

APPENDIX A – CONSULTATION RESULTS: COMMENTS AND RESPONSES

Question: B2. If you are a tenant has your landlord provided the below (list of requirements)	
<p>I am the Landlord of both flats, not a Tenant. Before Renting both of these flats out, I took out 3 References on my prospective Tenants that were coming to live in my flats. I have provided written Tenancy agreements for both sets of Tenants on each of my flats. I have an annual gas safety check on both of my flats as well. I also check that my 2 properties are kept in a good state of repair.</p>	<p>Thank you and we appreciate there are a lot of good landlords like yourself doing the right thing</p>
<p>The property above me is rented out the landlord does not care he just wants the money had 2 ceilings put up because of leaks Because he was in no hurry to repair the water leak and it was coming down on there electric meter!! Had to call the fire brigade.Plus tenants don't speak any English so each time someone moves in I have to help them when they have problems with leaks and repairs etc as the landlord just blames the tenants when things go wrong and then my property gets damaged because he is so slow fixing anything.</p>	<p>Sorry to hear. Please report this on the harrow council website and we will get an officer allocated to follow this up if haven't already</p>
<p>"Taps and blinds were in poor state of repair when I moved in. Despite requesting repairs, I have eventually fixed these myself over the period of my tenancy, which has not been easy but I have managed to do this for under 100 pounds. I have encountered plumbing and electrical emergencies which were dealt with swiftly. Most importantly, however, my electricity is provided by my landlord via a coin operated machine which requires 1 and 2 pound coins. Since I moved in, 31 pounds have gone into the machine without registering. Last April my landlord said he would reimburse me the next time he came to empty the machine, but he did not. The machine often does not register coins when it gets full, which is often, even though my landlord insists it should hold between 100 and 150 pounds worth of coins, and is reluctant to come to empty the machine. I strongly suspect that he is somehow making a profit from this machine, since I have an excellent credit rating and have told him multiple times that I am willing to set up a direct debit and be billed for my energy usage."</p>	<p>Sorry to hear. Please report this as above and we can pass to the relevant service / partner to follow this up</p>
<p>I am a landlord and not a Tenant. I have done the work of getting references on all of my Tenants, also I have done the work of giving all my Tenants written Tenancy agreements , also I have done the work of having annual gas safety checks done as well. Also both of my properties are in extremely good condition, and I keep them that way as well.</p>	<p>Thank you and we appreciate there are a lot of good landlords like yourself doing the right thing</p>

Question:B3. Have you ever experienced or complained to the Council about any of the following	
<p>"Have frequently found other people's refuse dumped in our bin which is in the alley way at the back of our property (We live in a flat on the High Street). Believe the problem is due to landlords letting to too many people and not providing sufficient bins.</p> <p>Noise, though expected living on the High Street, is unacceptable when it's after midnight. The nearest pub to us, TJs (as it was) would frequently, on a Friday/Saturday have a 'lock-in' and music could be heard well into the early hours as people stepped outside to smoke.</p> <p>I am concerned about the Shisha lounge that is being built on the corner of Spencer Road and how much noise this is going to generate. We have already had to ask residents at No. 1 Spencer Road (which we think is something to do with the Shisha place) to turn very loud music down that they were playing outside at 3am in the morning. Luckily since that occasion they have been more considerate (so far)."</p>	<p>Please do report such issues to the Council at www.harrow.gov.uk</p>
<p>A landlord has crowded 47 people into a four bedroom property. There was no communal facility other than bathroom, toilet and kitchen</p>	<p>Please do report such issues to the Council at www.harrow.gov.uk so we can investigate to ensure compliance and safety</p>
<p>Overflowing waste from bins , poor housing conditions including damp and infestations. behaviour of tenants ASB , overgrown gardens , fly tipping throught the area of Wealdstone Ward particularly towards the southern end of the ward , street drinkers in square during the good weather and drug dealers on the High St and parks around .</p>	<p>Please do report such issues to the Council at www.harrow.gov.uk or to the Police so we can look to take action</p>
<p>None of the above</p>	<p>Noted</p>
<p>The way the answers have been set up is totally misleading and biased to give an indication of something is happening in the borough and there is no option of saying we find anything good or not affected.</p>	<p>This was not the intention but noted. The complaints we have show there is an issue, but obviously the experience will be different for each person</p>
<p>"Frequent noise pollution, urinating on my property, poor maintenance on property, fighting from tenants, rubbish dumberd frequently, multi-tenant house frequent change of individuals, not following COVID guidance."</p>	<p>Please do report such issues to the Council at www.harrow.gov.uk</p>
<p>Add - parking on double yellow and on white Zig Zag plus parking on pavement - all illegal in the areas observed.</p>	<p>Please do report such issues to the Council at www.harrow.gov.uk</p>
<p>None of the above has ever happened to any of my flats in all of the time that I have owned my flats.</p>	<p>Noted</p>
<p>Yes complained to council about the landlord who owns the property above me when they had water leaking and the landlord would not fix the problem and my ceiling fell down because of it..</p>	<p>Thank you and hopefully this can be resolved / is resolved now</p>
<p>None of the above. All good.</p>	<p>Noted, thank you</p>

