

Consultation On Proposal To Introduce Selective Licensing

Harrow Council has identified areas where there are a number of privately rented properties which are either badly managed and/or poorly maintained, which have been linked to causing anti-social behaviour. To overcome these problems, Harrow Council is considering introducing selective licensing in designated areas

Working in partnership with the Police, landlords, agents, tenants etc., we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the borough to make it attractive for people to want to live, work and invest in.

If the Selective Licensing scheme is introduced, all private rented properties would be required to apply for a license. This will enable the Council to ensure that fire safety standards, basic amenities and general management of rented properties are being met. It will also reduce the number of landlords trying to avoid regulations. The Scheme will be reviewed and renewed after five years from date of implementation, and a proposed fee of £550.

Under the Data Protection Act 1998, we require your consent to process the information, by filling out the form below, you are giving your consent. Your personal information will not be given to anyone else.

Online versions of the questionnaires are available on the Council website by typing in the following link <http://www.harrow.gov.uk/environmentconsultations>

SELECTIVE LICENSING	
A1	<p>What type of service provider are you</p> <p>ASB Team <input type="checkbox"/></p> <p>Fire Brigade <input type="checkbox"/></p> <p>Council Housing <input type="checkbox"/></p> <p>Housing Association <input type="checkbox"/></p> <p>Planning <input type="checkbox"/></p> <p>Police <input type="checkbox"/></p> <p>Other (<i>please specify</i>) <input type="checkbox"/></p>
A2	<p>Do you support the Council's proposal to introduce selective licensing? (<i>Please specify if your response is evidence based</i>).</p>

A4	Do you agree landlords/Agents should have a responsibility to have satisfactory management arrangements: <i>(Please specify)</i> .	
A5	Please provide any additional comments regarding any complaints received with private rented properties. <i>(Please specify if your response is evidence based)</i> .	

YOUR EXPERIENCE		
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B1	If the Selective licensing scheme was not implemented what impact do you think this may have on the community? <i>(Please specify if your response is evidence based)</i> .	
B2	Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour <i>(Please specify if your response is evidence based)</i> .	
B3	Do you think the Council is dealing effectively with landlords and agents who neglect their properties? <i>(Please specify if your response is evidence based)</i> .	

B4	<p>What do you think? <i>(Please specify if your response is evidence based).</i></p> <p>Should the Council intervene in areas suffering from low housing demand</p>	
B5	<p>Poorly managed properties contribute to the decline of an area. <i>(Please specify if your response is evidence based).</i></p>	
B6	<p>Ineffectively managed tenancies contribute to the decline of an area. <i>(Please specify if your response is evidence based).</i></p>	
B7	<p>Selective licensing will help reduce anti-social behaviour. <i>(Please specify if your response is evidence based).</i></p>	

B8	Selective licensing will help make an area more attractive to potential renters, and so increase rental values and property prices. <i>(Please specify if your response is evidence based).</i>		

OVERALL SATISFACTION

C1	Are there any other aspects you wish to comment on? <i>(Please specify).</i>		
C2	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"/> Please specify	

FURTHER CONSULTATION

D1	Do you have any further comments regarding this proposal,	Comments	
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D2	Do you believe there is a better option or alternatives to Selective Licensing, please provide details including your justification.	<i>Please specify if your response is evidence based.</i>
D3	Please provide your contact details	Name: Department: Telephone Number(s): Email:

EQUALITY MONITORING

To help us monitor equal access and service delivery, we would like to monitor the ethnic origin of our service users. This will help us to ensure that we continue to provide a service, which is delivered on a fair basis across the community. Any information you provide will be treated in strictest confidence.

Please tick the box which best describes your ethnic origin:

Black African
Caribbean
Other Please specify

Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

European Irish
UK
Other Please specify

Other Ethnic Group Please specify

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

Please return the completed questionnaire to: Mrs S Abdul-Cader

Harrow Council
Environment & Enterprise
Residential Licensing Team
Civic Centre
PO Box 18
Station Road
Harrow
HA1 2UT Email: ehealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

If you have any questions regarding this form, please do not hesitate to contact Residential Licensing Team on (020) 8736 6252.

Map of proposed ward



Designated area road names:

- | | | | |
|--------------------|-------------------|--------------------|------------------|
| Aberdeen Road | Adderley Road | Annette Close | Astall Close |
| Athelstone Road | Barchester Road | Barratt Way | Baslow Close |
| Bengarth Drive | Bishop Ken Road | Brinsley Road | Broadlawns Court |
| Bruce Road | Byron Road | Canning Road | Cardinal Way |
| Carmelite Road | Cecil Road | Chandos Court | Church Lane |
| Claremont Road | College Avenue | College Hill Road | College Road |
| Connaught Road | Cypress Road | Derby Avenue | Dryden Road |
| Enderley Close | Enderley Road | Farmstead Road | Fisher Road |
| Forward Drive | Gordon Avenue | Gordon Road | Graham Road |
| Greenway Gardens | Hampden Road | Harkett Close | Havelock Road |
| Headstone Drive | Hibbert Road | High Road | High Street |
| Kenton Lane | Ladysmith Road | Lime Close | Locket Road |
| Lorne Road | Lynn Close | Marthorne Crescent | Montrose Road |
| Newton Road | Nicola Close | Palmerston Road | Queens Terrace |
| Railway Approach | Risingholme Close | Risingholme Road | Ronart Street |
| Sarita Close | Sefton Avenue | Spencer Road | Stanhope Avenue |
| Stox Mead | The Broadway | The Bye Way | The Cross Way |
| The Greenway | The Meadow Way | The Middle Way | Toorack Road |
| Tudor Road | Warham Road | Weald Lane | Wellington Road |
| Whitefriars Avenue | Whitefriars Drive | Wickham Road | Wolseley Road |

Wealdstone Ward Councillors



Councillor Phillip O'Dell
 Work: Group Office: (020) 8424 1897
 Home: (020) 8861 0090
 Work: phillip.odell@harrow.gov.uk



Councillor Mrs Rekha Shah
 Deputy Mayor
 Work: Group Office: (020) 8424 1897
 Home: (020) 8427 0341
 Work: rnshah@harrow.gov.uk



Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
 Work: Group Office: (020) 8424 1897
 Work: anne.whitehead@harrow.gov.uk

Consultation On Proposal To Introduce Selective Licensing

Wealdstone Ward

Harrow Council has identified areas where there are a number of badly managed and poorly maintained properties which are linked to anti-social behaviour and fly tipping. There is evidence that anti-social behaviour has the largest percentage of the crime types in Wealdstone being 37.06% between June 2014 and May 2015. Please see following link:

<http://www.police.uk/metropolitan/00AQGT/crimes/stats/>

This supports previous work in this area that identified large elements of anti-social behaviour and other crimes connected to the private housing sector.

