

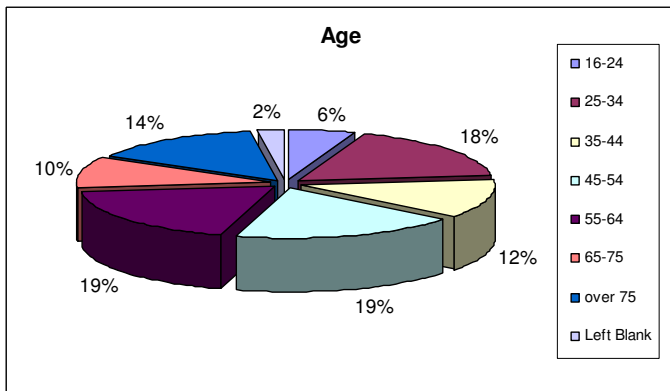
## Summary of Responses to the Selective Landlord Licensing Consultation Questionnaire Central Gateshead Area.

In September 2011 a questionnaire relating to the proposed introduction of selective licensing of private landlords in Central Gateshead area was distributed to all residents, as well as all known landlords/property owners and managing agents in the area. A copy of the questionnaire and accompanying letter can be made available on request.

Over 900 questionnaires were delivered to households and local businesses in the designated area and neighbouring properties, and a further 366 were sent to landlords and agents with an interest in properties in the area. In total 157 responses were received, 58 from landlords or agents, 99 from local residents, including 37 from private tenants, 49 from owner occupiers, 2 from Gateshead Housing Company tenants and 11 from Housing Association tenants. The questionnaire was also available to complete on the Gateshead Council website [www.gateshead.gov.uk](http://www.gateshead.gov.uk) and via a link through the Gateshead Private landlord website [www.renting-in-gateshead.co.uk](http://www.renting-in-gateshead.co.uk).

The responses have been collated according to the representative group displayed.

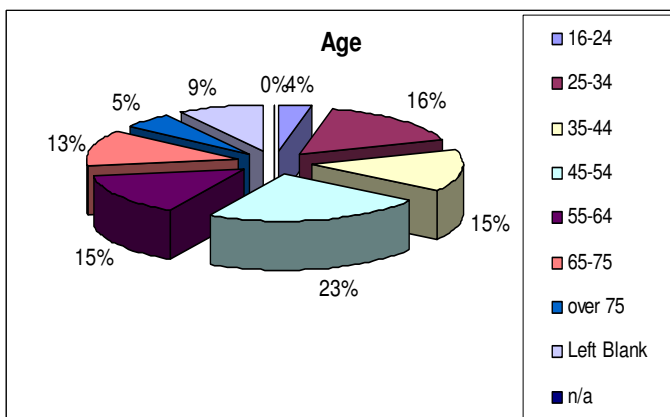
### Gender and age



#### **Residents**

56% of residents who responded were female and 41% male.

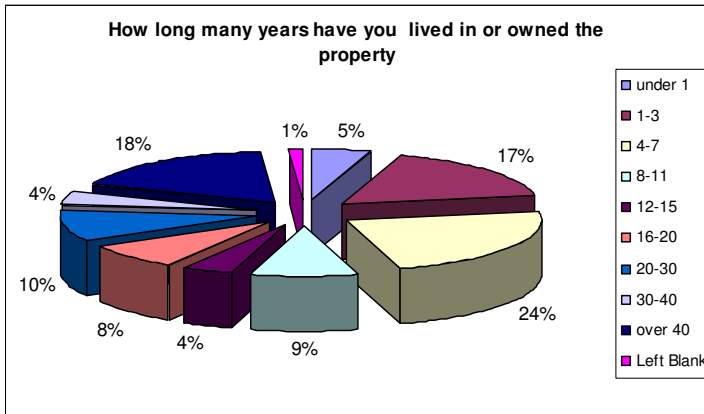
The age groups 45-54 and 55-64 proportionately, contained the highest number of respondents.



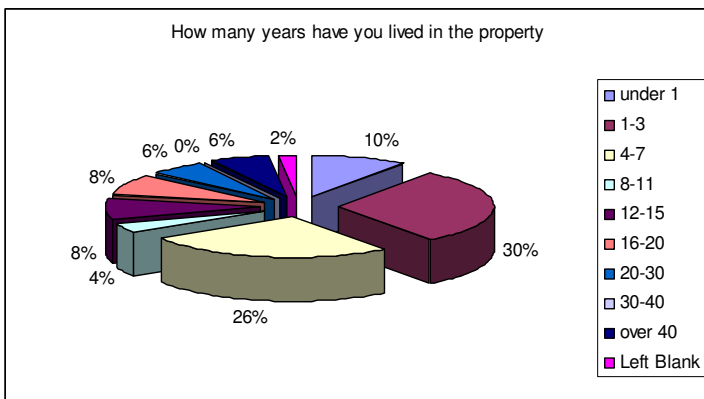
#### **Landlords and other stakeholders**

60 % of landlords who responded were male, 25% were female and 7% of responses indicated they represented businesses. The age group 45-54 years proportionately contained the largest number of residents and only 4% were of ages 16-24 years.

