



Consultation report -

# **Introducing an Additional Licensing Scheme for Houses in Multiple Occupation in Tottenham.**

## Contents

<b>Executive Summary</b>	<b>3</b>
<b>Introduction</b>	<b>5</b>
<b>Engagement</b>	<b>7</b>
Online consultation	7
Information document	8
Questionnaires	8
Mail-Shots	10
Landlord Forum	10
Landlord workshop	10
Area and Residents Forums	11
<b>The Results</b>	<b>11</b>
Phase 1 Residents questionnaire results	11
Phase 1 Landlords Results	13
Phase 2 Respondents questionnaire results	14
<b>Results Conclusion</b>	<b>17</b>
<b>What people said</b>	<b>18</b>
<b>List of Appendices</b>	<b>18</b>

## Executive Summary

Tottenham is an area that has continued to give rise to housing related complaints which is requiring council intervention. Private renting within Tottenham and the use of HMO accommodation has increased, as shown in the recent census figures.

Additional HMO Licensing gives the council greater control to improve standards and manage HMO stock within the borough by targeting resources to deal with the worst type of properties.

The council feels that licensing of smaller HMO accommodation in 5 wards within Tottenham will enable it to target these issues. As the introduction of such a scheme will impact on many people living in the area, consultation was undertaken to establish the views of those stakeholders who are likely to be affected.

The purpose of the consultation was specifically to:

- Introduce the proposed additional HMO licensing Scheme to residents, tenants and landlords within the area to be designated;
- explain why the council feels that this designation is necessary;
- outline the criteria of the scheme to those it applies too;
- gain the views of residents and Landlords who live and/or own properties within the designated area on their experiences;
- capture residents and landlords individual views and comments on the proposal.

Consultation was undertaken in two phases: Phase 1 between 1<sup>st</sup> August 2012 and 30<sup>th</sup> November 2012; and Phase 2 between, 5<sup>th</sup> August 2013 to 11<sup>th</sup> October 2013. The first phase was based on questionnaire feedback from resident and landlords through the completion of two separate survey forms. One aimed at residents and tenants and the other for landlords and letting agents. Following the first phase of consultation it was felt that stakeholder feedback in relation to questionnaire submissions could have been greater. The Council had also received specific feedback which questioned the quality and quantity of the information provided and publicity. As a result of this feedback and further research a decision was made to consult with stakeholders again. This time more detailed information was provided, and the consultation widely publicised to support more informed decision making. It was also agreed that only one questionnaire would be designed to be completed by both residents and landlords.

The Questionnaire was revised and was again the main platform for people to 'have their say'. Presentations were also given to Members, Residents and Landlords at Area Forums, Resident Associations and to Landlords and Letting agents through the Haringey Landlord Forum.

Analysis of responses received were as follows:

	Phase 1 Questionnaire	Phase 2 Questionnaire
landlords	11	23
Residents	71	61
<b>TOTAL</b>	<b>82</b>	<b>84</b>

In addition to questionnaire responses the consultation also received written feedback from the Residential Landlords Association, a Haringey landlord and a resident. Their feedback raised specific issues on various aspects of the proposal. Each has been sent a response.

Overall the feedback from the consultation was as expected. Owner occupiers and other residents are in favour of the scheme and can appreciate the benefits that the scheme will bring to those living within HMO accommodation and the surrounding neighbourhood.

Landlords, however, are not in favour of this type of intervention. Although they agree that poorly constructed, managed and overcrowded HMO accommodation can have a negative impact on a neighbourhood - and that landlords should be made responsible for addressing these issues they did not agree that Licensing was they way to do this.

Tenants were also less favourable towards the introduction of an Additional Licensing for HMO accommodation. They agree or strongly agree that privately rented accommodation should be kept in good repair, be safe, comfortable and well managed. However it would appear from the individual comments and views received that they are concerned that the cost of licensing to the landlord may be passed onto a tenant through rental increases.

