

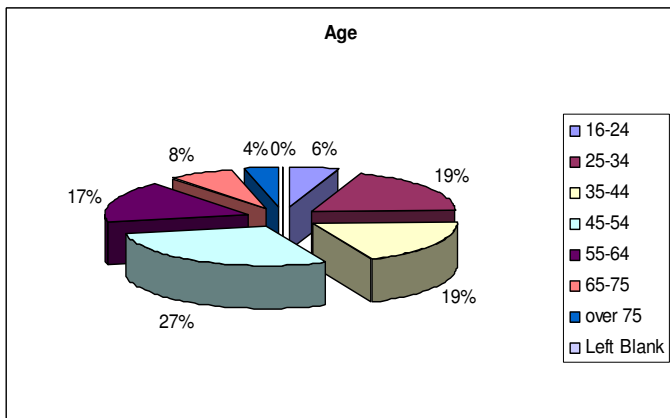
## Summary of Responses to the Selective Landlord Licensing Consultation Questionnaire – Swalwell Area.

In September 2011 a questionnaire relating to the proposed introduction of selective licensing of private landlords in the Swalwell area of Gateshead 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 500 questionnaires were delivered to households and local businesses in the designated area and neighbouring properties, and a further 213 were sent to landlords and agents with an interest in properties in the area. In total 96 responses were received, 43 from landlords or agents, 53 from local residents, including 14 from private tenants, 25 from owner occupiers, 5 from Gateshead Housing company tenants and 8 from housing association tenants. The questionnaire was also available to complete on both the Gateshead Council website [www.gateshead.gov.uk](http://www.gateshead.gov.uk) and 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.

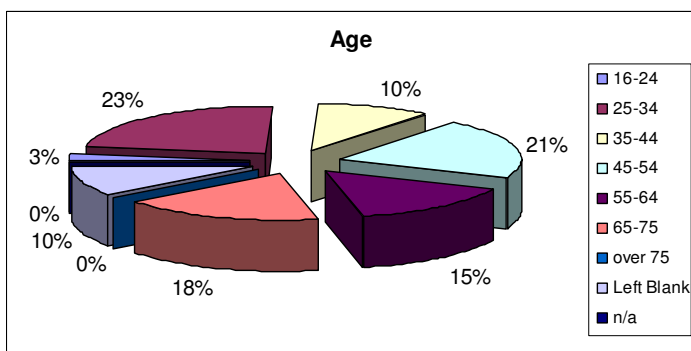
### Gender & Age



### **Residents**

55% of residents who responded were female and 41% male (4% not stated).

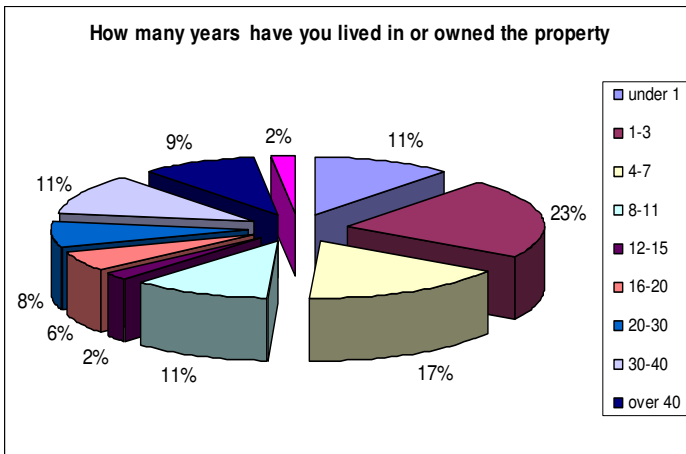
The majority of respondents were in the age group between the ages of 45 to 54.



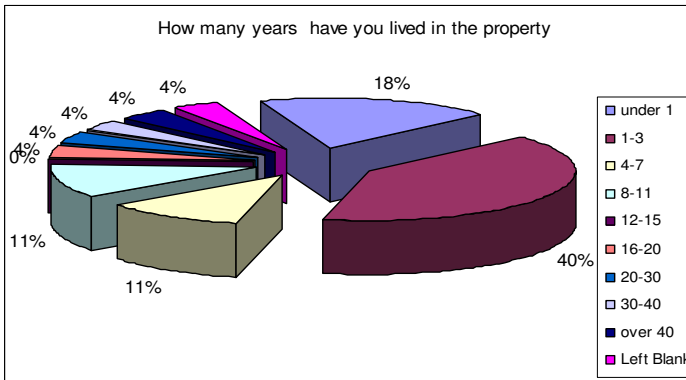
### **Landlords**

48% of landlords who responded were male and 36% were female. 9% of responses indicated they represented businesses. The largest respondent age group was 25-34 years (23%) and only 3% were under the age of 24 years.