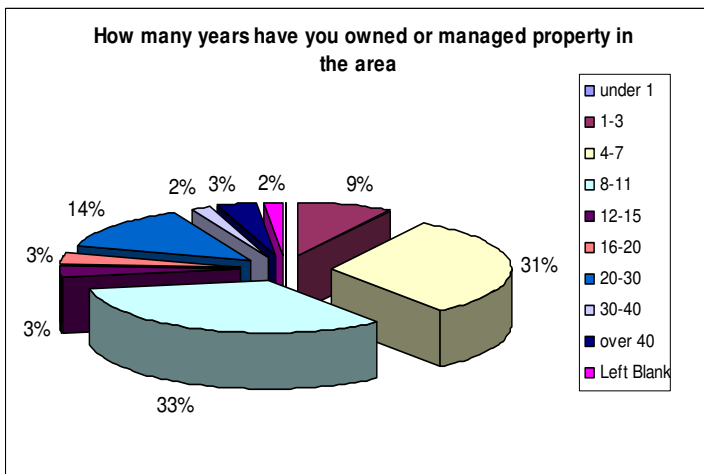
## Length of time in area



A large proportion of **residents** (41%) have lived or owned property in the area for between 1 and 7 years, whilst 18% have lived or owned property in the area for more than 40 years and only 5% less than 1 year.



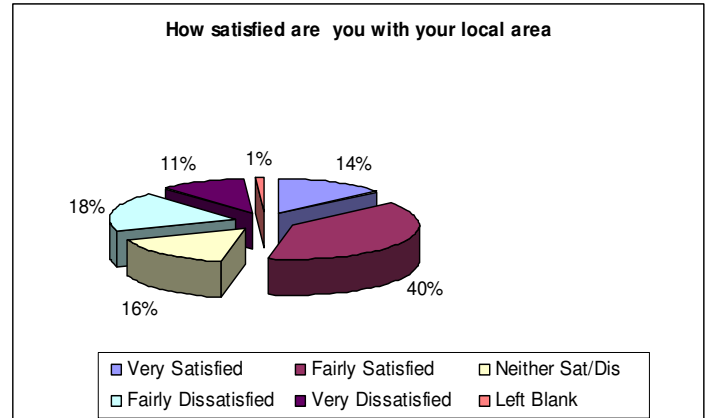
40% of the **private tenants** who responded have lived in the area for 3 years or less. Only 12% had lived in the area over 20 years compared with 54% of owner occupiers.



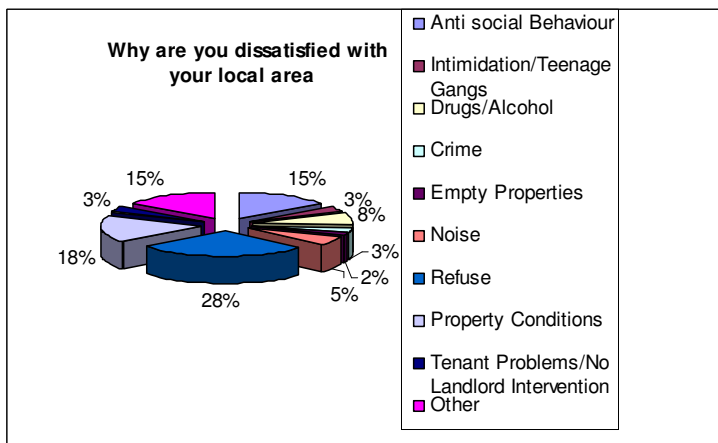
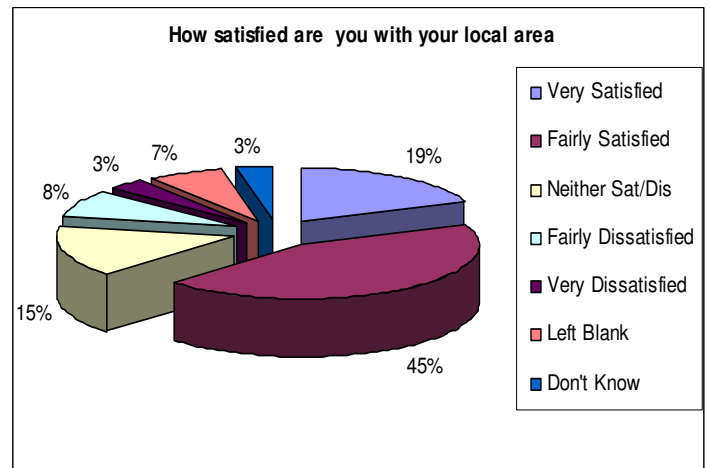
40% of **landlords** have owned property in the area for less than 7 years.