## Introduction

As set out in the Housing Act 2004, local authorities wishing to designate an additional HMO licensing scheme to an area. **'must consult persons who are likely to be affected by the designation and consider any representations'**

Additional HMO Licensing extends the use of existing licensing powers provided through the Housing Act 2004, to include HMO accommodation that is not covered by Mandatory HMO Licensing. Mandatory HMO Licensing covers an entire borough and is applicable to accommodation which is occupied by 5 or more persons sharing a property which is 3 or more storey. Additional HMO licensing extends these licensing powers to smaller types of HMOs which are causing very similar problems to either the tenants themselves or the surrounding community through anti-social behaviour issues caused by the tenants who reside in these properties.

Licensing within the proposed area will affect the following types of property.

- All HMOs, as defined by section 254 Housing Act 2004, which are occupied by 3 or more persons comprising 2 or more households (irrespective of the number of storeys within the HMO): and
- All HMOs, as defined in section 257 of the Housing Act 2004, but only where the number of dwellings exceeds the number of storey's in the building, and where the building and all of the dwellings in the building are either in the same ownership or considered by the housing authority to be effectively in the same control. Examples include (and are not exhaustive) where tenancy agreements of different dwellings point towards the same person/body being in control, or where dwellings owned by companies have the same director(s) to those of other companies owning dwellings in that building."
- All HMOs both 254 and 257, as stated above, within mixed use development or over non residential accommodation. The part relating to section 257 HMO where number of units exceeds the number of floors, does not apply to this part. The remainder remains unchanged.

The definition of 'household' is detailed in section 258 of the Housing Act 2004.

Anyone responsible for any of these types of property has a mandatory function to license the property with the Local Authority. Licensing will require information pertaining to that property and any other properties which they own to be provided. Inspections of the property are then carried out to ensure that it meets legislative standards and Council agreed space and amenity provisions. A licence is granted to an owner based on certain conditions being met. They may include improved fire safety, better home security measures to prevent domestic burglary, eliminating disrepair, providing more bathrooms and or kitchens and ensuring that a property is not overcrowded. Landlords are given a time frame for providing / improving these requirements otherwise they may face prosecution.

Licensing HMO accommodation therefore impacts on various people within the community. Tenants are affected as licensing aims to improve the management of HMO property by improving standards, safety and the overall comfort of a property. Furthermore a landlord is not allowed to evict existing tenants in order to avoid licensing. If a tenant has an assured

short-hold tenancy agreement, the landlord cannot give a tenant notice that he or she intends to evict that tenant/s unless he or she has applied for or been granted, an HMO licence or has received temporary exemption from licensing. In certain cases, tenants may also apply to a Residential Property Tribunal to reclaim rent if a landlord has been prosecuted by the council for running an unlicensed HMO or if the council itself has obtained a rent repayment order.

The Scheme impacts positively on the wider local community as the outcome of better managed HMO properties means less anti-social behaviour which is often experienced by those living next to or amongst HMO accommodation.

Landlords and responsible parties of HMO accommodation affected by licensing have to pay a licensing fee to the local authority. This fee is benchmarked against other local authorities to ensure that it is fair. It is charged to off-set the administration costs associated with processing the application form. The licence fee is paid every time an application is made and on the licence expiring. A licence has a maximum 5 year period.

Within the licensing scheme it is proposed to vary the licence period for some landlords. Depending on the compliance of this landlord a licence period may be set for a minimum 1 year period up to the maximum 5 year period. Things that can affect the licence period are given as examples below:-

- A landlord has converted his property without planning permission
- A landlord has converted / renovated his property without building control approval.
- A landlord has Council Tax arrears on the property he wished to license
- The landlord has made fraudulent claims for this property.
- The property fails lots of legislative requirement in relation to property standards.
- The landlord has failed to comply with previous interventions by the Council in relation to this property.

The licence fee can also be varied depending on certain criteria, so instead of paying the maximum licence fee set, some landlords will benefit from a discount. The following criteria below are some examples of how a discount may be obtained:

- The landlord submits an application form for all the properties he owns within the designated area rather than being targeted at a later date by a Council Officer. This is known as early application submission and runs for a three month period was a scheme has become operational;
- The landlord also receives a discount if he is an accredited landlord; and
- The landlords can also receive a fee if when he submits his application he provides a good standard of scale drawing of the property floor plan.

