

## Appendix 6 Consultation Program and Documents

DATE	WHO CONSULTED	METHOD
January 2020 – April 2020	All residential and business properties within the proposed selective licensing areas for consultation 2020/2021. This equates to 18,000 properties	Mail out including proposals/paper survey/website details and contact for further information.
January – April 2020 & January - April 2021	Wide publicity to landlords/landlord representatives & residents/businesses within the proposed areas/the borough of Oldham and outside Oldham.	<p>Press releases</p> <p><a href="https://www.oldham-chronicle.co.uk/news-features/139/main-news/132909/consultation-underway-to-see-if-selective-licensing-scheme-for-private-landlords-needed">https://www.oldham-chronicle.co.uk/news-features/139/main-news/132909/consultation-underway-to-see-if-selective-licensing-scheme-for-private-landlords-needed</a></p> <p><a href="https://www.lettingagenttoday.co.uk/breaking-news/2020/1/thousands-of-landlords-rejected-for-licensing-scheme-claims-council">https://www.lettingagenttoday.co.uk/breaking-news/2020/1/thousands-of-landlords-rejected-for-licensing-scheme-claims-council</a></p> <p><a href="https://www.oldham-chronicle.co.uk/news-features/139/main-news/138726/selective-licensing-scheme-%E2%80%93-you-can-still-have-your-say">https://www.oldham-chronicle.co.uk/news-features/139/main-news/138726/selective-licensing-scheme-%E2%80%93-you-can-still-have-your-say</a></p> <p><a href="https://www.northwestlandlords.com/manchester-oldham-selective-licencing-consultations/">https://www.northwestlandlords.com/manchester-oldham-selective-licencing-consultations/</a></p> <p><a href="https://www.landlordzone.co.uk/news/nw-council-re-starts-selective-licencing-consultation-year-after-covid-scuppered-plans/">https://www.landlordzone.co.uk/news/nw-council-re-starts-selective-licencing-consultation-year-after-covid-scuppered-plans/</a></p> <p><a href="https://landlordsdefence.co.uk/we-rejected-thousands-of-landlords-for-selective-licensing-scheme-claims-oldham-council/">https://landlordsdefence.co.uk/we-rejected-thousands-of-landlords-for-selective-licensing-scheme-claims-oldham-council/</a></p> <p><a href="#">Licensing: Respond to current licensing consultations   NRLA</a></p>

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<p>January 2020 until April 2020 with a relaunch in January 2021-April 2021</p>	<p>Wide publicity to landlords/landlord representatives &amp; residents/businesses within the proposed areas/the borough of Oldham and outside Oldham</p>	<p>Social Media</p> <p>Comms:</p> <ul style="list-style-type: none"> <li>• Two posts on Facebook/Twitter a week until the closing date in April 2020/2021</li> </ul> <p>Oldham Selective Licensing Facebook page</p> <ul style="list-style-type: none"> <li>• Posts to promote consultation/focus groups/one to ones.</li> </ul> <p>District Hubs:</p> <ul style="list-style-type: none"> <li>• Email to promote in community/love area pages.</li> </ul> <p>Greater Manchester Private Sector housing teams:</p> <ul style="list-style-type: none"> <li>• Email sent to promote to landlord contacts</li> </ul>
<p>January 20 &amp; January 21</p>	<p>Councillors, residents, businesses and Oldham Council staff newsletter</p>	<p>Newsletter</p>
<p>January 2020 and continuing</p>	<p>Wide publicity to landlords/landlord representatives &amp; residents/businesses within the proposed areas/the borough of Oldham and outside Oldham.</p>	<p>Website:</p> <ul style="list-style-type: none"> <li>• Proposals</li> <li>• Promotion of events</li> <li>• Statistical analysis</li> <li>• Contact details</li> <li>• Online survey (closed approx. July 2021)</li> </ul>
<p>January 2020 – April 2020</p>	<p>Arranged, the pandemic occurred which meant the events had to be cancelled.</p>	<p>Landlords drop-in sessions</p>