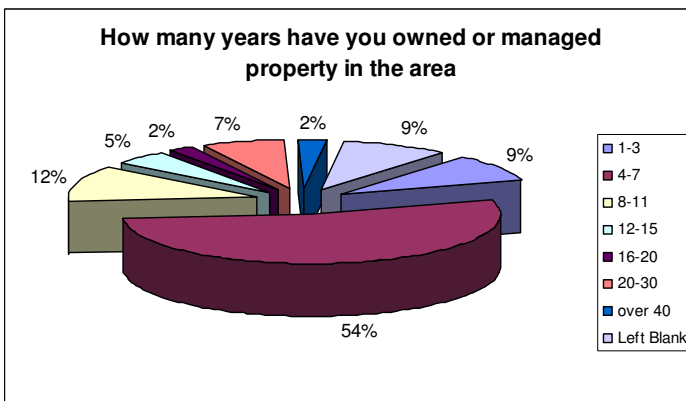
## Length of time in area



A large proportion of **residents** (34%) have lived or owned property in the area for less than 3 years, 17% for between 4 and 7 years, however 28% have lived in the area for over 20 years



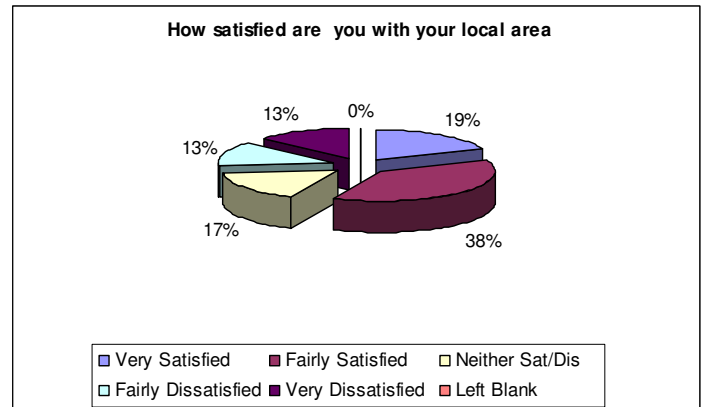
58% of the **private tenants** who responded have lived in the area for 3 years or less. 12% had lived in the area over 20 years.



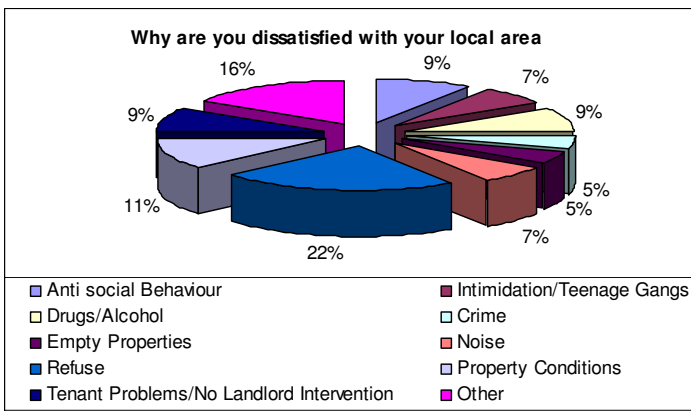
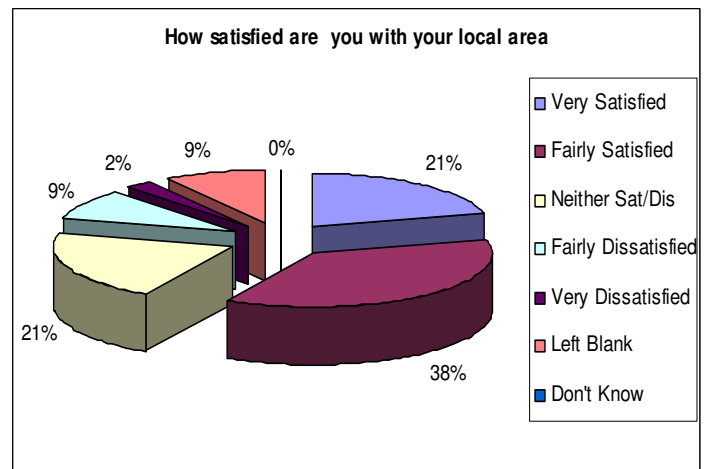
The majority of **landlords** (54%) have owned property in the area for between 4-7 years; however 26% of landlords have owned or managed property for more than 8 years.

