

Results of Selective Licensing Public Consultation 2022 – Resident and Business Surveys and Landlords Survey

Moss Side and Whalley Range – Claremont Road / Great Western St (346 PRS Properties)

Summary of Results

The Moss Side and Whalley Range resident and business survey indicated the strongest support for the introduction of selective licensing out of all the areas surveyed. 9 out of 10 residents (90%) and almost 1 in 4 landlords (24%) agreed or strongly agreed with the introduction of selective licensing in the area. Similarly, 85% of residents and businesses respondents and 12% of landlord respondents agreed or strongly agreed that the specific area that has been proposed is the right area for selective licensing to be introduced. Finally, 86% of resident and business respondents and 30% of landlord respondents agreed or strongly agreed that the introduction of selective licensing would improve the condition of privately rented properties in the area.

Residents (91% of respondents) and landlords (59% of respondents) both considered rubbish and fly tipping as the area's main issue. In addition, 60% of residents and / or their families were affected by ASB, the highest survey outcome out of all the areas. 88% of residents and businesses surveyed agreed or strongly agreed that the introduction of selective licensing would improve the area of Claremont Road / Great Western Street in general.

71 open text comments were recorded as part of both surveys which flagged up a range of common themes from both residents and landlords including: general agreement, expense (for landlords), general disagreement, and expansion of the designation area. Most residents / businesses used the open text comments to support the scheme rollout (e.g. "We have seen it work in Crumpsall and welcome a improvement to our neighbourhood") while most landlords expressed concern with the expense of the scheme (e.g. "Selective Licensing incurs additional costs on the landlord, these will be passed on to the tenants through rent increases").

Landlords were also asked what support or services they think could be given to help with managing their homes to a high standard. 16 landlords responded and the top 3 suggestions were:

- Better information and Communication (5 mentions)
- Help with expenses (4 mentions)
- General disagreement (3 mentions)

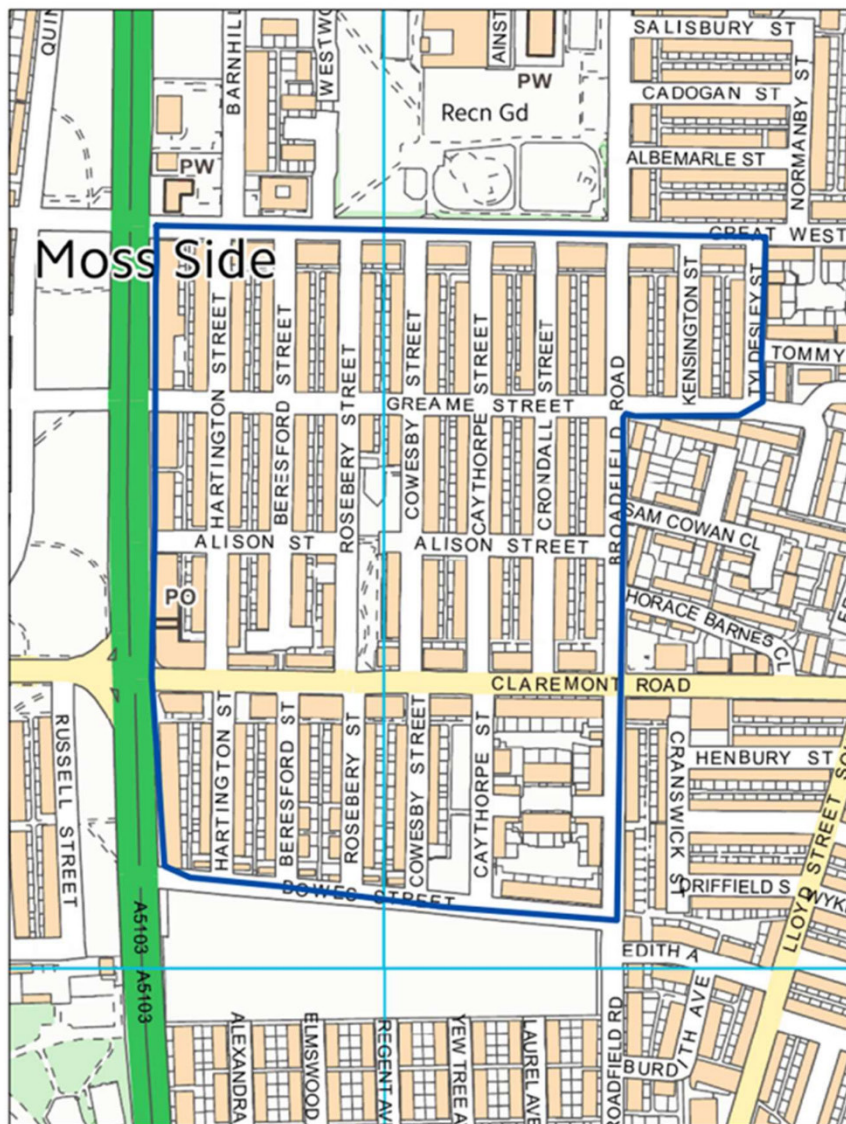
Resident and Business Survey – Raw Data

1. Total Responses

- An owner occupiers – 44
- Living in a home rented from the council or a housing association - 19
- Living in a home from a private landlord - 18
- A business owner - 0
- Skipped Question - 1
- Total Respondents – 82

