



LICENSING AND GENERAL PURPOSES COMMITTEE

**MONDAY 2 MARCH 2009
7.30 PM**

COMMITTEE AGENDA

**COMMITTEE ROOMS 1 & 2,
HARROW CIVIC CENTRE**

MEMBERSHIP (Quorum 4)

Chairman: Councillor Mrs Lurline Champagnie

Councillors:

Husain Akhtar
Don Billson
G Chowdhury
Ashok Kulkarni
Mrs Vina Mithani (VC)
Tom Weiss
Jeremy Zeid

Mrinal Choudhury
Mano Dharmarajah
Thaya Idaikkadar
Nizam Ismail
Phillip O'Dell
Raj Ray

Reserve Members:

Note: There are no Reserve Members currently appointed to this Panel.

Issued by the Democratic Services Section,
Legal and Governance Services Department

Contact: Miriam Wearing, Senior Democratic Services Officer
Tel: 020 8424 1542 E-mail: miriam.wearing@harrow.gov.uk

***NOTE FOR THOSE ATTENDING THE MEETING:
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.
IT WILL BE COLLECTED FOR RECYCLING.***

HARROW COUNCIL

LICENSING AND GENERAL PURPOSES COMMITTEE

MONDAY 2 MARCH 2009

AGENDA - PART I

1. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from the business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

2. **Minutes:** (Pages 1 - 4)

That the minutes of the meeting held on 24 November 2008 be taken as read and signed as a correct record.

3. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Committee Procedure Rule 19 (Part 4B of the Constitution).

4. **Petitions:**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 16 (Part 4B of the Constitution).

5. **Deputations:**

To receive deputations (if any) under the provisions of Committee Procedure Rule 17 (Part 4B of the Constitution).

6. **Continuation of Additional Licensing for Houses in Multiple Occupation (HMOs):** (Pages 5 - 70)

Report of the Divisional Director of Environmental Services.

7. **INFORMATION REPORT - Update to Committee on the Progress of the Boroughwide Designated Public Places Order:** (Pages 71 - 78)

Report of the Divisional Director of Environmental Services.

AGENDA - PART II - NIL

REPORT OF LICENSING AND GENERAL PURPOSES COMMITTEE

MEETING HELD ON 24 NOVEMBER 2008

Chairman: * Councillor Mrs Lurline Champagne

Councillors: † Husain Akhtar * Mrs Kinnear
* Don Billson * Ashok Kulkarni
* Mrinal Choudhury † Mrs Vina Mithani
† G Chowdhury * Phillip O'Dell
* Mano Dharmarajah * Raj Ray
Thaya Idaikkadar * Tom Weiss
* Nizam Ismail * Jeremy Zeid

* Denotes Member present
† Denotes apologies received

PART I - RECOMMENDATIONS - NIL

PART II - MINUTES

89. **Attendance by Reserve Members:**

RESOLVED: To note that there are no Reserve Members appointed to this Committee.

90. **Declarations of Interest:**

RESOLVED: To note that there were no declarations of interests made by Members in relation to the business to be transacted at this meeting.

91. **Matters Arising from the Minutes:**

- (i) Report on Local Authorities (Alcohol Consumption in Designated Public Places) Regulations 2007, and to Extend the Existing Zone to the Whole of the Borough and to Withdraw the Existing Zone
Prior to the consideration of the Minutes, and with the consent of the Chairman, a Member raised a number of concerns with regard to the controlled drinking zone, in particular relating to the wording on the signage for the zone, the monitoring of its enforcement, and its impact on the licensing trade and residents.

Officers advised that they did not believe the police collected data on the enforcement of the zone, as alcohol was usually confiscated and disposed of on the spot. However, they undertook to seek information from the police and local businesses, and then to produce a report including any information received and addressing the issue regarding signage for the next meeting.

RESOLVED: That a report with further information on this matter be submitted to the next meeting.

92. **Minutes:**

RESOLVED: That the minutes of the meeting held on 23 June 2008 be taken as read and signed as a correct record.

93. **Public Questions:**

RESOLVED: To note that no public questions were put at the meeting under the provisions of Committee Procedure Rule 19.

94. **Petitions:**

RESOLVED: To note that no petitions were received at the meeting under the provisions of Committee Procedure Rule 16.

95. **Deputations:**

RESOLVED: To note that no deputations were received at the meeting under the provisions of Committee Procedure Rule 17.

96. **Change in Membership of Pension Fund Investment Panel:**

RESOLVED: That Councillor Tom Weiss be appointed as second Conservative Group Reserve Member on the Pension Fund Investment Panel for the remainder of the 2008/09 Municipal Year, in place of Councillor Robert Benson.

97. **Polling District and Review Working Group:**

The Committee considered a report of the Director of Legal and Governance Services which, in accordance with the Local Government (Access to Information) Act 1985, was admitted late to the agenda on the grounds of urgency, as it needed to be considered by the Committee before the statutory deadline for the publication of the revised Register of Electors on 1 December 2008. The report had not been available at the time that the agenda was printed, as it set out recommendations arising from a meeting of the Polling Districts and Polling Stations Review Working Group which had only taken place on 11 November 2008.

It was noted that the Committee had previously agreed that a review of polling districts and places be undertaken annually. However, the statutory requirements in relation to reviews had now been clarified, and annual reviews would not negate the need for a full review every four years. Annual reviews were also resource intensive and created difficulties in election years. It was therefore agreed that the next review should be a full review in 2011.

A Member expressed concern about the location of a polling station in Roxeth Ward. In response, it was reported that the polling station, and the issues relating to its location, had been considered by the Working Group, but that no alternative venue was available at the present time.

RESOLVED: That (1) the recommendations in relation to polling districts as set out in the Appendix to the report be agreed; and

(2) the next review be completed by 31 December 2011 in accordance with the statutory requirement to conduct a review of all the Borough's polling districts every four years.

98. **Flexible Retirement Update:**

Members received a report of the Corporate Director of Finance, which reminded Members of the provisions of the Council's flexible retirement policy. A confidential appendix to the report setting out the cases agreed to date and their financial impact was included elsewhere on the agenda (see Resolution 100 below).

Clarification was sought on a number of issues relating to the operation of the policy, in response to which further information was provided.

RESOLVED: That the report be noted.

99. **Exclusion of the Press and Public:**

RESOLVED: That the press and public be excluded from the meeting for the following items for the reasons set out below:

<u>Item</u>	<u>Title</u>	<u>Reason</u>
11.	Flexible Retirement Update – Appendix	The reports contain exempt information under paragraphs 3 and 4 of Part I of Schedule 12A to the Local Government Act 1972, in that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information), and information relating to any consultations or negotiations, or contemplated consultations or negotiations in connection with any labour relations matter arising
12.	New Transferee Admitted Bodies Participating in the London Borough of Harrow Pension Fund	
13.	Pension Strain Costs Arising from Organisational Review	

between the authority or a Minister of the Crown and employees of, or office holders under, the authority.

100. **Flexible Retirement Update:**

Further to Resolution 98 above, the Committee considered the confidential appendix to the report, which set out the cases agreed to date under the flexible retirement policy, and their financial impact.

During discussion, Members expressed concern about the impact of the policy on service delivery. In response, officers undertook to amend the business case proforma which Directors were required to complete in support of each flexible retirement application, in order to capture whether Departments were recruiting to fill resultant gaps in staffing.

RESOLVED: That the information be noted.

101. **New Transferee Admitted Bodies Participating in the London Borough of Harrow Pension Fund:**

Members considered a confidential report of the Corporate Director of Finance, which advised of four new transferee admission bodies participating in the London Borough of Harrow Pension Fund.

Members asked a number of detailed questions on issues arising from the report. Members also questioned the usefulness of the Committee receiving reports that were for information only, and at Members' request officers undertook to give this further consideration prior to the next meeting.

RESOLVED: That the report be noted.

102. **Pension Strain Costs arising from Organisational Review:**

The Committee received a confidential report of the Corporate Director of Finance, which set out details of the strain on the London Borough of Harrow Pension Fund arising from the Council's organisational review.

RESOLVED: That the report be noted.

(Note: The meeting, having commenced at 7.33 pm, closed at 8.49 pm).

(Signed) COUNCILLOR MRS LURLINE CHAMPAGNIE
Chairman

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Meeting:	Licensing and General Purposes Committee
Date:	2 nd March 2009
Subject:	Continuation of Additional Licensing for Houses in Multiple Occupation (HMOs)
Responsible Officer:	John Edwards Divisional Director – Environmental Services
Portfolio Holder:	Councillor Susan Hall – Deputy Leader and Portfolio Holder for Environment Services and Community Safety
Exempt:	No
Enclosures:	Appendix A - Report to the Secretary of State for Communities and Local Government

Section 1 – Summary and Recommendations

Summary:

Proposal to apply to continue with and amend the discretionary Additional HMO Licensing Scheme.

Recommendations:

Recommended that the Committee agree that the Private Sector Housing Enforcement Team applies to the Secretary of State to be able to continue with the discretionary Additional HMO Licensing Scheme which has been in operation since 6th April 2006.

Reason: (For recommendation)

To enable the Council to continue to licence smaller properties so that means of escape, amenities and Anti Social Behaviour (ASB) can be dealt with effectively.

Complaints received by the Council regarding properties in the borough are mainly related to noise, fly tipping, litter, anti social behaviour and poorly managed

properties. The complaints often relate to both Additional and Mandatory HMOs. By continuing with the discretionary Additional HMO Licensing Scheme, the Council will be able to address issues such as overcrowding, lack of amenities and fire safety and also place some responsibility on Landlords to ensure the appropriate behaviour of their tenants.

Section 2 – Report

Current situation

The Mandatory Licensing Scheme for Houses in Multiple Occupation (HMOs) only covers larger HMOs which have three or more storeys and are occupied by five or more tenants who comprise two or more households. The Housing Act 2004 Part 2 defines what a HMO is and the number of occupants that can occupy a property before it becomes licensable under the mandatory scheme.

Since April 2000, Harrow Council has operated an enhanced registration scheme that registered all HMOs as per the HMO definition. *The local scheme currently licenses 320.*

The Government's Mandatory Licensing Scheme for HMOs only covers larger HMOs, i.e. buildings of three or more storeys and occupied by five or more unrelated people. *This definition covers 110 licensed premises.*

The Government authorisation for the current scheme is due to expire at the end of March 2009 and the Council will have to apply for Government consent in order to continue the enhanced local scheme.

Why a change is needed

The Private Sector Housing Enforcement Team wishes to apply to continue with the additional HMO licensing scheme but at the same time change its format from that currently in operation. In comparing the risk factors associated with HMOs, evidence has shown that the risks connected with three persons is not any greater than if five people were occupying a one or two storey property.

Also by not having to licence smaller properties occupied by less than 5 people, this would enable landlords to offer affordable accommodation without the burden of licensing fees, which in turn would benefit both landlords and tenants.

Hence, we are now proposing to revise the current scheme to reflect the evidence gathered, and from April 2009 the Council is seeking to change the criteria under the additional HMO licensing scheme so as to license two storey properties which are occupied by five or more people instead of the current minimum of three people, and to licence buildings which are converted

entirely into self contained flats which do not comply with the Building Regulations 1991, as per section 257 of the Housing Act 2004. As we consider these types of properties as high risk, licensing of these properties would enable the Council to ensure that regulations in relation to fire safety standards, basic amenities and general management of the properties are being met.

The results of questionnaires recently sent out indicate that just under 40% of the landlords and managing agents on the Council database agree that Harrow Council should continue with the additional HMO licensing regime, compared to under 30% who felt that it should be discontinued.

Implications of the Recommendation

Resources, costs

Continuing with the discretionary additional HMO licensing scheme will not require any additional resources or extra costs and will be incorporated within the existing budget.

The Council has better managed HMOs through registration and licensing schemes, with less cost implications.

The fee structure is a standard rate for all types of properties, regardless of the number of storeys or number of occupants.

Staffing/workforce

At present extra staff will not be required as we have been running this scheme since 2006. Previous to this the Council had a Registration scheme running from April 2000 to April 2006.

Legal comments

In order to make a designation of additional licensing for houses in multiple occupation in the borough, the Council has to apply to the Secretary of State for Communities and Local Government. This is in accordance with sections 56 to 60 of the Housing Act 2004, the Housing Act 2004 (Commencement No. 5 and Transitional Provisions and Savings)(England) Order 2006, and paragraphs (a), (b) and (c) of Regulation 9 (2) of the Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006.

Before applying for a designation for additional HMO licensing, the local authority must:

- (a) consider that a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public

- (b) have regard to any information regarding the extent to which any codes of practice approved under the Act have been complied with by persons managing HMOs in the area concerned
- (c) consider whether there are any other courses of action available to them that might provide an effective method of dealing with the problem(s) in question
- (d) consider that making the designation will significantly assist them to deal with the problem(s) (whether or not they take any other course of action as well) and
- (e) consult persons likely to be affected by the designation

As noted above, the Council has to conduct a full consultation with stakeholders and this should include tenants, landlords and managing agents, and other members of the community who live or operate businesses or provide services within the proposed designation and outside the designation who will be affected. With regard to consultation, the authority sent out letters and survey forms to all landlords and managing agents on its database. A Public Notice was also placed in the Harrow Times on two occasions and the Council website. A copy of the survey form and questionnaires are available on the Council website.

Financial Implications

There is an income target of £21k for HMO licensing currently set. If Secretary of State declines our request to continue with the additional HMO Licensing regime, this target will have to be met singularly by Mandatory scheme. It is anticipated that by reorganising the focus on 3 storey properties the income target can be met in the short term, i.e. until all the 3 storey properties are licensed. If our further efforts to successfully apply for the additional licensing scheme fails, the income target will come under pressure in the long term.

Performance Issues

Performance issues not identified.

Risk Management Implications

If the Secretary of State approves the continuation of the Additional HMO Licensing Scheme, there will no risk implications. However, in the event of the application being rejected, we may have a reduced number of premises which require licensing, which will have a direct implication on the set target income budget, and could lead to a number of HMOs in the borough which are not managed sufficiently effectively such that they could give rise to problems for those occupying them or for members of the public.

Section 3 - Statutory Officer Clearance

Name: Sheela Thakrar.	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 17 02 09..		
Name: ...P Metha	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 17.02.09		

Section 4 - Contact Details and Background Papers

Contact: Mr P Sivashankar
Service Manager, Housing & Support Services
020 8736 6237

Background Papers:
Report to the Secretary of State

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**The London Borough of Harrow
Application for Designation Approval for
Additional Licensing of Houses in Multiple Occupation**

**Report to the Secretary of State for
Communities and Local Government**

Additional Licensing for Smaller Houses in Multiple Occupation (HMOs)

January 2009

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Introduction

Harrow is situated in the Northwest part of Greater London. It covers an area of twenty square miles. It is made up of twenty one wards and is the 12th largest borough but, in terms of population it is the 21st largest in Greater London (based on ONS Mid-Year Population (MYE) estimates (2007)).

The 2007 MYE for Harrow shows a total population of 214,600: 108,700 women and 106,000 men (rounded figures)

- These latest estimates show that Harrow's population has increased by around 0.02% since mid-2006. Since 2001 Harrow's population has grown by 2.2%, lower than the London growth rate of 3.2%, but higher than Outer London's at 2.1%.
- 136,500 of Harrow's residents are of working age (63.6%), which is regarded as 16-64 for men and 16-59 for women: 42,100 (19.6%) are children aged 15 and under; and 36,000 (16.8%) are of retirement age (65 and over for men/60 and over for women).