<p>"I have owned both of these flats for a period of three years and I have not become aware of any of these problems effecting my 2 flats in any way whatsoever. Although I own these 2 flats and do not live in them, because I rent them out, I am aware what goes on in and around them, and they do not suffer from any of the above problems."</p>	<p>Thank you</p>
<p>X Bengarth Drive was a HMO and brought us at X Bengarth Drive consistant problems- we've reported ALL of the above to Council and Police on many occassions</p>	<p>This is being followed up and apologies if not resolved to date</p>
<p>Question:B4. Do you feel anti-social problems are dealt with effectively</p>	
<p>There appears to be very little communication between the Council and landlords/managing agents as problems are ongoing for years." Part of the problem is that we don't know. The council only has one means of communication which is the website. It was really hard finding this form. The council does issue leaflets in times of emergency, i.e. Covid testing, but any communication relies on people going online to the council website - not many people have the time / energy to do that. You really have to improve communication. It would help if landlords gave out a pack to all new tenants explaining how & when the bins are collected, how to contact the council, a list of chemists and help lines. Then maybe they would feel more welcome and invested in the area.</p>	<p>Noted and we are looking at options to help all, including a "welcome pack" landlords can give out with key information</p>
<p>There are insufficient checks done on installations of air conditioning/ chiller units that are placed too near residential flats above shops and cause noise nuisance</p>	<p>These are looked at within any planning application and is worth checking to ensure they do have planning permission. Please look at Planning at www.harrow.gov.uk</p>
<p>The Council could re-instate their Noise Abatement Officers who used to come out on a Friday/ Saturday night if noise was excessive. The police need to be aware of breaches of licensing rules and prepared to act when illegal activity is taking place (lock-ins).</p>	<p>Noted. The Council works closely with the Police including their Police Licensing Team to target problem premises</p>
<p>"The Council need to be more proactive in contacting landlords and finding out how many people live in a property and then making sure that sufficient bins are provided for residents.</p>	<p>Numerous checks take place throughout the year but suspected premises are on the increase (up over 460% in the last 5 years)</p>
<p>Councils only go after the landlords they don't do anything about the tenants who may be causing the problems.</p>	<p>Unfortunately, the Council is restricted by what the law allows and this is aimed at lanlords with limited action possible against tenants in terms of the Housing Act</p>
<p>Complained to Managing Agents just told to contact council with evidence of noise. Graffiti complaints to Police - noted</p>	<p>Please do report these</p>
<p>"One of my flats is managed for me by a managing agent, and that is very</p>	<p>Thank you</p>