2. Respondent area

Proposed area of selective licensing:
Moss Side & Whalley Range



© Crown copyright and database rights 2022 Ordnance Survey 100019568.

- Live in the area shown on the map - 62

- Live near the area shown on the map - 20
- Own a business in, or near, the area shown on the map - 0
- Total – 0

3. Do you think the area has any of these issues?

- High levels of crime - 41 (50%)
- High levels of antisocial behaviour – 48 (59%)
- Problems with rubbish and fly tipping – 75 (91%)
- Properties in poor condition – 54 (66%)
- Homes that are not energy efficient – 51 (62%)
- People are not able to pay their rent due to increases in the cost of living – 41 (50%)
- Overcrowded properties – 39 (48%)
- People moving in and out of the area often – 43 (52%)
- Poorly managed private rented properties – 49 (60%)

4. In the last three years have you or your immediate family been affected by these issues?

- Poor condition of your property- 16 (20%)
- Poor energy efficiency within the home – 15 (18%)
- Have struggled to pay rent due to increases in the cost of living – 3 (4%)
- Poor condition of neighbouring private rented properties – 30 (37%)
- Antisocial behaviour - 49 (60%)
- Lack of a suitable bathroom/toilet – 1 (1%)
- Overcrowding – 5 (6%)
- Problem with the way a landlord or letting agency looks after your property – 5 (6%)
- Not being given a tenancy agreement – 0 (0%)
- Lack of a suitable kitchen or space to cook food – 1 (1%)

5. Please state if you agree or disagree with the following statements:

The Council should have more control of how private landlords look after their properties and tenants:

- Strongly Agree - 48 (59%)
- Agree - 27 (33%)
- Neither Agree nor Disagree – 4 (5%)
- Disagree – 2 (2%)
- Strongly Disagree – 1 (1%)
- Don't Know – 0 (0%)

The Council should introduce licences for private rented properties in the area:

- Strongly Agree – 43 (52%)
- Agree – 31 (38%)
- Neither Agree nor Disagree – 2 (2%)
- Disagree – 4 (5%)
- Strongly Disagree – 1 (1%)
- Don't Know – 0 (0%)

Additional comments:

Theme	Count	Example
General Agreement	8	"I don't think landlords should be able to operate without a licence"
Transient Community	4	"This area should remain an area for families to live and landlords should not be permitted to turn the houses into multiple occupancy properties for students"
Cost of Living	2	"Tenants here are often low income"
General Disagreement	1	"I think the council should reintroduce fair rent but not single out specific areas "
Anti-Social Behaviour	1	"The area has changed dramatically and not necessarily for the better, more short term lets cause issues with drugs, alcohol and antisocial behaviour "
Litter	1	"I feel much of the fkytipping locally is private landlords emptying their properties between tenants in the alleyways"
Expand the Area	1	"Could you consider widening the area to include Cadogan Street?"

6. The area highlighted on the map above is the right area for selective licensing to be introduced

- Strongly Agree – 41 (50%)
- Agree - 29 (35%)

- Neither Agree nor Disagree – 2 (2%)
- Disagree – 6 (7%)
- Strongly Disagree – 2 (2%)
- Don't Know – 2 (2%)

Additional comments:

Theme	Count	Examples
Expand the area	5	"Extend the area further, but this is a good starting area"
General Agreement	5	"As soon as possible"
General Disagreement	2	"Why here?"
Transient Community	1	"A lot of the properties owned by private landlords have been turned into HMOs for student housing"

7. Do you agree or disagree with the following statements:

Selective licensing would improve the way landlords or letting agents manage their properties:

- Strongly Agree – 40 (49%)
- Agree - 36 (44%)
- Neither Agree nor Disagree – 2 (2%)
- Disagree – 2 (2%)
- Strongly Disagree – 1 (1%)
- Don't Know – 1 (1%)

Selective licensing would improve the condition of private rented properties:

- Strongly Agree – 37 (45%)
- Agree - 34 (41%)
- Neither Agree nor Disagree – 5 (6%)
- Disagree – 4 (5%)
- Strongly Disagree – 1 (1%)
- Don't Know – 1 (1%)