These variations and discounts are there to ensure that good, responsible landlords who are compliant and co-operative receive the appropriate incentives to continue to do so. The aim of licensing is to target the poorest property type and indication of poor management by a landlord or letting agent and to improve these properties by enforcing conditions as part of the licence granted.

The rental income for property in Tottenham is above the market average, renting in Tottenham is on the increase as seen within the census information gathered for 2011. The licence fee for an average 4 bed let HMO in the area is approximately £850.00. This works out based on a maximum 5 year licence period being granted of a weekly outgoing for the landlord of 80p per unit per week.

Based on the average weekly rent this cost of licensing is not likely to impact on the expenditure of that business operation and is unlikely to have to be passed to the tenant through higher rental cost.

## Engagement

Consultation engagement was run for the best practice period of minimum 12 week period, running in phase 1 from 1 August 2012 to 30<sup>th</sup> November 2012 and the second phase from 5<sup>th</sup> August 2013 – 11<sup>th</sup> October 2013.

The key stakeholders that were targeted were landlords and Letting agents, Tenants occupying private rented accommodation (in particular those living in HMO accommodation) and local residents.

The consultation was carried out over the two phases using the following means:-

- Web Page
- Online questionnaire
- Hard copy questionnaire
- Background information document
- Landlord Forum presentation.
- Landlord workshop
- Mail-shot
- Engagement with residents associations and Are Forums.
- Promotion through publicity
- Promotion at Councillor ward surgery sessions.

## Online Consultation

A comprehensive web page [www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing) was created to enable residents, landlords and tenants (stakeholders) to access information on the proposed scheme and participate in an online SNAP questionnaire to provide comments and or feedback on the proposal. The web page accessible within the Houses in Multiple Occupation home page and was also promoted as a feature within the 'Have your Say' area of the council web site and the home page.

The web page was used to:-

- advertise the proposal;
- to provide comprehensive background information paper to support the consultation process; and
- to ask viewers to either complete the questionnaire or to provide specifically worded feedback using the inbox provided.

The web page was also used as a platform to publicise the results of this consultation and future information relating to this proposal. **(Appendix 1 gives web content)**

## Information Document

A detailed background information paper was also prepared which was designed to:-

- provide information about the legislation relating to HMOs and the powers the local authority has in relation to licensing of such properties.
- give a good overview of proposal being considered,
- provide information on why the Council wished to use HMO additional licensing as an approach for dealing with HMO accommodation.
- provide evidence to substantiate our reasons for targeting Tottenham
- outline what the benefits of such a scheme would bring to the tenants living within HMO accommodation which is poorly managed, to the wider community and to the Council.
- provide interested parties with enough knowledge to be able to complete the questionnaire in an informed manner, to ask appropriate questions of the local authority and or to provide opinions on specific issues, concerns or positive feedback.

(See Appendix 2 for a copy of the background information document)

## The Questionnaires

### First phase questionnaires

In the first phase of consultation a questionnaire was designed to capture the views of residents including owner occupiers and tenants. This questionnaire consisted of 13 questions which included the following:

- Question 1-3 asked respondents details about their tenure, the type of property they lived in and whether they lived within the proposed area of Tottenham;
- Question 4 asked how satisfied respondents were with the area that they lived in;
- Question 5 asked respondents to identify the extent to which the following were a problem in their area:
  - Burglary
  - Noisy Neighbours
  - Vandalism
  - Grafitti
  - Dogs
  - Fly tipping, litter or rubbish in the street
  - Rubbish in front gardens
  - Poor condition of properties
- Question 6 asked if respondents had been victims of burglary;
- Question 7 – 10 asked questions about how well privately rented properties in their area were managed. Respondents had to identify to what extent they agreed with a series of statements;
- Questions 11 – 13 asked questions on the proposed Licence scheme itself and on the licence period; and

- Question 14 provided a comments box for respondents to provide individually worded comments and views.