To overcome these problems Harrow Council is considering introducing a Selective Licensing scheme in the **Wealdstone ward**. A Map is enclosed showing the roads affected.

While working in partnership with the police, landlords' agents, tenants etc. our aims are to improve the area to benefit all those that live, work, invest and visit the area, by aiming to have a regulated standard of management and condition of rented properties. This will assist in achieving a settled and diverse community, and attractive area to live, work and visit.

If the Selective Licensing scheme is introduced there will be conditions on the licence that stipulates that the licence holder has valid tenancy agreements, gives rent receipts, safety certificates and obtains references from tenants. Once licenced properties are inspected and are informed if any works needing doing to bring the house up to decent homes standards.

The proposed fee for a licence for up to 5 years would be £550.00.

The results of the of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing Scheme, the Council would be able to eliminate your concerns. We will not give your information to anyone else. The information we receive helps us to see if the people who fill in our questionnaire 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 questionnaire you are giving your consent.

This questionnaire is also available online at: www.harrow.gov.uk/environmentconsultations Which also has additional information on selective licensing and shows the draft conditions proposed.

We welcome all views including those outside the ward in question.

Consultation On Proposal To Introduce Selective Licensing

ABOUT YOU

A1	Which of the following applies to you?	
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Live in Harrow Live in the proposed Selective Licensing Area Work in the proposed Selective Licensing Area Represent an organisation based or operating in Harrow Own or Manage a Harrow Business Own or Manage a Business in the proposed Selective Licensing Area Work in Harrow Private Landlord in the proposed Selective Licensing Area Private Landlord in Harrow Letting or Managing Agent with properties in Harrow Landlords Association Other (<i>Please specify</i>)
A2	If you are a Private Landlord, Managing Agent or Letting Agent, please provide:	
	How many Houses in Multiple Occupation owned or managed in Harrow How many other private rented properties owned or managed in Harrow How many Properties owned or managed in the <u>UK</u>	
A3	Due to the issues of Anti-Social Behaviour, Crime and Environmental Issues in Wealdstone, Harrow is proposing to require all landlords to be licensed in the area under a Selective Licensing Scheme. Do you agree or disagree with this proposal?	
	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree or disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Not Sure	
	The fee for a license up to 5 years would be approximately £550 (£110 per year). Do you agree or disagree that this is a reasonable license fee	
	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree or disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Not Sure	

ISSUES

B1	How Long have you lived / worked in Harrow			
B2	If you are a tenant has your landlord			
	Requested references prior to renting	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Provided written tenancy agreements	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Have an annual gas safety check	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Keep the property in a good state of repair	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Comments			
B3	Have you ever experienced or complained to the Council about any of the following			
		Experienced / Aware of	Complained of	
	Anti-social problems in the neighbourhood,	<input type="checkbox"/>	<input type="checkbox"/>	
	Affected by subletting/overcrowding	<input type="checkbox"/>	<input type="checkbox"/>	
	Damage caused by tenants	<input type="checkbox"/>	<input type="checkbox"/>	
	Overflowing bins and/or refuse dumped around the property	<input type="checkbox"/>	<input type="checkbox"/>	
	Noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	
	Crime including drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	
	Poor property conditions	<input type="checkbox"/>	<input type="checkbox"/>	
	Gangs or groups congregating or raising fear of crime	<input type="checkbox"/>	<input type="checkbox"/>	

	Other (<i>Please specify</i>)			
B4	<p>Do you feel anti-social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>		
B5	<p>Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		
B6	<p>Do you think the Council is dealing effectively with landlords and agents who neglect their properties</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		
B7	<p>Do you think the Council and partners are doing enough to tackle issues of poor standards of property, anti-social behaviour and crime in Wealdstone</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		

CONDITIONS

The Housing Act 2004 puts certain mandatory conditions on a licence, but the Local Authority can add others. To what extent can you agree with the following issues and principles that are to be applied:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Licence Holder must:						
Use reputable contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide details of contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keep exits, stairs and corridors free of obstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide rent receipts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be competent in managing the premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reside in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide contact details at the premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide contact details of person when absent (e.g. on holiday)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain references from tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address anti social behaviour in their premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regularly inspect their premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make tenants aware of conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inform the council of any changes to layout, amenities or occupation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure rooms are not occupied to levels above that in the licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the premise can be secured and is safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain the exterior of the premise in a good state, including gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide suitable and sufficient rubbish containers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide tenants with details of refuse disposal and collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tenants must:						
Declare any criminal conviction when applying for tenancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take all reasonable measures to assist the licence holder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not cause any ASB or environmental issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All conditions proposed can be found at www.harlow.gov.uk/environmentalconsultations.

FURTHER CONSULTATION

D1	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comments	
D2	Would you be interested in participating in future consultation regarding the the Council's Private Sector Housing policies?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>	
D3	Have you any other comments or areas that should be address as part of this proposal? (Please specify)		
D4	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Please specify	
D5	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"/> Please specify	
D6	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.	Name: Address: Daytime Tel: Mobile Number: Email:	

EQUALITY MONITORING

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Black African
Caribbean
Other Please specify

.....

Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

.....

European Irish
UK
Other Please specify

.....