## Satisfaction with area

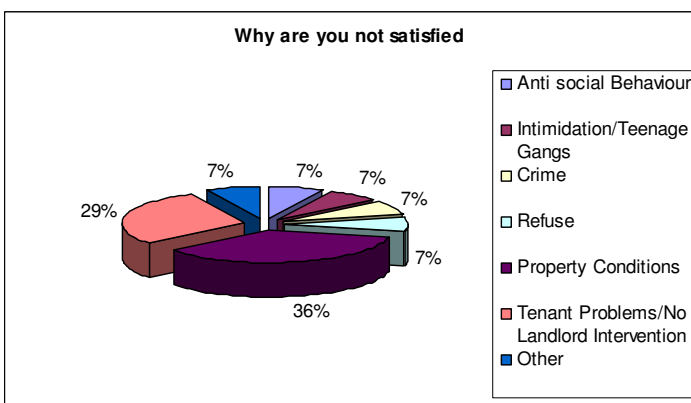
When asked about satisfaction in relation to the local area 57% of **residents** were either very or fairly satisfied with the area, however 26% were either fairly or very dissatisfied.



59% of **landlords** indicated that they were fairly or very satisfied with the area, and 11% being fairly dissatisfied or very satisfied.



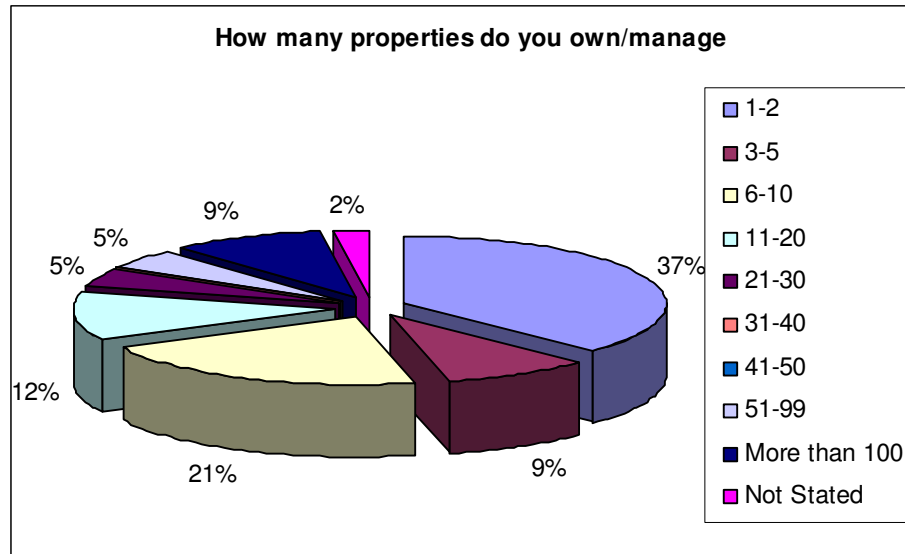
Of those **residents** who indicated they were not satisfied with the area. The biggest cause for concern was refuse (22%).



Of the 11% **landlords** who were dissatisfied with the area, the main reason stated was property conditions (36%), 29% of landlords were concerned about tenant problems and no landlord intervention.

## 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.

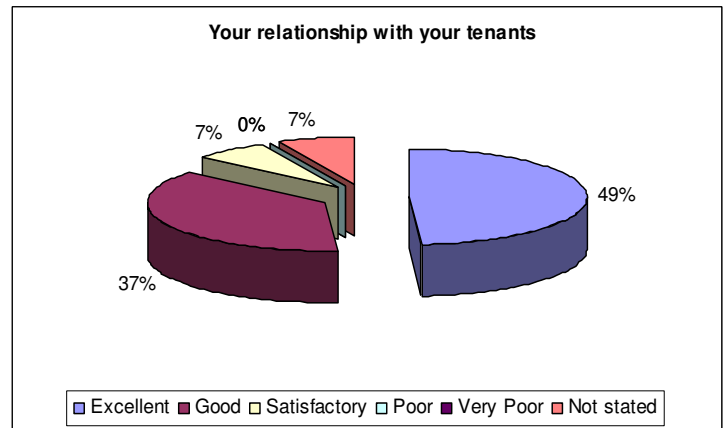


The majority of the landlords own or manage less than 10 properties (69%). When asked to provide information in respect of their property portfolios in the proposed area, the vast majority of the landlords owned or managed 1-2 properties (77%).