A further questionnaire was designed to capture the views of landlords and letting agents. It contained 15 questions:

- Questions 1 & 2 asked respondents to identify in what capacity they were responsible for property and if the properties were within the area;
- Questions 3 – 5 asked landlords/agents to what extent they agreed with a series of statements in relation to a landlords/agents responsibilities in the management of their properties;
- Questions 6 & 7 asked for views on they types of properties that should be included within the scheme;
- Questions 8-10 questioned views on the HMO Licence being proposed;
- Question 11-14 asked landlords/agents about their licensing history; and
- Question 15 asked landlords/agents to provide any other views and or comments.

### **Second phase questionnaire**

Following feedback, further research and benchmarking, a questionnaire was designed that could be completed by anyone wishing to participate in the consultation.

The questions were multi-faceted with a mixture of tick box 'yes' and 'no' answers to those questions which required a rated answer. A comments box was also provided for people to provide comments, views and or any further information they wished to be considered.

The questions were benchmarked against similar consultation questionnaires carried out by other local authorities who were or had consulted on a similar proposal.

The questionnaire asked 16 questions and included equalities data questions which are used to measure the impact of the Council's proposal's, however its completion is discretionary. None of the questions required compulsory answering allowing those being consulted to miss out questions if they so wished.

The Questionnaire was available online it could also be downloaded as a PDF document, completed manually and returned to the Council in the post. Limited hard copies were made available and were distributed to ward councillors within the affected areas and to those residents who requested copies at meetings and any requested residents and officer walkabouts. The questionnaire was also sent as a mail-shot for download completion and could be scanned and returned to an inbox address.

The questions set within the questionnaire were as follows:-

- Questions 1-5 asked questions to identify who the respondent was, how they were linked to the proposed area within Tottenham and how satisfied they were with their local neighbourhood in Tottenham;
- Questions 6 -11 asked respondents to rate how much they agreed with a series of statements in relation to.
  - Question 6 Issues HMOs in Tottenham suffer from
  - Question 7 Issues that respondents have experienced in Tottenham
  - Question 8 What Landlords/ agents should be responsible for

- Question 9 Whether respondents had ever complained to the Council or received a complaint from the Council
  - Question 10 Various statements in relation Private renting
  - Question 11 The contribution HMO accommodation makes in the private sector.
- Questions 12 – 14 were set to capture views of the licensing scheme itself, in particular the license fee and the use of varying licence periods.
  - Question 14 asked landlord and agents if they were members of any existing accreditation schemes.
  - Question 15 asked respondents to tell the council how they preferred to be consulted.
  - Question 16 gave respondents the opportunity to leave additional comments and or views.

(See Appendix 3 for a copy of the questionnaires)

## **Landlord Forum Presentation**

Prior to phase 2 of the consultation starting, a presentation was given at Haringey landlord Forum on Wed 19<sup>th</sup> February 2013. The forum is attended regularly by landlords and letting agents who are part of our landlord mailing list.

The presentation introduced the proposal to designate additional HMO licensing to 5 wards within Tottenham. It presented the type of HMO property to be included, the fee structure to be adopted and the requirements that licensing would ask of a property owner. It also highlighted how this would impact on Landlords who own property within that area and what would be expected of them to comply with licensing requirements. The presentation also advertised the forth coming consultation and how they could access it.

(See Appendix 4 for a copy of the landlord forum agenda)

## **Mailshot**

A mail shot was sent to the Haringey Landlord Forum mailing list and those who are members of the London Landlord Accreditation Scheme and UK Landlord Accreditation scheme. The latter for data protection reasons was sent via the Accreditation Scheme Project Manger.

Residents association members were also sent a mail-shot via the Friends of Residents Association Chair who, on behalf of the council due to data protection requirements, forwarded onto listed members details of the consultation.