## Satisfaction with area

When asked about satisfaction in relation to the local area 54% of **residents** were either very or fairly satisfied with the area, however 29% were either fairly or very dissatisfied.

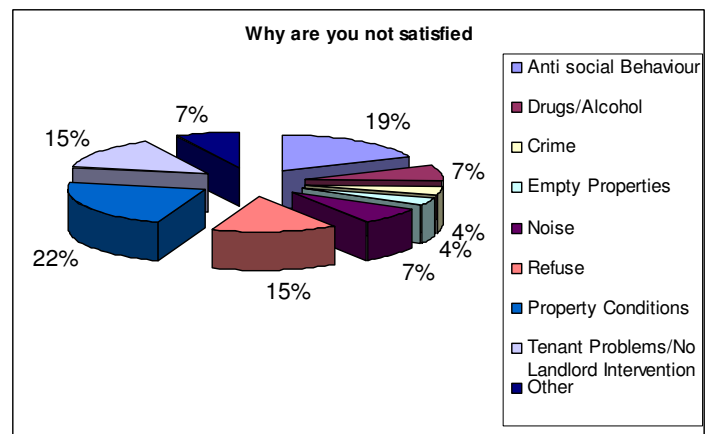


This compared to 64% of **landlords** who indicated that they were fairly or very satisfied with the area and 11% were either fairly or very dissatisfied.



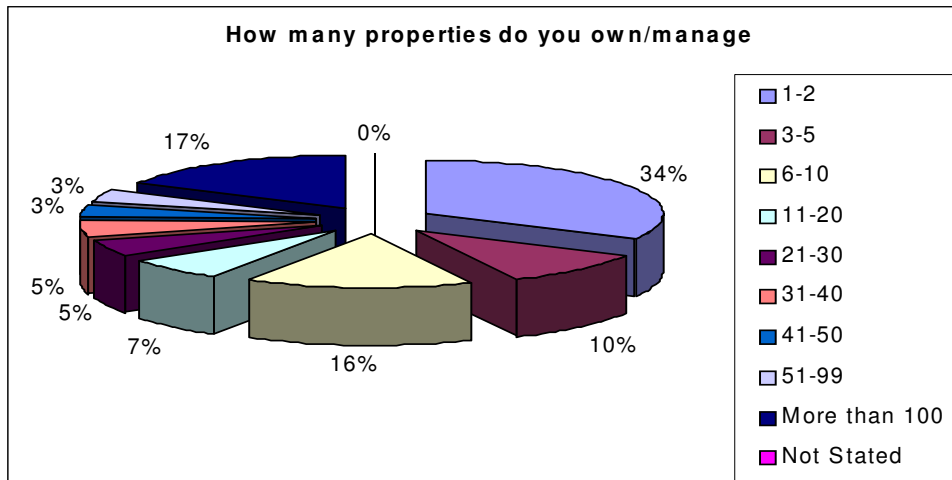
Of those residents who indicated they were not satisfied with the area. The biggest cause for concern was refuse (28%), followed by Property conditions(18%), then anti social behaviour (15%).

Of the **landlords** who were dissatisfied with the area, the main reason was again property conditions(22%).followed closely by anti-social behaviour (19%). Refuse (15%) and tenant problems with no landlord intervention (15%) were also cited as problematic.



## Property Portfolio and Landlord/tenant relationship

The **landlords** were asked to provide information in respect of their property portfolios in terms of how many properties they own or manage.

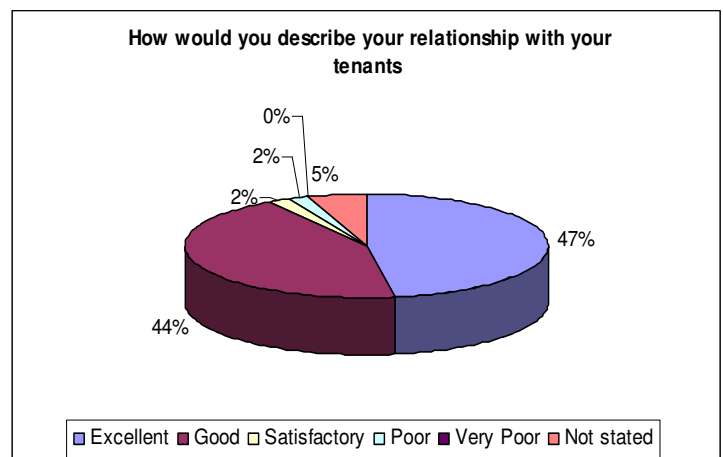


The majority of the landlords own or manage less than 10 properties (60%), but 17% own or manage more than 100 properties (including those properties outside the proposed area).

