

# **Proposal to introduce selective licensing**

---

## **Consultation report**

<b>Background</b>	<b>3</b>
<b>Consultation process and results</b>	
<b>Resident of South Harrow</b>	
<b>Landlord/Managing Agent</b>	<b>8</b>
<b>Businesses</b>	<b>10</b>
<b>Other</b>	<b>13</b>
<b>General</b>	<b>15</b>
<b>Appendix A</b>	<b>19</b>
<b>Appendix B</b>	<b>20</b>
<b>Appendix C</b>	<b>21</b>
<b>Appendix D</b>	<b>22</b>
<b>Appendix E</b>	<b>23</b>
<b>Appendix F</b>	<b>24</b>
<b>Appendix G</b>	<b>27</b>
<b>Appendix H</b>	<b>30</b>

## Background

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 the designated area of Roxbourne and Roxeth Wards and would like to extend the scheme over five years borough wide.

The consultation was conducted between, 23 January 2017 to 31 July 2017.

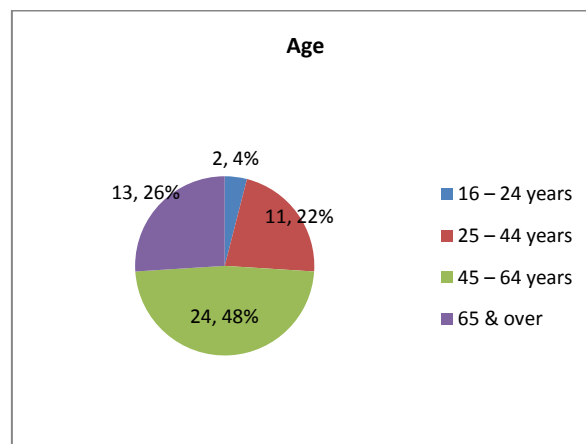
The results of the consultation will enable the Council to ensure if through the introduction of the Selective Licensing scheme, the Council would be able to eliminate concerns raised by residents' of Harrow.

## Consultation process and results

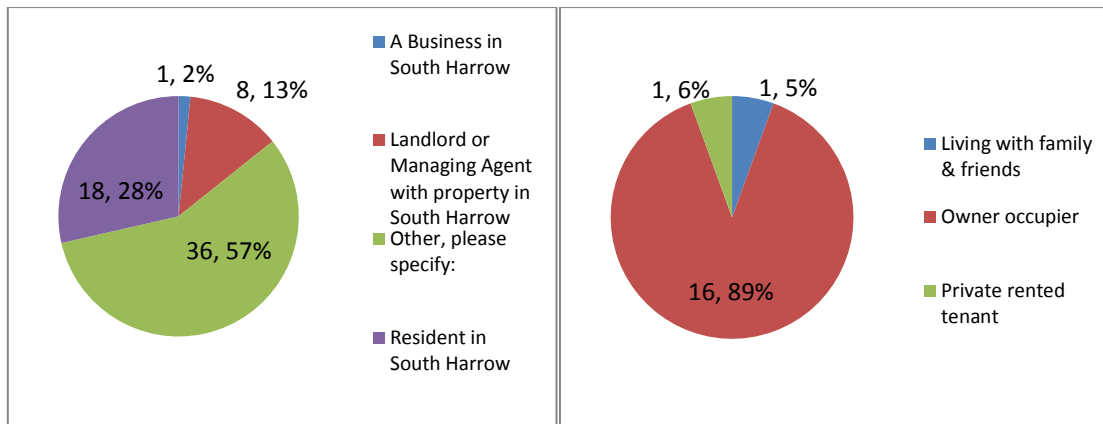
The online consultation method was used and communicated to Neighbourhood Champions. 59 people responded overall but due to targeted questions the number of responses varied.

## Resident of South Harrow

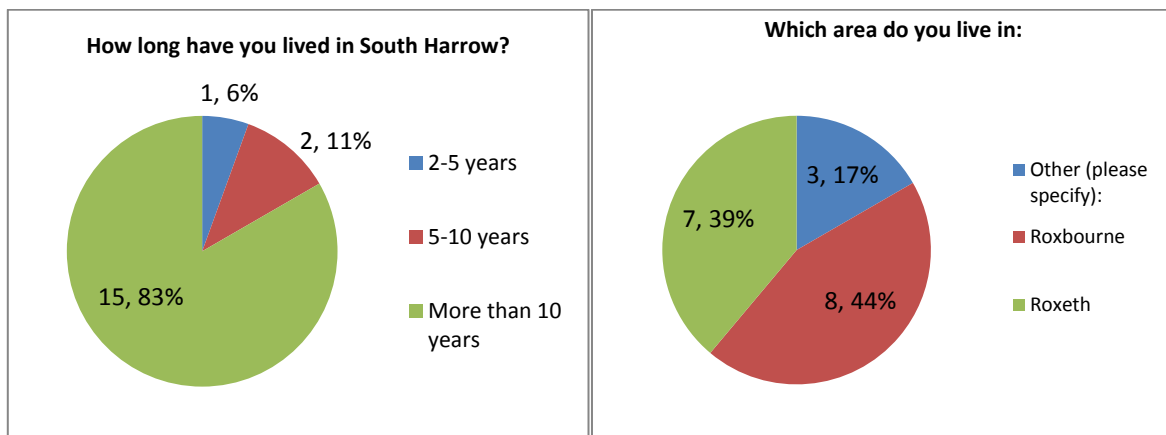
50 people responded to the question on age and gender, 48% of the responses were 45-64 years old, 54% male and 46% female.



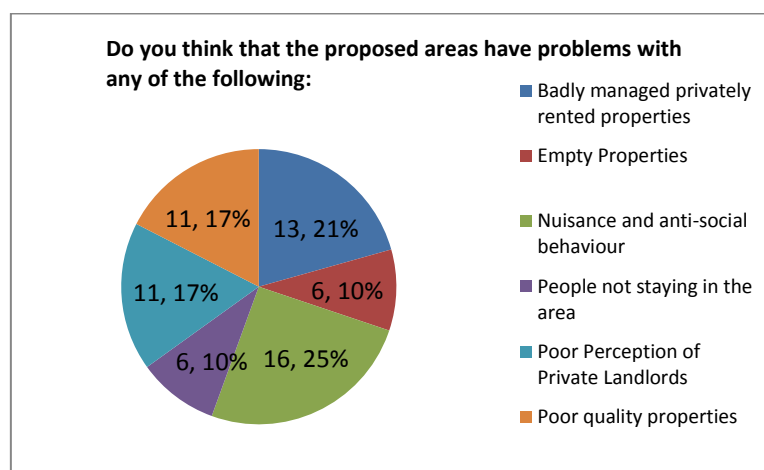
The majority of responses received (36%) are from 'other' areas (see appendix A) and 89% are owner occupiers. 13% are landlords or managing agents with properties in South Harrow. 28% are South Harrow residents'.



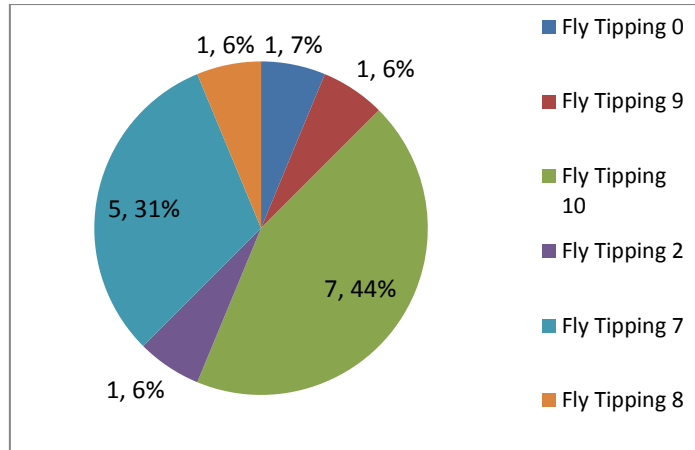
18 people responded to this question, 83% have lived in South Harrow for more than 10 years, 44% live in Roxbourne and 39% live in Roxeth.



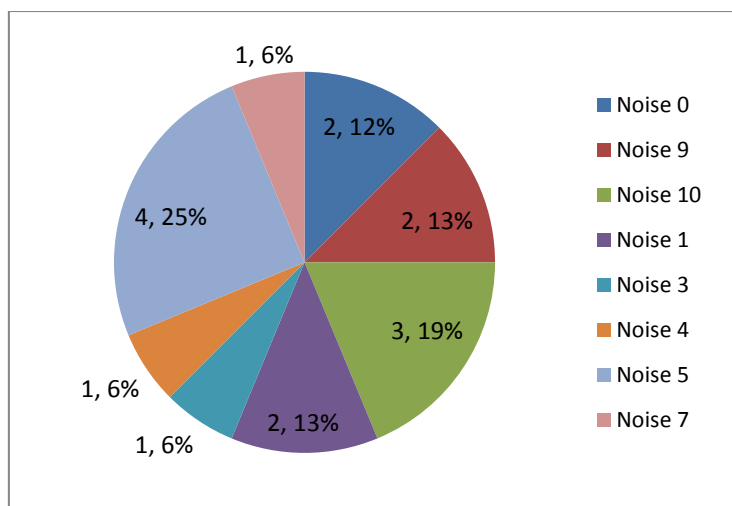
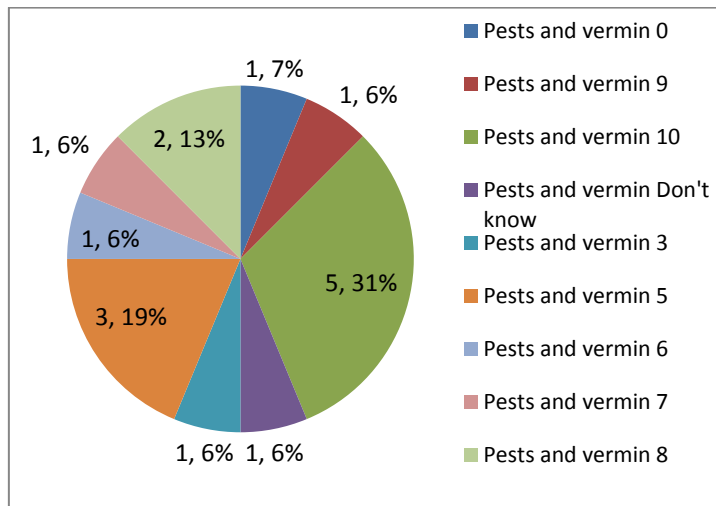
25% think that there is a problem with nuisance and anti-social behaviour in the proposed area and 21% think there is a problem with badly managed privately rented properties.