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<p>28/01/2021</p> <p>18/01/2021</p> <p>05/02/2021</p> <p>11/02/2021</p> <p>18/02/2021</p> <p>19/02/2021</p> <p>22/02/2021</p> <p>25/02/2021</p> <p>25/02/2021</p> <p>26/02/2021</p> <p>26/02/2021</p> <p>26/02/2021</p> <p>31/03/2021</p> <p>08/04/2021</p> <p>09/04/2021</p> <p>27/04/2021</p>	<p>15 landlord/landlord representatives and 1 resident one to one discussions were held. The majority of the landlords/landlord representatives who attended the focus groups also attended the one-to-one discussions.</p>	<p>One to one discussions – 1 hour session</p> <p>Promotion on website/social media/emails to landlords.</p>
<p>10/03/2021 1 – 2pm</p> <p>18/03/2021 6 – 7pm</p> <p>23 March 10 – 11am</p>	<p>17 landlords/landlord representatives attended the focus groups held over three sessions.</p>	<p>Focus groups to enable discussions on a number of questions relating to the proposals.</p> <p>Promotion on website/social media/emails to landlords.</p>
<p>March 2021</p>	<p>2870 licensed landlords and managing agents under the previous selective licensing scheme.</p>	<p>Mail out including proposals/paper survey/website details and contact for further information.</p>
<p>March 2021</p>	<p>All residents and businesses in the surrounding streets to the</p>	<p>Mail out including proposals/paper survey/website details and contact for further information.</p>

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	proposed selective licensing areas.	
26 February 2021	<p>66 Stakeholders from the following organisations:</p> <ul style="list-style-type: none"> <li>• National Residential Landlords Associations.</li> <li>• Northwest Landlords Shelter</li> <li>• The Bond Board</li> <li>• Tenants Union</li> <li>• Arla – Reps</li> <li>• GM Law</li> <li>• First Choice Homes Oldham</li> <li>• Guinness Partnership</li> <li>• Jigsaw Homes</li> <li>• Places for People</li> <li>• Onward Homes</li> <li>• Regenda</li> <li>• City West Housing Ass For Housing</li> <li>• Housing 21</li> <li>• Riverside Housing Ass</li> <li>• Anchor</li> <li>• Citizen Advice Bureau</li> <li>• WTB Solicitors</li> <li>• Broudie Jackson Canter Solicitors</li> <li>• GM Fire Service</li> <li>• Immigration Enforcement (Home Office)</li> <li>• GM Police</li> <li>• Housing Strategy</li> <li>• GM Ethical Lettings</li> </ul>	Emails regarding the proposals, link to website and contact details.
February/March 2021	Landlords/managing agents/licensed HMO landlords/previous selective licensing landlords who signed up to emails	Emails regarding the proposals, online survey, link to website and contact details.

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<p>January 2020 – June/July 2021</p>	<p>Wide publicity to landlords/landlord representatives &amp; residents/businesses within the proposed areas/the borough of Oldham and outside Oldham.</p>	<p>Online survey</p>
<p>January 2020 – August 2021</p>	<p>Contact regarding general information and enquiries including completing the survey online from approximately 91 landlords/agents, 21 residents and 4 businesses. Informed of consultation if they were not contacting us regarding this.</p>	<p>Telephone enquiries</p>
<p>January 2021 – April 2021</p>	<p>All contacts residents/businesses/landlords/stakeholders/Council teams receiving an email from the Food Safety/Health and Safety &amp; Neighbourhood Teams</p>	<p>Consultation banner on emails</p>

# Appendix 6 Consultation Program and Documents

## Landlord Survey



The licensing of private rented properties has been happening in certain areas and is now coming to an end. As a Landlord we would like your opinions about this and if you think landlord licensing should still be used. You will have received a leaflet from us detailing the proposals. If you have not received the leaflet please visit [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)

Please complete this questionnaire. You can return the questionnaire in the **FREEPOST** envelope or complete online at [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)

### 1. Which of the following are you?

- Landlord     Managing/Letting agent     Other (please state)
- 

### 2. Are you a member of a landlord or managing/letting agent organisation?

- Yes     No    If Yes, please state which one
- 

### 3. Do the areas where you own/manage property have any of the following problems? (tick all that apply)

- High turnover (tenants not staying long enough)  
 Anti-social behaviour     Poor property condition  
 Empty properties     Poor perception of private landlords  
 Low rent     Refusal of landlord to carry out works

### 4. Have you had problems with any of the following? (tick all that apply)

- Difficulty finding tenants     Problems getting references from potential tenants  
 Tenants behaving anti-socially     Overcrowding     Rent arrears

### 5. Is your property currently in a landlord licensing area?

- Yes (please tick and go to question 7)  
 No (please tick and go to question 6)

### 6. In which of the following areas is your property located? (If any, please tick and go to question 10)

- Chadderton     Shaw     St James     Werneth

### 7. In which current landlord licensing area is your property located?

- St Mary's     Hathershaw     Waterhead     Hollinwood     Primrose Bank  
 Oldham Edge     Coldhurst     Alexandra

### 8. During the existing scheme have you contacted the Landlord Licensing Team?

- Yes, and received assistance     Yes, and didn't receive assistance  
 No (if no go to question 10)     Not in the current scheme

### 9. What assistance have or would you like to have received?

- Advice     Education     Joint Visit     Referral to another agency  
 Change in policies and procedures     Training

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### 10. Do you agree with the following statements?