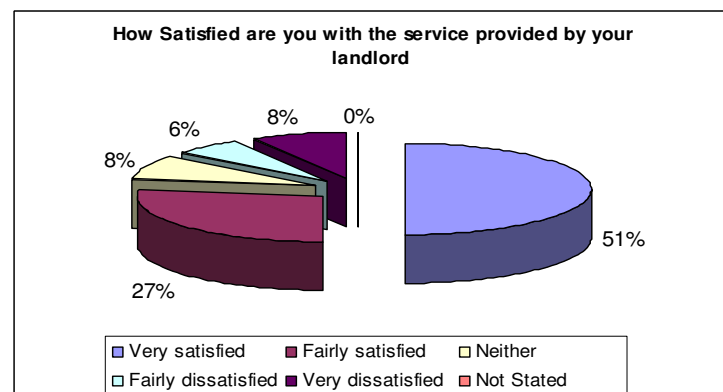
Of these landlords 69% were members of a Landlords Association.

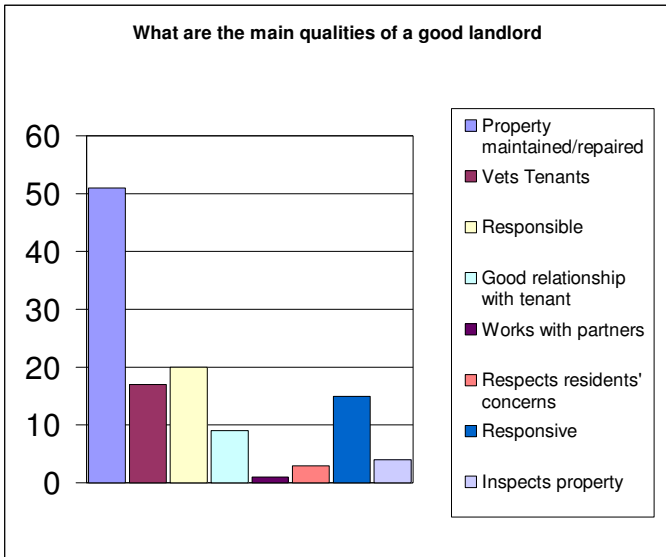
41% of landlords who completed the questionnaire used the services of Gateshead Councils' Private Rented Sector (PRS) Team. The services that the landlords indicated they used the most were; tenant vetting, advice and support and the provision of tenancy agreements

93% of **landlords** were of the opinion that there were no problems with the relationship with their tenants, 47% described their relationship as excellent, 44% as good and 2% described it as satisfactory. Only 2% of landlords described their relationship as poor.



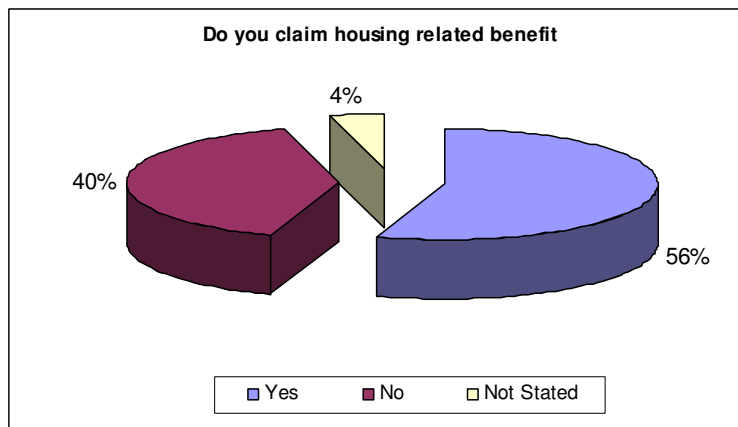
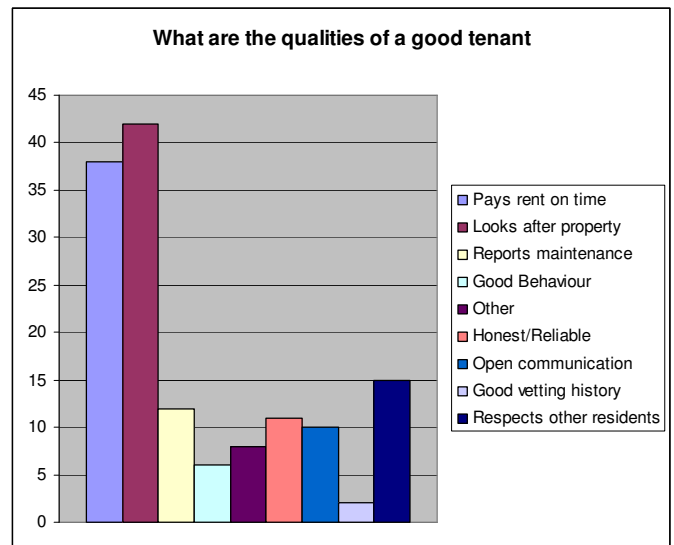
**Tenants** were asked how satisfied they were with the service provided by their landlord. Of the private tenants who participated 78% stated they were either very satisfied or fairly satisfied, whilst 14% were dissatisfied and 8% did not have an opinion either way.