Harrow is one of the most diverse boroughs in the UK and is one of eight local authorities nationally with a high proportion of ethnic minority and is currently one of the safest boroughs in London as shown above in figure 1. Being centrally located in the North West of Greater London we have excellent road, train and rails links connecting us to the rest of the U.K. As a result in addition to the population who permanently reside in Harrow, we also have professionals who rent out properties during the week. This impacts on the rental market within Harrow.

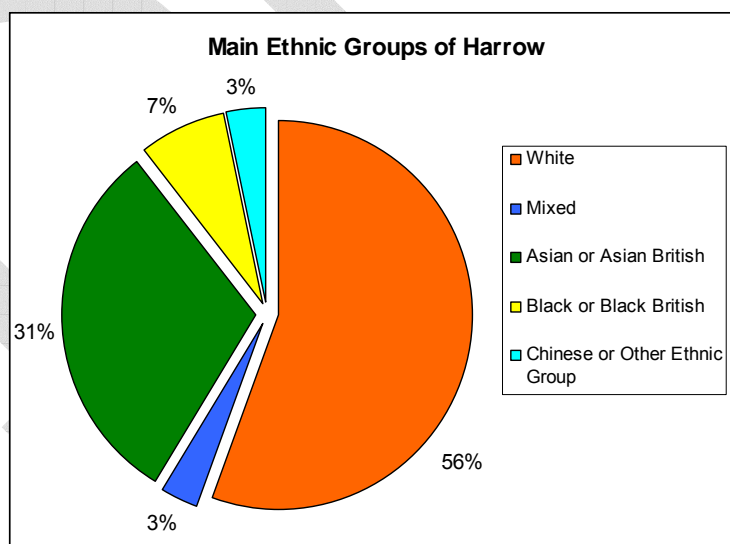


Figure 1

Pricewater Coopers carried out a study recently, looking at 100 performance measures, the results indicated that Harrow is now the sixth best performing Council in London and one of the most improved. The report has shown that the Council has already made many improvements and is continuing to make improvements in key areas identified by local residents.

The housing stock is made up as follows (CIPFA return of 2007/2008). The Total number of dwellings are 83,582

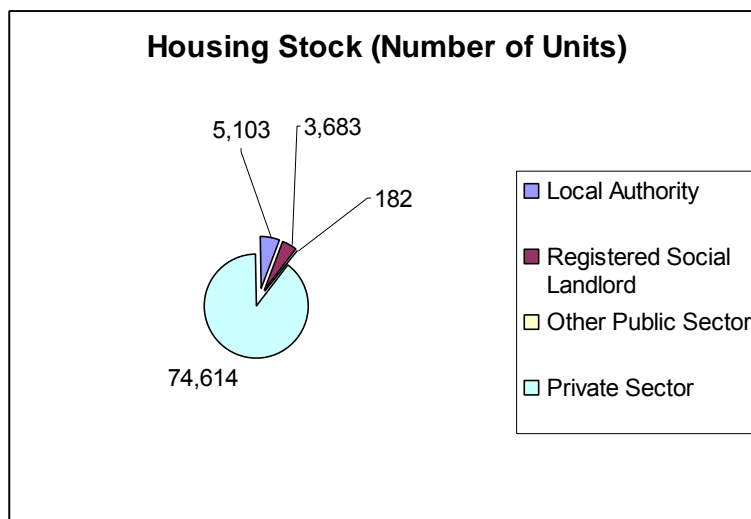


Figure 2

Nearly 6% of Harrow households are lone parents with dependent children and tend to reside in areas where there are private rented properties.

The Council has been successfully running an equivalent to the Additional licensing scheme since April 2000 under the former Registration Scheme. There are still 403 Suspected HMO's which need to be processed. We regularly carry out house to house survey to ascertain occupancy and subsequently determine the way forward.

In order to promote sustainable communities, we work closely with local housing providers as well as other Agencies. We manage over 5,000 rented properties, and 1,000 properties sold under the Right to Buy scheme. Our aim is to provide good quality housing and services to everyone living in the borough.

Current Management of Properties

There is a continuing demand for social rented properties in Harrow and we work closely with our partners to maximise the number of affordable homes for those who need them. Therefore additional licensing will help the Council to regulate and improve the standards using the licensing conditions.

Many of Harrow Council's properties are two or storey three/four bed semi or terraced properties. Some converted self contained flats appear to have either been converted improperly prior to the Building regulations of 1991 or without building consent. Therefore lack fire safety and insulation within these properties are either inadequate or poor. Within Harrow the HMO's are spread out throughout the Borough and not concentrated in certain wards, therefore we would need to continue with a borough wide scheme, as most of the properties in Harrow fall outside of the Mandatory Licensing Scheme and therefore causing neighbouring residents problems.

At present the Council licence all mandatory and smaller properties occupied by three or more people who are not blood related as per the HMO definition under the Housing Act 2004. A House in Multiple Occupation (HMO) for licensing purposes is;

- An entire house or flat which is let to three or more tenants who form two or more households who share a kitchen, bathroom or toilet and it is their main residence.

Our main is to work with Landlords and Managing Agents to improve the standards of all HMO's. The additional licensing is seen as long term and will enable us to ensure that fire safety and amenities and standards are regulated thereby improving the quality of HMO's which in turn would benefit the tenants and the residents of Harrow. The Licensing Scheme gives us an accurate record of where the HMO's are in the Borough, and allow us to be fair to Managing Agents and Landlords alike. It would also be easier for tenants/owner occupiers to understand the licensing scheme and for the Council to use our resources wisely.

We have built up a good rapport with landlords through the licensing regime, and therefore improvements to properties have resulted in less formal action regarding enforcement and safety matters. (See appendix)

HMO Licensing scheme enables the Council to maintain a more accurate and detailed register of all HMO's in the Borough. Our website holds a public register of all licenced properties in Harrow.

The numbers of properties we have licensed between April 2007 – October 2008 under the Mandatory and Additional Licensing Scheme is 113. Our target for this year is to improve on the figure.

The period between receipt of and issuing a final license takes four to six weeks which includes the two week consultation process with interested parties.

All licenses are automatically issued for five years and we currently charge £641.50. Self contained flats which do not comply with the Building Regulations of 1991 are charged £128.30 for five years.

Complaints received about unlicensed homes are investigated and inspected using the Housing Health and Safety Rating System. Once the owner/Managing Agent has been identified we request them to license the property.

We are aware that many tenants living in HMO's will not complain about defects within their properties therefore we participated in a 'Day of Action' whereby we target a particular road in the Borough which has flats above commercial premises to ascertain occupancy. Also we have sent out letters to all Public Houses in Harrow requesting information as to how the flats above were occupied.

The Council has a good practice procedure whereby we send out letters to suspected HMO's in the Borough which have come to our attention via complaints. If a response is not received within two weeks and an inspection confirms the property is a HMO, we send out another letter informing that if we do not hear within two weeks we will be calling them for a Police and Criminal Evidence (PACE) interview, which may lead to prosecution. We have found that in most instances a response is received before the PACE interview takes place.

Purpose and Benefits of Additional Licensing

Harrow Council is requesting permission to continue to licensing smaller properties under the Discretionary Additional Licensing scheme, as evidence as shown that there are serious problems associated with management, poor standards and behaviour of the tenants in HMO's. The Council wants to improve conditions, reduce the risk of fire, and advice and support new landlords. Licensing controls enable the Authority to deal with certain management issues that affect local residents such as anti social behaviour issues, overflowing bins and noise complaints

The recent consultation process has shown that the landlords, residents, tenants etc also appreciate that the licensing process is the best way to deal with badly managed and properties in disrepair.

Additional licensing of smaller properties as shown is enclosed in our appendices. This confirms that landlords are still prepared to licence their properties rather than put in a single household, therefore still providing a much needed rental market.

At present we carry out HMO surveys and 'Day of Action;' whereby we target certain roads to ascertain occupancy of the properties. This has enabled us to collect more detailed and accurate information and using the licensing laws to get the unlicensed properties licensed.

We have found that HMO occupiers do not complain about their living conditions and lack of amenities for fear of being evicted and therefore the bad landlords/Managing Agents are not always known to us.

Landlords, who offer poor quality HMO properties to tenants in a poor state of disrepair, would be required to licence their properties and thus we would be able to monitor and improve standards of these properties. Also we would be able to collect more detailed and meaningful data as to where these properties are and who manages them.

We want to continue licensing properties with two storeys occupied by five or more people and the Mandatory three or more storey's and occupied by five or more people which we consider as high risk properties. The licensing of these properties would enable the Council to ensure that regulations in relation to fire safety standards, basic amenities and general management of the properties are being met.

We believe the continuation of additional licensing would be beneficial to the tenants as many do not make any complaints to the Council for fear of repercussion i.e. eviction from 'rogue' landlords.

Applications Received from April 07 - March 08:

Additional Licensing: 34
Mandatory Licensing: 17
Total: 51

Licenses Issued April 07 - March 08:

Additional Licensing: 35
Mandatory Licensing: 20
Total: 55

Applications Received March 08 – October 2008:

Additional Licensing: 34
Mandatory Licensing: 23
Total: 57

Licenses Issued March 08 – October 2008:

Additional Licensing: 34
Mandatory Licensing: 24
Total: 58

Prosecutions of unlicensed HMO's and related enforcement issues

Currently we have one prosecution pending.

The numbers of complaints received are mainly related to noise, fly tipping, litter anti social behaviour and poorly managed properties. The complaints refer to both Additional and Mandatory HMO's. The complaints have being referred to us via several sources, mainly owner occupiers, Police, Anti social behaviour team and the Fire Officers. Therefore we know the Additional licensing Scheme would be beneficial to regulate theses properties. We would be able to address issues such as overcrowding, lack of amenities and fire safety using the licensing conditions and also place responsibility on the Landlord to ensure the behaviour of his tenants.

The consultation questionnaire shows that between 40% -62% of the tenants and resident's main concern in relation to HMO's is

- Badly managed properties
- Property in poor state of disrepair
- Overflowing bins/dumped refuse
- Anti social behaviour
- Noise from tenants
- Overcrowding

Litter is a problem because it is

- Unsightly, but it also makes a location feel unkempt and unsafe.
- Litter cleaning is a huge cost to the council
- Some forms of litter carry environmental health dangers

There were 2,336 incidents of litter recorded by Harrow Council between October 2007 and September 2008, this includes a small number of incidents in which bins needed emptying. This is a dramatic reduction from the previous 12 months, where there were 4,016 recorded incidents, a 75% reduction.

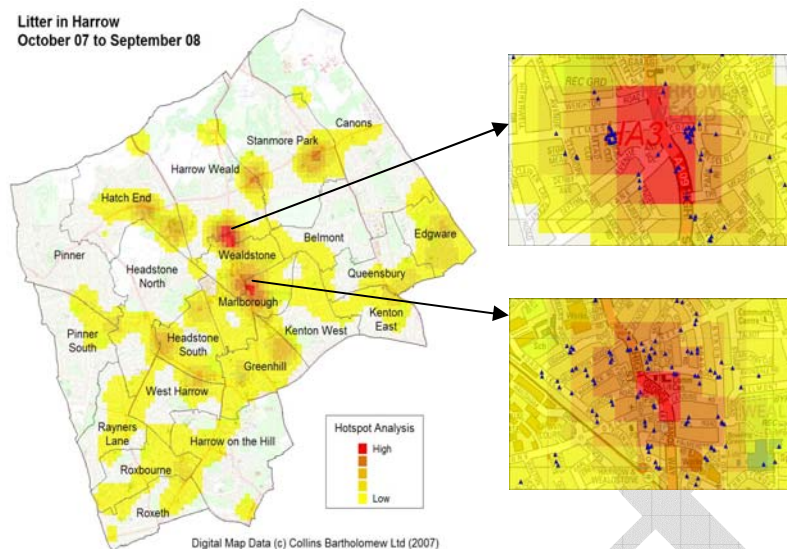


Figure 3

Noise has always been a problem because it can

- Reduce quality of life for the residents and can damage health
- It can make people more aggressive
- Noise disputes can lead to neighbours taking the law into their own hands (though this is rare in Harrow.)
- There were 1,469 noise complaints received by Harrow Council between October 07 and September 2008 compared to 2,757 in the previous 12 months, a reduction of 47%.

The various ways we deal with noise complaints are

- In the majority of cases, problems are dealt with informally, but there are a small number of prosecutions.
- Licensing conditions imposed on landlords

Fly-tipping why it's a problem

- Fly-tipping poses a threat to humans and wildlife, damages our environment, and spoils residents' enjoyment of an area
- Fly-tipping undermines legitimate waste businesses where illegal operators undercut those operating within the law.
- As with other problems that affect local environment quality, areas subject to repeated fly-tipping may suffer declining property prices and local businesses may suffer as people stay away
- Fly-tipping can increase other types of crime and ASB in the area
- If a fly tipping incident is not removed it attracts further incidents.
- It costs Harrow a considerable amount every year to investigate and clear up fly-tipping. The cost falls on Harrow Council and private landowners
- It is one of the highest frequency problems reported in Harrow

- There were 5929 incidents of fly-tipping recorded by Harrow Council between October 2007 and September 2008, down from 6646 incidents over the same period in the previous 12 months, an 11% decrease.
- 19% of fly-tips are concentrated on 10 roads. Over 30% is concentrated in the top 30 roads.

The map below shows the main hotspot be in Marlborough ward on the border with Wealdstone. There is also a high concentration in Edgware ward.

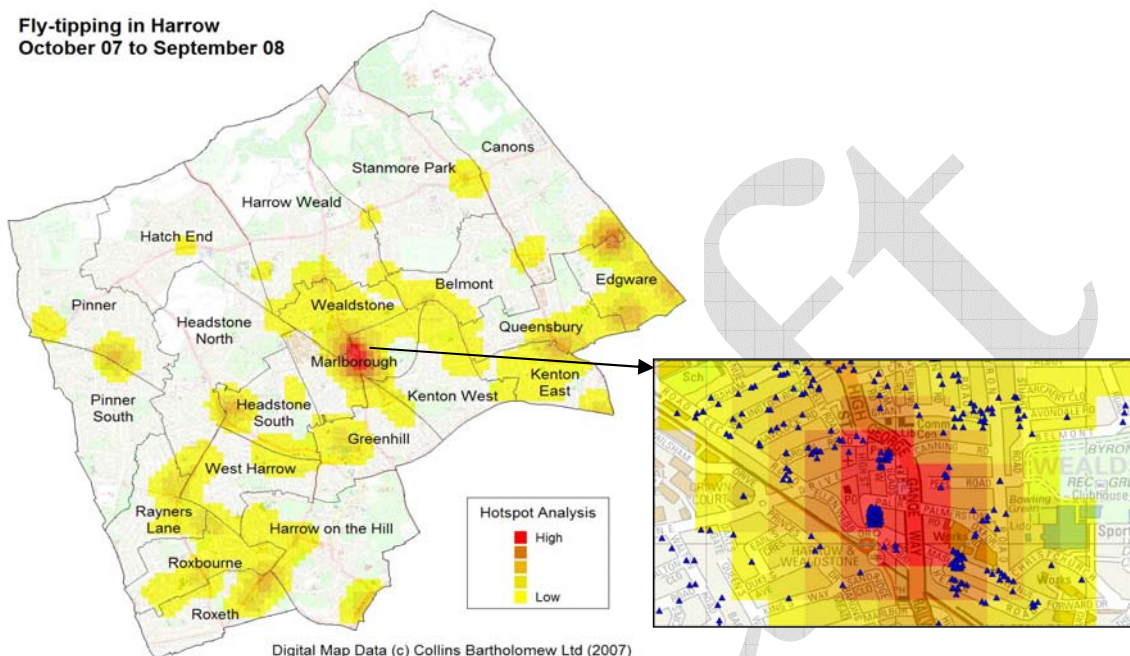


Figure 4

Current methods for tackling the problem

Harrow Council has adopted a variety of approaches to tackling fly-tipping:

- Alley gates. There is good evidence that alley-gating reduces fly tipping. A map of the current and future alley gates is included in the appendix.
- Fly tips are removed from public land within 24 hours of being reported.
- Perpetrators are prosecuted when possible.
- There is an extensive display of signs
- Weeks of Action frequently take place in areas of extensive fly-tipping.
- CCTV is occasionally installed in areas which experience substantial fly-tipping

As indicated in the maps above, Harrow does have relative hotspots for the various types of complaints received but these are not wholly concentrated in one district. The complaints received are from all over the Borough and the HMO's tend to be all over the Borough therefore we need to continue with additional licensing for all the wards within the Borough.