Oldham Council should intervene in areas suffering from issues relating to poorly managed, private rented properties.

Yes     No     Don't know

Landlord licensing can have a positive impact on privately rented properties.

Yes     No     Don't know

Poorly managed properties lead to the decline of an area.

Yes     No     Don't know

Landlord licensing will help reduce problems of anti-social behaviour and/or criminal activity.

Yes     No     Don't know

### 11. Do you agree with the proposed licence conditions contained in the leaflet?

Yes     No     Don't know

If **No** please specify why?

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### 12. The proposed licence fee has been calculated for the administration, processing and monitoring of the licence. Please indicate what preferred options would assist you.

Two instalments     Reduced fee for existing licence holder  
 Reduced fee for more than one property     None     Other please specify

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### 13. Do you agree with the council's proposed areas for landlord licensing?

(See website [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing) for maps of all selected areas)

Yes     No     Don't know

### 14. Are there any other areas where you think landlord licensing should be introduced?

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### 15. How did or can a Landlord Licensing area benefit you?

Increase rents     Longer tenancies     Consistent Advice     Standard documents  
 Reduction in issues from the property     Education/Training opportunities  
 Other please state:

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### 16. What other action do you think the council should take to improve the area?

Targeted Enforcement of the worst properties     Environmental improvements  
 Other, please give details below

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I consent to the council using this data for the purposes of Landlord Licensing.

The information is treated as confidential and will not be passed to third parties. The outcome of this survey will be published on Oldham Council's website and will inform the council's consideration.

**Thank you for taking the time to complete this questionnaire.**

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## Resident/Business Survey



The licensing of private rented properties has been happening in certain areas and is now coming to an end. As a resident we would like your opinion about this and if you think landlord licensing should still be used.

You will have received a leaflet from us detailing the proposals. If you have not received the leaflet please visit [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)

Please complete this questionnaire. You can return the questionnaire in the **FREEPOST** envelope or complete online at [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)

### 1 Which of the following are you?

Private tenant     Housing association     Owner occupier     Business

Other please state: \_\_\_\_\_

2. Please provide the first 4 digits of your postcode: \_\_\_\_\_

### 3. Do you think your area has problems with any of the following?

Nuisance and anti-social behaviour     Empty properties     People not staying in the area  
 Badly managed rented houses     Poor quality properties

### 4. Have you had any problems with privately rented properties or landlords in the last five years?

Yes     No    If **Yes**, please state which one

\_\_\_\_\_

### 5. Do you think that the council should have more control over the way that private landlords manage their properties?

Yes     No     Don't know

### 6. Do you think private landlords make a positive or negative contribution to your area?

Very positive     Positive     Neutral     Negative     Very negative

### 7. Do you agree with the proposed license conditions?

Yes     No

Please state why: \_\_\_\_\_

### 8. Do you agree that private landlords should take the following actions?

Get references for tenants

Yes     No     Don't know

Make sure tenants know that anti-social behaviour is unacceptable

Yes     No     Don't know

Keep properties in good condition

Yes     No     Don't know

Take action against nuisance and anti-social behaviour

Yes     No     Don't know



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**9. In your experience, how many private landlords will take these actions without these conditions?**

All landlords     Most landlords     Hardly any landlords     No landlords

**10. Do you think that licensing private landlords will improve the proposed area?**

Yes     No     Don't know

**11. The leaflet details the proposed licence conditions which landlords would have to comply with and the approximate fee they will be charged for a licence. Do you have any comments about our licensing proposals?**

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**12. Are there any other areas where you think landlord licensing should be introduced?**

(See website [www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing) for maps of all selected areas)

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**13. Is your property in a current landlord licensing area?**

Yes     No     Don't know

**14. What other action do you think the council should take to improve the area?**

Targeted enforcement of the worst properties     Environmental improvements

Other, please state: \_\_\_\_\_

**15. What impact do you feel this has had or could have on you?**

None     Landlord has carried out repairs     Better relationship with landlord

Feel more secure in accommodation     I know who my landlord is

I know where to go for advice about my tenancy     Matters are dealt with quicker

I know I can get help from the council

Other experience, please state: \_\_\_\_\_

I consent to the council using this data for the purposes of Landlord Licensing.  
The information is treated as confidential and will not be passed to third parties.