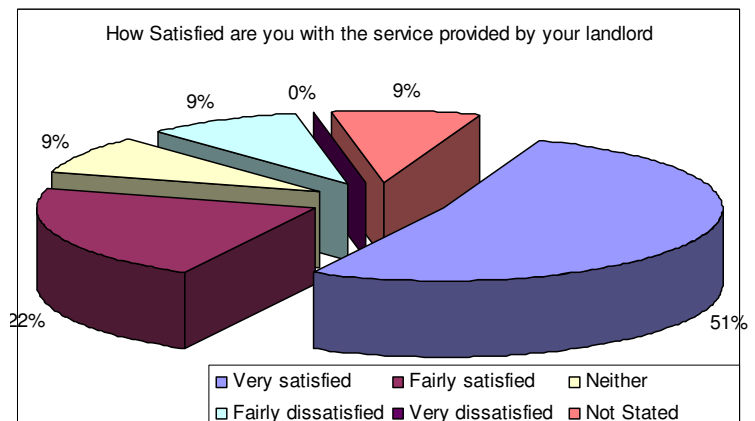
Of the landlords who completed the questionnaires 42% indicated they were members of a Landlords Association.

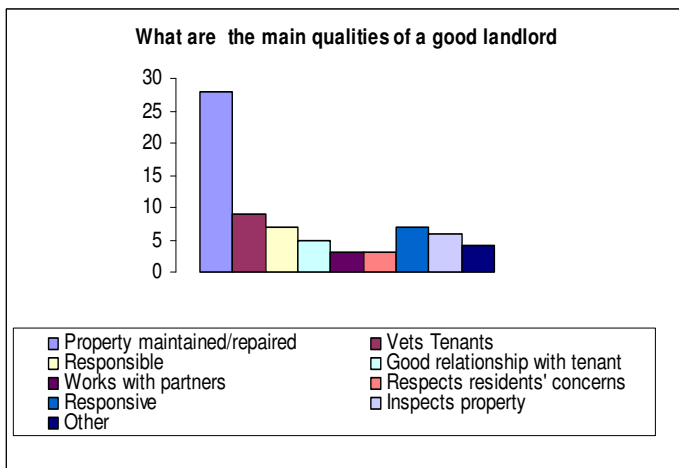
23% of landlords who completed the questionnaire used the services of Gateshead Councils' Private Rented Sector (PRS) Team. The services that the landlords indicated they used the most were; tenant vetting, Advice and support and accreditation services.

93% of **landlords** who answered were of the opinion that there were no problems with the relationship with their tenants, 49% described as excellent, 37% as good and 7% described it as satisfactory (7% did not state an answer)



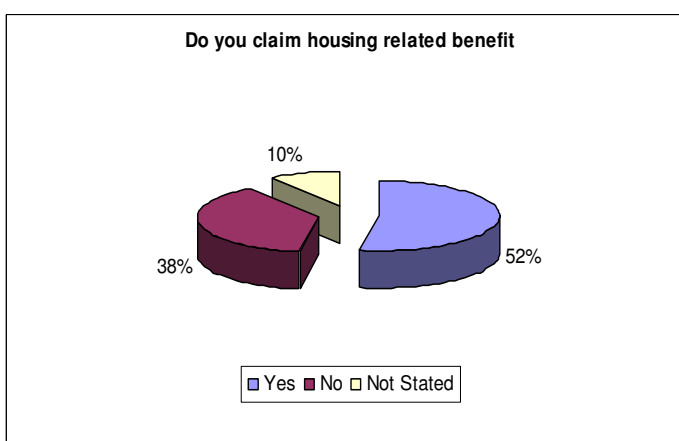
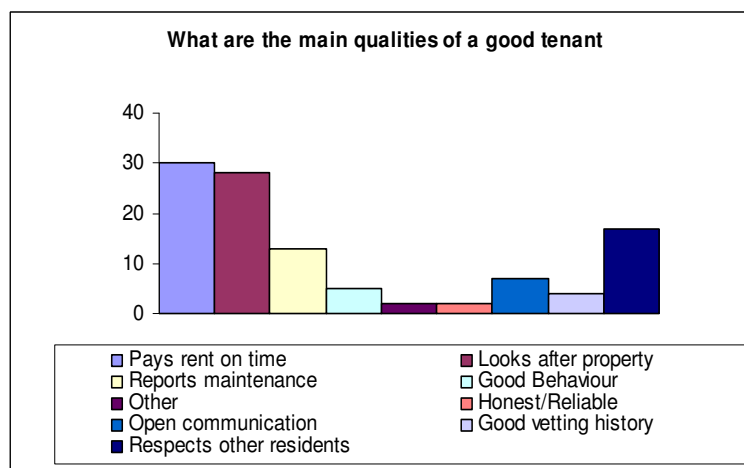
**Tenants** were asked how satisfied they were with the service provided by their landlord. Of the private tenants who participated 73% stated they were either very satisfied or fairly satisfied. Whilst 18% were dissatisfied.