Other Ethnic Group Please specify

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

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Environment & Enterprise
HMO Licensing Team
Civic Centre
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Harrow

HA1 2UT Email: ehealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

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Map of proposed ward



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Bruce Road	Byron Road	Canning Road	Cardinal Way
Carmelite Road	Cecil Road	Chandos Court	Church Lane
Claremont Road	College Avenue	College Hill Road	College Road
Connaught Road	Cypress Road	Derby Avenue	Dryden Road
Enderley Close	Enderley Road	Farmstead Road	Fisher Road
Forward Drive	Gordon Avenue	Gordon Road	Graham Road
Greenway Gardens	Hampden Road	Harkett Close	Havelock Road
Headstone Drive	Hibbert Road	High Road	High Street
Kenton Lane	Ladysmith Road	Lime Close	Locket Road
Lorne Road	Lynn Close	Marthorne Crescent	Montrose Road
Newton Road	Nicola Close	Palmerston Road	Queens Terrace
Railway Approach	Risingholme Close	Risingholme Road	Ronart Street
Sarita Close	Sefton Avenue	Spencer Road	Stanhope Avenue
Stox Mead	The Broadway	The Bye Way	The Cross Way
The Greenway	The Meadow Way	The Middle Way	Toorack Road
Tudor Road	Warham Road	Weald Lane	Wellington Road
Whitefriars Avenue	Whitefriars Drive	Wickham Road	Wolseley Road

Wealdstone Ward Councillors



Councillor Phillip O'Dell
 Work: Group Office: (020) 8424 1897
 Home: (020) 8861 0090
 Work: phillip.odell@harrow.gov.uk



Councillor Mrs Rekha Shah
 Deputy Mayor
 Work: Group Office: (020) 8424 1897
 Home: (020) 8427 0341
 Work: rnshah@harrow.gov.uk



Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
 Work: Group Office: (020) 8424 1897
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Consultation On Proposal To Introduce Selective Licensing

Harrow Council has identified areas where there are a number of badly managed and poorly maintained properties which are linked to anti social behaviour. To overcome these problems Harrow Council is considering introducing selective licensing scheme in a designated area, **Wealdstone ward**. Map is enclosed showing the roads affected.

Working in partnership with the Police, landlords, agents, tenants etc, we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the area to make it attractive for people to want to live, work and invest in the area.

If the Selective Licensing scheme is introduced, all private rented properties would be required to apply for a license. This will enable the Council to ensure that fire safety standards, basic amenities and general management of rented properties are being met. The Scheme will be reviewed and renewed after five years from date of implementation, and a proposed fee of £550.

The results of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing scheme, the Council are able to eliminate 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.

An online version is available <http://www.harrow.gov.uk/environmentconsultations>

SERVICE	
A1	<p>Our service is open from 9am to 5pm Monday to Friday. How do you rate this availability?</p> <p style="text-align: center;"> Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> </p> <p style="text-align: center;">Please specify</p>
A2	<p>Are you?</p> <p>Owner occupier Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Private rented tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Association tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Council tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Other</p> <p style="text-align: center;">Please specify:</p>

A3	<p>Do you like where you live</p> <p>Has the area changed for the better or worse</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p> <p>Better <input type="checkbox"/> Worse <input type="checkbox"/></p>	
A4	<p>What do you <i>(please specify)</i></p> <p>Like best about the area</p> <p>Dislike about the area</p>		
A5	<p>How long have you lived in Harrow <i>(please specify)</i></p>		
A6	<p>If you are a tenant has your landlord</p> <p>Requested references prior to renting</p> <p>Provided written tenancy agreements</p> <p>Have an annual gas safety check</p> <p>Keep the property in a good state of repair</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comments</p>	

YOUR EXPERIENCE

B1	<p>Have you experienced any</p> <p>Anti social problems in the neighbourhood, which have affected you</p> <p>Landlord/Agent threatening if you complaint about your living conditions</p> <p>Affected by subletting/overcrowding</p> <p>Damage caused by tenants</p> <p>Complaints from the Council</p> <p>Overflowing bins and/or refuse dumped around the property</p> <p>Nuisance from anti social behaviour</p> <p>Noise nuisance</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>
B2	<p>Have you used the Services of any of the following Teams:</p> <p>Homelessness</p> <p>Environmental Health</p> <p>Anti-Social Behaviour</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

B3	<p>Have you complained about</p> <p>Noise nuisance</p> <p>Nuisance from parking</p> <p>Noise from cars</p> <p>Nuisance neighbours</p> <p>Overflowing bins/fly tipping</p> <p>Drug dealing or drug related crime</p> <p>Alcohol related crime</p> <p>Gang nuisance</p> <p>Violence</p> <p>Harassment</p> <p>Racial prejudices</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>	
B4	<p>With regards to anti social behaviour have you?</p> <p>Being a victim</p> <p>Witnessed it</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>	

B5	<p>Do you feel anti social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>
B6	<p>Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B7	<p>Do you think the Council is dealing effectively with landlords and agents who neglect their properties</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B8	<p>If you have made any complaints, were you happy with the way your complaint was dealt with</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B9	<p>Are there any other Services you would like more information on?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

OVERALL SATISFACTION

C1	What was your overall opinion of our service?	Excellent, <input type="checkbox"/>	Good, <input type="checkbox"/>	OK, <input type="checkbox"/>	Poor, <input type="checkbox"/>
		Please specify			
C2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/>			
		Please specify			
C3	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"/>			
		Please specify			

FURTHER CONSULTATION

D1	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"/>	Don't Know <input type="checkbox"/>
		Comments		
D2	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>		
		Comments		
D3	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.	Name:		
		Address:		
		Daytime Tel:		
		Mobile Number:		
		Email:		

EQUALITY MONITORING

To help us monitor equal access and service delivery, we would like to monitor the ethnic origin of our service users. This will help us to ensure that we continue to provide a service, which is delivered on a fair basis across the community. Any information you provide will be treated in strictest confidence.

Please tick the box which best describes your ethnic origin:

Black African
Caribbean
Other Please specify

.....
Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

.....
European Irish
UK
Other Please specify

.....
Other Ethnic Group Please specify

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

Please return the completed questionnaire to: Mrs S Abdul-Cader

Harrow Council
Environment & Enterprise
HMO Licensing Team
Civic Centre
PO Box 18
Station Road
Harrow

HA1 2UT Email: ehhealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

If you have any questions regarding this form, please do not hesitate to contact HMO Licensing Team on (020) 8736 6252.

Map of proposed ward



Designated area road names:

Aberdeen Road	Adderley Road	Annette Close	Astall Close
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Bengarth Drive	Bishop Ken Road	Brinsley Road	Broadlawns Court
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Wealdstone Ward Councillors



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 Work: phillip.odell@harrow.gov.uk



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Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
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Consultation On Proposal To Introduce Selective Licensing

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Working in partnership with the Police, landlords, agents, tenants etc we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the area to make it attractive for people to want to live, work and invest in the area.

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The results of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing scheme, the Council would be able to eliminate 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.