The outcome of this survey will be published on Oldham Council's website and will inform the council's consideration.

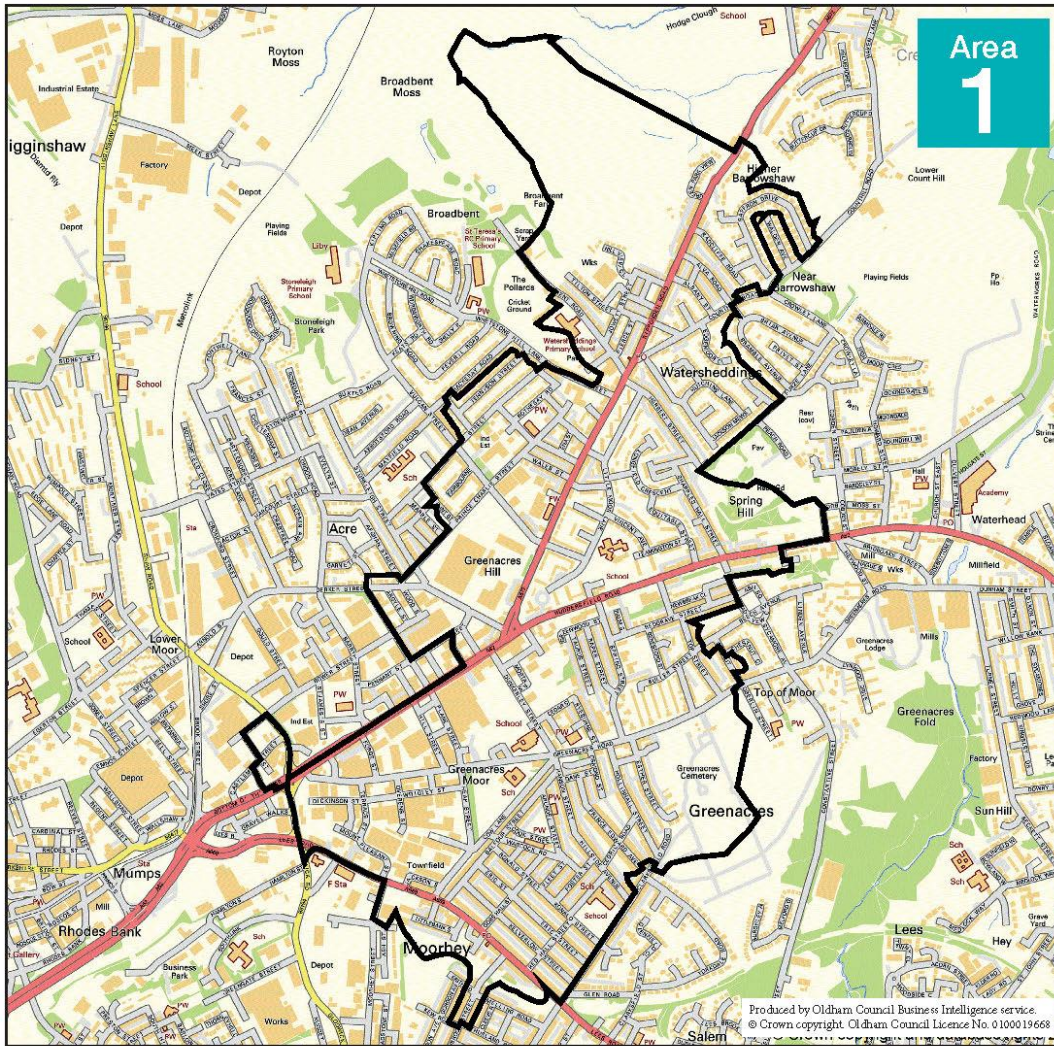
**Thank you for taking the time to complete this questionnaire.**

# Licensing of private landlords

## Your opinion counts



Oldham Council is considering introducing licensing of private landlords in parts of Oldham. To do this we must undertake extensive consultation. See map below of the proposed area near you.



### What is Landlord Licensing?

The Housing Act 2004 gives Councils the power to introduce the licensing of private rented homes, in an area which meets certain criteria. This is called Selective Licensing.

Over the last five years the Council has been carrying out licensing of private landlords in other areas of Oldham due to these areas being in low housing demand.

This means rents/house prices are low compared to the rest of Oldham and there is a higher rate of tenant changes. This could have a negative impact on all and can be due to poor management and property standards of some private rented properties.