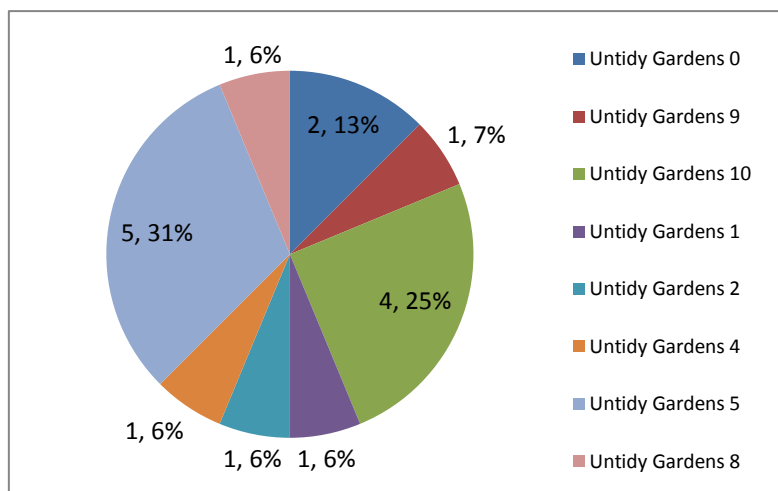
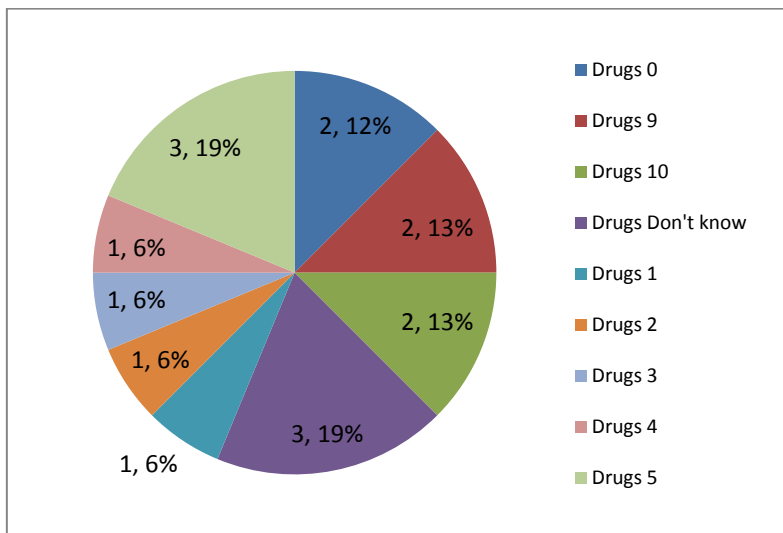
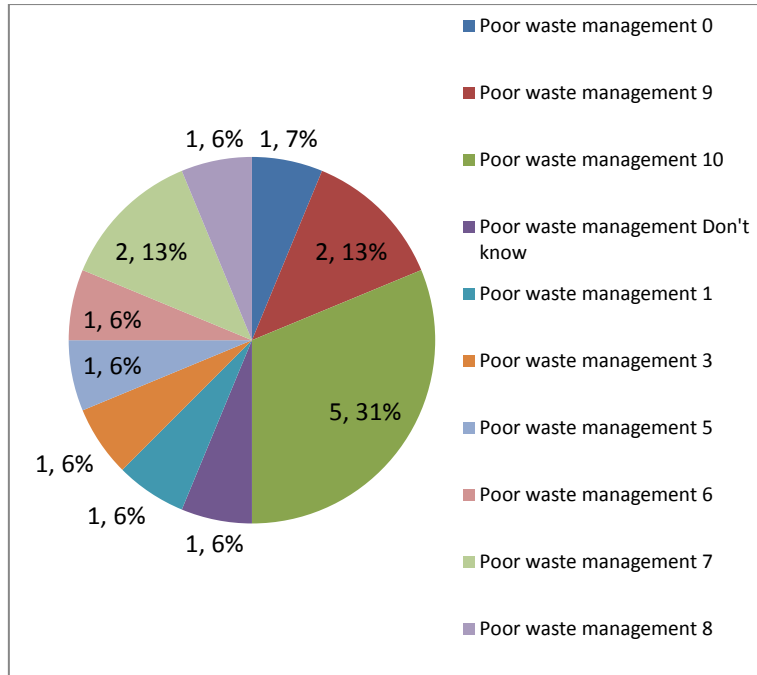


16 people responded to these following questions, 44% have experienced major issues with fly tipping, 31% with pests, vermin and poor waste management. 19% don't know if they have experienced issues with drugs.\*



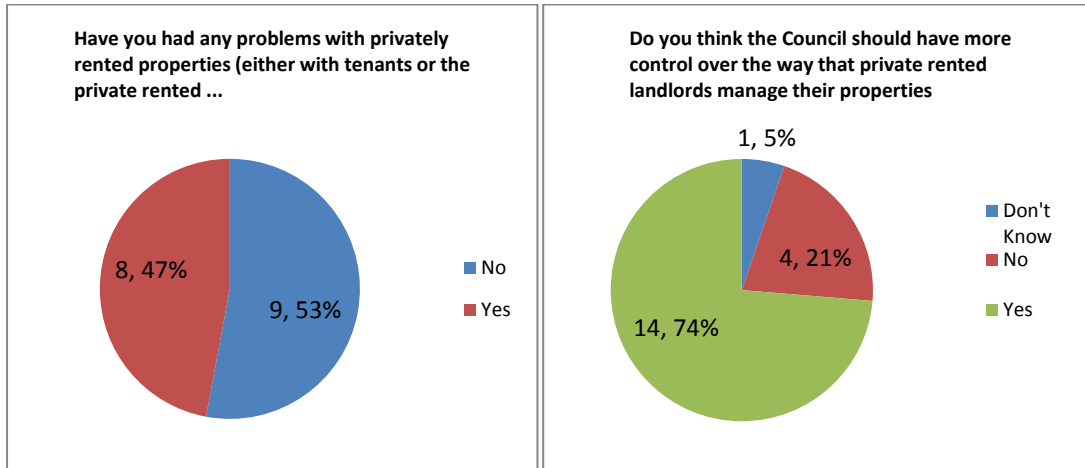
\*Question B5 (If you live in either of the proposed areas, please state if you have experienced any of the following issues, 0 not applicable to 10 experienced major issues)



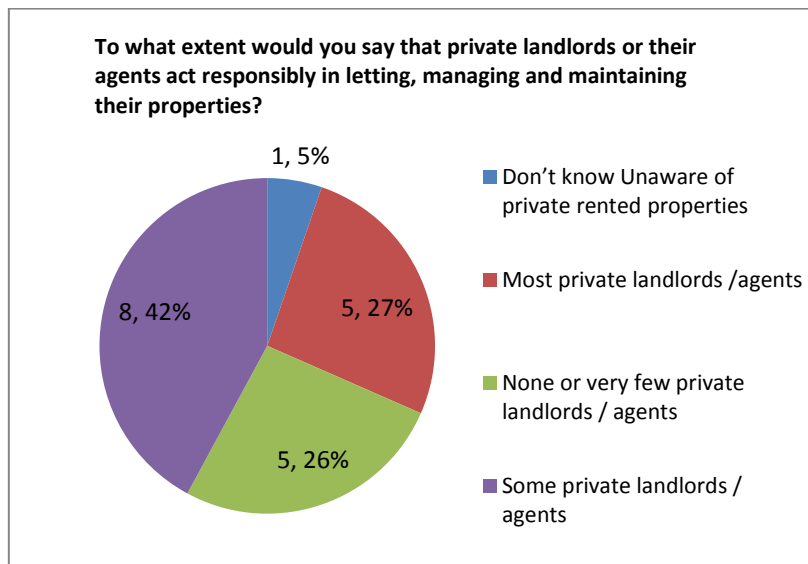


53% indicated that they did not have problems with privately rented properties (either with tenants or the buildings themselves) in the proposed areas in the last 5 years, for comments see appendix B.

74% think the Council should have more control over the way that private rented landlords manage their properties.



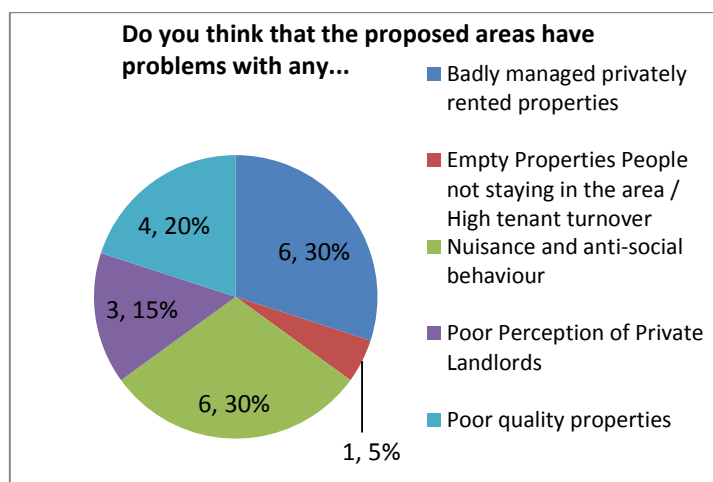
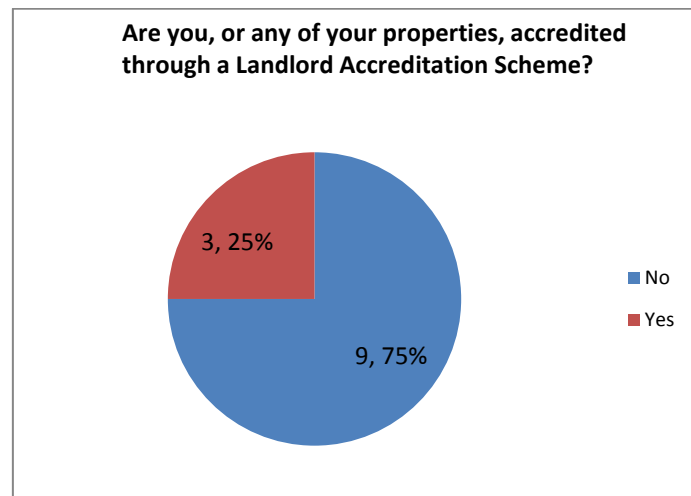
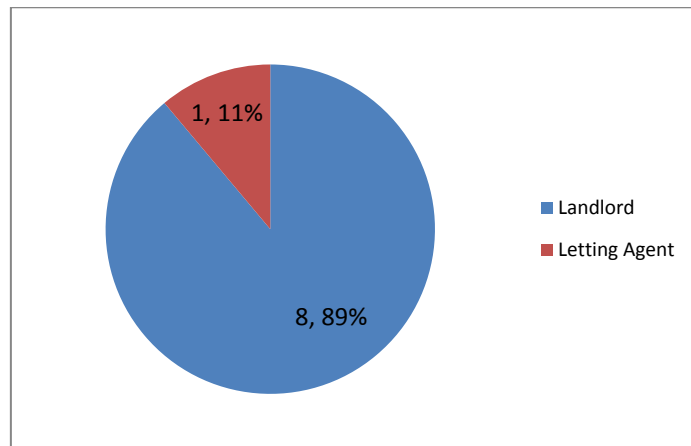
42% say that private landlords or their agents act responsibly in letting, managing and maintaining their properties and 26 % say that none or very few do.