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SERVICE	
A1	Our service is open from 9am to 5pm Monday to Friday. How do you rate this availability? <div style="display: flex; justify-content: space-around; margin-top: 10px;"> Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> </div> <p style="margin-top: 10px;">Please specify</p>
A2	Are you? A Landlord Yes <input type="checkbox"/> No <input type="checkbox"/> Managing Agent Yes <input type="checkbox"/> No <input type="checkbox"/> Leaseholder Yes <input type="checkbox"/> No <input type="checkbox"/> Other Please specify:
A3	Are you a member of the London Landlords accreditation scheme or any other recognised landlord body? If yes Please specify which one <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Yes <input type="checkbox"/> No <input type="checkbox"/> </div>

A4	Are your rented properties In Harrow	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Outside the borough	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A5	Do you Request references prior to renting	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Provide written tenancy agreements	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Comments		

YOUR EXPERIENCE

B1	Have you experienced any of the following		
	Renting your properties.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Anti social problems in the neighbourhood, which have affected your tenants.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Keeping the good tenants	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Evicting bad tenants	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Tenants breaching the tenancy agreement ie subletting/overcrowding	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Rent arrears	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Damage caused by tenants	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Complaints from the Council	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Overflowing bins and/or refuse dumped around the property	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Nuisance from anti social behaviour	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Noise nuisance from the tenants	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Please specify		

B2	<p>Have you used the services of any of the following Teams:</p> <p>Homelessness</p> <p>Environmental Health</p> <p>Anti-Social Behaviour</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>
B3	<p>Have you complained to the Council about other private rented properties causing</p> <p>Noise nuisance</p> <p>Nuisance from parking</p> <p>Nuisance neighbours</p> <p>Overflowing bins/fly tipping</p> <p>Drug dealing or drug related crime</p> <p>Alcohol related crime</p> <p>Gang nuisance</p> <p>Violence</p> <p>Harassment</p> <p>Racial prejudices</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

B4	<p>With regards to anti social behaviour have you?</p> <p>Being a victim</p> <p>Witnessed it</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B5	<p>Do you feel anti social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>
B6	<p>If you have made any complaints</p> <p>Were you happy with the way your complaint was dealt with</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B7	<p>Are there any other Services you would like more information on?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

OVERALL SATISFACTION

D1	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Please specify
D2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/> Please specify
D3	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"/> Please specify

FURTHER CONSULTATION

E1	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"/> Comments
E2	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comments Yes <input type="checkbox"/> No <input type="checkbox"/> Comments
E3	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.	Name: Address: Daytime Tel: Mobile Number: Email:

EQUALITY MONITORING

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Please tick the box which best describes your ethnic origin:

Black African
Caribbean
Other Please specify

.....

Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

.....

European Irish
UK
Other Please specify

.....

Other Ethnic Group Please specify

.....

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

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Map of proposed ward



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Wealdstone Ward Councillors



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Consultation On Proposal To Introduce Selective Licensing

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Working in partnership with the Police, landlords, agents and tenants, we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the area to make it attractive for people to want to work, live and invest in the area.

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SERVICE													
A1	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>Our services are open from 9am to 5pm Monday to Friday. How do you rate this availability?</p> </div> <div style="width: 50%; text-align: center;"> <p>Excellent, Good, OK, Poor,</p> <p style="font-size: 2em; margin: 0;">□ □ □ □</p> <p>Comments:</p> </div> </div>												
A2	<p>Is your business your</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Own</td> <td>Yes <input type="checkbox"/></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Rented</td> <td>Yes <input type="checkbox"/></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Leased</td> <td>Yes <input type="checkbox"/></td> <td>No <input type="checkbox"/></td> </tr> <tr> <td>Other</td> <td colspan="2">Please specify:</td> </tr> </table>	Own	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Rented	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Leased	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Other	Please specify:	
Own	Yes <input type="checkbox"/>	No <input type="checkbox"/>											
Rented	Yes <input type="checkbox"/>	No <input type="checkbox"/>											
Leased	Yes <input type="checkbox"/>	No <input type="checkbox"/>											
Other	Please specify:												

A3	What type of business do you run <i>(please specify)</i> Food outlet Newsagent Bookmakers 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
A4	Would you invest further in the borough	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comment

YOUR EXPERIENCE

B1	Have you experienced any of the following problems with private rented properties? Badly managed properties Property condition in a poor state of disrepair Overcrowded properties Overflowing bins / fly tipping Nuisance from anti-social behaviour Groups congregating Alcohol related crime Drug dealing or drug related issues Gang nuisance Violence Harassment Racial prejudices 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"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Comment
----	--	---

B2	<p>Has your business being affected by</p> <p>Noise nuisance</p> <p>Nuisance from parking</p> <p>Noise from cars</p> <p>Nuisance neighbours</p> <p>Overflowing bins/fly tipping</p> <p>Drug/alcohol related crime</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B3	<p>Do you agree that Harrow Council should hold Landlords and Managing Agents responsible to manage their properties?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B4	<p>Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B5	<p>Do you think the Council is dealing effectively with landlords and agents who neglect their properties</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B6	<p>Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B7	<p>Do you feel anti social problems are dealt effectively</p> <p>By the Council</p> <p>Police</p> <p>Partnership working with Landlords/Managing agents</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>

OVERALL SATISFACTION

C1	What is your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Comments:
C2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/> Comments:
C3	Is there anything else, which you feel, is important for the service or would improve the service?	Suggestions: 1 2 3

FURTHER CONSULTATION

D1	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"/> Comments
D2	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: Tel: Email:

CUSTOMER SATISFACTION SURVEY

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Please tick the box which best describes your ethnic origin:

Black	African	<input type="checkbox"/>	
	Caribbean	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify
Asian	Bangladeshi	<input type="checkbox"/>	
	Chinese	<input type="checkbox"/>	
	Indian	<input type="checkbox"/>	
	Pakistani	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify
European	Irish	<input type="checkbox"/>	
	UK	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify
Other Ethnic Group		<input type="checkbox"/>	Please specify
Is your first language English?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	If "NO" please specify
Gender	Male	<input type="checkbox"/>	
	Female	<input type="checkbox"/>	

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SERVICE		
A1	<p>Our service is open from 9am to 5pm Monday to Friday. How do you rate this availability?</p>	<p>Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/></p> <p>Please specify</p>
A2	<p>Are you?</p> <p>A Landlord</p> <p>Managing Agent</p> <p>Leaseholder</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify:</p>
A3	<p>Are you a member of the London Landlords accreditation scheme or any other recognised landlord body? If yes Please specify which one</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

A4	Are your rented properties In Harrow Outside the borough	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	
A5	Do you Request references prior to renting Provide written tenancy agreements	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Comments	