Additional licensing will enable the Council to specify the maximum number of persons who can occupy the house and ensure there are basic amenities and the property is free from disrepair. We can also attach conditions relating to the management of the house with the aim to improve standards generally.

Partnership working to Alleviate Housing Issues.

We work very closely with Landlords and Managing Agents to improve the standards of HMO's in the Borough. Since 2000 we have been successfully hosting annual Landlords Forum which are always well attended -in fact all our events are attended by 175 - 200 people. The events have enabled us to update Landlords/Managing Agents of their legislative duties. Our Forums include representatives and speakers from different organisations such as Trading Standards, CORGI and NICEIC representatives, independent Solicitor, Landlords Association, ASBO, Housing benefits and Fire Brigade .

We also actively encourage Landlords and Managing Agents to 'drop in' to our Offices in order to offer them advice and guidance on the HMO process. On an average we see 'face to face' about three Landlords a week.

We aim to continue networking with existing and new Agencies in order to improve conditions in private rented properties. We realise that in order to make a real impact in improving the standards of rented properties we have to continue with additional licensing of smaller properties. It will also help us to build a database of the non-compliant landlords. This will help us to manage and ensure these properties are upto adequate standards. , and therefore provide better quality housing for the tenants and residents of Harrow.

Harrow Council and its partners provide specialist housing and services designed to meet the particular needs of vulnerable people to enable them to live independently or regain independence. For example, for people with learning or physical disabilities or mental health needs. At present there are more than twenty Housing Associations working in Harrow.

On Tuesday 3rd March 2009 the Council is hosting an Open Day - Housing Options, Overcrowding and Opportunity Day for tenants and landlords. (refer to appendix). This will be in addition to the Landlords Forum which we will be hosting in May/June 2009.

Sheltered housing is provided by Harrow Council, Housing Associations and private companies to meet the needs of older people in the borough. There are approximately 1,200 sheltered housing flats for rent and 700 privately owned leasehold flats for older people in Harrow.

Although we cannot offer accommodation to most of the people applying to us, we have brought together a wide range of housing options:-

- **Mediation** - An external mediation service designed to try and prevent homelessness wherever appropriate.
- **Homelessness Prevention Outreach** - A practical advice service for private tenants, particularly those whose tenancies are at risk of ending.
- **Sanctuary** - A scheme for victims of domestic or other violence who need additional security measures to be installed into their properties.
- **Harrow Homeless Forum drop-in service** - A weekly drop-in service offering advice on accommodation and support.
- **Locata** - A choice based letting scheme. The way to find a home in West London.

- **Fresh start** - An innovative relocation option linking with housing associations and Councils in areas such as the Midlands, North, North-East and North-West of England.. Council also can also offer information about employment opportunities.
- **Private Rented** - A comprehensive advice service to assist in seeking and securing private rented accommodation. Some tenants may qualify for help with rent deposits via the LetStart scheme.
- **Low cost home ownership** - A part buy/part rent scheme, which enables people to get on the first rung of the housing ladder through buying a share in a home.
- **Supported Lodgings** - Accommodation in someone's home, for younger people, offering a safe and secure place to live.
- **The Housing Advice Centre** - offers free, confidential, independent and impartial advice to people who live or work in Harrow.
- **Housing Repossessions**- offers advice and guidance for people who are at risk of losing their home
- **Shelter** - advice agency for people who are homeless, or who are threatened with homelessness

On 28 September 2006, the new Harrow Compact, a two-way agreement was signed between Harrow Federation of Tenants and Residents Associations (HFTRA) and the Council. The Federation is the umbrella organisation for all tenants and residents associations recognised by the London Borough of Harrow. The committee is elected from member associations.

The Homeless Person Units have placed many tenants within the Council's database of licensed HMO's.

Harrow Council works very closely with the Safer Neighbour hood team and the Police who refer complaints to the Authority. Together we have reduced the number of complaints amicably. We have carried joint inspections with the fire brigade and have been successful in implementing fire safety measures In HMO's. We also carried out joint inspections with the border Immigration department where it was suspected that the unlicensed HMO was occupied by illegal immigrants.

We have also carried out joint inspections with Anti Social Behaviour Team (ASB) and have signed up four Acceptable Behave Contract's. An acceptable behaviour contract (ABC) is a written agreement between an anti-social behaviour perpetrator and those agencies involved in dealing with this type of behaviour.

An ABC, is an intervention designed to engage the individual in recognising their behaviour and its negative effects on others, in order to stop the offending behaviour continuing.

The ABC consists of a list of anti-social acts that the offender agrees not to continue and outlines the consequences if the contract is breached. Contracts usually last for six months but can be renewed if both parties agree. ABCs are not legally binding, but can be cited in court as evidence in ASBO applications or in eviction or possession proceedings. **(refer to appendix)**

At present we are also working with the Police and the Anti Social Behaviour Team, setting up a contract between the Landlord and tenants 'Private landlord Agreement' a partnership approach to help Landlords to eliminate anti social behaviour from their tenants. **(refer to appendix)**

Alternative Approach – Evidence of suggested solutions to achieve objectives by other means.

We have explored others ways in which the problems associated with HMO's could be resolved and are currently working in partnership with the West London Group, which is made up of the following Boroughs, Brent, Ealing, Hammersmith & Fulham, Hillingdon, Hounslow and Kensington & Chelsea, to implement powers which require local authorities to secure the occupation of long term empty properties and proper management of privately rented dwellings, in particular poorly managed HMO's as prescribed under the Housing Act 2004.

Under the Housing Act an Interim Management Order (IMO), allows the Local Authority to manage the property for up to a year, until suitable management arrangements have been made. The owner does keep their right as an owner. If the IMO expires and no improvement in management has been made, then the Council can issue a Final Management Order (FMO). This can last up to five years and be renewed following this period.

In effect, the responsibility of managing, maintaining adequate standards and to ensure basic amenities exist within the property will be taken away from the Landlord and be given to the nominated Agent. This will improve the living conditions of the tenants and also help reduce the number of Empty Dwellings and provide additional accommodation.

Harrow Council launched The Empty Homes Strategy in January 1996 with the aim of bringing empty residential properties back into use and we offer the following options to achieve this

- Advice
- Housing Association Leasing Scheme
- Letstart (Direct Letting Scheme)
- Renovation Grant
- Enforcement Actions

At present there are approximately 1000 empty homes which pose a threat to neighboring properties which are vulnerable to threat of crime and anti-social behaviour. If all attempts to bring the empty property back into use have failed, the Council can use Compulsory Purchase Order, Enforced Sales Order or Empty Dwelling Management Orders. To date, the Council has brought back fifty five empty dwellings back into use and issued thirty five Better Homes Grants.

The number of vacant dwellings in the borough on the 1st April 2008 was 940, of which 484 were vacant for over six months.

The tendering contract advert will be going out at the beginning of week commencing 12th February 2008. **(refer to appendix)**

At present we are also looking at setting up an Accreditation Schemes for landlords and are considering a similar structure of a scheme from ANUK Landlord Model Accreditation Scheme Version 2 February 2007. The success of the Accreditation Scheme depends on the Landlords wanting to join the scheme as it will be voluntary and there will be cost implications to set up and continue running this Scheme. The Landlords who fail to licence

their properties will probably not co-operate and want to join this Scheme, as they may perceive this as not having any beneficial value to them.

The Council does receive a number of complaints from the general public and tenants regarding problems associated with HMO's. This enables us to improve some of the properties. Unfortunately evidence has shown that most residents and tenants do not make complaints for fear of repercussion. As a result these properties remain badly managed and possibly in disrepair.

The Additional Licensing Scheme is currently part of the Private Sector Housing drive to improve the conditions and standards of all private rented properties in Harrow. The continuation of Additional Licensing scheme for smaller properties will enable the Council to use the existing administration and enforcement of the Licensing scheme to ensure compliance with statutory requirements of all HMO's.

The Council has better managed HMO's through registration and licensing schemes, with less cost implementations. To continue with the discretionary additional licensing will be incorporated within the existing budget. The fee structure is a standard rate for all types of properties, regardless of the number of storeys or number of occupants. Although in practice the three storey properties will take longer to inspect and prepare schedule of works, the Council still charge the same fees.

The current fee is £641.50 based on admin costs, the Officer inspection time etc. for a five year licence. The fee is calculated on the basis of self financing the scheme following the increase in statutory responsibilities introduced due to the Housing Act 2004

Consultation Process

The consultation process began by placing a Public Notice in two of our local free papers distributed to all Harrow residents informing that we intend to continue with the Additional Licensing Scheme.

Two separate questionnaires were sent out simultaneously. One questionnaire to landlords and Managing Agents and the other to owner occupiers, HMO tenants and Housing Association tenants. We sent out 2,000 questionnaires to all known Landlords and Managing Agents. A second set of 700 questionnaires were sent to owner occupiers, tenants etc. The consultation process was for eight weeks.

The survey forms and a copy of the Public Notice is also available on the Council website. Copies of both questionnaires were also left in the reception offices of Housing Advice, CAB and Housing Assessment/Homeless Persons Unit.

The results of the questionnaires indicate that just under 40% of the landlords and Managing Agents agree that Harrow Council should continue with the Licensing regime, compared to under 30% who felt we should discontinue with it.

Included in the report is a summary of the responses received, including the comments made by the respondents. **(refer to appendix)**

Conclusion and Action Taken

Having taken into account the success of the registration/licensing of the smaller properties which we have been operating since April 2000 and the evidence gathered from the questionnaires which show strong indication from landlords, Managing Agents, residents and tenants alike the Council wish to continue with the Additional Licensing Scheme. **(refer to appendix)**

We will continue to monitor and review our Licensing scheme to take into account the significant changes to tenure within Harrow and tailor our Scheme accordingly over the next period of the Scheme.

DRAFT

SPECIFICATION FOR MANAGEMENT OF EMPTY AND PRIVATE RENTED MULTI-OCCUPIED ACCOMMODATION

1. BACKGROUND TO THE REQUIREMENT

1.1 The Housing Act 2004 introduced new powers which require local authorities to secure the occupation of long term empty properties and proper management of privately rented dwellings, in particular poorly managed Houses in Multiple Occupation (HMOs).

1.2 The London Borough of Hounslow as the lead authority for the West London sub-region is co-ordinating and overseeing the tendering process to secure the services of an external partner to manage properties that local authorities within the sub region may have to take over. This will enable the sub- regional partnership (comprising Hounslow, Ealing, Brent, Hillingdon, Hammersmith and Fulham, Harrow and Kensington & Chelsea) to tackle poorly managed and vacant homes and bring these back into use as decent housing to meet the needs of West London residents.

2. SCOPE OF THE REQUIREMENT

2.1 The West London Partnership consisting of London Boroughs of Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow and Royal Borough of Kensington and Chelsea (“the Authority”) require the management of properties subject to Interim Management Order (IMO), Final Management Order (FMO) and Empty Dwellings Management Order (EDMO) (“The Orders”) (“the Service”).

2.2 This Contract governs the management services as defined above and shall include refurbishment, maintenance, financial and tenancy management t of the properties subject to “the Order” ..,

2.3 The Service shall be provided in accordance with this specification, legislative requirements and any subsequent changes to that legislation or this specification.

3. CONTRACT

3.1 The Authority anticipates that this Contract shall be for a Contract Period of four years .

3.2 This Contract shall have the option to extend for two further one year periods.

4. PURPOSE OF THIS SPECIFICATION

4.1 This specification outlines the requirement, and provides outcomes the Authority need to achieve as a result of the Service. Some specific detail has been provided to assist the Contractor in the procurement process. However the Contractor shall be deemed to be the technical expert, and shall be responsible for satisfying themselves of the detailed requirements necessary to ensure the successful operation of the Service.

5. OUTCOMES

5.1 The Contractor shall provide the Service to enable the following outcomes to be achieved:

5.1.1 A well managed and maintained portfolio of multi-occupied housing.

- Review of level of complaints from tenant
- Regular inspection of the property by Local authority
- Properties under the contractors are fully compliance with Management Regulations
- Free from Category 1 Hazards

5.1.2 Cost effective re-development of vacant properties to "Decent Home Standard" as residential homes.

- Achieve value for money through competitive tendering for works required
- Achieve highest quality of workmanship
- Achieve delivery of refurbishments within the agreed time scale

5.1.3 Management of building and maintenance contracts within agreed budgets and in accordance with agreed performance indicators and contractual terms.

5.1.5 Enable the West London partnership to demonstrate Best Value for Money for the Contract.

6. MANAGEMENT STANDARDS AND RESPONSIBILITIES

6.1 The Contractor shall provide the Service in accordance with management requirements specified in Schedule 3 Management Responsibilities of this Specification.

7. PERFORMANCE INDICATORS

7.1 The Contractor shall manage the Contract within the specified performance indicators below and any other performance indicators as required by the Partners. The Contractor shall ensure:

7.1.1 The dwelling is fully occupied for at least 85% of the time. Should void levels exceed this time, the managing Contractor shall be liable for any shortfall in the anticipated income.

7.1.2 Once tenanted, 100% of the chargeable rent is collected. Where there is a non-payment of rent for 4 weeks or more the Contractor will be expected to notify the relevant council and if necessary commence possession proceedings to evict the tenant and secure possession of the property.

7.1.3 A minimum of 95% of the scheduled repairs and complaints are completed within the Contractors own published performance criteria or any other period mutually agreed between the Authority and the Contractor.

7.1.4 Supply the Local authorities with the relevant management information as specified in clause 8 of this specification

8. CONTRACT MANAGEMENT AND MANAGEMENT INFORMATION

8.1 The Contractor shall provide each council with regular management information in the formats and frequency specified by the relevant council. The management information must enable demonstration of effective management and maintenance of the properties including monitoring and reporting of performance indicators.

8.2 The management information shall include but not be limited to:

8.2.1 Monthly accounts in respect of each property showing all details of income, expenditure and planned maintenance.

8.2.2 Monthly reports on rental income arrears, tenancy changes and void periods in respect of each property.

8.2.3 Monthly reports on complaints, response times and clear-up rates

8.2.4 Monthly reports on maintenance needs, building contracts prepared and let, and progress of site works.

8.3 The Contractor will meet regularly with the Authority's Contract Management Group to discuss performance and progress on all relevant performance management and monitoring issues.