well managed as the managing agent is very efficient at managing my property. The other property is managed by myself , and I do a good job of looking after all of the aspects that you have mentioned in the above paragraph."	
When there are any problems whatsoever, I go along to the flats and deal with the problem myself as the acting Landlord.	Thank you
Question:B5. Do you think that landlords are taking enough action against tenants who cause a nuisance or anti social behaviour	
As long as landlords get their rent, they do not care about the state of properties or any crime their tenants my perpetrate.	This is not true of a lot who manage them properly but are undermined by those who do not. What we want is a fair playing field and standards for all
A lot depends on whether neighbours are even aware of, or can get hold of, contact information regarding landlords. The Council needs to take responsibility for this especially when complaints are made about noise or refuse problems.	Licensed premises are listed on a register that is available on the Council website
Agents not interested	Noted
Only when they have been notified by the Council that there is a problem.AND that is where the problem starts - Harrow council have made it next to impossible for residents to report (i) noise nuisance (ii) illegal parking as there is no direct access to the teams by telephone - and therefore the culprits cannot be caught immediately when the problem is ongoing! Harrow Council itself needs to deal with their own actions first before looking to raise money to deal with the issue from law abiding landlords.	Noted and apologies you are finding it hard to contact the Council and this will be passed on
NOT APPLICABLE.	Noted
I had a cannabis factory going on in the flat above me..And now I have new tenants who make so much noise that my ceiling shakes and they have party's and the police have been round 3 times now..Plus they have 2 kids under 2 years of age and the guy drinking and getting drunk!!!	Please do report such issues to the Council at www.harrow.gov.uk or to the Police
We have an HMO in our road and our neighbours near them experience anti social behaviour, rubbish	Please do report such issues to the Council at www.harrow.gov.uk
ASBO can only be dealt with where it is Multiple Occupation as that defines the type of tenants, typically single, and not with any families or children. They are the primary culprits of ASBO, including drinking in public areas, drug abuse, no respect for the neighbourhood. Landlords who rent to normal families etc should not be subject to the licensing.	ASB can occur from any premise and Selective Licensing specifically addresses this including conditions around ASB action plans. This is one of the reasons this is being renewed, to assist in tackling such matters
Definitely NOT - They dont care, They wash their hands of the properties once they have a house full of HMO's. We had to liase complaints to the Afghan Refugee Charity and never got anywhere. We've now been left with a Rat investation that has cost us time money and damage to our property.	Noted
Question:B6. Do you think the Council is dealing effectively with landlords and agents who neglect their property	

I only know what I see when walking around. That some properties always seem to have rubbish outside, and I know they are rented out. Some properties look in need of repair, but I do not know if they are rented out or not.	Please do report such issues to the Council at www.harrow.gov.uk
Although I have seen Harrow Council deal with appalling properties on the TV programme, 'Nightmare Tenants, Slum Landlords', I feel there is more work to do.	Agreed, and we will always look to do that
It seems that the people who abide by the selective Licensing criteria are the ones that would look after their Tennants anyway and the negligent landlords/properties seem to get left of the list somehow!	Noted, and agreed that a lot will always try and do the right thing. Selective Licensing allows the same standards of management to apply to all to make it clearer for those trying to comply, and give tools to deal with those that do not
Landlords who neglect, and imo it's most of them, are causing misery for their tenants and ppl living around them	Noted
Actual conditions that are specific rather than general one example just to have an energy rating certificate needs to be better such as an energy rating above a certain level similarly housing standards need to be defined not just generally e.g. space standards , dampness of property and amenity space .	Unfortunately a lot of conditions are limited / determined by the law in terms of what can be asked
Have a walk around - also commercial property walk down Wolseley Road.	Noted
Council has been shown to ignore the problems caused by tenants. Council automatically takes the side of tenants without an independent and objective view - i have seen this first hand and where Council encourages tenant not to pay rent that is due. How WRONG is that?	Sorry to hear this. All investigations are looked at impartially but always within the framework of the legislation that sometimes dictates / directs what can be done and to whom
NOT APPLICABLE.	Noted
They contacted the landlord but it still takes along time for the landlord to repair leaks that my ceiling fell down in the hall and bathroom and he didn't pay out for any of the damage..So now I am going to put my flat on the market as I cannot carry on living here anymore as no one does anything and the landlords think they can do anything!!!	Noted
We have only had support from a couple of Council employess when we as a family have been at breaking point! As previsously stated the landlords get away with murder!	Sorry to hear of your experience
Question:B7. Do you think the Council and partners are doing enough to tackle issues	
I don't know what the council and partners are doing. I know that with covid the police have extra duties so I don't know what the current statistics are.	Data can be found at https://www.police.uk/ around Police activities
Poor street cleaning reflects on an area and gives the wrong impression - influences tenant behaviour, poor street maintenance around schools influences children's behaviour - all leads to anti-social behaviour.	Noted
I blame the Council for inaction because they have made communicating with them impossible.	Noted
Because I have never had any real problems in either of my flats in the way	Noted