Selective Licensing would improve energy efficiency of properties:

- Strongly Agree – 29 (35%)
- Agree - 24 (29%)
- Neither Agree nor Disagree – 18 (22%)
- Disagree – 4 (5%)
- Strongly Disagree – 1 (1%)

- Don't Know – 6 (7%)

Selective Licensing would reduce antisocial and nuisance behaviour:

- Strongly Agree – 27 (33%)
- Agree – 25 (30%)
- Neither Agree nor Disagree – 16 (20%)
- Disagree – 7 (9%)
- Strongly Disagree – 2 (2%)
- Don't Know – 3 (4%)

Selective Licensing would improve the area in general:

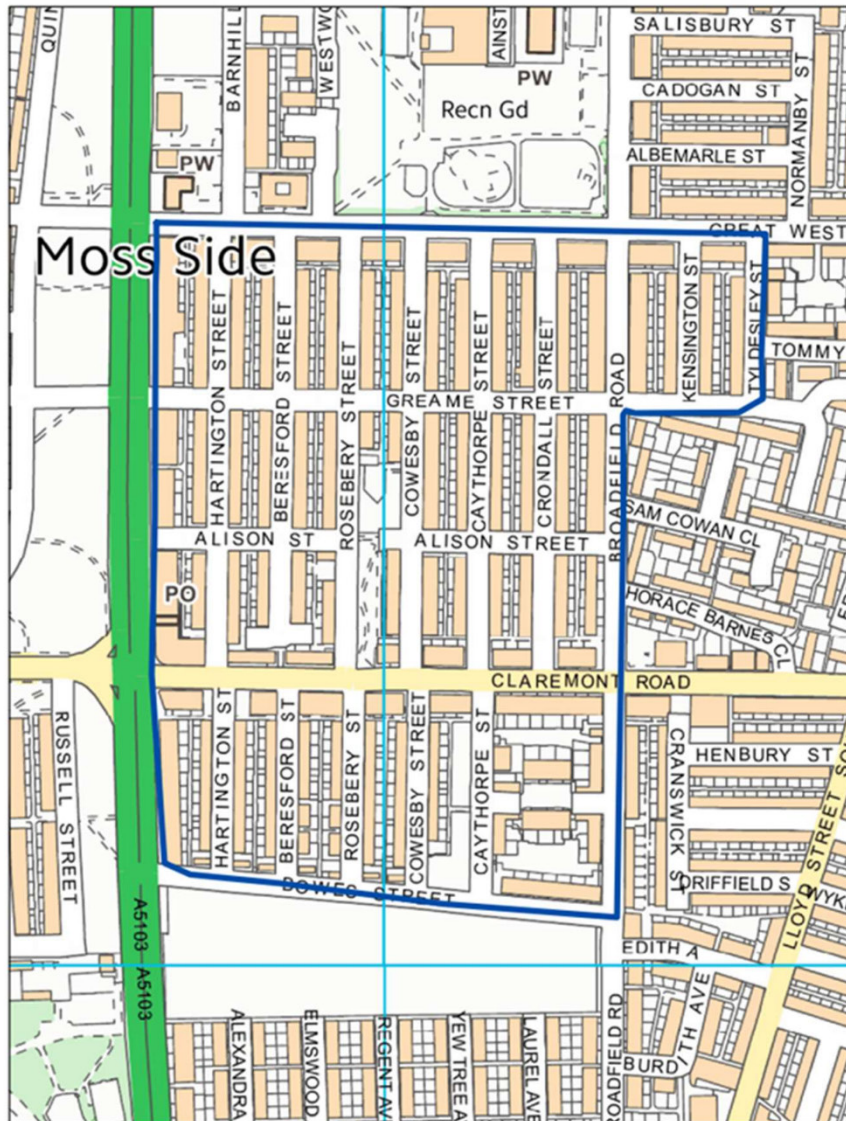
- Strongly Agree – 36 (44%)
- Agree - 36 (44%)
- Neither Agree nor Disagree – 3 (4%)
- Disagree – 4 (5%)
- Strongly Disagree – 3 (4%)
- Don't Know – 0 (0%)

8. Final comments:

Theme	Count	Examples
General Agreement	10	"We have seen it work in Crumpsall and welcome a improvement to our neighbourhood"
General Disagreement	3	"I don't think privately owned properties are the problem"
Cost to Residents	2	"On the condition it doesn't drive up rent"
Litter	2	"I can't prove it but I suspect most of the fly tipping in our alleyways (of which there is a lot) comes from private landlords"
Anti-Social Behaviour	2	"Social landlords step up and do repairs etc, but at night-time there's antisocial behaviour"

Landlord Survey – Raw Data:

Proposed area of selective licensing:
Moss Side & Whalley Range



© Crown copyright and database rights 2022 Ordnance Survey 100019568.