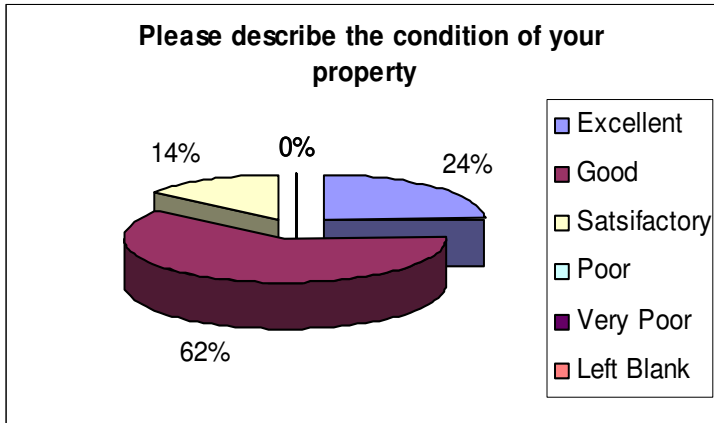
**Residents** were asked to comment on what the main qualities of a good landlord were. This was an open question and some indicated more than one quality. The table shows the number of responses received in relation to each quality

We asked **landlords** what they considered were the qualities of a good tenant. This was an open question and some indicated more than one quality. The table shows the number of responses received in relation to each quality.



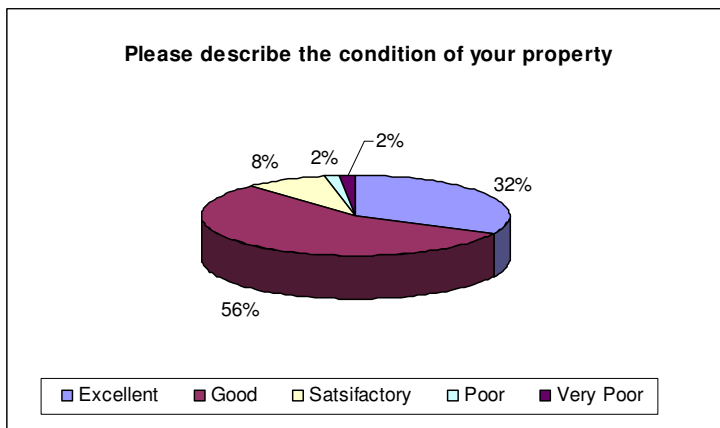
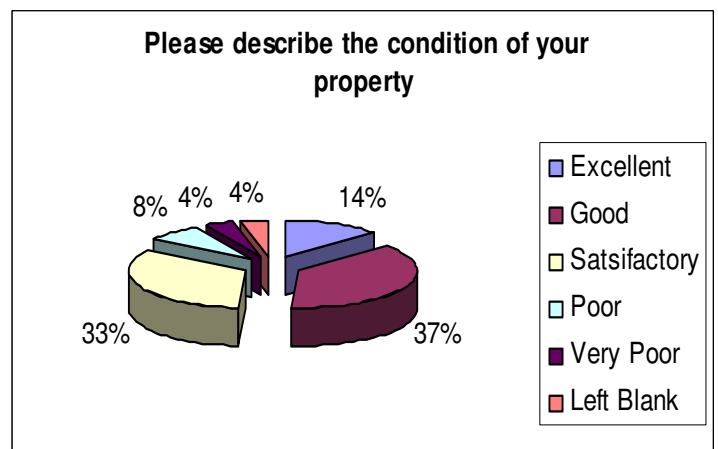
Of the **private tenants** that responded to the questionnaire 56% were claiming housing benefit/local housing allowance from the local authority and 40% of respondents were responsible for paying their own rent. 25% of **private tenants** indicated that they had difficulty paying their rent.

## Property conditions



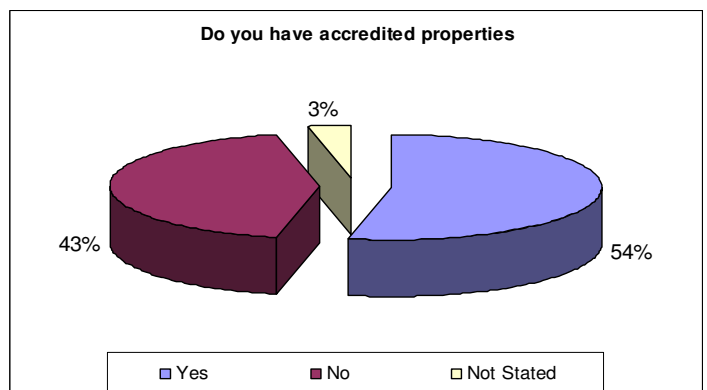
When commenting on the condition of their property 86% of **owner occupiers** described it as either in excellent or good condition and the remaining 14% stating the condition was satisfactory.