9. TENDER RESPONSE REQUIREMENTS

9.1 The tenderer must provide a full and detailed Method Statement demonstrating skills and experience for supply of the Service. The Method Statement shall be submitted in the format specified in Schedule 1 Tender Method Statements of this Specification and in accordance with any specific response requirements detailed in Appendix 1 Tender Instructions clause 7.

9.2 In total, the method statements should be comprised of no more than twenty sides of standard A4 type.

9.3 The tenderer must submit the fixed pricing for the entire Contract Period. All pricing must be submitted using the format in Schedule 2 Tender Pricing within this Specification. All costs must be included and declared in the Tenderer's proposal, including expenses. Any other costs not included and declared in the proposal, which arise during the contract, will be the responsibility of the Tenderer. All pricing must be submitted excluding Value Added Tax (VAT).

SCHEDULE 1: TENDER METHOD STATEMENTS AND SELECTION CRITERIA

10. METHOD STATEMENTS

10.1 Proposed method to deliver a comprehensive housing development, management and maintenance service for properties across seven boroughs of West London within agreed budgets and timescales.

10.2 Proposed method to maintain and regularly provide the West London steering group with comprehensive financial management, accounting and reporting services in with clause 8 of the specification on individual properties and the overall portfolio.

10.3 Proposed method to create and manage tenancies, manage all issues relating to change of tenancies, minimise void periods and to collect all due rents.

10.4 Proposed method for assessing performance and providing process improvements in accordance with the needs and instructions of the West London Partnership steering group or as directed by individual local authorities

10.5 Proposed method to deliver an out-of-hours emergency service across West London, either directly or through service agreements with local contractors. Please specify if you are proposing to sub-contact any part of this service to others.

10.6 Proposed methods for achieving equality of opportunity, excellent service standards and the speedy resolution of complaints.

Draft selection criteria for IMO/FO and EDMO contractor

<u>No</u>	<u>Discretion : Price</u>	<u>%</u>
1	Economically advantageous: Deliver a cost effective management scheme: <ul style="list-style-type: none"> • To maintain a well managed portfolio of multi-occupied housing. • To re-develop vacant units as residential homes. • To manage building and maintenance contracts within agreed budgets and in accordance with agreed service standards and contractual terms. • To work together with the West London partnership to deliver agreed targets 	40
<hr/>		
<u>No</u>	<u>Discretion : Quality</u>	<u>%</u>
1	The proven ability and capacity to deliver a comprehensive housing development, management and maintenance service for properties across seven boroughs of West London within agreed budgets and timescales.	14
2	The proven ability to create and manage tenancies, manage all issues relating to change of tenancies, minimise void periods and to collect all due rents.	10
3	The proven ability to maintain and regularly provide the West London steering group with comprehensive financial management, accounting and reporting services on individual properties and the overall portfolio.	10
4	A proven ability and capacity to deliver an out-of-hours emergency service across West London, either directly or through service agreements with local contractors	10
5	A demonstrable commitment to value of each local authority within the partnership such as equality of opportunity, excellent service standards and the speedy resolution of complaints.	10
6	An understanding of and proven ability in planning and implementing projects and process improvements to meet agreed deadlines in accordance with the needs and instructions of the West London Partnership steering group.	6
Total		100

Results of Consultation Report from landlords

Returned Consultation Questionnaires from Landlords November 2008. 2000 questionnaires sent out incl the ones left at Housing Advice, CAB and Housing Assessment

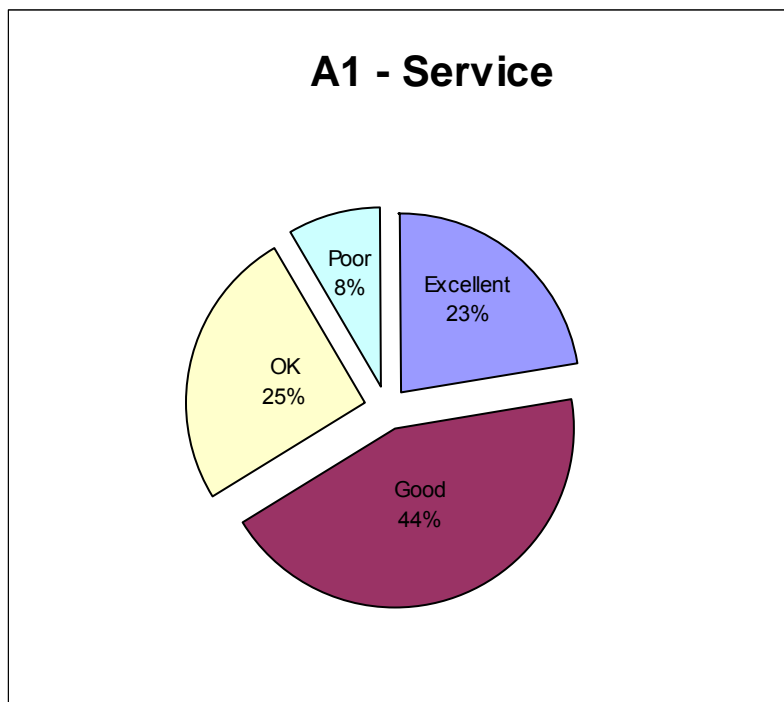


Figure 6. Relates to Office opening hours

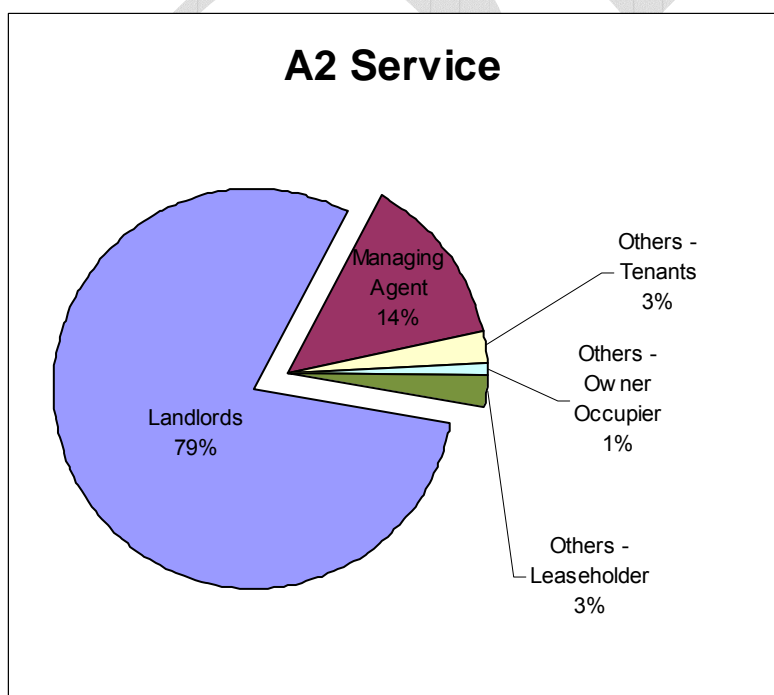


Figure 7. This relates to who filled out the questionnaire ie Landlord, Managing Agent or other

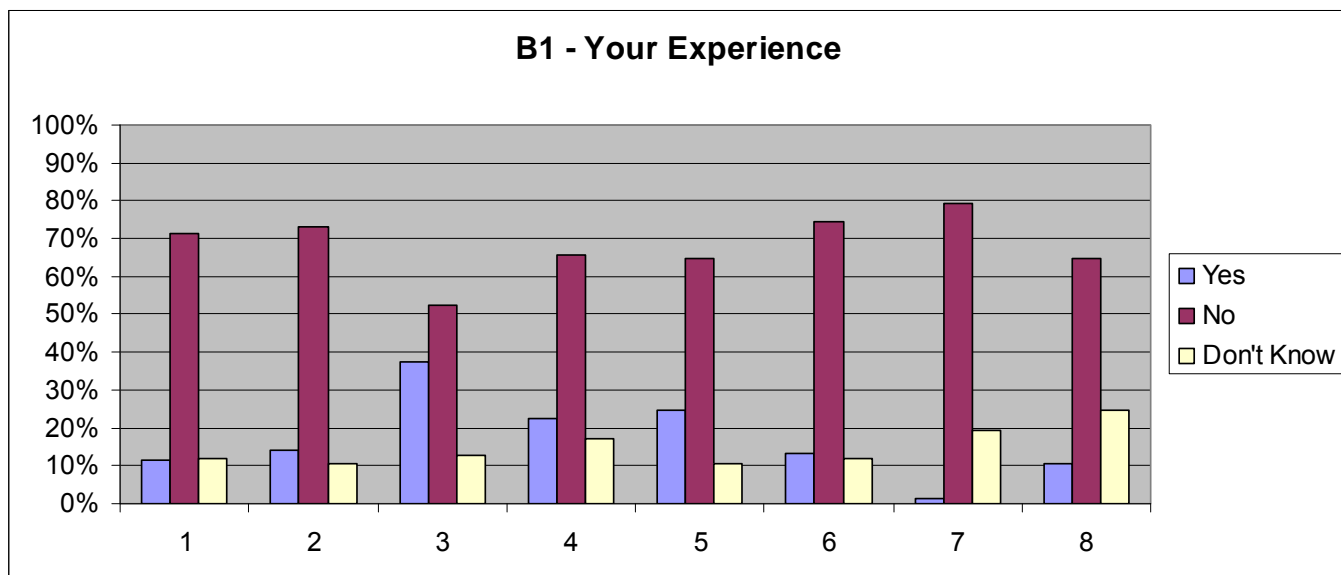


Figure 8. . Relates to experience of problems associated with HMO properties

1. Badly managed properties
2. Property in a poor state of disrepair
3. Overflowing bins
4. Anti social behaviour
5. Noise nuisance from tenants
6. Overcrowding
7. Extensions built without Planning/building consent
8. Lack of fire precautions

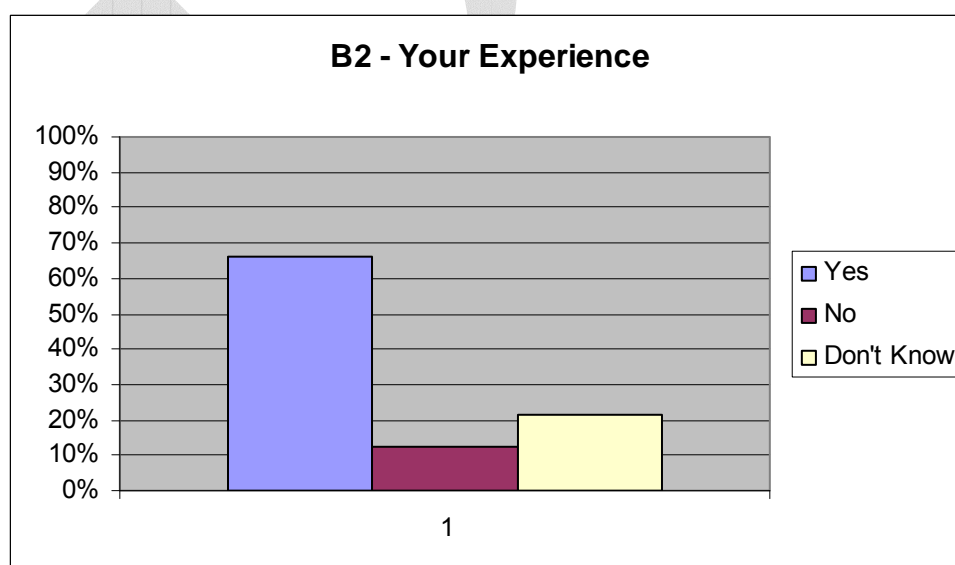


Figure 9. Do Agents /Landlords manage their properties to an acceptable standard

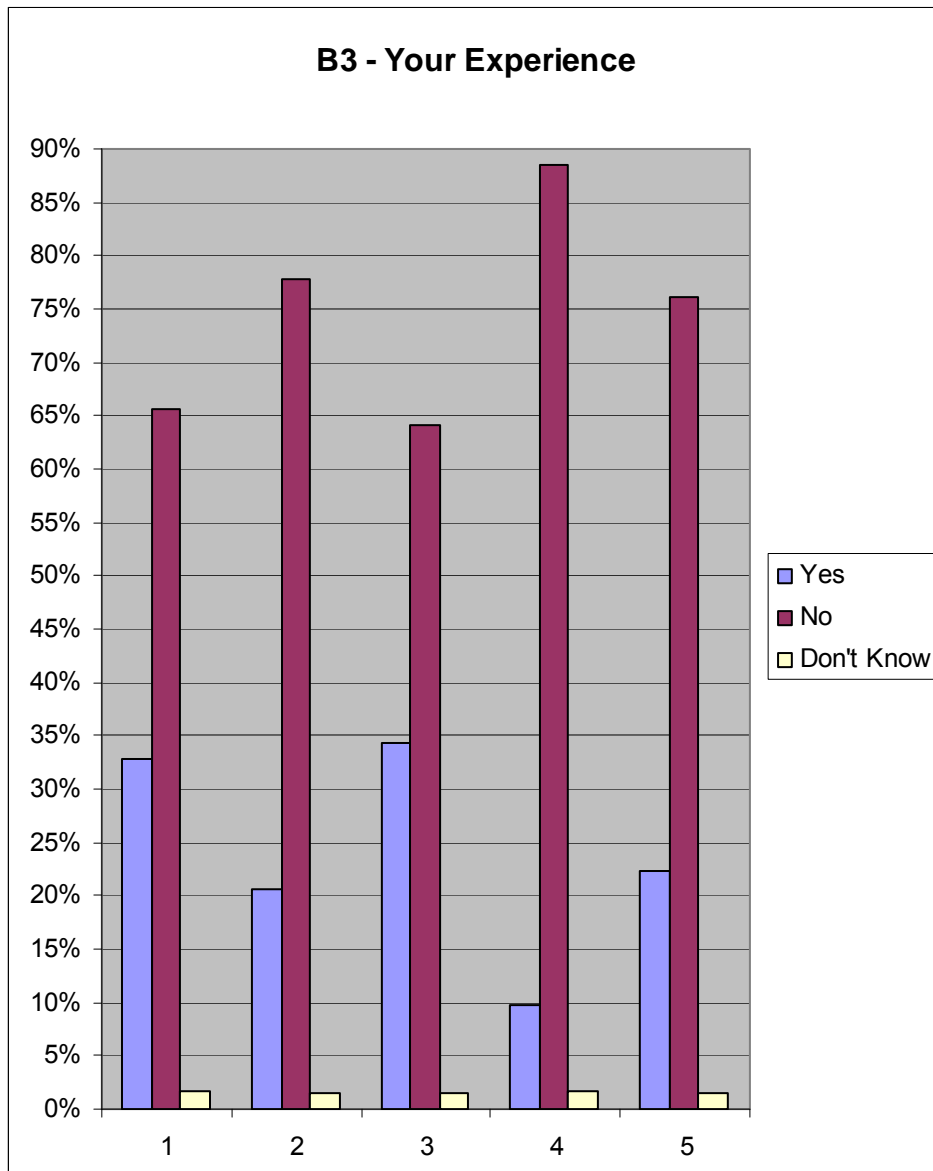


Figure 10. . Have you used the following services?