## Landlord/Managing Agent

9 people responded to this question, 89% (8) are landlords and 11% (1) letting agent, 63% (7) own one property each, 18% (1) own 9 and a letting agent has 29 properties. 33% (3) are accredited through a landlord accreditation scheme.

30% think the proposed area has badly managed privately rented properties, nuisance and anti-social behaviour. 20% poor quality properties and 15% think the proposed area have problems with poor quality properties.



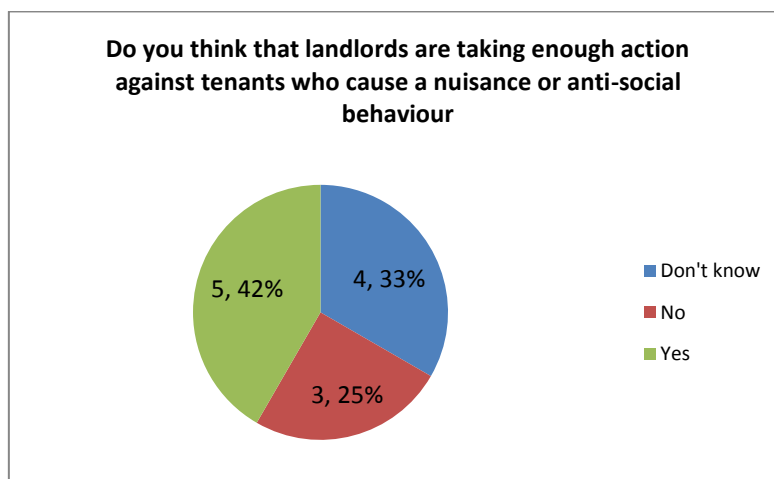
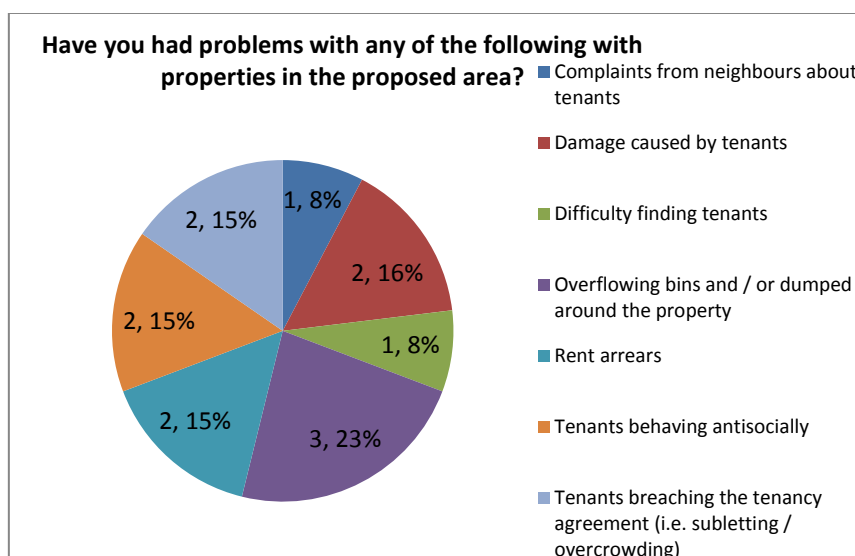


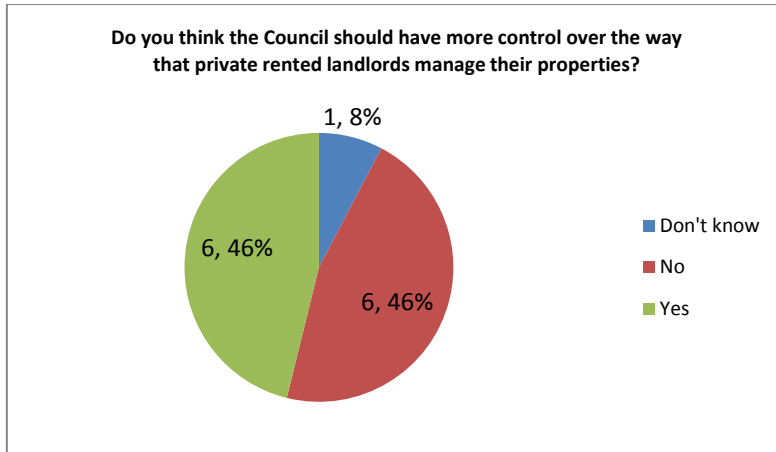
23% have problems with overflowing bins and /or dumped rubbish around properties in the proposed area, 16% have problems with damage caused by tenants, 15% with rent arrears and tenants behaving antisocially.

42% think landlords take enough action against tenants who cause a nuisance or anti-social behaviour 25% think they do not and 33% don't know. See appendix C for comments.

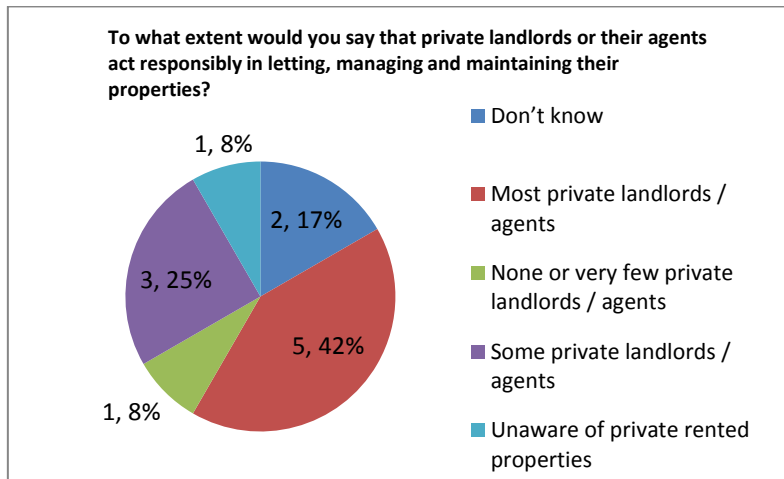
46% responded yes and no to the Council having control over the way that private rented landlords manage their properties.

42% say that most private landlords/agents act responsibly in letting, managing and maintaining their properties, 25% say some do and 17% don't know.





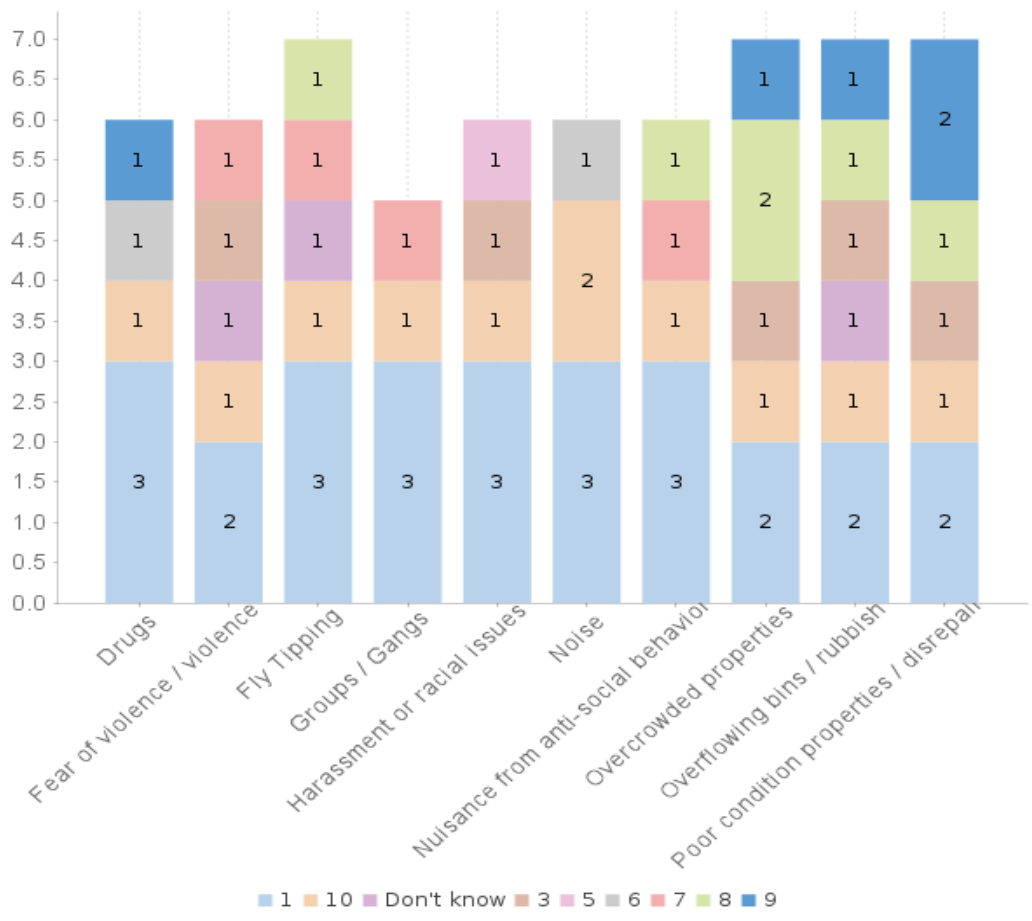
See appendix D for comments to the above question.