Of the **tenants** who responded 51% described the condition of their property as either excellent or good but 12% indicated their property was in poor or very poor condition.



88% of **landlords** who responded described the conditions of their properties as being excellent or good and only 4% indicating their property condition was poor or very poor.

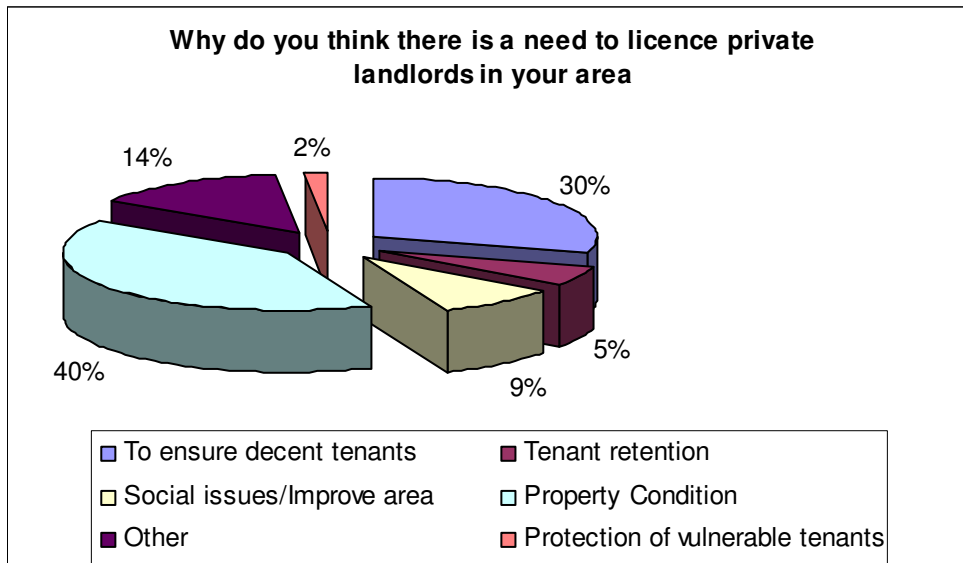
When asked about the Private Rented Accreditation Scheme in Gateshead, 54% of **landlords** advised they had properties that were registered on the scheme. This is directly related to the Block improvement schemes in the area where the accreditation of the property was a requirement of participation. Only 17% indicated they were part of other accreditation schemes with a different Local Authority.



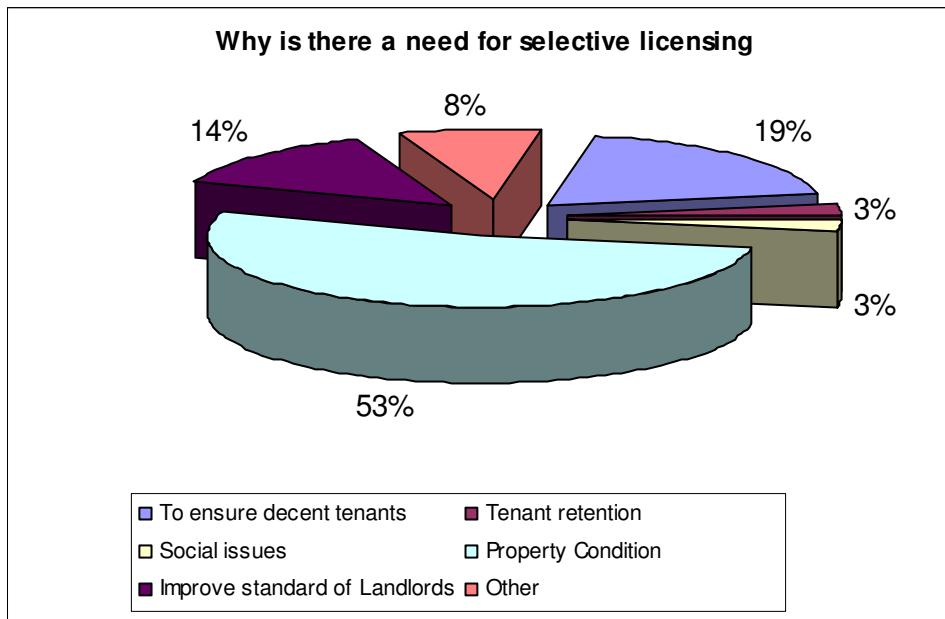
## Need for Selective Landlord Licensing

The majority of people (62%) who completed the questionnaire agreed there was a need for landlord licensing in the area (64% of residents and 60% of landlords).