you are mentioning above, it is not possible for me to answer that question.	
Question:D1. Selective licensing scheme would enable the Council to have greater control on private rented properties	
<p>"I think the NRLA's objection to licensing is incredibly sensible. They say:</p> <p>"The Council already has the necessary tools to tackle poor housing management without introducing this licensing scheme. There are more than 150 Acts of Parliament and 400 regulations affecting landlords in the private rented sector.""</p> <p>I think tenants would feel more secure knowing that there is an external assessor apart from the landlord, and the landlord also has council back up when working with tenants.</p>	<p>The NRLA comments are noted and appreciated. But the issue is understanding 400 pieces of legislation and guidance. Licensing offers a clear set of conditions applicable and known by all that sets the management standard. It is also set out in the legislation.</p> <p>And yes, we want to work with all and part of this is carrying out an inspection of all premises that receive a licence</p>
It does not solve the anti social issue, it's just another money grabbing scheme	It sets a clear standard for all including responsibility for Landlords to have a clear ASB action plan. The scheme is set up to cover costs
I have already moved from one area of London because my rent was almost doubled (and after this, I was reliably informed by a friend who remained in the property that renovations were substandard and dangerous). I desperately want to settle down as I have moved around London a lot due to high rents. Despite problems with my current landlord, I have enjoyed living in this area and do not want to face having to move house again because of unaffordable rents. If I am forced to move again, I will have to completely abandon London even though I have now been here for 20 years and think of this city as my home. The licensing scheme is designed to help reduce transience, so it should ensure that it does not add to the problem.	Noted. Compared to the average rent in London, a £550 licensing fee for 5 year (£110 per year, less than £10 per month) is not a valid reason for any rental increase
"The licensing scheme sounds like a great idea, however, I am very concerned that landlords will use licensing as an excuse to make minor improvements to properties and then hike up rents to unaffordable levels.	Selective Licensing is about management, which in the main cost time not money
Bad behaviour from landlords is on the increase. I am a volunteer for a housing action group. I hear horror stories regularly. Threats. Overcrowding. Getting rid of tenants for no reason. Unjustifiable Increase in rent. Entry into property without notice. Not maintaining gardens and exterior of property.	Please do report such issues to the Council at www.harrow.gov.uk
Condition applied should be specific rather than general such requiring a an energy rating certificate should be replaced the property must an energy rating above a level. simalery with damp with in house and meter reading should be taken and if a certain level of damp above a level then licence refused	Noted above
By holding all landlords to a higher standards means that we all benefit from a healthier business and improved reputation amongst tenants.	That is the aim
If the Council provided sufficient rubbish bins and collected large rubbish items for free the Borough would be a lot cleaner	Noted
"This is a money making scheme by the Council, so that they can then waste	The scheme is set up to recover costs, not to make money

the money on other projects.	
I disagree with implementation for the selective licensing scheme	Noted
I do not want to come across as anti-tenant - the tenants need to protection too - but must be responsible citizens.	Agreed, all must play their parts
The yearly fee is too low and they should be reviewed on yearly basis.	They are reviewed with the fee being set to recover costs as per the law
ON what grounds does Council feel the need to control private rented properties when it is doing an inadequate job for owned properties where the residents are not behaving either. Make it easier for resident to report issues on a timely basis and Council to take proper action thereof and the problems should automatically reduce - licensing normal landlords who rent to families or rather do not rent on a mutiple occupation basis should not be penalised = most landlords are good landlords and it is the tenants where the issues need to be dealt with by the Council first.	This is not about penalising anyone, but ensuring a set minimum standard is applied across an area in terms of management to improve the area for all
Harrow Council charges the licensing fee, however I have not seen any action As long as Harrow Council is fair and reasonable in their work with myself who is the Landlord, then I agree with their licensing work.	Noted
There hasnt been much control to date previosuly on landlords that dont care or break the HMO guidance rules, or go against the Charity running the HMO's - Why would this be any different. They are ruining homes and neighbourhoods in Harrow. Bengarth Drive is a quiet residential road with families who have respect for their property and others. HMO's ruin that!	Please do report such issues to the Council at www.harrow.gov.uk
Question:D3. Have you any other comments or areas that should be address as part of this proposal?	
"With regard to selective licensing in Wealdstone ward area, I would like to raise the following points: 1) Has there been any data collected during the last 5 years or so to support improvements made in the area in relation to crime, deprivation, migration, demand, poor property conditions or ASB/problems? Or is this another money generating scheme for the Council? 2) Can the residential licensing team provide data to me under the Freedom of Information to support the scheme? 3) Also, why is that only landlords pay for this scheme and not the tenants? It feels like the landlords are being mis-sold a product that is fundamentally pointless. 4) I also feel that selective licensing scheme devalues the properties as any potential landlord will take this into consideration when buying properties in these areas. 5) Out of 21 wards in Harrow, only few wards have been selected for this scheme. Does this mean other wards do not have any of the problems mentioned above?	<ol style="list-style-type: none"> 1) Please see the Cabinet report 2) Please see the Cabinet report 3) The scheme is set out under legislation 4) We have seen, for example in Edgware, that despite having a selective licensing scheme in place the longest for the Borough that house prices have increased above other Wards 5) The legislation and guidance is very clear where such a scheme can apply. Not all areas would meet these criteria