**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.

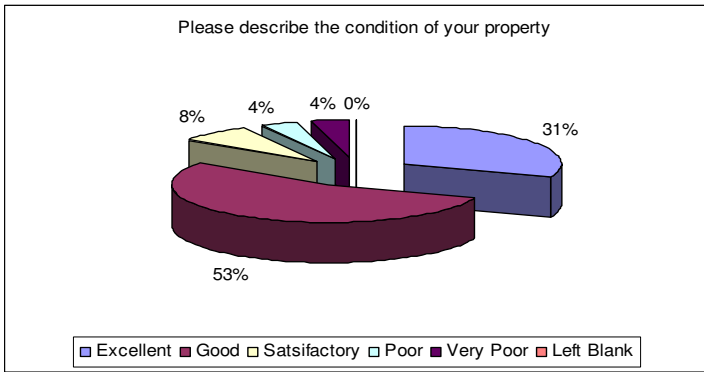
We asked **Landlords** what they considered were the qualities of a good tenant. This was an open question and some indicated more than one quality. The table shows the number of responses received in relation to each quality.



Of the **private tenants** who responded to the question, 52% were claiming housing benefit/local housing allowance from the local authority and 38% of respondents were responsible for paying their own rent.

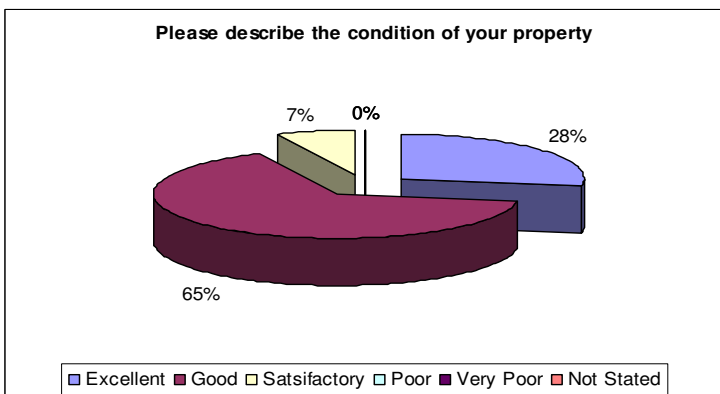
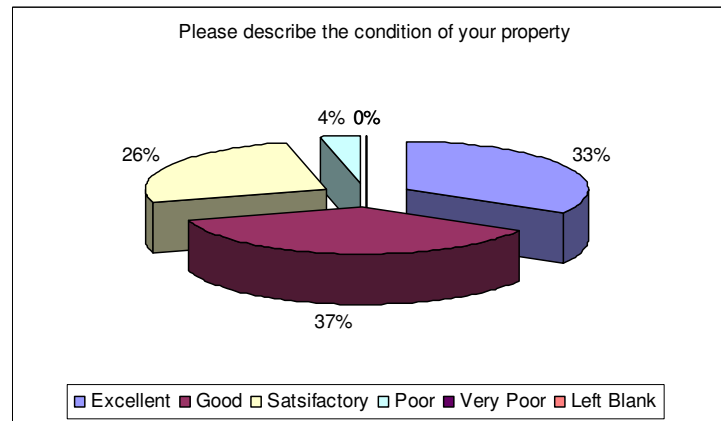
9% of **private tenants** indicated that they had difficulty paying their rent.

## Property conditions



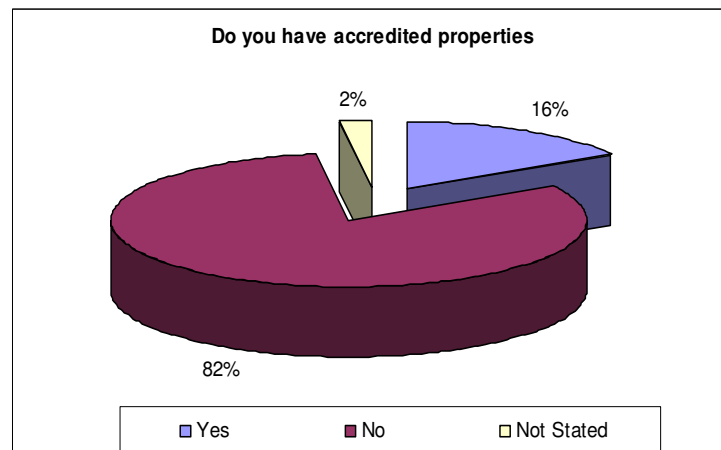
When commenting on the condition of their property 84% of **owner occupiers** described it as either good or excellent, 8% stating it was satisfactory and 8% describing the condition as poor or very poor.