YOUR EXPERIENCE

B1	Have you experienced any of the following Renting your properties. Anti social problems in the neighbourhood, which have affected your tenants. Keeping the good tenants Evicting bad tenants Tenants breaching the tenancy agreement ie subletting/overcrowding Rent arrears Damage caused by tenants Complaints from the Council Overflowing bins and/or refuse dumped around the property Nuisance from anti social behaviour Noise nuisance from the tenants 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"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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	
----	--	--	--

B2	<p>Have you used the services of any of the following Teams:</p> <p>Homelessness</p> <p>Environmental Health</p> <p>Anti-Social Behaviour</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>
B3	<p>Have you complained to the Council about other private rented properties causing</p> <p>Noise nuisance</p> <p>Nuisance from parking</p> <p>Nuisance neighbours</p> <p>Overflowing bins/fly tipping</p> <p>Drug dealing or drug related crime</p> <p>Alcohol related crime</p> <p>Gang nuisance</p> <p>Violence</p> <p>Harassment</p> <p>Racial prejudices</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

B4	<p>With regards to anti social behaviour have you?</p> <p>Being a victim</p> <p>Witnessed it</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B5	<p>Do you feel anti social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>
B6	<p>If you have made any complaints</p> <p>Were you happy with the way your complaint was dealt with</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B7	<p>Are there any other Services you would like more information on?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

OVERALL SATISFACTION

D1	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Please specify
D2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/> Please specify
D3	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"/> Please specify

FURTHER CONSULTATION

E1	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"/> Comments
E2	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comments Yes <input type="checkbox"/> No <input type="checkbox"/> Comments
E3	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.	Name: Address: Daytime Tel: Mobile Number: Email:

EQUALITY MONITORING

To help us monitor equal access and service delivery, we would like to monitor the ethnic origin of our service users. This will help us to ensure that we continue to provide a service, which is delivered on a fair basis across the community. Any information you provide will be treated in strictest confidence.

Please tick the box which best describes your ethnic origin:

Black African
Caribbean
Other Please specify

.....

Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

.....

European Irish
UK
Other Please specify

.....

Other Ethnic Group Please specify

.....

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

Please return the completed questionnaire to: Mrs S Abdul-Cader

Harrow Council
Environment & Enterprise
Residential Licensing Team
Civic Centre
PO Box 18
Station Road
Harrow

HA1 2UT Email: ehealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

If you have any questions regarding this form, please do not hesitate to contact Residential Licensing Team on (020) 8736 6252.

Map of proposed ward



Designated area road names:

Aberdeen Road	Adderley Road	Annette Close	Astall Close
Athelstone Road	Barchester Road	Barratt Way	Baslow Close
Bengarth Drive	Bishop Ken Road	Brinsley Road	Broadlawns Court
Bruce Road	Byron Road	Canning Road	Cardinal Way
Carmelite Road	Cecil Road	Chandos Court	Church Lane
Claremont Road	College Avenue	College Hill Road	College Road
Connaught Road	Cypress Road	Derby Avenue	Dryden Road
Enderley Close	Enderley Road	Farmstead Road	Fisher Road
Forward Drive	Gordon Avenue	Gordon Road	Graham Road
Greenway Gardens	Hampden Road	Harkett Close	Havelock Road
Headstone Drive	Hibbert Road	High Road	High Street
Kenton Lane	Ladysmith Road	Lime Close	Lockett Road
Lorne Road	Lynn Close	Marthorne Crescent	Montrose Road
Newton Road	Nicola Close	Palmerston Road	Queens Terrace
Railway Approach	Risingholme Close	Risingholme Road	Ronart Street
Sarita Close	Sefton Avenue	Spencer Road	Stanhope Avenue
Stox Mead	The Broadway	The Bye Way	The Cross Way
The Greenway	The Meadow Way	The Middle Way	Toorack Road
Tudor Road	Warham Road	Weald Lane	Wellington Road
Whitefriars Avenue	Whitefriars Drive	Wickham Road	Wolseley Road

Wealdstone Ward Councillors



Councillor Phillip O'Dell
 Work: Group Office: (020) 8424 1897
 Home: (020) 8861 0090
 Work: phillip.odell@harrow.gov.uk



Councillor Mrs Rekha Shah
 Deputy Mayor
 Work: Group Office: (020) 8424 1897
 Home: (020) 8427 0341
 Work: rshah@harrow.gov.uk



Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
 Work: Group Office: (020) 8424 1897
 Work: anne.whitehead@harrow.gov.uk

Consultation On Proposal To Introduce Selective Licensing

Wealdstone Ward

Harrow Council has identified areas where there are a number of badly managed and poorly maintained properties which are linked to anti-social behaviour and fly tipping. There is evidence that anti-social behaviour has the largest percentage of the crime types in Wealdstone being 37.06% between June 2014 and May 2015. Please see following link:

<http://www.police.uk/metropolitan/00AQGT/crimes/stats/>

This supports previous work in this area that identified large elements of anti-social behaviour and other crimes connected to the private housing sector.

To overcome these problems Harrow Council is considering introducing a Selective Licensing scheme in the **Wealdstone ward**. A Map is enclosed showing the roads affected.

While working in partnership with the police, landlords' agents, tenants etc. our aims are to improve the area to benefit all those that live, work, invest and visit the area, by aiming to have a regulated standard of management and condition of rented properties. This will assist in achieving a settled and diverse community, and attractive area to live, work and visit.

If the Selective Licensing scheme is introduced there will be conditions on the licence that stipulates that the licence holder has valid tenancy agreements, gives rent receipts, safety certificates and obtains references from tenants. Once licenced properties are inspected and are informed if any works needing doing to bring the house up to decent homes standards.

The proposed fee for a licence for up to 5 years would be £550.00.

The results of the of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing Scheme, the Council would be able to eliminate your concerns. We will not give your information to anyone else. The information we receive helps us to see if the people who fill in our questionnaire 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 questionnaire you are giving your consent.

This questionnaire is also available online at: www.harrow.gov.uk/environmentconsultations Which also has additional information on selective licensing and shows the draft conditions proposed.

We welcome all views including those outside the ward in question.

Consultation On Proposal To Introduce Selective Licensing

ABOUT YOU

A1 Which of the following applies to you?