1. Housing Assessment Team
2. Homelessness Team
3. Housing Advice
4. Anti-Social Behaviour Team
5. Police

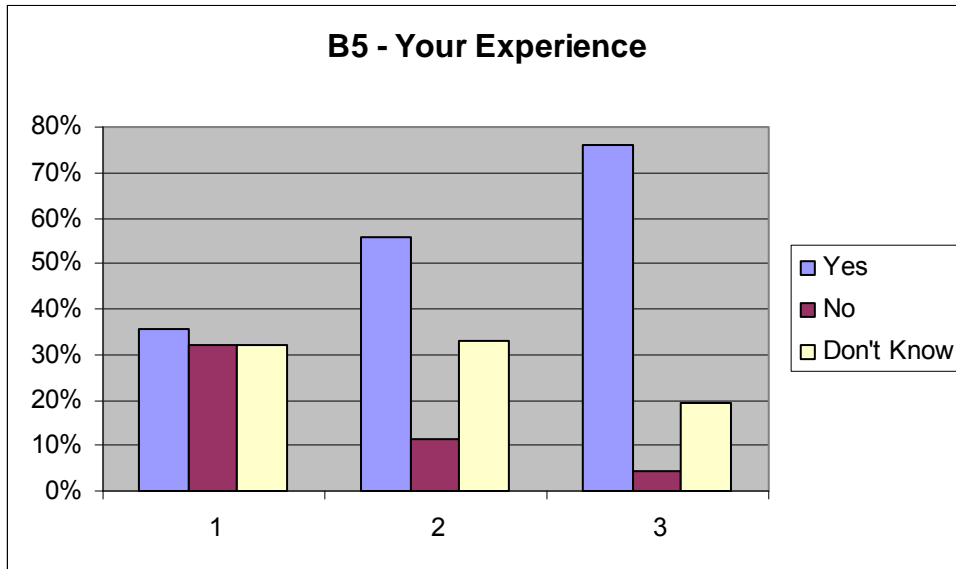


Figure 11. The Council could use as an alternative

1. Prosecution
2. Landlord Accreditation Scheme
3. Partnership working Landlord/Managing Agents

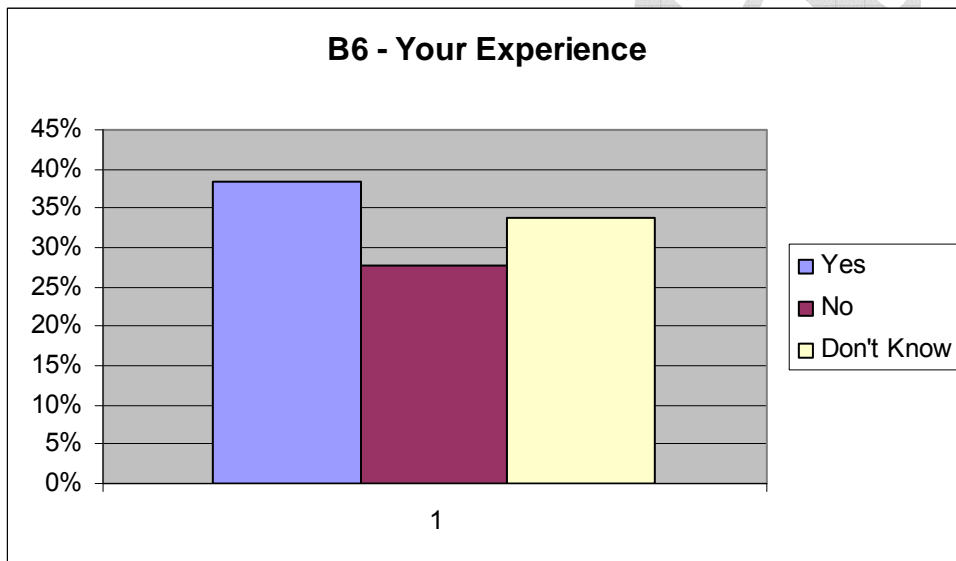


Figure 12. Is it easier for Council to identify and deal with problems in Graph 3 using the licensing scheme?

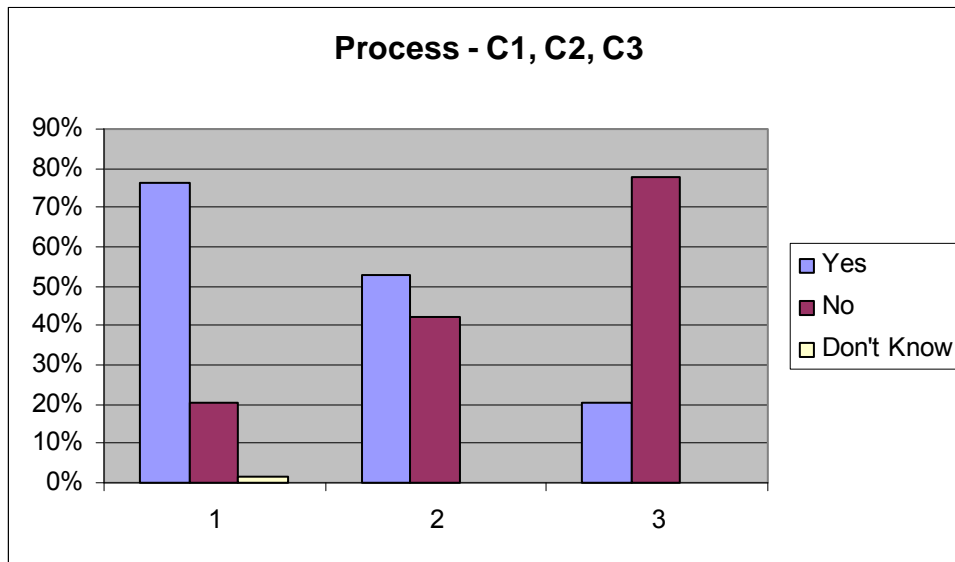


Figure 13.

1. Is written guidance supplied with HMO pack sufficient or require further guidance
2. Where you fully informed during the licensing process
3. Any other Services you would like information on

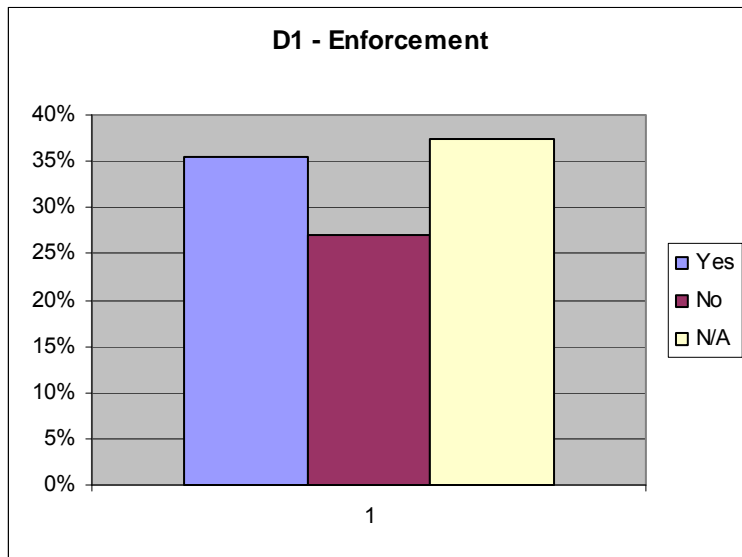


Figure 14. . If a notice was served on your property were the implications made clear?

Draft

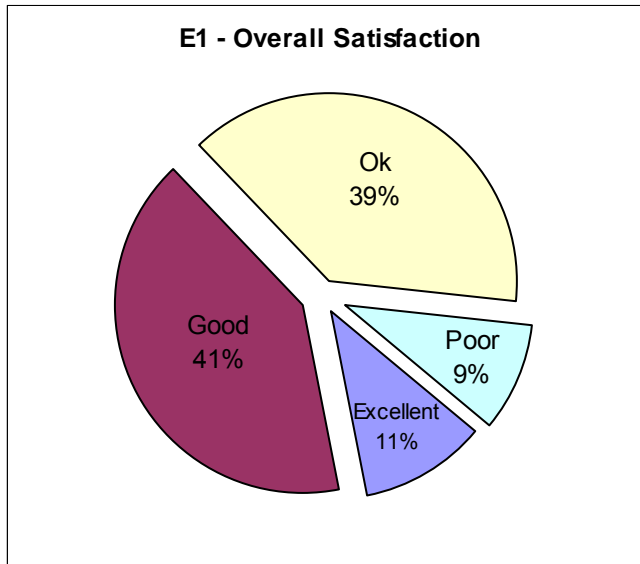


Figure 15. . Overall opinion of our Service

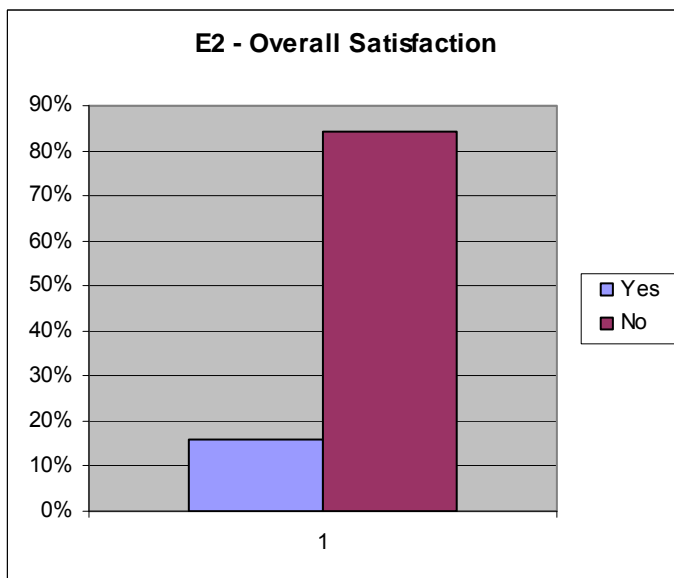


Figure 16. . Any aspects you wish to comment on

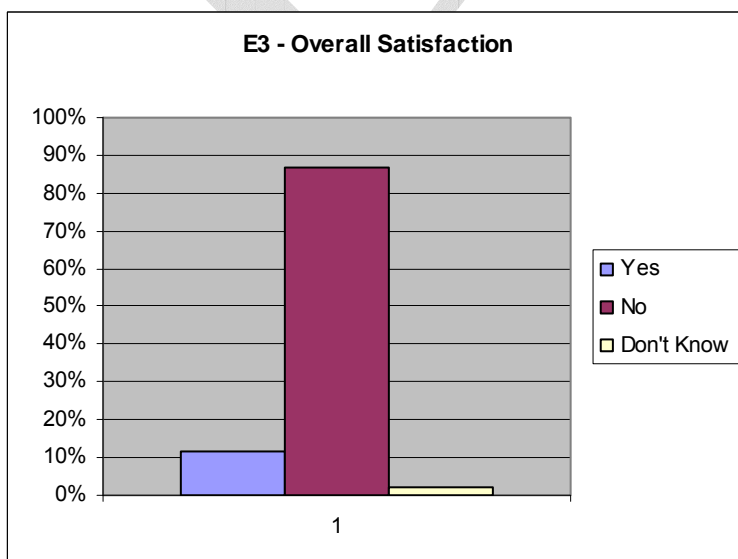


Figure 17. . Anything important for the Service or would improve the Service

Results of Consultation Report from Tenants

Returned Consultation Questionnaires from Tenants November 2008. 700 questionnaires sent out incl the ones left at Housing Advice, CAB and Housing Assessment

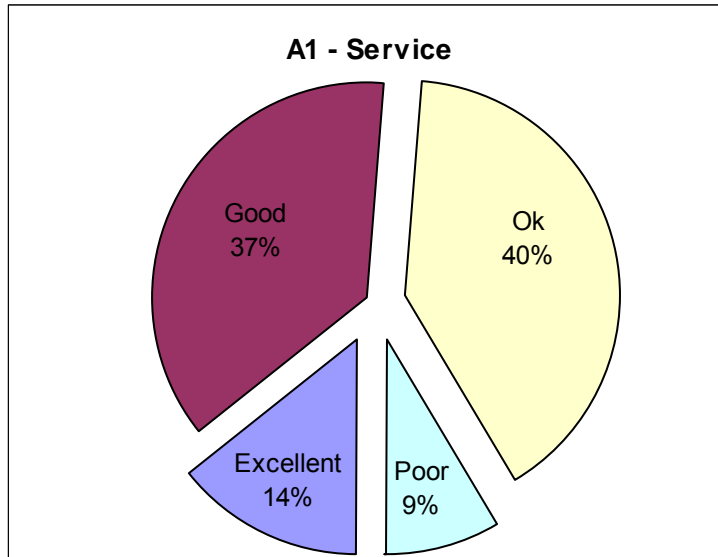


Figure 18. This graph relates to Office opening hours

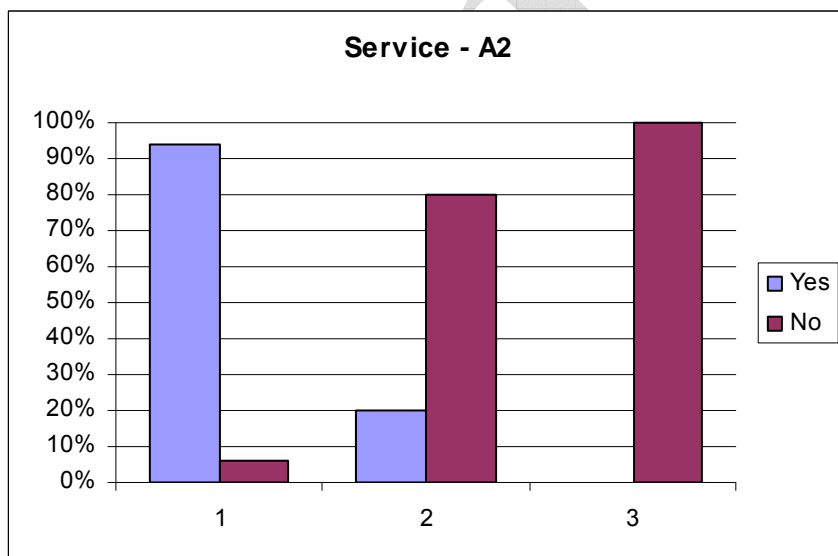


Figure 19. This relates to who filled out the questionnaire

1. Owner Occupier
2. HMO tenant
3. Housing Association

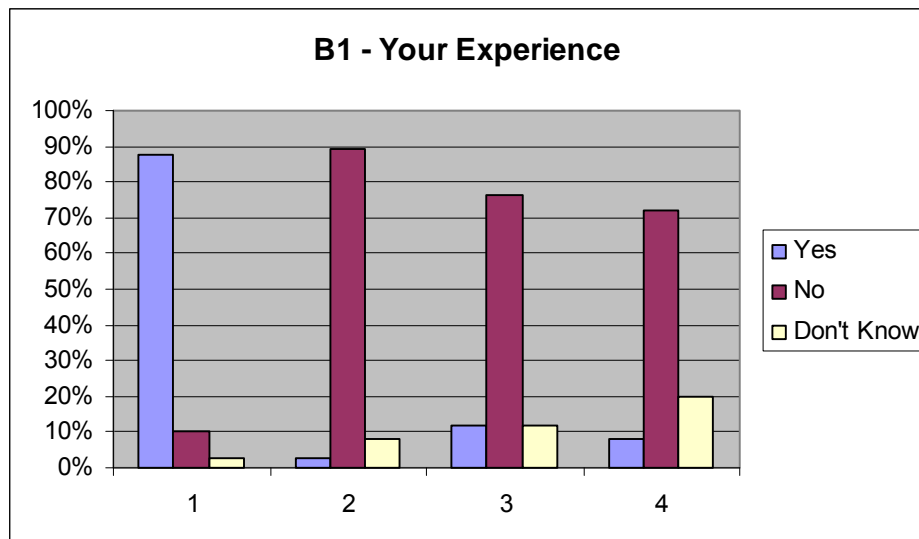


Figure 20. Relates to experience of HMO properties

1. Do you know a HMO is?
2. Currently live or lived in a HMO
3. Does property have a HMO licence
4. Is HMO Licence displayed