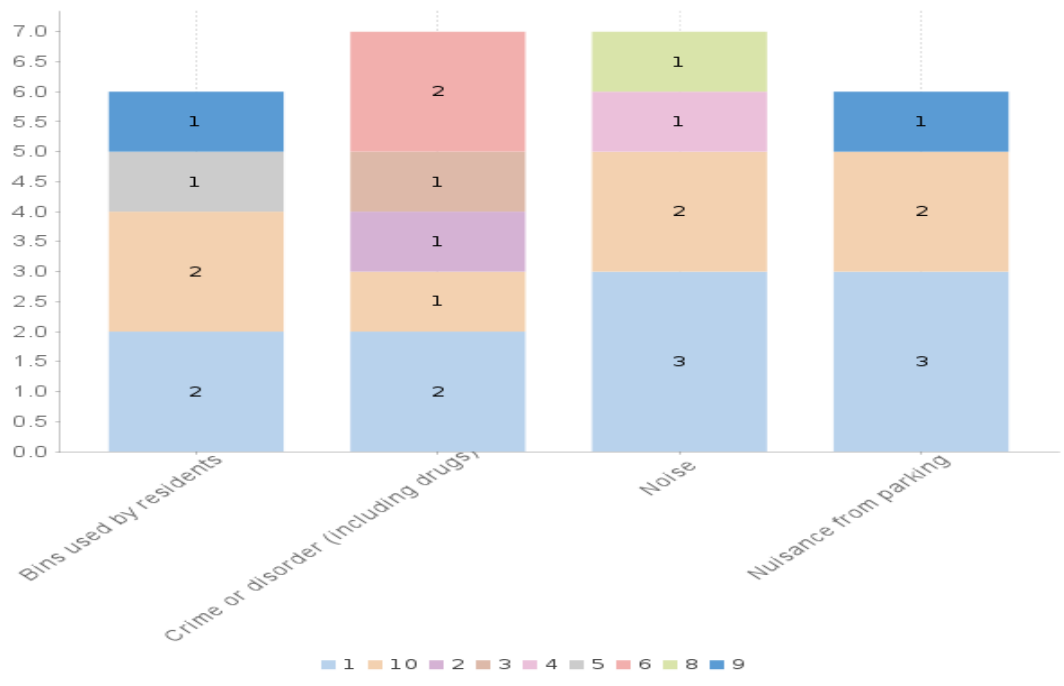
## Businesses

7 businesses (3 are owned) responded to these questions:

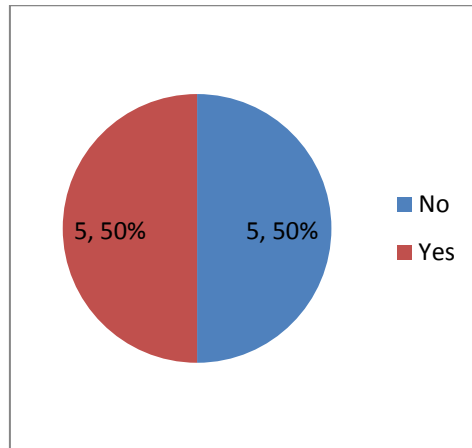
Have you experienced any of the following problems? (1 never to 10 experienced major issues).



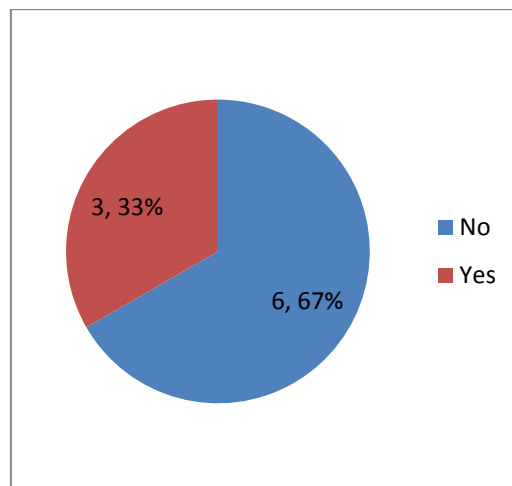
Has your business experienced any of the following problems? (1 never to 10 experienced major issues)



Do you think the Council should have more control over the way that private rented landlords manage their properties?



Have you had any problems with privately rented properties (either with tenants or the buildings themselves) in the proposed areas in the last 5 years?, See appendix E for comments to the above question.

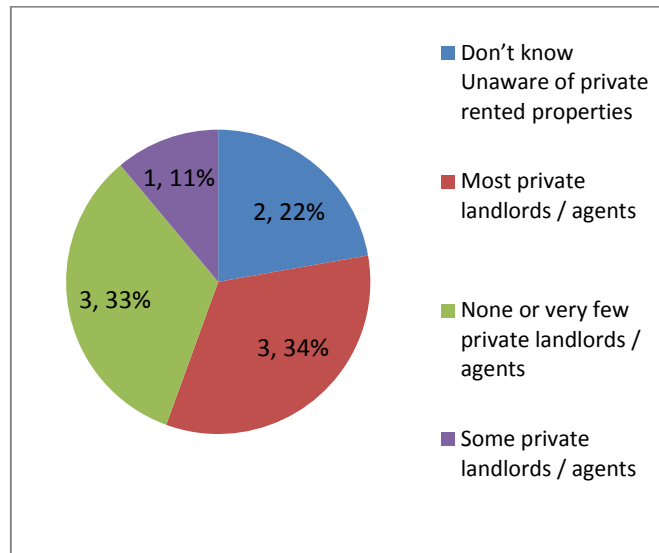


Comments received for this question:

- We have sometimes 8 cars and vans parked in the street from ONE semi-detached house alone!
- Parking
- YES Trees are not managed by council whereas front gardens are maintained by council
- Street care needs to be maintained to council or private housing as well.

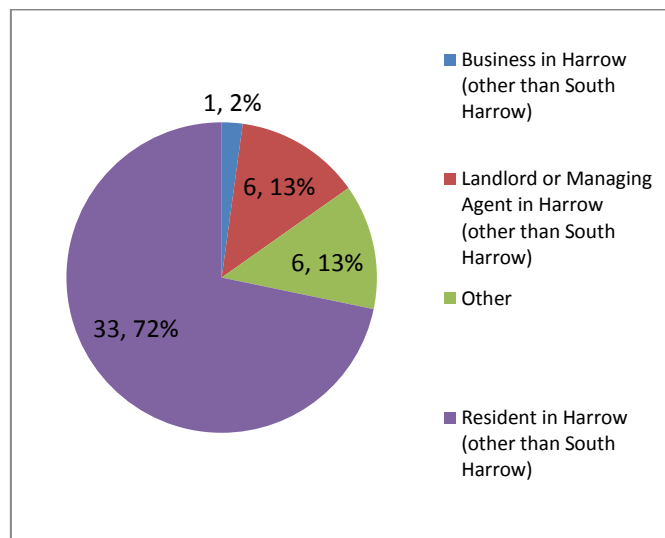
To what extent would you say that private landlords or their agents act responsibly in letting, managing and maintaining their properties?

33% would say that none or very few private landlords act responsibly and 34 % would say that most do act responsibly.

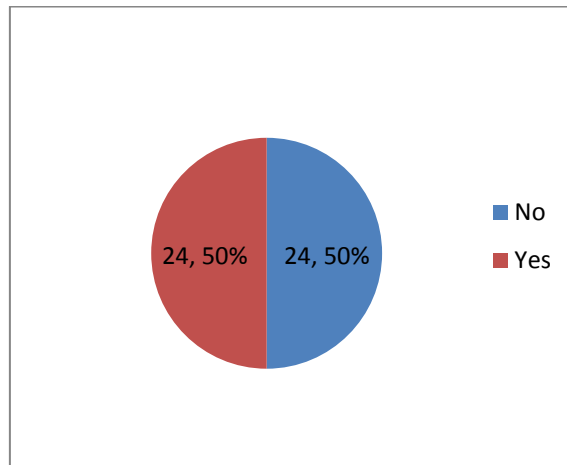


### Other

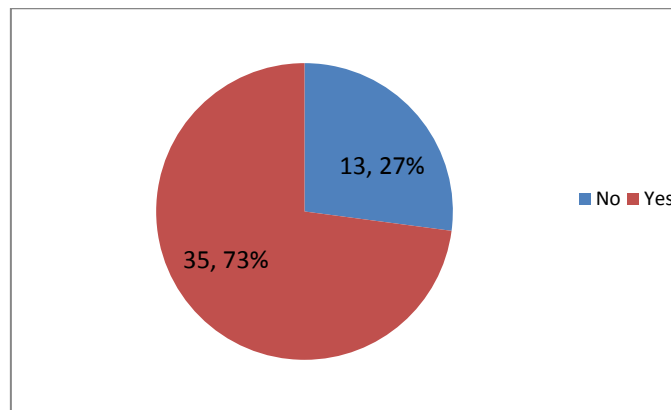
72% are residents in Harrow, other than South Harrow, 6% businesses and 6% landlord or managing agent, other than South Harrow.



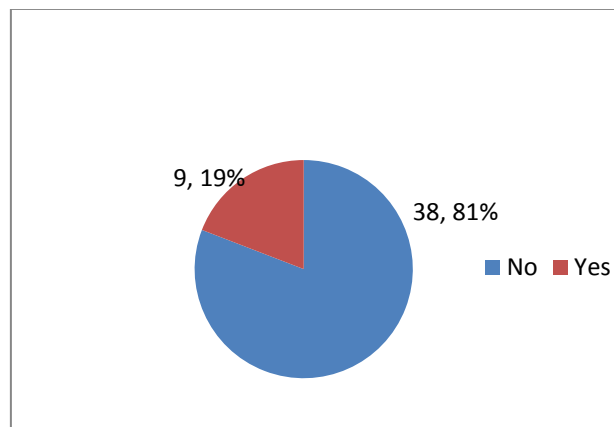
Do you visit or carry out any business in South Harrow? (See appendix B for comments).