- Live in Harrow
- Live in the proposed Selective Licensing Area
- Work in the proposed Selective Licensing Area
- Represent an organisation based or operating in Harrow
- Own or Manage a Harrow Business
- Own or Manage a Business in the proposed Selective Licensing Area
- Work in Harrow
- Private Landlord in the proposed Selective Licensing Area
- Private Landlord in Harrow
- Letting or Managing Agent with properties in Harrow
- Landlords Association
- Other (*Please specify*)

A2 If you are a Private Landlord, Managing Agent or Letting Agent, please provide:

How many Houses in Multiple Occupation owned or managed in Harrow

How many other private rented properties owned or managed in Harrow

How many Properties owned or managed in the UK

A3 Due to the issues of Anti-Social Behaviour, Crime and Environmental Issues in Wealdstone, Harrow is proposing to require all landlords to be licensed in the area under a Selective Licensing Scheme. Do you agree or disagree with this proposal?

- Strongly Agree
 Agree
 Neither agree or disagree
 Disagree
 Strongly Disagree
 Not Sure

The fee for a license up to 5 years would be approximately £550 (£110 per year). Do you agree or disagree that this is a reasonable license fee

- Strongly Agree
 Agree
 Neither agree or disagree
 Disagree
 Strongly Disagree
 Not Sure

ISSUES

B1	How Long have you lived / worked in Harrow			
B2	If you are a tenant has your landlord			
	Requested references prior to renting	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Provided written tenancy agreements	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Have an annual gas safety check	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Keep the property in a good state of repair	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
	Comments			
B3	Have you ever experienced or complained to the Council about any of the following			
		Experienced / Aware of	Complained of	
	Anti-social problems in the neighbourhood,	<input type="checkbox"/>	<input type="checkbox"/>	
	Affected by subletting/overcrowding	<input type="checkbox"/>	<input type="checkbox"/>	
	Damage caused by tenants	<input type="checkbox"/>	<input type="checkbox"/>	
	Overflowing bins and/or refuse dumped around the property	<input type="checkbox"/>	<input type="checkbox"/>	
	Noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	
	Crime including drug dealing	<input type="checkbox"/>	<input type="checkbox"/>	
	Poor property conditions	<input type="checkbox"/>	<input type="checkbox"/>	
	Gangs or groups congregating or raising fear of crime	<input type="checkbox"/>	<input type="checkbox"/>	

	Other (<i>Please specify</i>)			
B4	<p>Do you feel anti-social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>		
B5	<p>Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		
B6	<p>Do you think the Council is dealing effectively with landlords and agents who neglect their properties</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		
B7	<p>Do you think the Council and partners are doing enough to tackle issues of poor standards of property, anti-social behaviour and crime in Wealdstone</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>		

CONDITIONS

The Housing Act 2004 puts certain mandatory conditions on a licence, but the Local Authority can add others. To what extent can you agree with the following issues and principles that are to be applied:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Licence Holder must:						
Use reputable contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide details of contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keep exits, stairs and corridors free of obstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide rent receipts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be competent in managing the premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reside in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide contact details at the premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide contact details of person when absent (e.g. on holiday)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain references from tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address anti social behaviour in their premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regularly inspect their premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make tenants aware of conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inform the council of any changes to layout, amenities or occupation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure rooms are not occupied to levels above that in the licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the premise can be secured and is safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain the exterior of the premise in a good state, including gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide suitable and sufficient rubbish containers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide tenants with details of refuse disposal and collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tenants must:						
Declare any criminal conviction when applying for tenancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take all reasonable measures to assist the licence holder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not cause any ASB or environmental issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All conditions proposed can be found at www.harrow.gov.uk/environmentalconsultations.

FURTHER CONSULTATION

D1	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comments
D2	Would you be interested in participating in future consultation regarding the the Council's Private Sector Housing policies?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>
D3	Have you any other comments or areas that should be address as part of this proposal? (Please specify)	
D4	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Please specify
D5	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"/> Please specify
D6	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.	Name: Address: Daytime Tel: Mobile Number: Email:

EQUALITY MONITORING

To help us monitor equal access and service delivery, we would like to monitor the ethnic origin of our service users. This will help us to ensure that we continue to provide a service, which is delivered on a fair basis across the community. Any information you provide will be treated in strictest confidence.

Please tick the box which best describes your ethnic origin:

Black	African	<input type="checkbox"/>	
	Caribbean	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify

.....

Asian	Bangladeshi	<input type="checkbox"/>	
	Chinese	<input type="checkbox"/>	
	Indian	<input type="checkbox"/>	
	Pakistani	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify

.....

European	Irish	<input type="checkbox"/>	
	UK	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	Please specify

.....

Other Ethnic Group Please specify

Is your first language English? Yes
 No If "NO" please specify

Gender	Male	<input type="checkbox"/>
	Female	<input type="checkbox"/>

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

Please return the completed questionnaire to: Mrs S Abdul-Cader

Harrow Council
 Environment & Enterprise
 HMO Licensing Team
 Civic Centre
 PO Box 18
 Station Road
 Harrow
 HA1 2UT Email: ehealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

If you have any questions regarding this form, please do not hesitate to contact HMO Licensing Team on (020) 8736 6252.

Map of proposed ward



Designated area road names:

Aberdeen Road	Adderley Road	Annette Close	Astall Close
Athelstone Road	Barchester Road	Barratt Way	Baslow Close
Bengarth Drive	Bishop Ken Road	Brinsley Road	Broadlawns Court
Bruce Road	Byron Road	Canning Road	Cardinal Way
Carmelite Road	Cecil Road	Chandos Court	Church Lane
Claremont Road	College Avenue	College Hill Road	College Road
Connaught Road	Cypress Road	Derby Avenue	Dryden Road
Enderley Close	Enderley Road	Farmstead Road	Fisher Road
Forward Drive	Gordon Avenue	Gordon Road	Graham Road
Greenway Gardens	Hampden Road	Harkett Close	Havelock Road
Headstone Drive	Hibbert Road	High Road	High Street
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Lorne Road	Lynn Close	Marthorne Crescent	Montrose Road
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Sarita Close	Selton Avenue	Spencer Road	Stanhope Avenue
Stox Mead	The Broadway	The Bye Way	The Cross Way
The Greenway	The Meadow Way	The Middle Way	Toorack Road
Tudor Road	Warham Road	Weald Lane	Wellington Road
Whitefriars Avenue	Whitefriars Drive	Wickham Road	Wolseley Road

Wealdstone Ward Councillors



Councillor Phillip O'Dell
 Work: Group Office: (020) 8424 1897
 Home: (020) 8861 0090
 Work: phillip.odell@harrow.gov.uk



Councillor Mrs Rekha Shah
 Deputy Mayor
 Work: Group Office: (020) 8424 1897
 Home: (020) 8427 0341
 Work: rnshah@harrow.gov.uk



Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
 Work: Group Office: (020) 8424 1897
 Work: anne.whitehead@harrow.gov.uk

Consultation On Proposal To Introduce Selective Licensing

Harrow Council has identified areas where there are a number of badly managed and poorly maintained properties which are linked to anti social behaviour. To overcome these problems Harrow Council is considering introducing selective licensing scheme in a designated area, **Wealdstone ward**. Map is enclosed showing the roads affected.