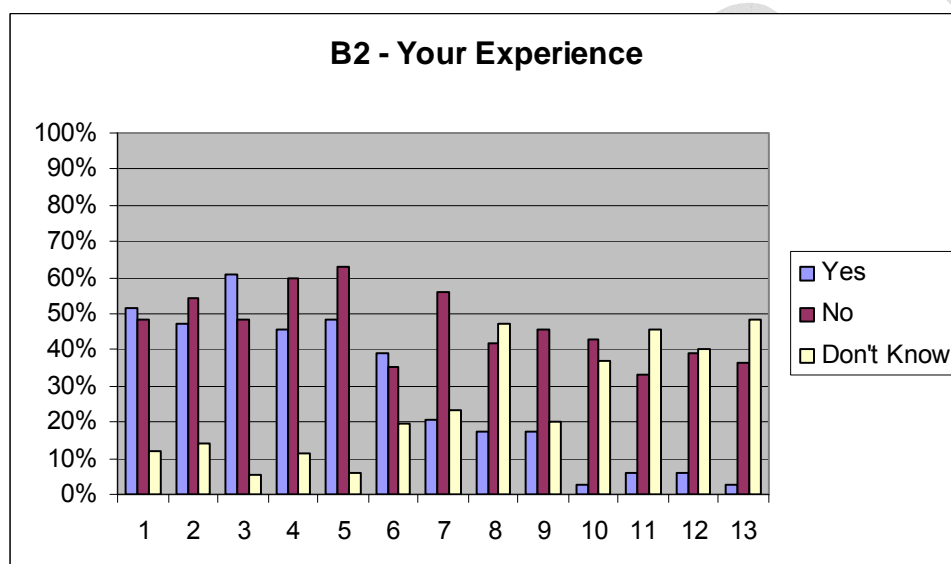


Figure 21. Problems associated with HMO's

1. Badly managed properties
2. Property in poor state of disrepair
3. Overflowing bins/dumped refuse
4. Anti social behaviour
5. Noise from tenants
6. Overcrowding
7. Extensions built with planning/building consent
8. Lack of fire precautions
9. Harassment
10. Unlawful eviction
11. Unfair deposit retention
12. Discrimination
13. Failure to provide a Gas safety report (CP12)

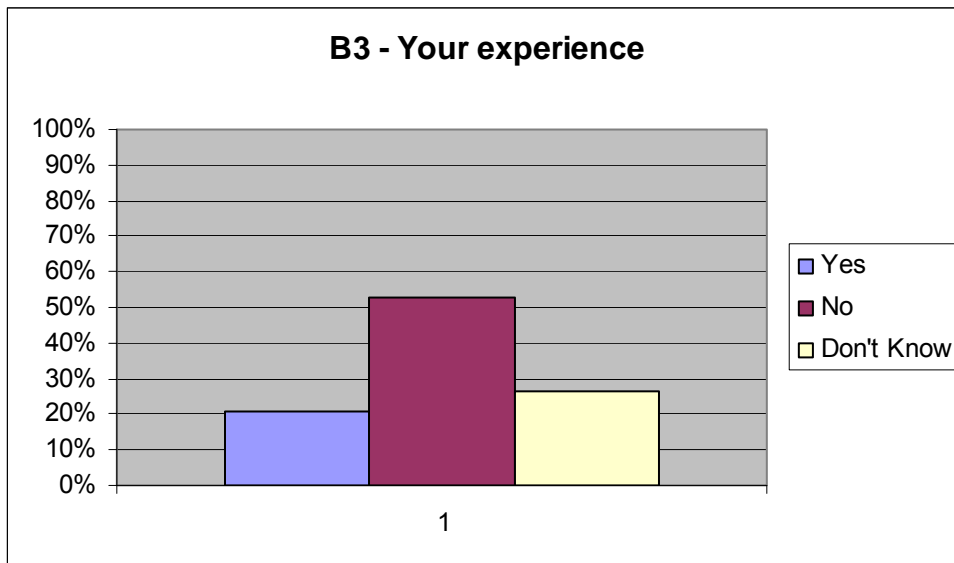


Figure 22. . Do Agents /Landlords manage their properties to an acceptable standard

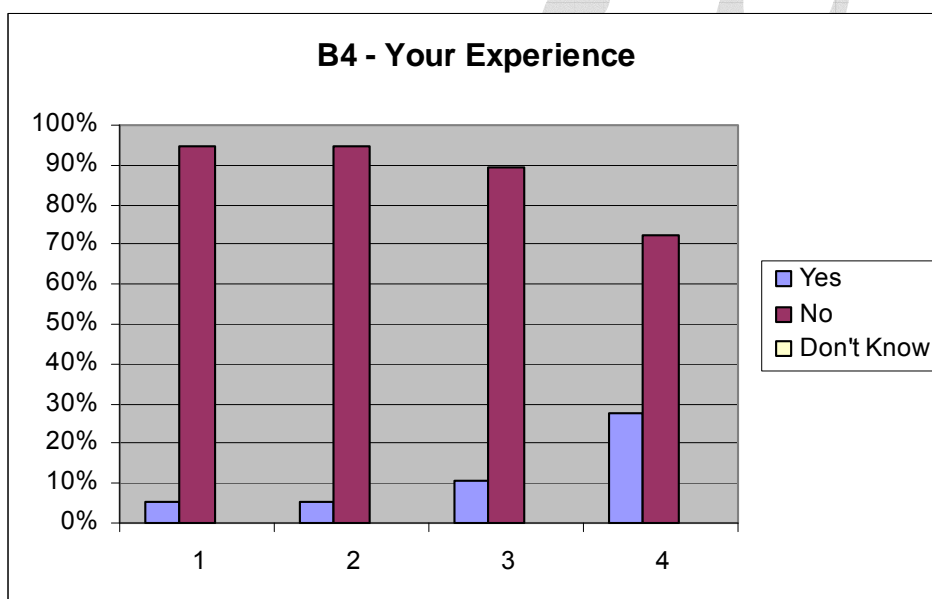


Figure 23. Have you used the following services?

- 6. Homelessness Team
- 7. Housing Advice
- 8. Anti-Social Behaviour Team
- 9. Police

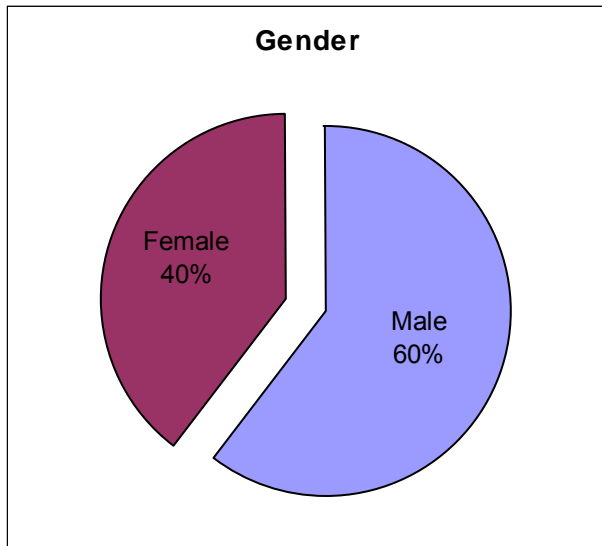


Figure 27. Relates to both sets of questionnaires

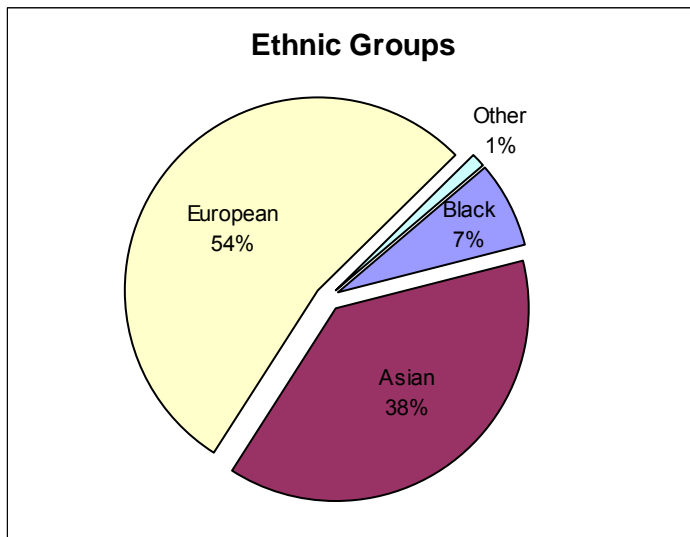


Figure 28. Relates to both sets of questionnaires

Owner Occupier, HMO tenant, Housing Association Tenants Questionnaire

Client No	A1. SERVICE
	Office is open from 9am -5pm Monday – Friday. How do you rate this availability
Client No 1	N/A
Client No 2	N/A
Client No 9	I am not sure as I have not had the chance to use the facility
Client No 16	Not suitable for workers
Client No 25	Should be 7am -7pm
Client No 30	Could be open on Saturdays for workers
Client No 33	Phoned many times always answering machine. Left tel no. nobody phoned back. Sent email and letters no reply for 3 months
Client No 35	Only good if you stayed until 5pm
Client No 36	Not useful for those who work during the day - cannot contact
Client No	A2d © SERVICE – if not owner occupier/HMO tenant/Housing Association tenant what are you?
Client No 1	SNU Spiritualist Church Harrow This survey does not apply to this non residential building
Client No 3	Joint Tenant
Client No 24	Private tenant
Client No 33	Landlord
Client No 34	Landlord
Client No 35	Landlord
Client No 40	Council Tenant
Client No	B2d © Your experience of HMO's
Client No 2	We feel there are many landlords who manage their facilities very well and receive no complaints, but there are many many properties owned by landlords who offer very little apart from a single sleeping space which is charged at #140.00 per week. Tenants live in fear of being evicted, live in squalid disgusting conditions, do not hold a proper tenancy, are abused by other residents, suffer from depression, alcohol dependency and generally have lived in this single person housing environment all their lives without security of tenure or are empowered to improve the present conditions in which they live.
Client No 4	The above yes etc is mostly related to our neighbouring property no. 32
Client No 9	Illegal parking on the pavement drugs etc. Also flytipping
Client No 10	Inconsiderate parking blocking my drive
Client No 12	The next door house no.66
Client No 25	N/A
Client No 27	Parking problems already a major problem for existing residents
Client No 30	The property next door no. 19 Cunningham Park is badly in need of repair, broken gutters, fences etc. At the moment it is bedsits with shared bathroom & kitchen, but I have heard it is to become 6 flats, where do the people park their cars, it is bad enough at the moment.
Client No 31	lack of cleanliness in back garden & front of house
Client No 32	On occasion there has been a lot of standing water, wonder if all drains are checked regularly due to this inclement weather.
Client No 35	Only honest landlords will register you go 'after' the honest landlords and not the dishonest. In my experience the worst HMO's are 'run' by non indigenous people

Client No B4e © Which other Services have you used

- Client No 2. Set rigid standards about the number of persons allowed to live in the size of property - three people in a three bedroom house. Ensure proper cooking and bathing facilities are in place meeting strict regulations. Ensure fire regulations are in place. Consult with Housing associations such as 'Innisfree' to offer help in setting the standard of accommodation. Allow no more that (for example) 3 HB payments against a three bed property.
- Client No 27 Harrow Planning To follow progress on local conversions regarding planning permission not given but building continued
- Client No 36 Environmental Health & Planning

Client No C1 © Overall satisfaction

- Client No 1 N/A
- Client No 3 We haven't had your service
- Client No 9 I am not sure I have not used your Services before.
- Client No 10 N/A
- Client No 16 N/A
- Client No 24 Client No 24
- Client No 27 Access good, return poor
- Client No 32 The Police from Edgware & Harrow were very helpful
- Client No 34 Not manned

Landlord, Managing Agent Questionnaire

Client No	A1 © SERVICE – Office is open from 9am -5pm Monday – Friday. How do you rate this availability
Client No 7	Consider flexibility by Saturday rota ½ day am
Client No 10	8am – 5pm
Client No 11	Prefer later opening times e.g. 1pm - 9pm
Client No 14	If poss. Saturday mornings
Client No 17	Telephone lines are always busy you need to help landlords and not be against them. At the end of the day his giving/helping people in need of accommodation
Client No 26	extended hours on one-two days a week would be more beneficial
Client No 33	not helpful for those who work
Client No 40	Should be open till 7pm and Saturday from 10am-2pm
Client No 42	What about those who work? Same opening times plus Saturday until noon
Client No 62	Should open 9am -6pm
Client No 65	Need phone attendant. Nicely and quick in time
Client No	A2d © If not Landlord or Managing Agent what are you?
Client No 1	Leaseholder
Client No 42	Landlord in another Borough Leaseholder to 314/314B Northolt road, s. Harrow. 314 = business, 314A = residential
Client No 58	residential
Client No 59	Tenant
Client No 60	Owner occupier/neighbour to 2 storey HMO
Client No 69	A landlord of a Public House that provides accommodation as part of the job
Client No 72	Tenant in private rented accommodation
Client No	B1© Your experience of HMO's
Client No 3	I've had no exp at all with HMO properties
Client No 7	Not needed to
Client No 9	I beg you to carry out the proposed change (Five or more people) as it is madness at the moment. It is an immense burden on Landlords currently
Client No 68	Empty houses or frequent changes Not everyone has registered in this Borough in the last 5 years so it is not a fair field
Client No 70	field
Client No 72	Lack of gas safety certificate
Client No	B3f © Have you used any other Services? .
Client No 7	Not required Many houses round here have had loft conversions for their own family.
Client No 68	I have a tenant whose rent is paid by the Council. Young thieves
Client No 69	Licensing Team & Health & Safety
Client No 72	Environmental Health

Client No	B4e © How do you think that Harrow Council could identify and deal with some of the problems associated with HMO's in B1 If the licensing scheme were to be discontinued.
Client No 6	Yes through legal methods
Client No 7	Monitoring, advice, guidance, support tenants rights
Client No 8	Yes
Client No 9	Yes- If neighbours/tenants complained, the council could still have a role in the process
Client No 11	Rely on complaints received from anybody
Client No 13	Follow up reports from other residents by site visits HMO licensing is a bad idea. Get rid of this and monitor landlords by having a mutual relationship,
Client No 17	after all they are helping the council by providing properties
Client No 20	Badly
Client No 23	Yes but it could prove difficult
Client No 26	Central port of call at council who can advise and act on calls from both landlords and tenants. They can also notify officially so landlords/tenant would need to act on it
Client No 33	The council could write to the occupiers of the property as they would if the property was owner occupied
Client No 34	You should not discontinue the licensing scheme. Just make it more relevant. Most Eastern European Communities in Harrow live in shared accommodation (usually shared with persons known) I believe the vast majority are unregistered. The licensing scheme should focus on the most dangerous. Properties with over 5 persons should be registered only (properties over 2 floors should also be registered)
Client No 35	Yes
Client No 41	I think officers could patrol areas considered at high risk and respond to complaints
Client No 42	How do they deal with in property belonging to the council?
Client No 44	How do you determine cost of licence? It is a money making racket
Client No 45	For less than five person should discontinued (like the other Boroughs)
Client No 49	Yes the current scheme does not work. I am still waiting for licenses 3 years ago The licensing scheme does not work so discontinue will make no difference Add concerning points into tenancy agreement, but it should balance for landlord and tenants.
Client No 57	As at the moment tenants are getting away with it
Client No 67	Inspect property from time to time Many houses round here have had garages converted to using on granny flats in back gardens.
Client No 68	Licensing scheme should not be discontinued
Client No 70	Come down on those that overcrowd and leave genuine landlords of 30 years alone
Client No 72	Clear guidelines to tenants rights to fix the above problems i.e. numbers to call to enforce regulations such as fire safety

Questionnaire B5d © Apart from Prosecution, Landlords Accreditation Scheme and Partnership working with Landlords/Managing Agents what else could the Council use?