The aim of Selective Licensing is to improve the management of these properties to ensure they have a positive impact on the area.

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## Why is the Council considering licensing of private landlords?

The Council wants to introduce Licensing of private rented properties as part of a wider strategy to address low housing demand.

Without a scheme the Council only has very limited powers concerning the management of private rented properties.

A scheme ensures that education, advice, assistance and enforcement is provided to ensure that private rented properties are managed properly and meet property standards.

### Better property and management standards:

- Encourages people to live and stay in the area
- Build communities
- Improve the reputation of the private rented sector
- Ensure that private rented property owners are taking responsibility for their tenants

Renting out a property is a business and matters affecting tenants and/or residents need to be dealt with quickly and professionally.

### Additional benefits may include:

- An improved image and perception of the area
- A positive economic future for the local community and local businesses
- A possible reduction in anti-social behaviour.
- A reduction in low demand housing
- Multi-agency working will also complement the scheme

## Proposed Licence Conditions:

There are a number of licence conditions which are stated in legislation regarding gas safety certificates, smoke alarms and tenancy documents.

Additional conditions proposed by the Council relate to:

**Property standards** include the provision of wheeled bins, pest proofing, repairs and preventing overcrowding.

**Management conditions** include relating to the licence holder residing in the UK, providing receipts, references, reviewing their agents practices and reporting a change of circumstances.

**Security** conditions relating to the provision of keys for window locks and ensuring property is secure from unauthorised entry.

**Anti-social behaviour and environment** conditions making sure the property is free from waste, in a tidy condition and action is taken regarding anti-social or criminal behaviour.

It is also proposed that the Council will add additional management conditions on a case by case basis.

For further information regarding the proposed detailed licence conditions please visit

**[www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)**

The proposed licence conditions will be subject to amendment following consultation.

## How would this work?

Private landlords in the proposed area would need to apply for a licence for each property they let in the area.

The landlord has to meet a certain standard before they can be given a licence.

Assistance and advice will be provided to help landlords comply with these conditions.

Enforcement action will be taken against those who fail to apply for a licence or comply with licence conditions.

## What will it cost the landlord?

The Council cannot make a profit from the scheme. The length of the licensing scheme is five years.

The proposed fee for a new scheme would be up to £650 per property (about £2.50 a week) but could reduce following consultation.

The fee will be split into two parts the first part is for the processing of the licence. Should the licence be granted the second part of the fee will be for the monitoring and enforcement of the licence.

## What do we need from you?

We need your views, comments and feedback:

- What are the problems in your area?
- Is this the best approach to tackle the problems?
- What do you think the Council should be doing?
- What benefits do you want from the scheme?
- Do the proposed licence conditions help tackle the problems?

## Provide your comments by:

- Completing the questionnaire that will be arriving soon and available online at **[www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)**

## For further information please visit

**[www.oldham.gov.uk/selectivelicensing](http://www.oldham.gov.uk/selectivelicensing)**

## The Council propose the following conditions



Subject to amendment after consultation

### Property Standards conditions:

- Annual inspections and reports provided to the Council
- Repairs undertaken within stated time periods, by competent persons to reasonable standards
- Provision of wheeled bins and refuse collection arrangements
- Provision of Energy Performance Certificate and compliance with legal requirements
- Pest proofing and treatment
- Prevent and deal with overcrowding
- Property standards at change of tenancy

### Management conditions:

- References provided to the Council
- Receipts for cash rental/deposit payments
- Provision at the start and access during the tenancy to specified documents
- Reporting process and time frames for change of circumstance
- Permanent resident, reside in the UK and arrangements should licence holder be going out of the UK
- Checks and review of agents practices (if using an agent)

### Security conditions:

- Provision of keys for window locks
- Security of doors, gates, fencing to ensure no unauthorised entry

### Environment and anti-social behaviour conditions:

- Exterior of house, yards, outbuildings maintained and tenants aware of their responsibilities to keep these in clean, tidy, safe condition
- Reasonable steps to keep all areas free from rubbish/fly tipping at all times and any third party removal only with a waste carriers licence
- Ensure tenants aware of responsibility to not cause nuisance, anti-social and criminal behaviour
- Responding to reference requests

### Other conditions:

- Additional management conditions may apply on a case by case basis

### The proposed licence conditions will include the provision and maintenance of:

- Gas safety certificate must be obtained annually and produced to the Council
- Electrical appliances/furniture supplied by the landlord
- Smoke alarms
- Written statement on the terms of occupation
- References of potential tenants