Working in partnership with the Police, landlords, agents, tenants etc, we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the area to make it attractive for people to want to live, work and invest in the area.

If the Selective Licensing scheme is introduced, all private rented properties would be required to apply for a license. This will enable the Council to ensure that fire safety standards, basic amenities and general management of rented properties are being met. The Scheme will be reviewed and renewed after five years from date of implementation, and a proposed fee of £550.

The results of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing scheme, the Council are able to eliminate 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.

An online version is available <http://www.harrow.gov.uk/environmentconsultations>

SERVICE	
A1	<p>Our service is open from 9am to 5pm Monday to Friday. How do you rate this availability?</p>
<p style="text-align: center;"> Excellent, Good, OK, Poor, <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p> <p style="text-align: center;">Please specify</p>	
A2	<p>Are you?</p> <p>Owner occupier Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Private rented tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Association tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Council tenant Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Other</p> <p style="text-align: center;">Please specify:</p>

A3	<p>Do you like where you live</p> <p>Has the area changed for the better or worse</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p> <p>Better <input type="checkbox"/> Worse <input type="checkbox"/></p>	
A4	<p>What do you <i>(please specify)</i></p> <p>Like best about the area</p> <p>Dislike about the area</p>		
A5	<p>How long have you lived in Harrow <i>(please specify)</i></p>		
A6	<p>If you are a tenant has your landlord</p> <p>Requested references prior to renting</p> <p>Provided written tenancy agreements</p> <p>Have an annual gas safety check</p> <p>Keep the property in a good state of repair</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comments</p>	

YOUR EXPERIENCE

B1	<p>Have you experienced any</p> <p>Anti social problems in the neighbourhood, which have affected you</p> <p>Landlord/Agent threatening if you complaint about your living conditions</p> <p>Affected by subletting/overcrowding</p> <p>Damage caused by tenants</p> <p>Complaints from the Council</p> <p>Overflowing bins and/or refuse dumped around the property</p> <p>Nuisance from anti social behaviour</p> <p>Noise nuisance</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>
B2	<p>Have you used the Services of any of the following Teams:</p> <p>Homelessness</p> <p>Environmental Health</p> <p>Anti-Social Behaviour</p> <p>Police</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

B3	<p>Have you complained about</p> <p>Noise nuisance</p> <p>Nuisance from parking</p> <p>Noise from cars</p> <p>Nuisance neighbours</p> <p>Overflowing bins/fly tipping</p> <p>Drug dealing or drug related crime</p> <p>Alcohol related crime</p> <p>Gang nuisance</p> <p>Violence</p> <p>Harassment</p> <p>Racial prejudices</p> <p>Other</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>	
B4	<p>With regards to anti social behaviour have you?</p> <p>Being a victim</p> <p>Witnessed it</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>	

B5	<p>Do you feel anti social problems are dealt effectively</p> <p>By the Council</p> <p>Police</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>Please specify</p>
B6	<p>Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B7	<p>Do you think the Council is dealing effectively with landlords and agents who neglect their properties</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/></p> <p>Comments</p>
B8	<p>If you have made any complaints, were you happy with the way your complaint was dealt with</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Comment</p>
B9	<p>Are there any other Services you would like more information on?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please specify</p>

OVERALL SATISFACTION

C1	What was your overall opinion of our service?	Excellent, <input type="checkbox"/> Good, <input type="checkbox"/> OK, <input type="checkbox"/> Poor, <input type="checkbox"/> Please specify
C2	Are there any other aspects you wish to comment on?	Yes <input type="checkbox"/> No <input type="checkbox"/> Please specify
C3	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"/> Please specify

FURTHER CONSULTATION

D1	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"/> Don't Know <input type="checkbox"/> Comments
D2	Selective licensing scheme would enable the Council to have greater control on private rented properties. Therefore do you agree that Harrow Council should introduce selective licensing scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Comments
D3	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.	Name: Address: Daytime Tel: Mobile Number: Email:

Map of proposed ward



Designated area road names:

Aberdeen Road	Adderley Road	Annette Close	Astall Close
Athelstone Road	Barchester Road	Barratt Way	Baslow Close
Bengarth Drive	Bishop Ken Road	Brinsley Road	Broadlawns Court
Bruce Road	Byron Road	Canning Road	Cardinal Way
Carmelite Road	Cecil Road	Chandos Court	Church Lane
Claremont Road	College Avenue	College Hill Road	College Road
Connaught Road	Cypress Road	Derby Avenue	Dryden Road
Enderley Close	Enderley Road	Farmstead Road	Fisher Road
Forward Drive	Gordon Avenue	Gordon Road	Graham Road
Greenway Gardens	Hampden Road	Harkett Close	Havelock Road
Headstone Drive	Hibbert Road	High Road	High Street
Kenton Lane	Ladysmith Road	Lime Close	Locket Road
Lorne Road	Lynn Close	Marthorne Crescent	Montrose Road
Newton Road	Nicola Close	Palmerston Road	Queens Terrace
Railway Approach	Risingholme Close	Risingholme Road	Ronart Street
Sarita Close	Sefton Avenue	Spencer Road	Stanhope Avenue
Stox Mead	The Broadway	The Bye Way	The Cross Way
The Greenway	The Meadow Way	The Middle Way	Toorack Road
Tudor Road	Warham Road	Weald Lane	Wellington Road
Whitefriars Avenue	Whitefriars Drive	Wickham Road	Wolseley Road

Wealdstone Ward Councillors



Councillor Phillip O'Dell
 Work: Group Office: (020) 8424 1897
 Home: (020) 8861 0090
 Work: phillip.odell@harrow.gov.uk



Councillor Mrs Rekha Shah
 Deputy Mayor
 Work: Group Office: (020) 8424 1897
 Home: (020) 8427 0341
 Work: rnshah@harrow.gov.uk



Councillor Anne Whitehead
 Adult and Older People Portfolio Holder
 Work: Group Office: (020) 8424 1897
 Work: anne.whitehead@harrow.gov.uk

Consultation On Proposal To Introduce Selective Licensing

Harrow Council has identified areas where there are a number of privately rented properties which are either badly managed and/or poorly maintained, which have been linked to causing anti-social behaviour. To overcome these problems, Harrow Council is considering introducing selective licensing in designated areas

Working in partnership with the Police, landlords, agents, tenants etc., we aim to tackle anti-social behaviour and improve areas in low housing demand. We want to improve the borough to make it attractive for people to want to live, work and invest in.