- Client No 2 My properties are rented to one family
- Client No 7 Maybe random spot checks unannounced?
Prosecution should be a last resort. Council should work with
- Client No 11 landlords/managing agents
- Client No 17 Again have a mutual relationship with landlords. This will help the landlord and council

B6b© Do you think it would be easier for the Council to identify and deal with problems as associated as in B1 using the licensing scheme

- Client No 7 Worth a pilot/trial
- Client No 13 Any scheme is only as good as the councils ability to enforce it
Do not use licensing. You're too heavy handed with landlords. It is putting me off being a landlord
- Client No 17 If property is assessed regularly
- Client No 18 It is unnecessary red tape. You don't need to
- Client No 22 Unless the problems are reported to the council by either party, it would be difficult. That's why a central point of contact at the council. Furthermore all councils across UK need to be consistent in their approach
- Client No 26
- Client No 34 You are suggesting that the council move responsibility to the landlord. This will become onerous for the landlord and lead to unregistered property and landlords leaving the market
- Client No 35 They can, being mindful that licensing scheme HMO's for occupancy of three or more tenants
- Client No 41 The admin burden distracts resources from enforcement and advice. Accreditation and workshops might be more effective
- Client No 44 Licensing for less than 5 people should discontinue
- Client No 45 You need people on the ground not in offices moving licenses

C1 © Process Is written guidance supplied with HMO pack sufficient?

- Client No 2 Again I don't think this applies to my properties
- Client No 3 I have knowledge of the process
- Client No 6 Clear
- Client No 7 Unaffected so unsure
- Client No 9 Appalling! Lack of detail, different advice/guidance from different council staff
- Client No 23 Did not receive application pack as it does not apply to me
- Client No 27 Further guidance would be good + a FAQ
- Client No 29 not clear how habitable rooms were to be named
- Client No 33 not clear, more guidance would have been helpful
- Client No 41 Ok at present. Clearer details on website cleaner explanation of costs
- Client No 44 There must be some rules with attention to people income of lots of other factors

Client No 50 Helpful comments on all details
 Client No 54 Do not have one
 Client No 58 more advice needed
 Client No 60 No knowledge for this section
 Client No 62 Have not received pack

Client No C2b© Were you fully informed during the licensing process?

Client No 13 have not used the process
 Client No 33 I called and was told by an officer that the council hadn't decided how to implement the scheme
 Client No 39 Harrow women's aid merged with Hestia in April 2001 and Hestia may not have been involved in the licensing process
 Client No 42 Never knowing what the licence will cost. What happens on licence renewal if you do not want to renew
 Client No 54 N/A
 Client No 57 Need to update on regular basis
 Client No 58 Sort of
 Client No 72 HMO licence hasn't been registered for the property

Client No C3© Would you like information on any other Services?

Client No 7 As long as it is cost effective with end user benefits review
 Client No 11 Council officers should visit landlord's property first to give advice. Instead first asking for the fees
 Client No 17 Simplify your documentation for landlords. Make each point very clear and concise
 Client No 27 FAQ More info on process, affecting landlords
 Client No 32 To convert in two self contain flats
 Client No 35 The different agencies that can be of help in supplying information (in general) re-renting houses
 Client No 42 What kind of services
 Client No 43 What services?
 Client No 44 Better rules. What we have at the moment has got plenty of rooms to improve
 Client No 57 What liabilities are there for tenants, HMO is for landlords? There should be a similar thing for tenants
 Client No 65 Clear the rubbish which kept at my premises only. Put notice board
 Client No 72 What tenants should look out for when renting in regards to whether a property should have a HMO

Client No D1b© Enforcement If a notice was served on your property – were you made clear of the implications?

Client No 1 N/A
 Client No 2 No notice served not applicable
 Client No 4 No notice was ever served
 Client No 6 N/A
 Client No 7 Not Applicable
 Client No 20 Not been served
 Client No 22 Where a notice for noise nuisance was served, the landlord was threatened not

the tenant and
 No info was given regarding any appeal rights
 Client No 29 No notice served
 Client No 39 The notice has been served as far as I know
 Client No 44 But its not right
 Client No 54 N/a
 Client No 57 No notice served
 Client No 60 No notice served
 Client No 62 N/A
 Client No 68 N/A
 Client No 69 No notice served
 Client No 71 N/A
 Client No 72 N/A. I am a tenant
 Client No 73 N/A

Client No E1 ©Overall satisfaction of our Service

Client No 2 See above N/A
 Calls were never returned and every time I tried calling no officer was available
 Client No 33 to speak with me
 Client No 35 Sympathetic, understanding and patient
 Client No 44 Room for improvements
 Client No 54 N/A
 Client No 68 N/A

Client No E2b© Other aspects you wish to comment on

Client No 1 Council very pernickety in requiring scale drawings of all rooms. Time consuming, over burdensome and not helpful.
 Client No 2 N/A
 Client No 11 I visited the Forward Drive to ask for advise and the facilities were very poor. My tenants housing benefits application was lost in (emergency housing) so another had to be filled in
 Client No 22
 Client No 35 Their general manner which was very good
 The lack of time given to carry out procedures without no given to cost to
 Client No 42 landlord
 Client No 59 Council Housing
 Client No 63 Support from Council for eviction of tenants not paying rent and sitting tenants
 Client No 65 Need lights in alley
 Client No 68 I had my husband's mother living with us 34 years she had a bedsit to 94 years.
 three sons in Service came back from time to live when changing works
 Client No 70 Again equal playing fields for all landlords

Client No E3© Anything else that would improve the Service

Client No 2 N/A
 Client No 17 Treat landlords with respect and be caring towards them
 Client No 29 We only phoned up once and the lady was very helpful
 Client No 33 Harrows licensing scheme makes it impossible for small, responsible landlords to let their property

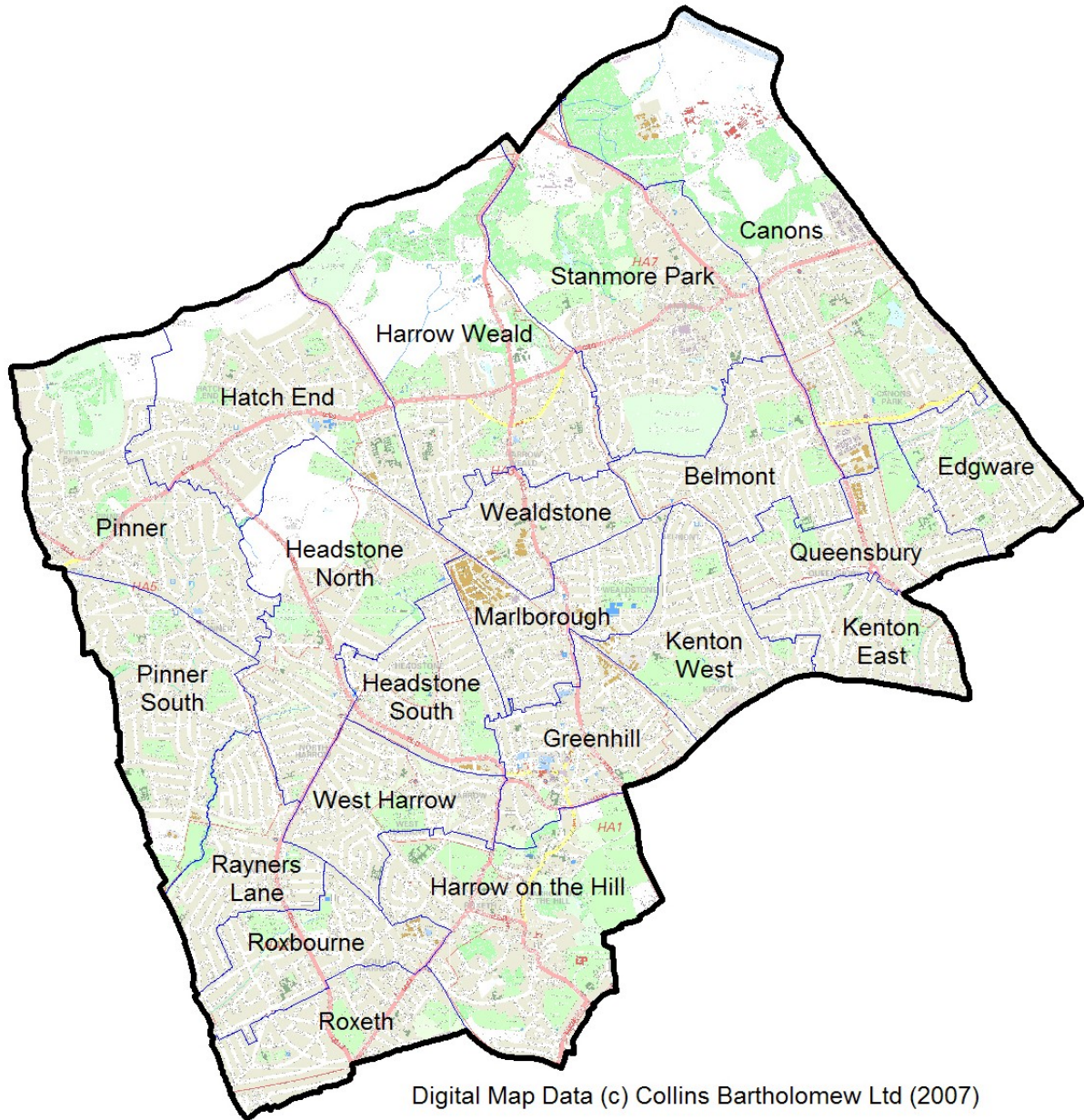
- Client No 42 Informing property owners of the procedures required to get the property out of HMO. how difficult will this be and if so why?
- Client No 49 Make a scheme work. The current scheme is a complete failure
- Client No 54 N/A
- Client No 63 Must include Landlords rights for eviction within 1 to 2 months with the support of Council.
Also Council not to give support at Citizens Advice Bureau to stay sit to tenants!
- Client No 70 As above because it costs money to keep properties to the standards
- Client No 72 How do you enforce a HMO if your landlord is bankrupt

Client No F1b© Further consultation – Would you be interested in participating in future stakeholder consultation exercises regarding the review of the Private Sector’s Housing enforcement policies?

- Client No 9 I am so relieved by your suggested change, I have had to turn away so many excellent tenants due to you current "unrealistic" rules, even the prospective tenants get really upset. I am so glad Harrow council has finally seen sense it is a really difficult time for landlords currently. Interest rates make it "non-viable"
plus house prices are dropping. Being a landlord is causing me endless, sleepless nights
I think to myself is it worth being a landlord, esp. with all the rules and regulations a landlord has to follow. I'm strongly thinking of selling my properties
- Client No 17 with my friends as well, as it is getting tougher and tougher being a landlord, especially the council asking for money for everything from the landlord.
We are just not treated right by the council. You just want to make our lives more difficult at every stage. I suggest you stop your licensing, and be a lot fairer to landlords. If all landlords stop being landlords, it would put pressure on the council. Where would you get the properties? Landlords are helping the council and yet your regulations against landlords are getting stricter every year, I don't find this fair at all. PLEASE BE FAIR TO THE LANDLORDS
- Client No 34 I strongly believe licensing should be for properties with 6 or more people.
Many houses are 3 bedrooms and let out to two couples and one single person.
I would welcome the opportunity to discuss this with you
- Client No 49 I feel several landlords and tenants should help the council team
- Client No 54 I do not have a HMO
- Client No 68 I am too old now but did when younger I wrote about 10 years of the NHS Ernest Marples on roads and houses.

Map of Harrow showing all the wards

Figure 5



6 August 2008: 8:41am Harrow Observer

House raid reveals 14 immigrants

[Aug 5 2008](#) By [Tom Parnell](#)



Rice cookers overloading a power point in the house

An illegal house crammed with immigrants who were using a ditch in the garden for a toilet has been uncovered by Harrow Council.

Officials today (Tuesday) found 14 suspected Chinese illegal immigrants living in a three-bedroom house in Warham Road, Wealdstone.

Council community safety staff, police and immigration service officers raided the semi-detached house at 5am after complaints from neighbours. Some living nearby complained of latrine smells coming from what was later found to be a home-made cesspool in the garden.



Officers found examples of dangerous wiring, including seven rice cookers being run from one power point.

Those living in the property were understood to be working in the construction industry and were collectively paying s1,000 a month in rent.

A council officer said: "The whole floor area was crammed with mattresses. They had converted a downstairs living room off the kitchen into a makeshift bedroom as well."



Immigration officials arrested two people for questioning and Harrow Council plans to prosecute the property's owner for running a house of multiple occupation (HMO) without a licence.

The council's portfolio holder for environment services Councillor Susan Hall said: "Illegal houses of multiple occupation present a clear danger to those living in them and a nuisance to those living nearby - in this case neighbours who were disturbed by smells.

"Landlords who decide to profit from cramming people into properties should take note that we will take enforcement action to stop this kind of exploitation."

DRAFT

ACCEPTABLE BEHAVIOUR CONTRACT

THIS CONTRACT is made on the

BETWEEN London Borough of Harrow

WITH Metropolitan Police

AND

AGREES the following in respect of future conduct:

- 1 I will not shoplift in any shop.
- 2 I will not act in an anti social manner in any part of Harrow including causing a nuisance in the bus station and the shopping centre.
- 3 I will not fight, bully, threaten, or cause harassment, alarm or distress to any person.
- 4 I will not be verbally abusive.

The meaning of anti social behaviour has been explained to me and I undertake not to commit acts of anti social behaviour anywhere in the London Borough of Harrow.

FURTHER X enters into a commitment with the council and police not to act in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not in the same household.

BREACH

If X does anything, which she has agreed not to do under this contract, which the council and police considers to amount to anti-social behaviour, the council may make an application to the Magistrates Court for an Anti-Social Behaviour Order, to prohibit X from acting in a manner likely to cause harassment, alarm or distress to one or more persons not of the same household.

FURTHER X acknowledges that where an Anti-Social Behaviour Order is made by the Court and breached she will be liable on conviction to a term of imprisonment not exceeding five years or a fine or both.

DECLARATION

I confirm that I understand the meaning of this contract and the consequences of breach of the contract have been explained to me.