73% think the Council should have more control over the way that private rented landlords manage their properties.



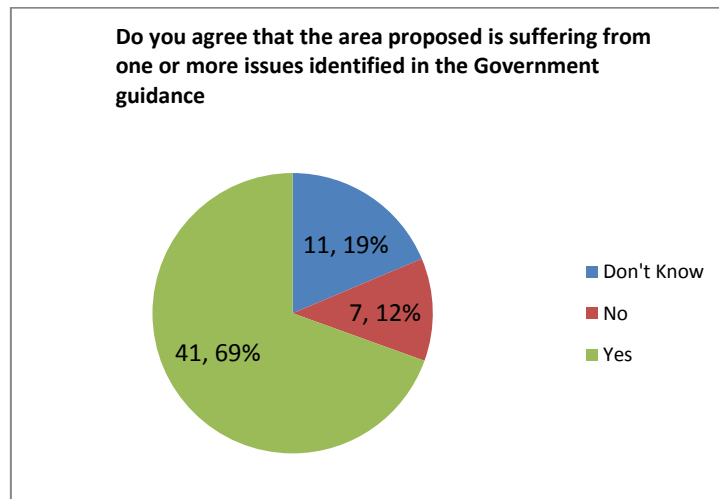
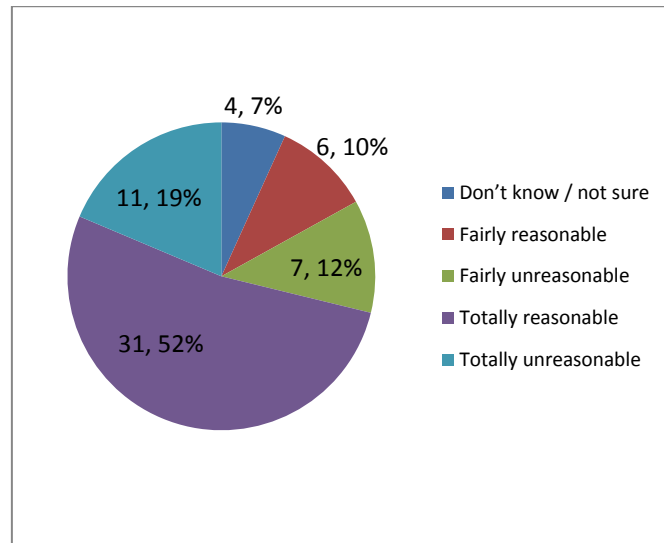
81% have had problems with privately rented properties (either with tenants or the buildings themselves) in the proposed areas in the last 5 years?

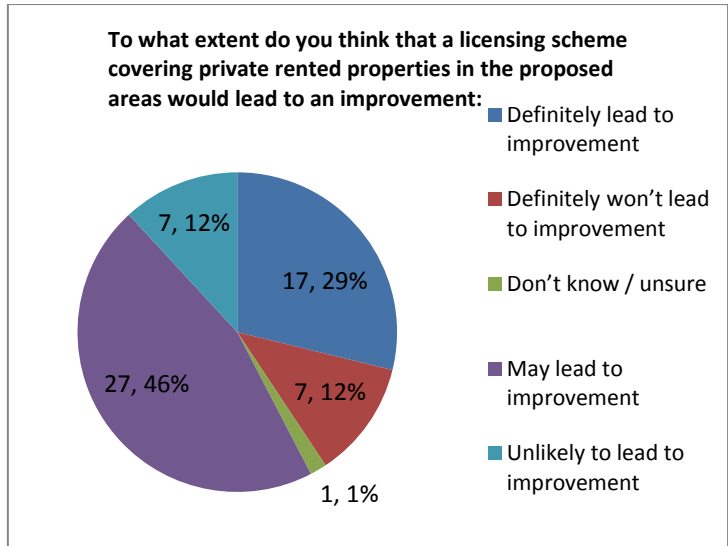


## General

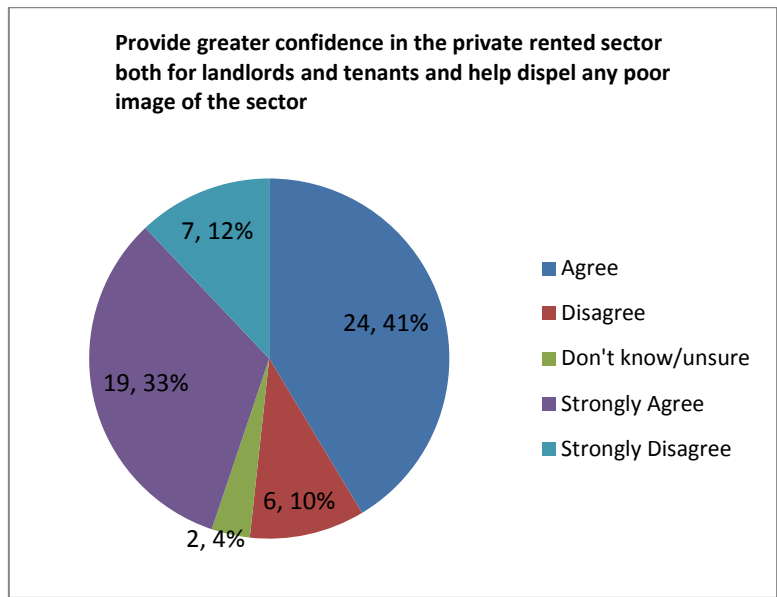
52% think it is a reasonable figure to charge £550 for the 5 year licence (£2.11 per week), which would be mandatory for any landlord to pay if they have a property in the proposed area. (See appendix F for comments).

41% agree that the area proposed is suffering from one or more issues identified in the Government guidance and 46% think that a licensing scheme covering private rented properties in the proposed areas would lead to an improvement.



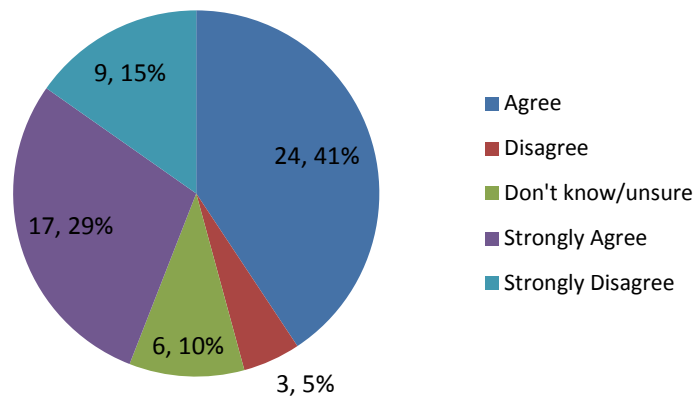


To what extent do you believe that the following would happen if selective licensing was introduced:

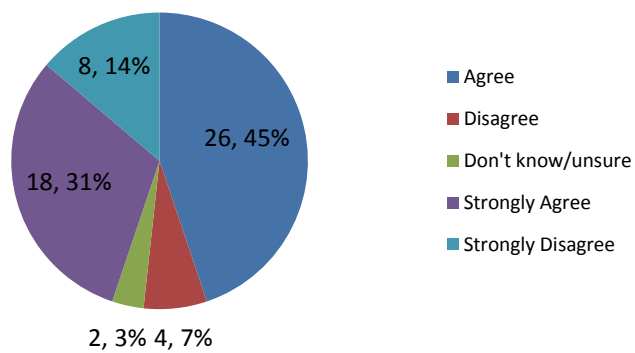




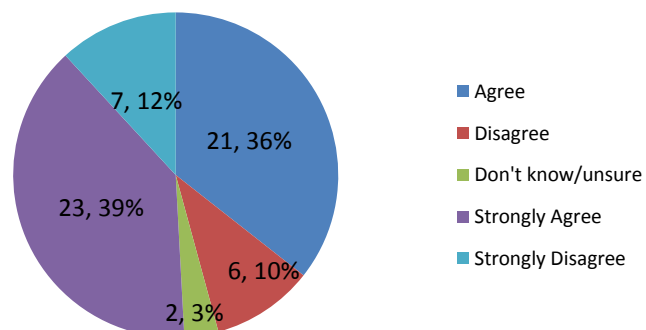
**Build partnership working with landlords and tenants to address ASB where behavior links to the private rented sector**

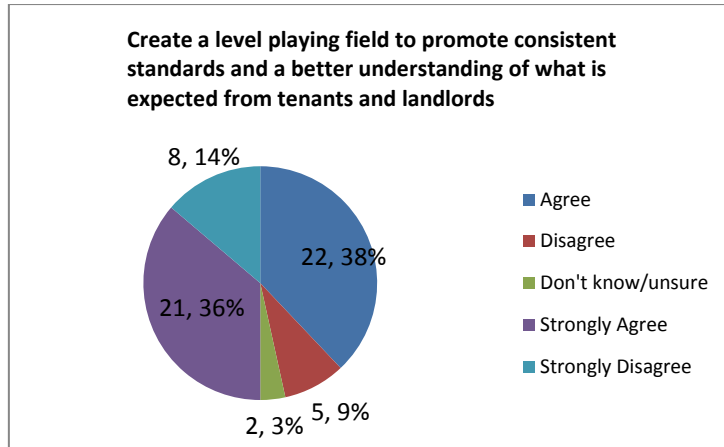


**Improve management standards**



**Ensure a consistent and professional standard across private landlords and allow greater action against poor landlords whose accommodation or tenants cause issues including ASB**





See appendix G for views on other steps that can be taken in conjunction with or alternatively to such a scheme and appendix H for further comments.