### Residents



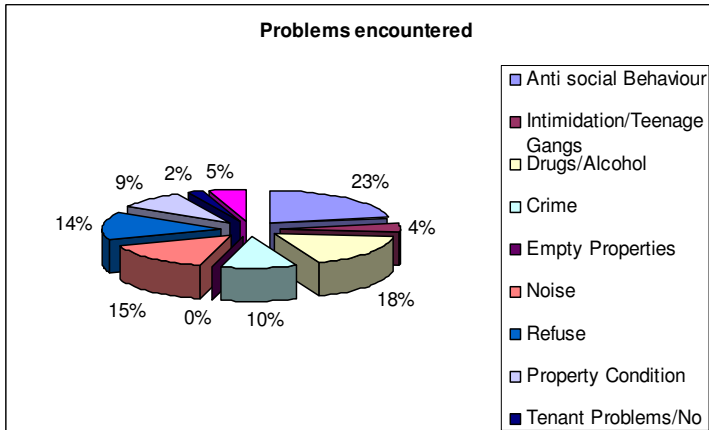
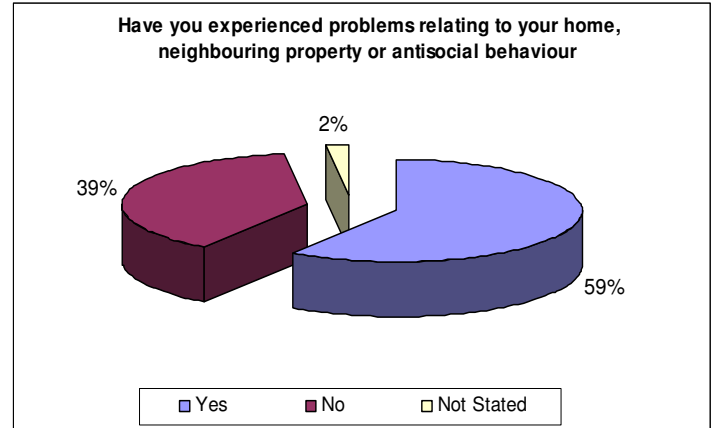
### Landlords



Of those who responded to “why there is a need for selective licensing in the area”, a variety of reasons were given. The main reasons given by both residents and landlords were to improve property conditions and to ensure decent tenants.

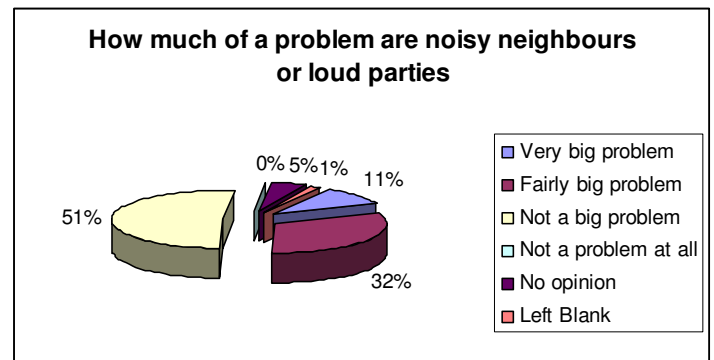
## Low Demand and Anti social behaviour

A significant majority of **residents** (59%) indicated they had experienced problems related to their home, a neighbouring property and/or anti social behaviour.

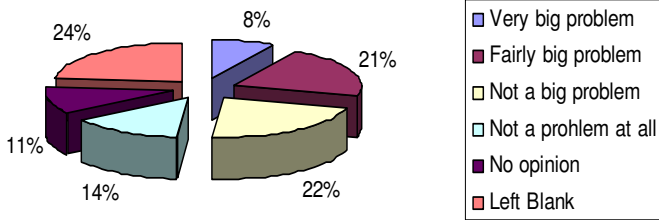


Of the **residents** who had experienced problems the main reason cited was anti social behaviour followed by problems related to drugs and alcohol.

43% of **Residents** reported that noisy neighbours and loud parties were either a fairly big or very big problem.