Signed _____ (X)

Date

Signed _____ (Mrs X)

Date

WITNESSED

Signed

_____ (MET Police)

Date

Signed

_____ (Housing Officer)

Date

Signed

_____ (Ian CARTMELL ASB Unit)

Date

Draft

**HOUSES IN MULTIPLE OCCUPATION (HMO'S) AND THE HOUSING ACT 2004
PUBLIC NOTICE IN RESPECT OF ADDITIONAL LICENSING SCHEME
THE LONDON BOROUGH OF HARROW COUNCIL
ADDITIONAL LICENSING
(HOUSES IN MULTIPLE OCCUPATION) SCHEME 2006
(DEEMED DESIGNATION)**

NOTICE

The Council of the London Borough of Harrow hereby gives Notice to submit to the Secretary of State for Communities and Local Government of the designation of additional licensing requirements with respect to houses in multiple occupation in the borough. This scheme will be known as the London Borough of Harrow Designated Area Additional Licensing (Houses in Multiple Occupation) Scheme 2006 (the Scheme). This is in accordance with Sections 56 to 60 and Section 257 of the Housing Act 2004, ('the Act') The Housing Act 2004 (Commencement No. 5 and Transitional Provisions and Savings) (England) Order 2006, and paragraphs (a), (b) and (c) of Regulation 9 (2) of the Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006.

The current Scheme was deemed to have been made on 6th April 2006 and will cease to have effect on 6th April 2009.

The Scheme applies to all Houses in Multiple Occupation (HMOs) within the borough except exempted by the relevant sections of the Act. This will also include properties under Section 257 of the Act. (Properties converted into flats and the building work undertaken in connection with the conversion did not comply with regulation 20 of Building Regulation 1991 which came into force in June 1992).

Landlords, people managing properties and tenants within the borough should contact the Private Sector Housing Enforcement Team for further advice if they have any doubts as to whether a license is required for their property.

A person having control of or managing a licensable HMO in the borough must apply to the London Borough of Harrow for a Licence of such properties. A person who wishes to establish an HMO must ensure that the house has been granted a licence by this Authority unless the building has the benefit of a Temporary Exemption or it is subject to a Management Order (interim or final).

The person in control of the property ('landlord') shall apply for a license for such properties for a fee, set up by the Authority and such a licence if granted shall be valid for a period not exceeding five years from the date of the granting of the licence.

Failure to apply for a licence is an offence under Section 72(1) of the Housing Act 2004 for which a person may be fined up to £20,000.

For an application to be considered it must provide prescribed particulars and must be accompanied by the required fee, including documentation which the Authority may deem appropriate.

Enquiries regarding the licensing of houses in multiple occupation within the London Borough of Harrow and requests for application forms may be made by telephone to the Private Sector Housing Team on 020 8736 6259. Email enquires may be directed to ehealth@harrow.gov.uk or in writing as detailed below. This information is also available on the Harrow Council's website http://www.harrow.gov.uk/site/scripts/documents_info.php?categoryID=898&documentID=581

Harrow Council, Community Safety Services, Private Sector Housing Enforcement, Civic Centre, PO Box 18, Station Road, HARROW, Middlesex, HA1 2UT. Tel: 020 8736 6259. FAX 0845 280 1845

Consultation on Additional Licensing for Houses in Multiple Occupation (HMOs)

The results of this consultation will enable the Council to ensure the HMO Licensing scheme addresses your concerns. We will not give your personal information to anyone else. The information we receive helps us to see if the people who fill in our questionnaires reflect the different groups of people who live in the borough. Under the Data Protection Act 1998, we require your consent to process it. When you fill in the boxes below you are giving your consent.

SERVICE

A1	Our office is open from 9am to 5pm Monday to Friday. How do you rate this availability?	Excellent, <input type="checkbox"/>	Good, <input type="checkbox"/>	OK, <input type="checkbox"/>	Poor, <input type="checkbox"/>
		Comments:			
A2	Are you?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	Owner occupier	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	A House in Multiple Occupation tenant	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	Housing Association	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
		Please specify:			

B3	Do you think Agents and landlords manage their properties to an acceptable standard	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>
B4	<p>Have you used the Services of any of the following:</p> <p>Homeless Persons Team</p> <p>Housing Advice</p> <p>Anti-Social Behaviour Team</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Please specify</p>

OVERALL SATISFACTION

C1	What was your overall opinion of our service?	<p>Excellent, Good, OK, Poor,</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Comments:</p>
C2	Are there any other aspects you wish to comment on?	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comments:</p>
C3	Is there anything else, which you feel, is important for the service or would improve the service?	Comments

FURTHER CONSULTATION

D1	<p>Would you be interested in participating in future stakeholder consultation exercises regarding the review of the Council's Private Sector Housing Enforcement policies?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Comments</p>
D2	<p>You are welcome to return this questionnaire anonymously, but if you wish to give your name and address so we can respond to any issues you have raised, then please do so here.</p>	<p>Name: Address: Daytime Tel: Mobile Number: Email:</p>

Consultation on Additional Licensing for Houses in Multiple Occupation (HMOs)

Under the Data Protection Act 1998, we require your consent to process the information you provide. When you fill in the boxes below you are giving your consent.

SERVICE

A1	Our office is open from 9am to 5pm Monday to Friday. How do you rate this availability?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Comment here
A2	Are you? A Landlord Managing Agent Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> please specify

YOUR EXPERIENCE

B1	Have you experienced any of the following problems with HMO properties? Badly managed properties Property condition in a poor state of disrepair Overflowing bins and/or	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>
----	---	--

	<p>refuse dumped around the property</p> <p>Nuisance from anti social behaviour</p> <p>Noise nuisance from the tenants</p> <p>Overcrowding</p> <p>Extensions built without planning/building consent</p> <p>Lack of fire precautions in HMO properties</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>If other, please specify here</p>
B2	<p>Do you think Agents and landlords manage their properties to an acceptable standard</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p>
B3	<p>Have you used the Services of any of the following:</p> <p>Homelessness Team</p> <p>Housing Advice</p> <p>Anti-Social Behaviour Team</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>If other, please specify here</p>
B3	<p>How do you think that Harrow Council could identify and deal with some of the problems associated with HMO's in B1 If the licensing scheme were to be discontinued.</p>	<p>Don't Know <input type="checkbox"/></p> <p>Comment here</p>

B4	<p>The Council could use</p> <p>Prosecution</p> <p>Landlords Accreditation Scheme</p> <p>Partnership working with Landlords/Managing agents</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>If other, please specify here</p>
B5	<p>Do you think it would be easier for the Council to identify and deal with problems as in B1 using the Licensing scheme</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comment here</p>

PROCESS

C1	<p>Is the written guidance supplied with the HMO application pack sufficiently clear, or would further guidance be helpful?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment here</p>
C2	<p>Did we keep you fully informed during the licensing process?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment here</p>
C3	<p>Are there Services you would like more information on?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment here</p>

ENFORCEMENT

D1	If a notice was served on your property were you made clear about the implications of the notice and informed of your appeal rights?	Yes <input type="checkbox"/> No <input type="checkbox"/> Comment here
----	--	--

OVERALL SATISFACTION

E1	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Comment here
E2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/> Comment here
E3	Is there anything else, which you feel, is important for the service or would improve the service?	Yes <input type="checkbox"/> No <input type="checkbox"/> Comment here

FURTHER CONSULTATION

F1	Would you be interested in participating in future stakeholder consultation exercises regarding the review of the Council's Private Sector Housing Enforcement policies?	Yes <input type="checkbox"/> No <input type="checkbox"/> Comment here
F2	You are welcome to return this questionnaire anonymously, but if you wish to give your name and address so we can respond to any issues you have raised, then please do so here.	Name Address Telephone Mobile No Email

Draft

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Committee:	Licensing and General Purposes Committee
Date:	2 March 2009
Subject:	INFORMATION REPORT – Update to Committee on the progress of the Borough-wide Designated Public Places Order
Responsible Officer:	John Edwards Divisional Director of Environment Services
Portfolio Holder:	Cllr Susan Hall- Deputy Leader and Portfolio Holder for Environmental Services and Community Safety
Exempt:	No
Enclosures:	Statement by Harrow Town Team Leader Analytical report

Section 1 – Summary

This report provides an update on the Designated Public Places Order under the Local Authorities (Alcohol Consumption in Designated Public Places) Regulations 2007, which came in to effect on 1 August 2008

FOR INFORMATION

Section 2 – Report

2.1 Current situation

- 2.1.1 On 1 August 2008 the Designated Public Places Order came in to effect to cover the whole of the London Borough of Harrow. The Police and the Safer Neighbourhood Teams enforce this zone.
- 2.1.2 Further to request by members of this committee to report on the progress and update on the Designated Public Places Order, the licensing Service has contacted the Metropolitan Police Services to provide details of the activity related to the above order.
- 2.1.3 There are 350 signs erected around the Borough to inform public of the Designated Public Places Order. The Government has not provided specific wording or any particular guidelines in relation to the nature of the signs. The current signs are designed after comparing neighbouring Boroughs signage.
- 2.1.4 All premises selling/supplying alcohol were provided with explanatory leaflets regarding implications of this Zone. More than 50,000 leaflets were printed and distributed through Libraries, Retail premises and the Civic Centre. The leaflets were published on the Harrow web site as well.
- 2.1.5 The Police and the safer neighbourhood Teams are advised to exercise discretion in the way they enforce the Zone.
- 2.1.6 In most cases, the safer neighbourhood Teams ask drinkers to stop drinking or ask them to empty the contents of the container and these incidents do not get recorded as crime. Hence it has been difficult to get accurate information regarding the number of incidents the SNT has been called out to deal with. However, the Harrow Town Team Leader for Police SNT has provided their comments which are attached to this report.

Section 3 – Financial Implications

Name: Sheela Thakrar



on behalf of the
Chief Financial Officer

Date: 18 February 2009

Section 4 - Contact Details and Background Papers

Contact: P Sivashankar. Service Manager, Community safety Services. 020
8736 6237

Background Papers: Statement by Harrow Town Team Leader
Analytical report

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AEZ Results (Taken From Analytical Report)

date	day	time	no. of people	sex	place	ward	outcome
07/08/2008	Thursday	approx 14.45	2	1 m, 1 f	town centre	Greenhill	dis, adv, told to disperse for 24 hours
08/08/2008	Friday	approx 2pm	group of people, 3	not specified, 2-m, 1-f	public seating area st Johns church, Station Road	Greenhill	adv, dis, issued with dispersal notices under section 23 of ASB act. Not to enter area for 24 hours
08/08/2008	Friday	approx 2pm	2	m	St Johns church yard	Greenhill	adv, dis, advised of dispersal zone, issued with dispersal notices and advised not to enter area for 24 hours. 1 arrested due to contravention of an instruction issued to him on 07/08/08 at 14.45 banning him from entering the town centre for 24 hours.
11/08/2008	Monday	8.55am	3	m	St Johns church yard	Greenhill	adv, dis, completed stop and accounts, advised of dispersal zone and given 5090's, advised to leave by foot and not to return for 24 hours due to ASB. Dispersal forms issued.
13/08/2008	Wednesday	7.30pm	3	m	Wargrave road	Roxeth	stopped and adv,
27/08/2008	Wednesday		2	m	Roxeth Recreation ground	Roxeth	adv, subjects were compliant
29/08/2008	Friday		2	m	bus stop Northolt Road	Roxeth	adv, subject disposed of the can and apologised
02/09/2008	Tuesday		1	f	station rd jw St Johns rd	Greenhill	Dispersal order given, not to return for 24 hours.
17/09/2008	Wednesday		1	m	High Street	Wealdstone	adv, refused to dispose, issued PND for section 5 POA.
09/10/2008	Thursday	4.40pm	1	m	Harrow Bus Station	Greenhill	adv,
21/10/2008	Tuesday		1	m	Wargrave road	Roxeth	adv, dis
21/10/2008	Tuesday		1	m	Northolt Road jw Parkfield rd	Roxeth	adv, dis
05/11/2008	Wednesday		1	f	The Heights	Roxeth	adv, dis

HTT Results re AEZ

The AEZ was used in conjunction with the dispersal zone as the town centre tended to have the same street drinkers committing the offences on a daily basis. An early and robust method was taken with these people whereby alcohol was seized and they were issued with a dispersal notice. Those that breached this were arrested and subsequently charged. The HTT found that this sent out a clear message to the rest of the street drinkers that they exposed themselves to the risk of arrest and court if they breached. This resulted in the street drinkers moving on and ridding the town of their continual loitering.

It was felt that there should be a degree of discretion when dealing with those who were drinking alcohol in the AEZ and alcohol was seized every time with a warning regarding their future conduct. PND's were issued on two occasions and three persons were arrested and charged. These were the only occasions that my team had to exercise their powers when the offenders refused to give up their alcohol.

In all, the AEZ has been positive in the town centre and most if not all of the persons now accept that it is in place and refrain from breaching the AEZ.

Mike Windeatt
PS 63QA
Harrow Town Team Leader
November 2008

Alcohol Exclusion Zone from 01/08/08

date	day	time	no. of people	sex	place	ward	outcome	NB
07/08/2008	Thursday	approx 14.45	2	1 m, 1 f	town centre public seating area st Johns church, Station Road	Greenhill	dis, adv, told to disperse for 24 hours	*****
08/08/2008	Friday	approx 2pm	group of people, 3	not specified, 2-m, 1-f		Greenhill	adv, dis, issued with dispersal notices under section 23 of ASB act. Not to enter area for 24 hours	this area seen by public as very anti-social
08/08/2008	Friday	approx 2pm	2	m	St Johns church yard	Greenhill	adv, dis, advised of dispersal zone, issued with dispersal notices and advised not to enter area for 24 hours. 1 arrested due to contravention of an instruction issued to him on 07/08/08 at 14.45 banning him from entering the town centre for 24 hours.	***** and *****
11/08/2008	Monday	8.55am	3	m	St Johns church yard	Greenhill	adv, dis, completed stop and accounts, advised of dispersal zone and given 5090's, advised to leave by foot and not to return for 24 hours due to ASB. Dispersal forms issued.	recent complaints from local businesses and local MOP
13/08/2008	Wednesday	7.30pm	3	m	Wargrave road	Roxeth	stopped and adv.	Roxeth SNT had numerous complaints from community re: ASB therefore temporary CCTV to be installed. monitor ASB
27/08/2008	Wednesday		2	m	Roxeth Recreation ground	Roxeth	adv, subjects were compliant	monitor ASB
29/08/2008	Friday		2	m	bus stop Northolt Road	Roxeth	adv, subject disposed of the can and apologised	subject - ***** & ***** , monitor ASB
02/09/2008	Tuesday		1	f	station rd jw St Johns rd	Greenhill	Dispersal order given, not to return for 24 hours.	1 female drinking with group of males, she was asked to move out of town centre and dispose of alcohol, she refused, carried on drinking and acted in ASB.
17/09/2008	Wednesday		1	m	High Street	Wealdstone	adv, refused to dispose, issued PND for section 5 POA.	subject did not dispose but sealed container.
09/10/2008	Thursday	4.40pm	1	m	Harrow Bus Station	Greenhill	adv.	subject was ***** with group of ic4 males PCSO noted that MOP crossing rd to avoid them. As PCSO passed them one kicked his foot and stared at him. Monitor ASB
21/10/2008	Tuesday		1	m	Wargrave road	Roxeth	adv, dis	subject was ***** is it possible to get time to compare the above. Monitor ASB
21/10/2008	Tuesday		1	m	Northolt Road jw Parkfield rd	Roxeth	adv, dis	subject already noted in previous AEZ CRIMINTS. Monitor ASB
05/11/2008	Wednesday		1	f	The Heights	Roxeth	adv, dis	***** , ***** , *****
12/12/2008	Tuesday	approx 4 pm	8	TAMIL males	Northolt Road & Valentine Road & Wargrave Road	Roxeth	this group are using ALEXANDRA PARK to consume alcohol	

dis – disposed, adv – advised, mop – members of public

Restricted handling code 4 applies created by Candy Steele 26/11/2008

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