Of the **tenants** who responded 70% described the condition of their property as either excellent or good., 26% indicating the property to be satisfactory and 4% indicating the property was in a poor condition.



28% of **landlords** who responded described the conditions of their properties as being excellent, 65% as good and 7% as satisfactory. No landlords indicated their properties were in poor or very poor condition.

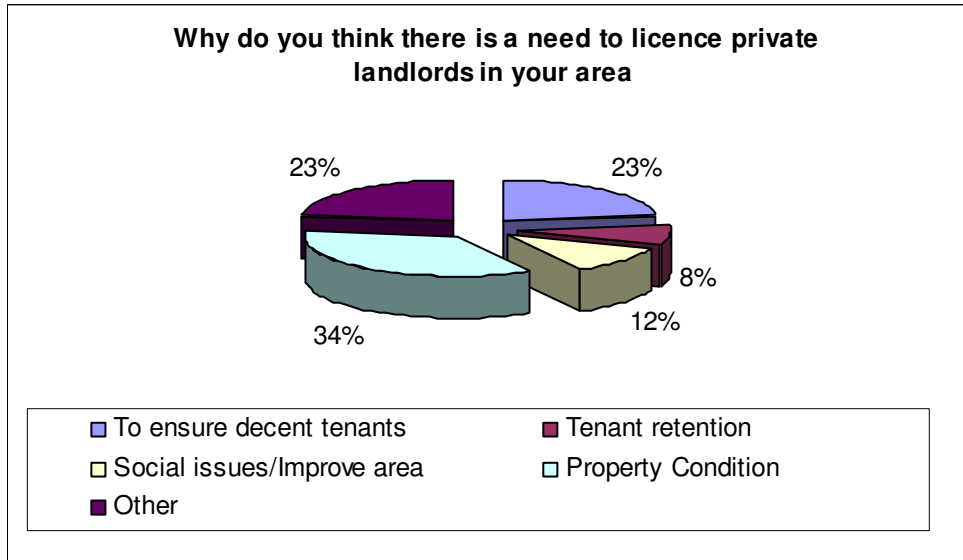
When asked about the Private Rented Accreditation Scheme in Gateshead, 16% of **Landlords** advised they had properties that were registered on the scheme. 19% of landlords indicated they were part of other accreditation schemes with a different Local Authority.



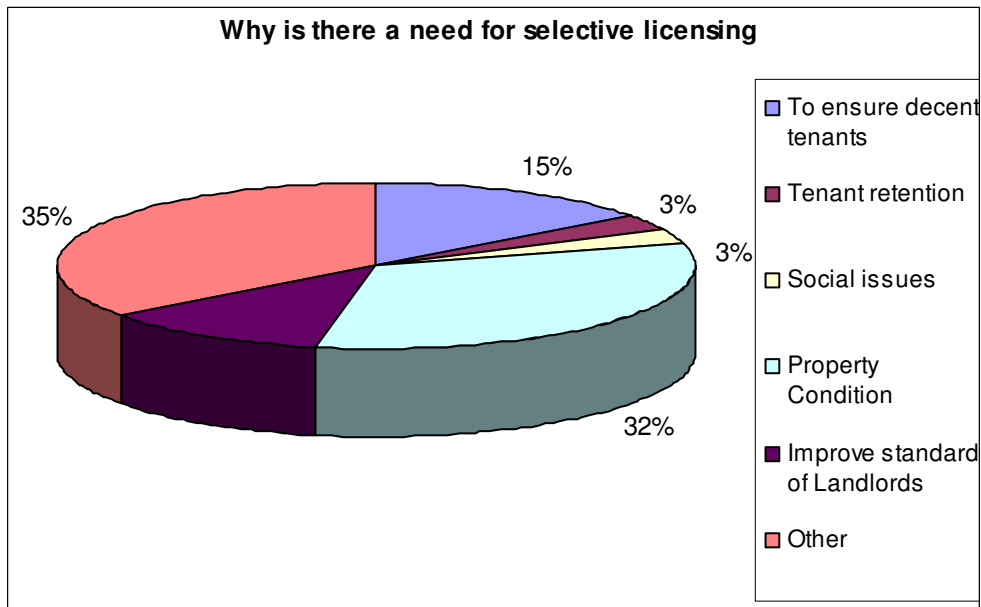
## The Need for Selective Landlord Licensing

The majority of people (58%) who completed the questionnaire agreed there was a need for landlord licensing in the area (66% of residents and 49% of landlords).