## Appendix A

Q. Which best describes you, other please specify:

A committee member of a Residents' Association in Harrow	1
A school in South Harrow	1
Community Champion	1
Concerned resident of Harrow	1
Harrow Champion	1
Harrow leaseholder	1
Harrow resident	3
Harrow Resident ,Community Champion	1
Harrow resident for forty years	1
Harrow West	1
Interested Harrow resident-(Harrow Weald)	1
Interested party	1
landlord in Wealdstone SL area	1
Landlord on other Harrow area	1
Living in a different area	1
Local estate agent	1
neighbouring resident	1
north harrow	1
North Harrow resident	1
Resident	1
Resident and Landlord in South Harrow	1
Resident and Neighbourhood Champion Harrow on the Hill	1
Resident in Harrow	1
Resident in Harrow weald	1
resident in Marlborough Ward	1
Resident in North Harrow but used to live in Rayners Lane for 43 Years	1
Resident in Rayners Lane	1
Resident in Stanmore	1
Resident of Harrow	1
Resident of Harrow-on-the-Hill	1
Resident of North Harrow	1
Resident of Rayners Lane	1
Spend much time in South Harrow due to friends living there	1
Tenant in Queensbury	1
Wealdstone resident	1
Grand Total	36

## Appendix B

**Q. B6 Have you had any problems with privately rented properties (either with tenants or the buildings themselves) in the proposed areas in the last 5 years?**

Overcrowding in Parkfield, Stanley and Sherwood
Noisy and very late parties in gardens (summer). Unknown numbers of occupants in some lets. Large garden 'sheds' possibly lived in? Intimidating groups of male residents (car dealing?), playing loud music in parked cars. Smoky bonfires - day, night or weekends. Very loud fireworks. Untended garden(s) with foxes, rats etc. attracted to disused sheds and bags of dumped waste. New tenants often fly tip and/or use wrong bins. Young residents 3 doors up threw fruit at our back roof tiles. When asked, the householder denied that the youths lived there. Strained relationships, very transient population in rented accommodation.
Fly tipping
Rubbish/discarded furniture etc. left in front gardens for months
Bins overfilled/wrongly filled & then of course not emptied & left in this state for months (brown bins especially bad, some on my street have been left piled with trash since the council stopped free collection more than a year ago)
Loud music. Untidy gardens. Over occupation leading to rubbish disposal problems.
Not in the areas mentioned but, if you intend to "roll out" these proposals to other areas, then surely points on problems experienced with those "other areas" should be taken into account? Problem with not knowing who is supposed to be in the properties. Frequent coming and goings at all hours and disturbance with doors, windows, cars, music, shouting, etc., all experienced but who is responsible?
Numbers living in the house having more numbers of people to stay making temporary overcrowding. Secondly, tenants don't seem to understand the reuse collection\bins usage leaving vulnerable to mess caused by foxes and bins not emptying causing smell and maggots in warm weather.
7 & 8 Franklins Mews - untidy gardens; 11 Franklins Mews - public arguments in the street (I think Social Services have been involved);
No major problem.
I believe generally most landlords do look after their properties in this area, if properties sometimes in poor condition it is because of some tenants who do not maintain them and this is not the landlords fault.  Generally overall it would probably help more if tenants were given education to take responsibility in the way they live and maintain properties. Licensing for landlords is not going to help the way tenants live in the property.
Overflow of water onto our property Front garden and rear garden overgrown Fences not repaired

**Appendix C Q.C6: Do you think that landlords are taking enough action against tenants who cause a nuisance or anti-social behaviour, comments:**

Complaints to landlords usually go on without action. In the majority of cases the landlord is just pleased to be obtaining a huge rent regardless of the number of people living in the property. Locally one house has turned the living room into a bedroom to accommodate more people.

I am not a landlord

I think that there is a need to manage and control for private or council property with the full views of local neighbours, police, council and ambulance to get a full idea even include fire dept.

Then review of gardens, street care or tree care should be proposed with a fine or a charge to maintain certain standards of cleanness

I take the letting of the property seriously and provide high quality accommodation. I only know about the quality of property that I provide.

Yes, firstly if appropriate checks and referencing is done by agent or landlord one will find a good tenant who will not cause nuisance or anti-social behaviour. Most agents and landlords do the due diligence before renting.

Secondly, if a tenant does behave inappropriately causing nuisance or anti-social behaviour most landlords and their agents will give warning, speak to the tenant and if things don't change notice to end tenancy will be issued.

I have been landlord in south harrow for 20 years and I have not experienced such behaviour from any tenant.

We are professional Letting and Managing Agents. All of our Landlords are decent and conscientious and want to let good quality properties to good quality Tenants. We very seldom encounter nuisance Tenants. However, on the very few occasions that we have had to approach Harrow Council for assistance, we have found the response time and the assistance they are able to provide very slow and their processes overly complicated. One can only communicate with Harrow Council by email. They will no longer accept telephone calls! We find their service levels extremely slow and sub-standard.

## Appendix D

### Q: C7 Do you think the Council should have more control over the way that private rented landlords... |Comment

<p>I believe there is a lot of secret multi-occupancy. One aspect of nuisance caused is fly tipping as occupants do not have access to Council bins. There appears to be little knowledge of the existence of the Council waste depot in Wealdstone.</p>
<p>There needs to be a register of who is the landlord, who are the permitted tenants, the numbers allowed, etc.</p>
<p>There should be charge to manage and check and inspect for fire safety. The need to reduce rubbish in the street, gardens trees or waste left should be a fine issue with a potential camera in site to catch the person. More Traffic wardens to issue fines.</p>
<p>Random inspection to see over letting, fire hazard, safety issue of storage in house or garden</p>
<p>Potential unsafe business venue from homes or subletting</p>
<p>I am surprised by the proposal and feel that levying a licence or landlord tax is yet another way of the council getting money. If the council are unhappy with landlord or agents then they should take independent action against them and work harder to take these people to court.</p>
<p>As a Landlord I have not experienced and am not aware of problems in south harrow as asked in number C4 and C5 above.</p> <p>In South Harrow there is good demand for rented properties, it is easy to find tenants and most being families stay for long term. I have not had rent arrears.</p> <p>The only problem I am aware of is that few tenants do not look after property, do not clean, &amp; in winter do not provide adequate balance of heating and ventilation so this can result in condensation &amp; mould.</p> <p>As mentioned earlier rather than introduce licensing for landlords it would be more helpful if govt and council introduced a way of educating &amp; motivating tenants to take responsibility to look after place where they live.</p> <p>Most landlords and agents that I have come across act responsibly maintain their properties and act as required so licensing landlords will not achieve anything other than seems another tax on landlords.</p>
<p>No, if allowed, the Council will inevitably make things worse by completely over-regulating!</p>
<p>We are professional Letting and Managing Agents. All of our Landlords are decent and conscientious and want to let good quality properties to good quality Tenants. We very seldom encounter nuisance Tenants. However, on the very few occasions that we have had to approach Harrow Council for assistance, we have found the response time and the assistance they are able to provide very slow and their processes overly complicated. One can only communicate with Harrow Council by email. They will no longer accept telephone calls! We find their service levels extremely slow and sub-standard.</p>

## Appendix E

**Q: E4 Have you had any problems with privately rented properties (either with tenants or the...  
|Comment**

not complying with parking restrictions
N/a but think Council should intervene when necessary
In my area of Harrow
As shown above regarding no awareness of bin usage, overcrowding.
excessive number of cars
Problems with tenants - Loud music late @ night / early morning. Parking on / blocking my driveway, barbecuing food regularly with high flames very close to our wooden fence.
The area has generally run down over the years. There is a lot of fly-tipping. There is a lot of rubbish left lying about. Houses and gardens look unkept.
Beds I sheds, vermin problems. Noise.
Too many people crammed into houses designed for families of 3-4 people. Gardens both front and back are not maintained. Household rubbish (mattresses, white goods) thrown into front gardens or onto pavements. Wheelie bins left on pavement throughout week. Front gardens converted into parking and cars they obstruct the pavement. Poor sound proofing. Breakage of drains and sewage when builders install more toilets in poorly converted properties. Guttering broken and damaging property. Rats infestations. Fire because landlord has not installed efficient or up-to-date central heating. All of these are problems created by poor landlords who do not reside in the area and are providing sub-standards accommodation and making neighbouring owners suffer. The landlords are turning the place into a slum. The tenants themselves have not been educated about how to use the services here and how to be neighbourly. On top of it all tenants are using various benefits to pay their rents (the taxpayer is effectively paying these landlords' mortgages) and the accommodation is appalling.
Due to the high number of properties that we rent we obviously experience issues with both Landlords and Tenants and also physical problems with properties. These are usually solved relatively easily. However we with the current level of legislation in place we do not have a need for additional licencing. We would suggest that the council only sees this as a problem with Landlords when they should also consider the issues caused by Tenants.

## Appendix F

**Q: F2 what are the reasons for your answer to the proposed charge of £550 for the 5 year licence (£2.11 per week)?**

I only think this scheme should be targeted where complaints have been made and justified and not council wide as this is unfairly taxing landlords who are doing a good job with happy tenants.
You are charging all LLs even the good ones and they are the majority. Please find a way to root out the bad ones who you will never hear about as they won't take part in SL. There is enough legislation regarding c0 and smoke detectors and gas safe and the rest of SL is just a money making scam. LLs just put the rent up anyway and that can be seen in the Wealdstone SL area as that is now more expensive to rent in than Hatch End!! Tenants don't even know about when I tell them my property is compliant and they don't even care as long as gas safe, electric cert and co2 there.
Spread over 5 years this is a reasonable amount.
Properties need to be regulated in order to protect vulnerable residents.
Should be higher, with more enforcement officers
Will encourage landlords to be more responsible for their properties condition and the behaviour of tenants if council are involved and able to intervene if required
Don't understand the fee
How does the council propose to curb anti-social behaviour, drug related issues for owner occupiers?
£550 is nothing compared to what they make in cash in hand rent for rooms and mattress floor space that they charge for. If the Landlord has to have a licence this means the landlord is responsible for their tenants behaviour and any overcrowding HMO issues. HMRC needs to be notified of any licences as well, so they can monitor any income. The Borough of Harrow is becoming a dump due to overcrowded properties and fly tipping caused by HMO's
Should be a higher charge so that more investigation and inspections can be funded through this license fee
The fee may deter irresponsible landlords.
If the charge applies to a full property (house/flat) it is fairly reasonable.
If the charge applies to home-owners letting out a room in their own home, it is totally unreasonable.
I believe that the profits made by private landlords justify this cost.
ensuring that only responsible landlords let property in the area. Will need careful monitoring though to find those who ignore the scheme
<b>THAT WILL COVER COUNCIL COST TO ADMINISTER</b>
It's a small price to pay, but I think a 5-year review is far too long - a property/landlord can easily go from being the ideal landlord in year one, to being the worst possible in far less than five years. A better idea would be more frequent licences (every 12-24 months). Also, what enforcement would there be? Will the council investigate any unlicensed properties? What powers to act will there be?
There needs to be a comprehensive way for the Council to carry out these duties and such a charge, spread over 5 years, is fair and reasonable.
Because the landlord will pass it on his tenants
It's a tiny amount in comparison with rents charged
The money should come from Council Tax. It appears that the Council is unable or unwilling to exercise any control at the moment. The situation in South Harrow is out of control with people living in garages, beds in sheds and caravans with fly tipping and huge amounts of uncollected litter. I am not confident that charging would improve the situation. I suspect that the Council would treat it as another way of raising revenue without any noticeable improvement.
Seems relatively insignificant compared to potential rental income over that period
I was a councillor for sixteen years and I was made aware of rented accommodation which was very substandard in nature. Without a licensing system it was very difficult to enforce very minimum standards. The charges should cover the true costs of administering the system as well as enforcing it. £100 a year seems very reasonable to cover these costs and indeed seems to me possibly on the low side. Has the Council had their calculations checked?
I think privately rented houses should be registered with the council. Over occupation of houses is a local problem for some and is the reason for rubbish dumped in streets.
My view of South Harrow is that it is an area blighted by litter; fly tipping and other anti-social behaviour.