Please reply to me via email for these questions raised. My email address is: xxxxx	
Too many HMOs increases strain on nearby resources	Noted
We have a HMO on our road (Bengarth Drive) there were 6 youths under the age of 18 living there unaccompanied. Had a lot of problems with them out of hours as no one was staying on site overnight. I think HMO's like these should have a responsible adult on site at all times.	Please do report such issues to the Council at www.harrow.gov.uk
Register ALL landlords. Introduce a fair rent scheme, if poss. Lots of harrow Ppl are paying 50, 60 , 70% of there working income on rent.	This is a national (and very much a London) wide issue that the Council has very limited ability to influence
Have a nationwide digital database of gas safety & electric safety certificates, like they have for EPC and they can check randomly and people who don't do it then send the penalty."	Noted
There is only a very very few rouge landlord so why penalise us all. Go after people to break the rules.	No one is being penalised. The scheme is to ensure fair standards across all, to help all.
"I am opposed to blanket penalisation schemes on citizens and its moneymaker for the council. Also, what do the council actually do? All they do is a duplication of processes. Every landlord/or their agents has to do the mandatory requirements in any ways. So why ask for those things again.	It is not a moneymaker, but only recovers cost The Council do take a lot of action and interventions And a lot of these requirements are not clear so licensing allows it to be put in one simple process
There is a fear of reprisals from some landlords/tenants!!	Noted. Please do report such issues to the Council at www.harrow.gov.uk
Introduce Street Wardens for this area so that complaints can be filtered - make contact details available to all residents - so that issues can be addressed early.	Noted
Council tax should be charged per individual.	Noted
"None whatsoever. The only thing I disagree with is the cost of the License is too expensive."	Noted – the fee is less than a lot of councils and set at the lowest amount we can to avoid costing tax payers money
Please scrap the licensing	
This scheme should be extended to cover the entire Harrow Council area to prevent illegal HMOs outside the Wealdstone area	Unfortunately the scheme is very clear where it can be introduced and would not allow this
We don't want HMO's and the problems they bring with them to our communities	Noted
STRONGLY OBJECT ALL HMOs AND THIS PROPOSAL	Noted
Question:D4. What is/was your overall opinion of our service?	
"It was really hard to find this consultation. I had to do many searches before I found it, I only knew about it as I saw a poster on a lamp post. I followed the link on the poster but had to do a lot of searching, the doc did not come up in the first search. It was easy to complete."	Apologies, but it was advertised widely including on the internet, social media, letters to relevant parties and posters
Harrow Council provides regular waste collection and there is a local tip	Noted

available, yet somehow fly tipping and general littering seems to be a constant problem. Perhaps extra refuse services are required.	
Harrow Council has become very impersonal as it is impossible to contact a particular department as a member of the public (and even as an employee). Being put through to a call centre is frustrating	Noted
Still finding hosing of poor standard	Noted
"All the Licensing Officials want to do is create more work for the landlord and also try and force to landlord to get a HMO license even when there is no HMO. All this Licensing is to make more money for the Council"	Selective Licensing does not apply to HMOs and most aspects are already being done by good landlords at a cost of time not money
I think your work is very good.	Thank you
Harrow used to be a lovely area and now it seems that the council is allowing it to be turned into a tip. Too much money wasted to repair things afterwards rather than address them from the start. For example there is excessive fly tipping everywhere because the use of the refuse tip has been made so difficult. At the same time the garden rubbish collection is no longer free and people are polluting the air with bonfires. We pay more and more for non existing service the council provides. The lives of residents are made difficult with rules like no paving of the front garden for a drive to enable water penetration. At the same time every small lot of land gets planning permission approved for 95% coverage and high rise development. Can't really see how this benefits the local residents.	Noted