1. Total Responses

- A landlord of properties in the area shown on the map – 14
- A landlord of properties near the area shown on the map - 3
- An estate, managing or letting agent of properties in the area shown on the map – 0

How many properties do you have?

- Own Houses – 106
- Manage / Let Houses – 50
- Total Houses – 54

2. Do you think the area has any of the following issues?

- High levels of crime – 2 (12%)
- High levels of antisocial behaviour – 3 (18%)
- Problems with rubbish and fly tipping – 10 (59%)
- Properties in poor condition – 3 (18%)
- Properties that are not energy efficient – 6 (35%)
- Overcrowded properties – 4 (24%)
- People moving in and out of the area often – 2 (12%)
- Poorly managed private rented properties – 4 (24%)

Other potential Issues:

- Tenant Responsibility – 2 (e.g. "It's the tenants causing rubbish issues")
- Pests – 1 (e.g. "Rats and mice")
- Improvement – 1 (e.g. "Houses have improved through the housing associations")

3. Have your properties been affected by these issues in the last three years?

- Antisocial behaviour – 2 (12%)
- Problems finding tenants – 0 (0%)
- Problems getting references – 0 (0%)
- Residents who are struggling to pay rent due to increases in the cost of living – 3 (18%)
- Rent arrears – 3 (18%)
- Overcrowding – 3 (18%)

4. The Council should have more control of how private landlords look after their properties and tenants

- Strongly Agree – 2 (12%)
- Agree – 2 (12%)
- Neither Agree nor Disagree -3 (18%)
- Disagree – 1 (6%)
- Strongly Disagree – 8 (4%)

Additional comments:

- Expense – 6 (e.g. "Selective Licensing just adds extra costs to the Landlord which will just end up being passed down to the tenants")
- General Disagreement - 4 (e.g. "I do not believe that there is any substantial evidence that selective licensing makes any difference")
- All properties – 1 (e.g. "If the council is going to control what happens to properties it should apply to all property owners")

5. The area highlighted on the map above is the right area for selective licensing to be introduced

- Strongly Agree – 0 (0%)
- Agree – 2 (12%)
- Neither Agree nor Disagree – 6 (35%)
- Disagree – 0 (0%)
- Strongly Disagree – 8 (47%)
- Don't Know – 0 (0%)

Additional comments

- Wrong area - 4 (e.g. "Other areas might be more suitable with more students")
- General Disagreement – 1 (e.g. "In the 1990's there was lots of issues here, but it has improved so much since then")
- Expense – 1 (e.g. "Selective Licensing incurs additional costs on the landlord, these will be passed on to the tenants through rent increases")
- Gentrification – 1 (e.g. "This block especially the northern section has been gentrifying and generally has decent sorts living there")

6. What support or services do you think could be given to landlords to make sure they manage their houses to a high standard?

- Information and communication- 5 (e.g. "A list of expected standards that should they be inspected, they would be expected to meet")
- Expense – 4 (e.g. "Possible grant/funding to make properties more appealing")
- General Disagreement – 3 (e.g. "One person's high standard and another are different things")
- Council Responsibility – 2 (e.g. "Enforcing the Housing act")
- Tenant Responsibility – 2 (e.g. "Let tenants know their responsibilities to look after the house")
- Social housing – 1 (e.g. "Make social housing available for those who are not able to stay in private rented")

7. Do you agree or disagree that having licences would improve:

Agreement:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The way landlords or letting agents manage their tenants?	1	6	1	3	6

The condition of private rented properties?	1	4	3	4	5
Energy efficiency of properties?	1	2	5	4	5
Antisocial behaviour or nuisance?	1	2	4	4	6
The area in general?	0	0	0	0	0

Agreement:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The way landlords or letting agents manage their tenants?	6%	35%	6%	18%	35%
The condition of private rented properties?	6%	24%	18%	24%	29%
Energy efficiency of properties?	6%	12%	29%	24%	29%
Antisocial behaviour or nuisance?	6%	12%	24%	24%	35%

8. Final comments:

Theme	Count	Example
Expense	6	"Selective Licensing is just a money making scheme for the Council"
Council responsibility	3	"Council should then pay for it"
General Disagreement	3	"This is an agenda to get the scruffy and socially vulnerable out of the area by causing landlords to leave the market"
Information and Communication	2	"I'm happy for the scheme to go ahead but would like support in the form of draft tenancy agreements"
Tenant Responsibility	2	"Not fair to leave totally on the landlord, it's also the tenants need to do their bit"