Such behaviour is inevitably linked with poor standards of housing and lack of respect for the area. If tenants were offered more respect by landlords this may indicate higher expected standards of behaviour and help them take more responsibility for the local environment.
I think it would flag up that landlords and agencies have to meet some standards for on-going health, welfare and community reasons before feeding renting as a quick way of getting income for little input after initial setting up of renting out properties.
There has not been a clear indication of the benefits of the scheme. The Home group is not private renters. It is social renters and will not have to comply? They are the biggest landlord in this area and the worst and set the tone on poor response to anti-social behaviour right next to the Beacon Centre. Poor parking management. Appalling response to reports on tenants. It will affect ability to sell but not improve the area.
effect control and monitoring
You should be able to apply the law as it stands. There are enough of them already.  You will penalise good landlords in the process which is unacceptable. Have you done an impact analysis??  Layering with extra bureaucratic rules is pointless.  Police presence should be improved.
If the scheme goes ahead residents should not be charged via council tax. So if this is the estimated cost of improving the living conditions/safety of tenants and maintaining the houses in good order it is reasonable.
Costs of licences are likely to be passed-on to tenants increasing financial pressure on them.  Licences should be applied where certain criteria are present such as: a) Housing Benefit is being claimed by a tenant (to ensure that the cost of this benefit is deemed to be reasonable for the property rented); b) A tenant's complaints that the property is in poor condition and requests for reasonable repairs not responded to by landlords within reasonable time-frame. c) Any tenant is in receipt of ESA/DLA/PIP and whose health condition is exacerbated by poor housing conditions. d) Vermin infestation is present in a property. e) Multiple occupancy of a converted house.  The determination whether a licence is required should be based on the above. The licence should not however be a carte blanche for the property not to be inspected for 5 years following issue; and Court action should be taken against landlords who do not meet the required standards. And, any licenced landlords that do not meet the required standards should be subject to more regular checks and landlords required to reimburse tenants for rent whilst the property does not meet the standards.  Landlords should be able to advertise for tenants citing they are holders of approved licences and cite the licence number, which can be checked by prospective tenants by an on-line search of Harrow Council information.
Anything that has this situation on the radar and helps control situations is a good neighbourly solution.
If the area is improved by this proposal, the value of properties and the rental value will increase-Landlord gains. Also a reasonable figure for 5 years
I have seen the way South Harrow is now, and several of my friends live in rented accommodation in South Harrow and have been neglected and treated poorly by their landlords, living in appalling conditions.
I feel that there are many buildings which are adapted or built without planning permission because permission is not requested and the Council are too rushed off their feet to check. Also there have been instances seen on TV where landlords have little awareness of fire regulations or just disregard them.
Tenants should have protection from bad landlords, property prices and rents could go up with better conditions enforced as well as a better place to live in general
It is Council's and police responsibility to deter antisocial behaviour and it is also their responsibility to penalise the culprits. Why should a landlord pay for the service which is already paid for by the residents? why should the landlord bare the cost - it is unfair. The landlord should be required to register and you should bear the cost through fines and should also bring some rules for the tenants and fines. Most if not all tenants do not look after the property and therefore the landlord are unlike to spent on property or the minimum.

To make sure people take their responsibilities seriously
I think landlords interest generally lie in making as much profit as possible for very little return. They don't seem to have much interest in maintaining their properties and allow them to get rundown. The gardens are un kept and overgrown and sometimes full of rubbish which attracts vermin and endangers the health of children and people living near them.
I am not sure of the charge for 5 years without taking any inflation. Secondly how many properties and how many staff will council use to check and implement policy of safety and tidiness plus potential camera improvements.
As stated previously
The damage, inconvenience and loss of local utility depresses local residents. it will also protect vulnerable tenants from idle and unscrupulous landlords. My regret is how to ensure that the cost of this licence is paid from landlord profits (already substantial) and not added to tenants' rent costs.
They make a lot of money and many don't pay tax
It is too expensive and will dissuade people from complying.
Landlords are making a huge amount of money renting their properties, £550 sounds very reasonable.
It's absolutely nothing in terms of the profit landlords are making from taxpayers. Plus it is the cost of doing business so they are able to claim it back as such through their business accounting.
Personally, I think it should be much higher. This ought to be the annual amount at least. After all Harrow residents will have to pay for the scheme and many landlords are not even living in the borough.
if anything I would be keen to see it raised in order to help override a fund to deal with associated problems that negligent landlords create within their local areas
Introducing selective licensing by charging a fee to landlords in south harrow area is not reasonable as most landlords with properties in this area are acting responsibly and appropriately as landlords are required to do in their dealings with their tenants and in dealings with maintaining the property as required. If govt and council wants changes or improvements in private rental sector as they propose, most changes you want are to do with tenant's behaviour so tenants need to be made more responsible and aware of their responsibilities as a tenant. How can charging a fee to a landlord result in changes in the way a tenant lives acts or behaves. Tenants need to be made more responsible A fee of £550 is unreasonable in bringing about changes or improvements required and only seems like another unnecessary tax on landlords. Govt and council need to come up with a scheme and plan to educate tenants to understand their responsibility as a tenant.
It should give neighbours an opportunity to approach Harrow Council to resolve problems.
Landlord licencing is unnecessary. We see this as a revenue stream for the council and will serve no other purpose. There are stringent laws already in place and those Landlords and Tenants who choose to ignore the laws will continue to do so even with the additional cost involved.
This is another Harrow Council revenue raising exercise and the reality is that it will not improve the situation and only introduce another band of unnecessary blanket administration into an already over-regulated industry. Mandatory licencing does not need to be introduced across the board. Far better to specifically target individual rogue Landlords and Letting Agents as opposed to further regulating and encumbering those of us who already strive to do things properly.
Cost can be added to rental charges
Landlords should be able to afford this, however, the cost will no doubt be passed on to tenants, many of whom may struggle to meet the extra burden.

## Appendix G

**Q: F7 Selective licensing is one strand to tackling a bigger issue of problems in an area.**

Register of approved rental properties that meet standard, but this must be offset by lower council tax for instance
It's a policing issue and not a LL problem. SI is too big a project and too expensive for a relatively small problem. Tackling ASB and slum LLs should be taken more seriously by law enforcement agencies and H&S and there should be massive encouragement and incentives to report your neighbour anonymously
Better communication / education of what standards are expected with enforcement
stronger controls around bonfires in back gardens
How will this solve issues caused by owner occupiers? Not all ASB, drug and waste related issues are caused by private renters.
The Council needs to take action, when residents report issues instead of letting the situation get bad before anything is done about it. This scheme needs to be rolled out across the Borough out just in Roxbourne.
more resources should be placed in Wealdstone first
This seems a coherent scheme. Something needs to change to regulate landlords/tenants locally.
More police / community police on walking / cycle patrol, especially near the tube stn and the nearby bus stop by the chicken takeaway. The bus-stop shelter there obstructs the narrow pavement. Through much of the day & evening, anyone walking by has to push their way through crowds. This causes tension and is often really unpleasant. Either move the bus stop further down the high street or widen the pavement at that point.
Bring back the park keeper for Roxeth Recreation Ground: it used to be a joy and a local asset for all - now it is dirty, unkempt, and does not feel safe.
Provide sports/ recreation facilities for young people in South Harrow & Roxeth. Suggestion: a skate park in Roxeth Rec Ground.
Compulsory-purchase the derelict site next to the Star pub so it can be cleared sold and made useful \instead of a dangerous eyesore.
At South Harrow tube, copy the upgrade made to the station bridge at Ruislip Manor tube (particularly the sign lettering on the sides of the bridge and the decorative & functional lighting on the underside of the bridge).
I am concerned that South Harrow may be characterised as "a problem area" when there is a majority of owned and rented house and flats occupied by people who do not cause problems. There is a danger of a self-fulfilling prophecy where people are deterred from buying or renting in the area. Therefore the publicity for any schemes should accentuate the positive e.g. "making Roxeth an even beret place to live"
No parking of work vans in private roads without permits. They are carving up the roads and footways (often parked on them too) as they are heavy and lead to more frequent use of the highway by their vehicles.
More CCTV to help to tackle fly tipping
Don't know
Apply the law as it is.
Police and monitor shops and food outlets open late at night to discourage SB and loitering
I am unclear what checks will be made to ensure that safety certificates will be checked to ensure they are up to date. Given that more and more people have to live in rented accommodation, it would be good if there was some sort of forum or way for private tenants to make their views known and taken into account. Likewise for private landlords.
I would like to see strict enforcement and rogue landlords dealt with and if necessary banned
Ensuring that properties have enough bins for rubbish.
There are clearly problems in the Northolt Road area from business tenants not wanting to pay for trade waste collection and dumping their rubbish by council rubbish bins. This is particularly the case in areas where the shops themselves are poorly maintained properties. Action on fly tipped trade waste would help improve the area. Additionally, although I know it is difficult with the high turnover of residents in the area but, education programmes on the unacceptability of littering and the potential fines may help.