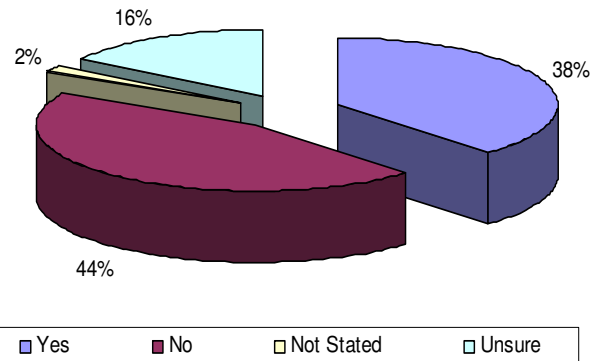
How much of a problem are people using or dealing drugs



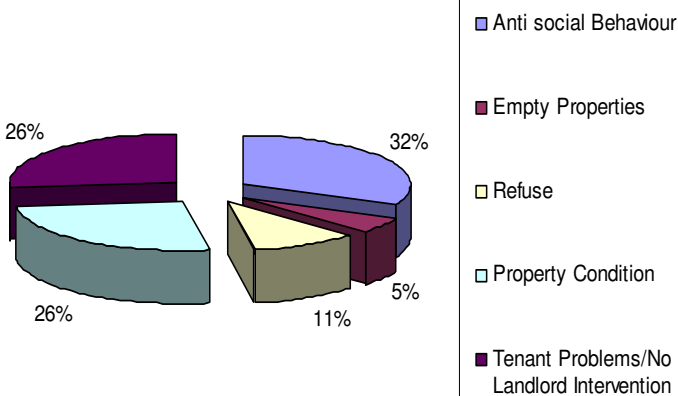
29% of **Residents** reported that drug dealing/using was either a fairly big or very big problem, however only 14% of residents reported it was not a problem at all.

When questioned whether the area suffers from low housing demand and/or significant problems with anti social behaviour 38% of **landlords** indicated that it did.

Do you think the area suffers from low demand & problems of ASB?



What are the problems you have encountered?

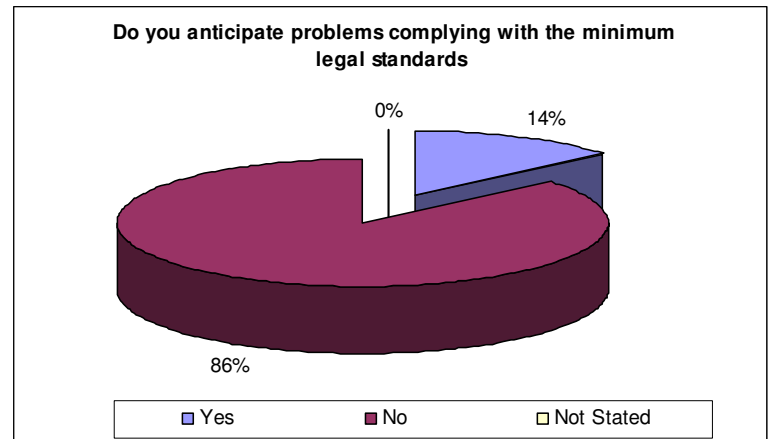


Of the **Landlords** who have been personally affected by problems the biggest issues related to anti social behaviour, property conditions and tenant problems with no landlord intervention.

## The requirements of a Licensing scheme

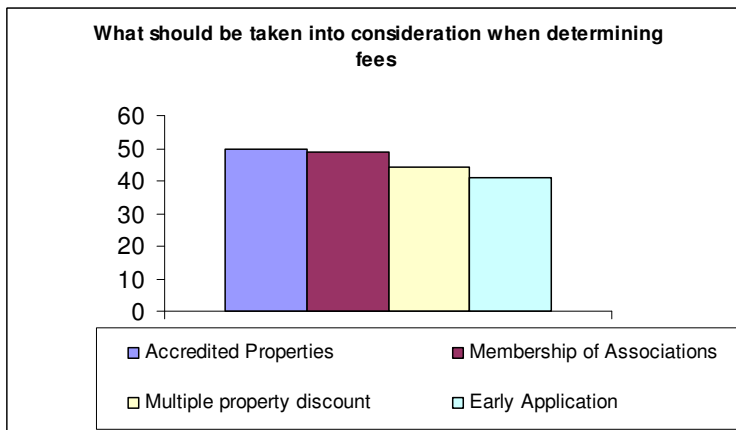
A brief outline of the type of information that will be required from landlords as part of the selective licensing scheme and the criteria that could be applied was detailed in the questionnaire.

The landlords were asked if they anticipated any problems in meeting the requirements to provide basic information to comply with the scheme. Only 14% of landlords commented that they envisaged problems in complying with this. A summary of the responses to this are included in the designation report.



It is proposed that property owners and agents should be excluded from managing rented property in an area where a scheme operates, if they fail to meet proposed criteria relating to their individual conduct which may impinge on their role as a landlord.

Respondents were asked if they thought it would be reasonable to exclude owners or agents from holding a licence in these circumstances. 88% of residents and 78% of landlords', who responded to this question, agreed that it would be reasonable to exclude owners or agents if the proposed criteria were not met.



**Landlords** were asked what should be taken into consideration when determining the level of fees charged.

The majority of landlords who completed the survey agreed that discounts should be given where the properties were accredited, the landlord was a member of a landlord association, the landlord has multiple properties and when an early licence application was made.