### Residents



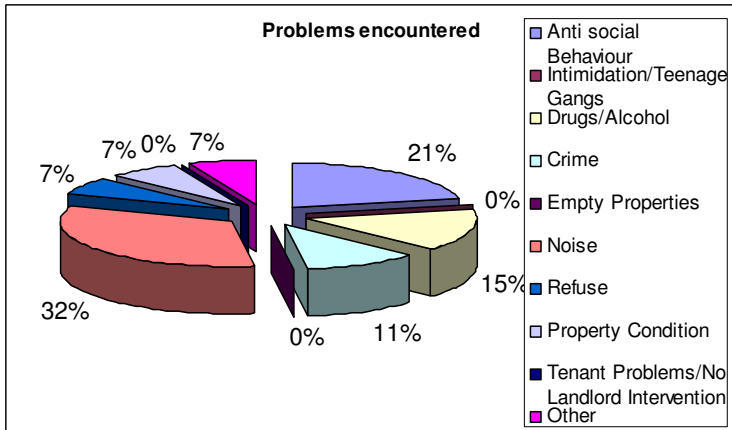
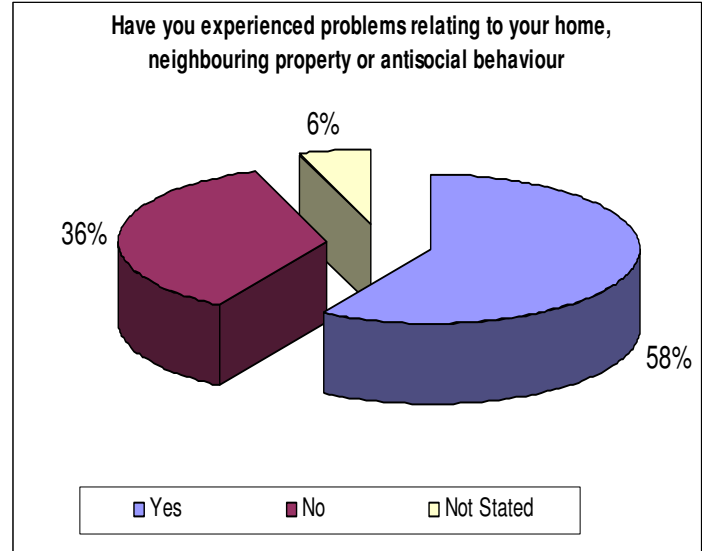
### Landlords



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.

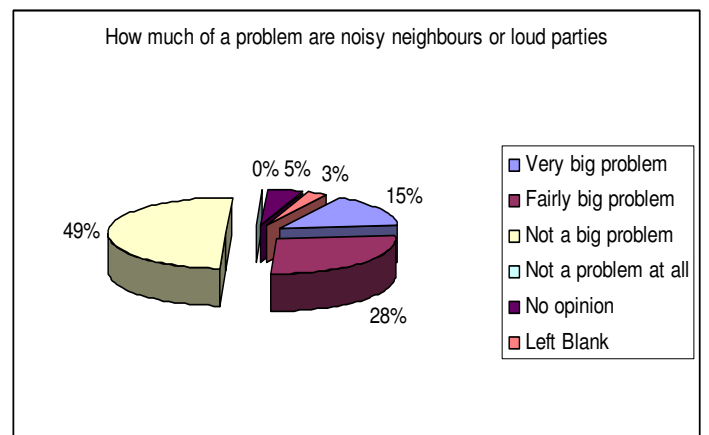
## Low Demand and Anti social behaviour

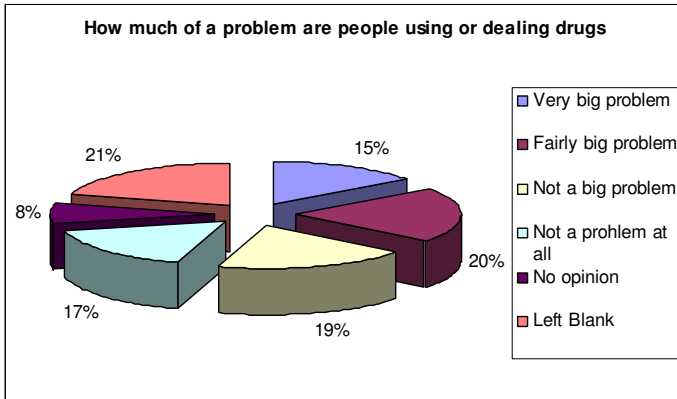
A significant majority of **residents** (58%) indicated they had experienced problems related to their home, a neighbouring property and/or anti social behaviour.