Perhaps having a housing officer who runs an accreditation scheme or pays an annual visit if inspection to see that minimum standards are at least being met, setting targets where failure is seen.
Apply the standard to the home group. Make them inspect for bin contamination and waste dumping. Make home group lead the way in the area or take it back under council control as it is incompetent and does not check properties or tenants. Private landlords should not be targeted and forced to pay until home group and other social landlords have do. It will not improve and will set a tone for sales in the area.
More policing
You can engage with landlords outside of this scheme You can take action against poor landlords within the law that currently exists You can increase police visibility The can provide local community schemes e.g. Like the angel estate story from evening standard work
Apply for grants to regenerate community schemes
Increase opportunities for young people in local apprenticeships
Monitor the use of back garden extensions that are being used to house people. Limiting the number of people living in houses to eliminate overcrowding.
See my previous comments.
I think this is a reasonable first step. I'm sure in time the council will think of other benefits to all concerned that could be introduced in the future. Rome was not built in a day as the saying goes.
More on the street council staff-wardens to monitor bad behaviour and also of police to reassure residents. More information to new migrants in non-English languages about what is expected of them. Also how they can get help to be better citizens- registering to vote, litter/recycling, attending community events. English lessons
I believe PSPOs should be implemented more, not just in South Harrow, but also in Harrow Town Centre, and any other place with ASB issues
PSPOs
Better planning laws, restrict number of betting shops, pubs and fast food restaurants. Ensure betting shops and fast food restaurants close by 8pm. Lower speed limit to 20 mph in area. Landlords not to allow subletting and to keep a register of tenants. No smoking within ten yards of any shop doorway or residential doorway opening out onto shop parade.
How is the council deterring and controlling the ASB in social housing areas? there is evidence that a fair amount of ASB emanates from social housing.
<ul style="list-style-type: none"> <li>- system to vet both landlord and tenants</li> <li>- also put conditions and fines and action on tenants</li> <li>- have a dept. to help (and take action) for both party.</li> <li>- be proactive on deposit system.</li> <li>- Apply this to also public sector - to get the same benefits</li> <li>- maybe have system where nearby neighbour can report bad tenants to landlord.</li> </ul>
Making sure there is no subletting by visiting the property regularly
Yes , more strike checking of rental contracts to avoid over- crowding and illegal sub- letting / multi-occupancy.
Landlords should not be able to exploit vulnerable people. They should be held to account to keep their properties from running the area in to a rundown state. It is unfair to house-owners in the area affected by them. There should be a lot more supervision of landlords and a lot more control over their management. They seem to have a free hand to do what they like. The law appears in their favour.
consolidate data of various factors in South Harrow E.G. cleanness, trees, litter, police, fire, ambulance, drugs, drinks, accidents plus camera profile then property list of tenants, landlords plus maximum tenants allowed.
Parking controls across the whole area in order to limit the numbers of cars; because of the nature of some tenancies, some properties have four or even five cars associated with an address. It gives the area a cramped run-down feel, adds to local tension and adds to the feeling of transience.
Restrict the type of properties that can become HMOs for example a 3 bedroom semi-detached house should only be rented as a family home etc. Properties in residential roads should not be able to be split up into multiple units.
Community or police patrols, more advices and control from waste collecting people to residents who are getting it wrong, surveyors talking with tenants about problems with their landlords and tenants' legal rights.
BUILD DECENT COUNCIL HOUSING - that is publicly owned and remains so. Have building standards not the current race to the bottom. Have minimum space requirements.

<p>Ensure that building standards are met.</p> <p>Close down rouge landlords and publicly shame them and ensure that they are known to be not fit persons.</p>
<p>punitive measures for landlords whose neglect results in environmental damage to the local area and who provide accommodation below an expected minimum standard of human habitation</p>
<p>Other steps are as mentioned in F8 below.</p>
<p>Making sure that when clearing a house Landlords dispose of unwanted furniture and other was responsibility and not fly tip.</p>
<p>Specifically target rogue Landlords and Lettings Agents rather than introduce additional industry-wide regulation, as there are already sufficient laws in place to deal with all of these matters.</p>
<p>Better policing and stronger laws applied to residents who do not maintain their properties to a reasonable standard</p>
<p>I believe that greater youth and community engagement would be beneficial, and I don't mean by laying the responsibility solely on schools and police who are already severely stretched financially.</p> <p>Active community centres might encourage residents to feel more collectively accountable. If there was also an element of youth engagement, young people might be more socially tuned in to the community and wish to improve their surroundings.</p> <p>Could there be more SUSTAINED beautifying of the area - bins, hanging baskets, street sweeping, and maintaining grass verges, perhaps working with community groups.</p>

## Appendix H

**Q: F8 Have you got any other comments regarding the proposal, including the proposed areas or even...**

Ensure these measures are taken only when there are significant numbers of complaints from tenants of landlords not maintaining rentals to an acceptable standard. To make it council wide would be penalising us landlords who do and continue to maintain rentals fit for rental.
Please stop this nonsense and concentrate on the bigger issue of slum LLs and let the police deal with ASB
Should be introduced borough wide
If landlords fail to keep tenants and properties in check then landlords need to be fined and if they continue then take the property off them, until they do what they are supposed to do. If landlords are renting out multiple rooms, these rooms need to have smoke/fire alarms installed connected to an electric supply and tested regularly. All tenants need to be named to prevent fraud/crime and they should be issued with a rental agreement by the landlord so they understand the terms and conditions. Properties that are being rented out should be inspected by the council as part of the license conditions and ensure the property pass's a Health & safety check and the landlord issued with a certificate, displayed in the communal parts of the property. Renting and letting property needs to be properly regulated. Passports of tenants need to be checked along with National Insurance numbers and the council notified of any changes to tenants moving in or out of the properties.
More resources should put into Wealdstone before having a new scheme lots more problems in Wealdstone and Edgware to resolve
Everything that can be done will help. It has now reached a critical stage. Thank you for the consultation. We've lived here 40 years this month, so of course things have changed. But the area has rapidly deteriorated in the past 2 - 3 years. Four of our best neighbours have moved away. Buy-to-let sales were encouraged by estate agents - a wholly negative experience in Stanley Road.
Question in F8 is a repeat of the question in F7
See above !
Landlords could issue a leaflet of what "not to do" i.e., dump refuse in other peoples' bins, public areas, refrain from making noise stocking up their vehicles at 5-6-7am in the mornings before leaving for work, no loud "base" music out in the garden, singing, shouting, disturbance in general, especially after a lot of beer!
None
No thank you
I think it is important to have a level playing field for the whole of Harrow and hope this pilot scheme, with any lessons learnt, will be extended throughout Harrow.
It should be for all areas where many of the houses are rented.
We have a house in our road that has supposedly been empty for 30+ years. Has anyone checked to see if there anyone has died in there!
If successful the scheme could be extended to Rayners Lane which also has a high level of rented properties that are not being maintained adequately. Not sure how the council can track which properties are actually rented as some landlords may not declare their income or status.
Whilst this area may meet central government criteria improving the housing stock in both private and social housing is something which should be applied throughout Harrow as a matter of fairness to tenants and landlords. In applying licences it is important to promote within diverse communities the rights and responsibilities of landlords and tenants in the private sector. The message will need to be delivered to community centres/hubs and perhaps an obligation on landlords to provide the information to tenants in a document, signed by both parties, in addition to the lease that makes clear their recourse to Harrow Council where rights are infringed.
I would like to see this plan extended to the whole borough, but a priority, should be Wealdstone and Edgware.
I think Harrow Town Centre (Greenhill ward) would benefit from schemes such as this, especially PSPOs
I feel in areas such as South Harrow, Harrow Town Centre, and Wealdstone, PSPOs should be put in place because they are also problem areas
See F7 answers above.

<p>Also make an extra charge to fast food restaurants to clear up litter from streets.  Borough wide 20mph zone for residents safety and to encourage normal residents back onto streets and make it safer for children to go to school.  All fast food premises to have seating for twenty and toilets for customers.  I have a view that these problems spread outwards from the shopping areas with rental properties above and so similar action should apply to all shopping districts first rather than whole wards.</p>
<p>The scheme can only work if there were tangible and effective deterrents for ASB. Just asking a landlord to do so will not change much.</p>
<p>- A friendly and helpful then a force approach with the landlord and the tenants.</p>
<p>None</p>
<p>It would be good to see the shops in the area more active in keeping their area clean. Why should the council have to clean up for them. They are making a lot of money and should contribute to the maintenance of the area.  It would be good to see an improvement in the education of people and the law enforced for offences. Also a better police presence would be welcome. They seem to be thinner on the ground than a year or two ago.</p>
<p>Please roll this scheme out everywhere. if it doesn't improve things, we can adjust it; Council should be commended for acknowledging that there is a problem which needs resolving.  Please sort out parking.</p>
<p>The area of Queensbury and Edgware &amp; Belmont could also greatly benefit from licensing</p>
<p>County Roads area  Harrow Council needs to be more responsive to residents who alert them to rubbish which is dumped in alleyways and on pavements. The council's line is that this is not their property and so not their problem but it allows and encourages people to see alleyways as dumping places for their household waste. If the council cleared them up and monitored it and told residents they would be fined and asked residents to report it, the problem ought to abate.  Landlords need to be responsible for the rubbish their tenants generate and to attend to the infestation issues their lack of property maintenance and overcrowding causes.</p>
<p>Conditions mentioned in F6 are already met by majority of landlords and agents. I meet them all.  Hence selective licensing of a fee to landlords is not going to improve things in any area where there is problem such as ASB nuisance, fly tipping, not cleaning resulting in pests etc. as these problems are caused by tenants not landlords. Most landlords are responsible and do want to look after their investment i.e. the property.  As mentioned earlier what is required is a scheme to educate tenants of their responsibilities - one proposal is to have a seminar or workshop for tenants and also jointly for landlord and tenants to attend so both sides issues can be discussed &amp; communication between the 2 parties improved.  Most issues/changes can only come from tenants. Another proposal is to introduce some fee for tenants who behave badly which will make the bad tenants take more responsibility and change their behaviour.  Charging Landlords to tackle such problems does not make any sense at all.</p>
<p>This scheme is an unnecessary layer of bureaucracy which will increase costs for Landlords who will inevitably pass this onto their tenants therefore pushing the cost of rental property higher.</p>
<p>The charge may just end up as a tick box exercise as there will not be the resources to manage it well.  Also, how do you ensure compliance? Will the good landlords get on board, but those you are trying to affect positively just bypass the process?</p>