(See Appendix 5 for a copy of the mailshot)

## **Landlord Workshop**

Within the mail-shot landlords and letting agents were asked if they would like to attend a specific workshop to be held on the proposal. Initial interest came from about 10 landlords and lettings agents.

In addition letting agents based in Tottenham were also emailed with a reminder to take part in the consultation and asked if they wanted to attend the workshop.

The workshop was held on Thursday 10th October 2013 and a total of 6 landlords and agents attended.

(The outcome of the workshop can be viewed in Appendix 6)

## **Area Forums & Resident Association meetings**

The following Area forums and Residents association meeting have been attended as part of this consultation.

- 4<sup>th</sup> September 2012 – Tottenham Hale & Seven Sisters Area Forum and Committee meeting (Agenda and minutes attached)
- 24<sup>th</sup> September 2012 – Northumberland Park & White Hart Lane Area Forum and Committee meeting (Agenda and Minutes attached)
- 11<sup>th</sup> November 2012 – West Green & Bruce Grove Area Forum and Committee meeting.
- 9<sup>th</sup> October 2012 - Tiverton Hall Road Residents Association Meeting
- 22<sup>nd</sup> November 2012 -Dowsett Estates Residents Association Meeting
- 9<sup>th</sup> September 2013- Tynemouth Area Residents Association 2013

(See Appendices 7 & 8 for agendas and minutes of meetings)

## **The Results**

### **The results from the resident's consultation questionnaire**

The full results from Phase 1 resident's questionnaire, Phase 1 landlords questionnaire and results of phase 2 questionnaire can be viewed in **Appendix 9**

An overview of the results from all three questionnaires can be viewed below.

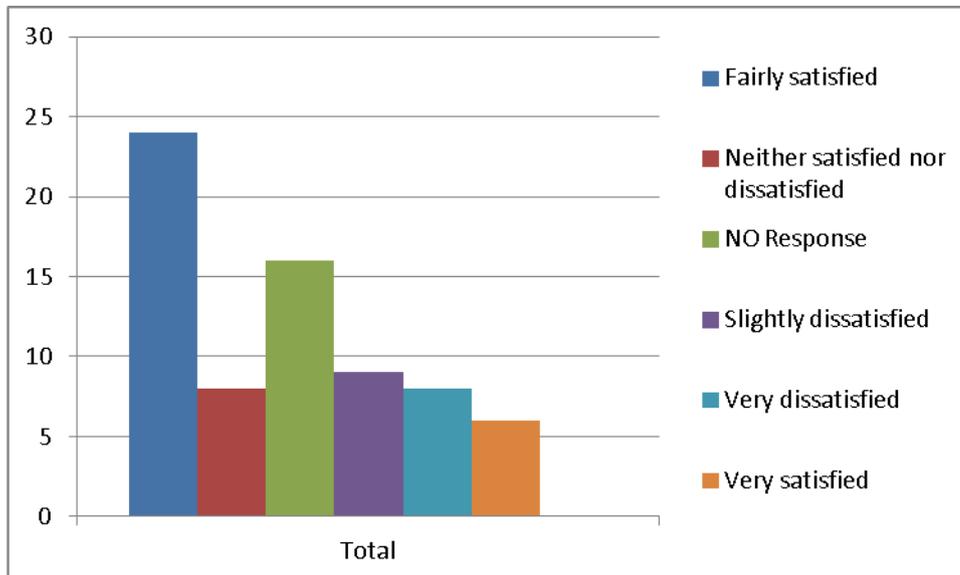
#### **Phase 1 consultation results from residents.**

- A total of 71 questionnaires were completed by Residents in phase 1 of the consultation.