If the Selective Licensing scheme is introduced, all private rented properties would be required to apply for a license. This will enable the Council to ensure that fire safety standards, basic amenities and general management of rented properties are being met. It will also reduce the number of landlords trying to avoid regulations. The Scheme will be reviewed and renewed after five years from date of implementation, and a proposed fee of £550.

Under the Data Protection Act 1998, we require your consent to process the information, by filling out the form below, you are giving your consent. Your personal information will not be given to anyone else.

Online versions of the questionnaires are available on the Council website by typing in the following link <http://www.harrow.gov.uk/environmentconsultations>

SELECTIVE LICENSING	
A1	<p>What type of service provider are you</p> <p>ASB Team <input type="checkbox"/></p> <p>Fire Brigade <input type="checkbox"/></p> <p>Council Housing <input type="checkbox"/></p> <p>Housing Association <input type="checkbox"/></p> <p>Planning <input type="checkbox"/></p> <p>Police <input type="checkbox"/></p> <p>Other (<i>please specify</i>) <input type="checkbox"/></p>
A2	<p>Do you support the Council's proposal to introduce selective licensing? (<i>Please specify if your response is evidence based</i>).</p>

A4	Do you agree landlords/Agents should have a responsibility to have satisfactory management arrangements: <i>(Please specify)</i> .	
A5	Please provide any additional comments regarding any complaints received with private rented properties. <i>(Please specify if your response is evidence based)</i> .	

YOUR EXPERIENCE

B1	If the Selective licensing scheme was not implemented what impact do you think this may have on the community? <i>(Please specify if your response is evidence based)</i> .	
B2	Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour <i>(Please specify if your response is evidence based)</i> .	
B3	Do you think the Council is dealing effectively with landlords and agents who neglect their properties? <i>(Please specify if your response is evidence based)</i> .	

B4	<p>What do you think? <i>(Please specify if your response is evidence based).</i></p> <p>Should the Council intervene in areas suffering from low housing demand</p>	
B5	<p>Poorly managed properties contribute to the decline of an area. <i>(Please specify if your response is evidence based).</i></p>	
B6	<p>Ineffectively managed tenancies contribute to the decline of an area. <i>(Please specify if your response is evidence based).</i></p>	
B7	<p>Selective licensing will help reduce anti-social behaviour. <i>(Please specify if your response is evidence based).</i></p>	

B8	Selective licensing will help make an area more attractive to potential renters, and so increase rental values and property prices. <i>(Please specify if your response is evidence based).</i>		

OVERALL SATISFACTION

C1	Are there any other aspects you wish to comment on? <i>(Please specify).</i>		
C2	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"/> Please specify	

FURTHER CONSULTATION

D1	Do you have any further comments regarding this proposal,	Comments	
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D2	Do you believe there is a better option or alternatives to Selective Licensing, please provide details including your justification.	<i>Please specify if your response is evidence based.</i>
D3	Please provide your contact details	Name: Department: Telephone Number(s): Email:

EQUALITY MONITORING

To help us monitor equal access and service delivery, we would like to monitor the ethnic origin of our service users. This will help us to ensure that we continue to provide a service, which is delivered on a fair basis across the community. Any information you provide will be treated in strictest confidence.

Please tick the box which best describes your ethnic origin:

Black African
Caribbean
Other Please specify

Asian Bangladeshi
Chinese
Indian
Pakistani
Other Please specify

European Irish
UK
Other Please specify

Other Ethnic Group Please specify

Is your first language English? Yes
No If "NO" please specify

Gender Male
Female

Thank you for taking the time to complete this form and assisting us in improving the service. Your comments and suggestions are always welcome.

Please return the completed questionnaire to: Mrs S Abdul-Cader

Harrow Council
Environment & Enterprise
Residential Licensing Team
Civic Centre
PO Box 18
Station Road
Harrow

HA1 2UT Email: ehealth@harrow.gov.uk Tel: 020 8736 6252 Fax 0845 280 1845

If you have any questions regarding this form, please do not hesitate to contact Residential Licensing Team on (020) 8736 6252.

Map of proposed ward



Designated area road names:

- | | | | |
|--------------------|-------------------|--------------------|------------------|
| Aberdeen Road | Adderley Road | Annette Close | Astall Close |
| Athelstone Road | Barchester Road | Barratt Way | Baslow Close |
| Bengarth Drive | Bishop Ken Road | Brinsley Road | Broadlawns Court |
| Bruce Road | Byron Road | Canning Road | Cardinal Way |
| Carmelite Road | Cecil Road | Chandos Court | Church Lane |
| Claremont Road | College Avenue | College Hill Road | College Road |
| Connaught Road | Cypress Road | Derby Avenue | Dryden Road |
| Enderley Close | Enderley Road | Farmstead Road | Fisher Road |
| Forward Drive | Gordon Avenue | Gordon Road | Graham Road |
| Greenway Gardens | Hampden Road | Harkett Close | Havelock Road |
| Headstone Drive | Hibbert Road | High Road | High Street |
| Kenton Lane | Ladysmith Road | Lime Close | Locket Road |
| Lorne Road | Lynn Close | Marthorne Crescent | Montrose Road |
| Newton Road | Nicola Close | Palmerston Road | Queens Terrace |
| Railway Approach | Risingholme Close | Risingholme Road | Ronart Street |
| Sarita Close | Sefton Avenue | Spencer Road | Stanhope Avenue |
| Stox Mead | The Broadway | The Bye Way | The Cross Way |
| The Greenway | The Meadow Way | The Middle Way | Toorack Road |
| Tudor Road | Warham Road | Weald Lane | Wellington Road |
| Whitefriars Avenue | Whitefriars Drive | Wickham Road | Wolseley Road |

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