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

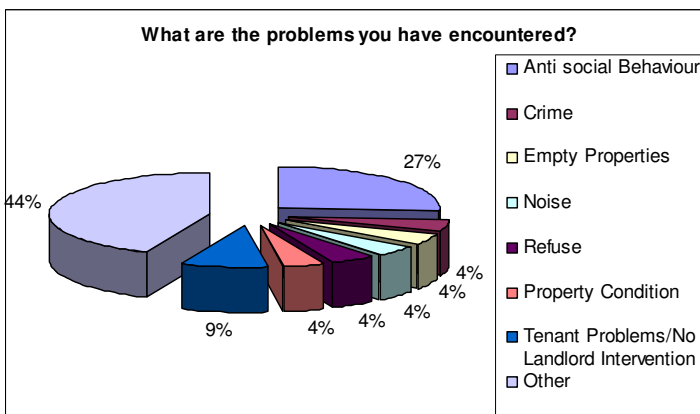
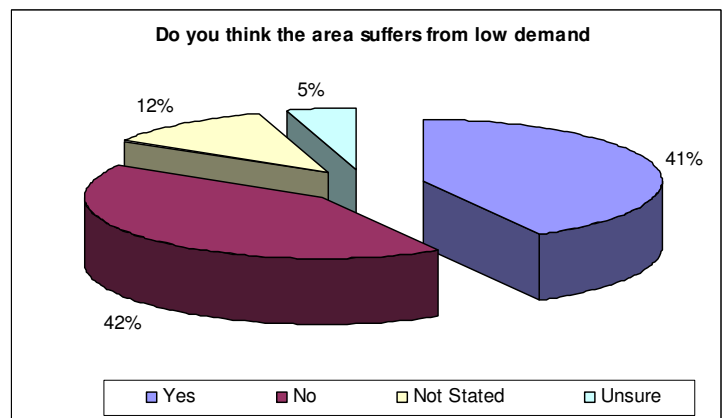
43% of **residents** reported that noisy neighbours and loud parties were either a fairly big or very big problem.





35% of **Residents** reported that drug dealing/using was either a fairly big or very big problem, however only 17% 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, 41% of **landlords** indicated that it did.

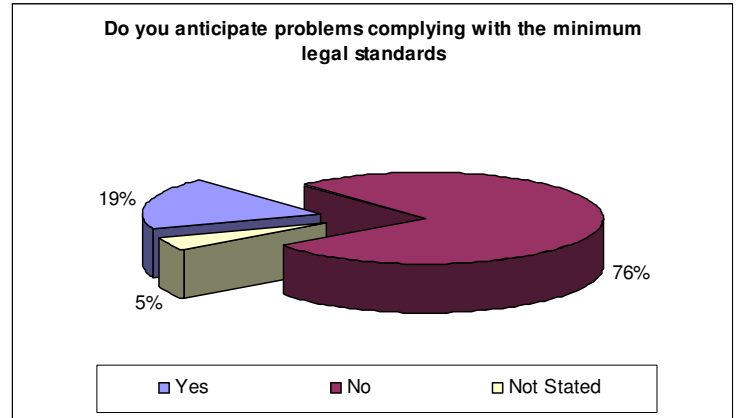


Of the **landlords** who have been personally affected by problems. The biggest issues related to anti social behaviour and tenant problems with no landlord intervention.

## The requirements of a Licensing scheme

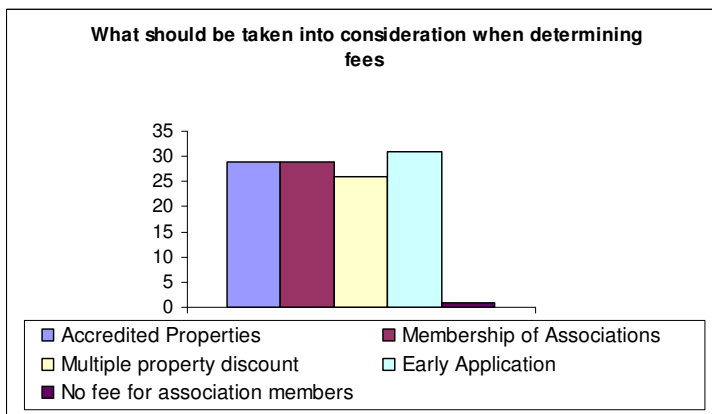
A brief outline of the type of information that will be required from landlords as part of the selective licensing scheme and the criteria that could be applied was detailed in the questionnaire.

The landlords were asked if they anticipated any problems in meeting the requirements to provide basic information to comply with the scheme. Only 19% 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. 81% of residents and 77% of landlords who responded to this question agreed that it would be reasonable to exclude owners or agents if the proposed criteria was 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. One landlord suggested that there should be no fee for Association members.