alternative to prosecution, the issue of a fixed penalty notice. Fixed penalties would be determined by the severity of the offence up to a maximum of £30,000.

## How to have your say:

To have your say on these proposals and to find out more detailed information please visit [consultation.hackney.gov.uk](http://consultation.hackney.gov.uk)

Alternatively please complete the paper survey enclosed and return in the free post envelope provided.

 If you have any questions about the consultation or the proposals please contact us on:

**020 8356 4520**  
**[consultation@hackney.gov.uk](mailto:consultation@hackney.gov.uk)**

**Consultation closes on 03 December 2017**



# Private Rented Sector Licensing Consultation

Hackney Council is consulting all residents, landlords and businesses who live or operate in the borough, on proposals to introduce two new licensing schemes for private rented accommodation in Hackney; an *Additional Licensing Scheme for all Houses in Multiple Occupation (HMOs)*, and a *Selective Licensing Scheme* for all privately rented properties, in Brownswood, Cazenove and Stoke Newington wards.

Please read the supporting consultation document carefully before completing this consultation form and returning it in the freepost envelope provided. You can also complete this survey online at: [consultation.hackney.gov.uk](http://consultation.hackney.gov.uk)

## The consultation closes on 03 December 2017

If you have any questions or would like more information please get in touch using the details below:

### Q1. In what capacity are you responding to this consultation? (Tick all that apply)

- As a tenant in private rented accommodation (HMO) (Two or more households with shared amenities)
- As a tenant in private rented accommodation (non-HMO)
- As a social housing tenant (provided by a Local Authority or Housing Association)
- Home owner (owned outright or bought with a mortgage)
- Landlord with property in Hackney
- Landlord with property outside of Hackney
- Letting agency (operating and/or based in Hackney)
- Business (operating and/or based in Hackney)
- Public or professional organisation
- Other

Please state:

### Q2. What is your postcode area?

E1  E2  E5  E8  E9  E10  E15  EC1  EC2  N1  N4  N16

Other, please state



Contact us on:

020 8356 4520

[consultation@hackney.gov.uk](mailto:consultation@hackney.gov.uk)

Hackney

**Q3a. Do you support or oppose the introduction of an Additional Licensing Scheme for all Houses in Multiple Occupation (HMOs) in Hackney?**

*Please see page 4 in the consultation document before answering this question.*

Support       Oppose       Don't Know

**Q3b. Please explain your answer:**

If you oppose, please state clearly which part/s you oppose and why. This will help us to understand and therefore better consider your answer.

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**Q4a. Do you support or oppose the introduction of a Selective Licensing Scheme for all privately rented properties, in Brownswood, Cazenove and Stoke Newington wards?**

*Please see page 5 in the consultation document before answering this question.*

Support       Oppose       Don't Know

**Q4b. Please explain your answer:**

If you oppose, please state clearly which part/s you oppose and why. This will help us to understand and therefore better consider your answer.

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**Q5. Do you have any other comments about either of the licensing schemes we are proposing?**

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## Would you like a response?

### Q6. If you would like us to respond to your comments please provide us with your contact details:

Alternatively, you can wait to see how we have responded to anonymised comments in the consultation report which will be publicised on our website [www.hackney.gov.uk/private-sector-housing](http://www.hackney.gov.uk/private-sector-housing).

We will notify the publication of the report to all residents, landlords and businesses through the Council's fortnightly newspaper – Hackney Today as soon as the report is ready.

Please note – all contact details will be held in line with the Data Protection Act 1998 and will not be shared with anyone. We will only use this information to contact you regarding this survey.

Name:

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Email/address:

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## About you

So we can best understand our service users and residents please complete this optional information about you. All information is used under the strict controls of the 1998 Data Protection Act.

**Gender:** Male  Female

If you prefer to use your own term please provide this here:

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Is your gender identity different to the sex you were assumed to be at birth?

Yes it's different  No it's the same

**Age:** what is your age group?

Under 16     16–17     18–24     25–34     35–44     45–54  
 55–64     65–84     85+

**Disability:** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes  No

**Caring responsibilities:** A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail disabled or has mental health or substance misuse problems.

Do you regularly provide unpaid support caring for someone?

Yes  No

**Ethnicity:** Are you:

Asian or Asian British

White or White British

Black or Black British

Mixed background

Other (please state if you wish):

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**Religion or belief:** Are you:

- Atheist/no religious belief
- Christian
- Muslim
- Buddhist
- Secular beliefs
- Charedi
- Jewish
- Sikh
- Other (please state if you wish):

**Sexual orientation:** Are you:

- Bisexual
- Gay man
- Lesbian or Gay woman
- Heterosexual
- Other (please state if you wish):

**Thank you for taking part in this questionnaire.**

Please return your completed questionnaire by 3 December 2017.

**If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.**

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান। (Bengali)

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。(Chinese)

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous. (French)

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin. (Kurdish)

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres. (Polish)

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose. (Somali)

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección. (Spanish)

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin. (Turkish)

(Urdu) اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھیے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔  
Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây. (Vietnamese)

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

**In large print**  **In Braille**  **On Disk**  **On audio tape**  **In another language, please state:**

<b>Name:</b>	
<b>Address</b>	
<b>Telephone:</b>	