- The following shows a breakdown of those who completed the survey:

Question 1. Which best describes your tenure?	Total
Home owner	61
Homes for Haringey tenant	1
Private rented tenant	8
Social housing tenant i.e. housing association, Co-op etc.	1
<b>Grand Total</b>	<b>71</b>

- Only 3 of the 71 respondents completing this questionnaire actually lived in a HMO. The rest all lived with their own families in flats or houses.
- Of those who completed the survey 76% lived within the Tottenham Area.
- The following show how satisfied residents are with the area in which they live:



- The following issues were cited as being either a problem or serious problem for residents in their area for all 71 respondents that replied with the following frequency:
  - 51 said Poor conditions of properties
  - 51 said Fly tipping, litter or rubbish in the street
  - 42 said Rubbish and furniture in gardens
  - 41 said Burglary
  - 38 said Dogs
  - 34 said Noisy neighbours
  - 32 said Vandalism, hooliganism or rowdy behaviour
  - 16 said Graffiti
- 48% of respondents had experienced domestic burglary. Domestic burglary and the fear of it, is high amongst Haringey Residents. Currently security is identified as a

local issue for the Council to take action against when poor security is identified within privately rented accommodation.

- Only 1 resident thought that privately rented properties in their area were well maintained by the landlords.
- The following respondents strongly agreed that a landlord should or agent should:

<b>Make sure their properties are kept in good repair.</b>	<b>48</b>	<b>67.61%</b>
<b>Make sure their properties are kept clean and tidy, especially the garden.</b>	<b>42</b>	<b>59.15</b>
<b>Make sure their properties have good security and safety measures.</b>	<b>47</b>	<b>66.20%</b>
<b>Take reasonable steps to prevent their tenants causing problems in the area.</b>	<b>39</b>	<b>54.3%</b>
<b>Make sure they tell their tenants how to dispose of old furniture, refuse and rubbish correctly.</b>	<b>46</b>	<b>64.79%</b>
<b>Make sure their properties are not overcrowded</b>	<b>48</b>	<b>67.60%</b>
<b>Make sure the number of bathrooms, toilets and kitchens are suitable for the number of tenants.</b>	<b>45</b>	<b>63.38%</b>

- 58% of respondents agreed that the Council should take action against landlords who fail to meet basic minimum standards or fail to manage properties properly.
- 67% of respondents disagreed with the statement that additional HMO licensing would help improve housing conditions.
- 58% either strongly agreed or agreed that licensing scheme for certain privately rented properties in the area would help improve the neighbourhood.
- Witten comments and views from respondents who completed questionnaires within phase 1 can be seen at the end of this report. (See **Appendix 10** )

### **Phase 1 consultation results from Landlords and Letting agents**

- 11 landlord/agents participated by completing this questionnaire
- 9 of the landlords/agents were responsible or managing property within the Tottenham area.
- 73% of those landlords agreed that poorly constructed and badly run privately rented properties can have a negative impact on an area.
- 82% agreed that landlords and managing agents should ensure that their properties are well managed and don't cause problems in the areas that they exist
- 8 out of the 11 landlords/agents responding agreed that poorly run properties had a negative impact on an area.

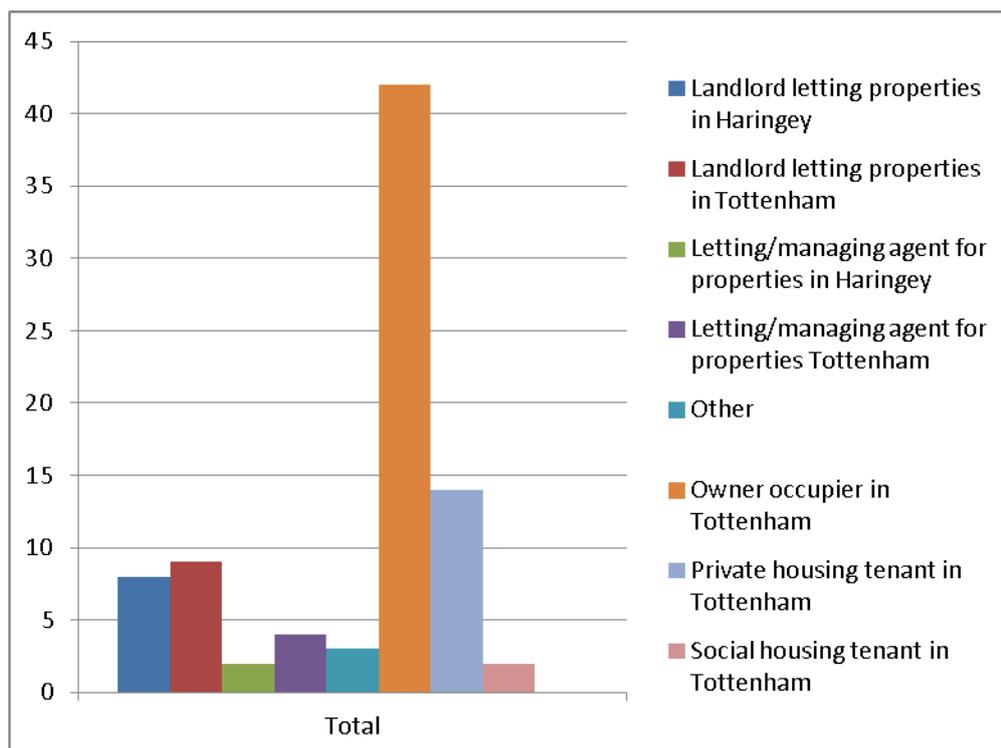
- The following managing agents/landlords either strongly agreed or agreed that they should ensure the following:

<b>Make sure their property is kept in good repair</b>	11	100%
<b>Make sure their property is kept clean and tidy, especially garden and yards</b>	8	73%
<b>Make sure they tell their tenants how to dispose of old furniture, refuse and rubbish correctly</b>	9	82%
<b>Q5d Take action, within their powers, to deal with problem tenants</b>	11	100%
<b>Make sure the property is not over crowded.</b>	9	82%
<b>Make sure the number of bathrooms, toilets and kitchens are suitable for the number of tenants</b>	9	82%
<b>Make sure their property has appropriate fire safety measures</b>	10	91%

- 73% of landlords agreed that properties which have been illegally converted or which fail to meet building regulations should be licensed.
- 36% of landlords Strongly disagreed with varying a licence period
- 64% strongly agree that good landlords and agents should have a licence period of 5 years.
- 55% of landlord and agents also strongly agreed that landlords and agents who do not manage their properties properly should have a shorter licence granted.
- 37% of landlords agreed that a licence fee should be reduced if the applicant is a member of an accreditation scheme, if the application is submitted promptly and if scale plans are provided with an application form
- Written comments and views from landlords/letting agents who took part in this questionnaire can be viewed in Appendix at the end of this report.

### **Phase 2 consultation results from residents, landlords and agents**

- A total of 84 questionnaires were completed in the second phase of consultation.
- The following shows a breakdown of those who completed the survey.



- 52% of those completing the survey lived within the wards of the proposed area.
- 47% were also responsible for properties in these wards.
- 56% of the respondents were satisfied or very satisfied with the area they live in.

### Results in relation to HMO's in Tottenham

- 36% of respondents either agreed or strongly agreed that HMOs in Tottenham suffered from
  - Rogue tenants,
  - Noise Nuisance and
  - antisocial behaviour
- Between 43% & 47% of respondents either agreed or strongly agreed that HMO's in Tottenham suffered from:
  - Rogue Landlords
  - Being badly managed by the property owner or agent
  - Poor property maintenance and condition
  - Rubbish accumulation and fly tipping
  - High turnover of tenants.
- 31% either agreed or strongly agreed that HMO's in Tottenham suffer from poor security and burglary.
- 42% of respondents have experienced a lot rubbish and fly tipping in the proposed area of which 32% said a lot of this was attributed from HMO properties.

- 25% said that they had experienced a lot of properties with too many people living them.
- 60% of respondents agreed that Haringey Council should intervene and support areas suffering from problems relating to HMO's and their tenants.

### **Results in relation to landlord and agents responsibilities**

- 90% of respondents agreed that landlords should ensure that their properties are kept in good repair.
- 89% of respondents agree that landlords should within their power deal with problem tenants.
- 80% agreed that landlords should ensure that their properties had enough amenities for the number of tenants.
- 82% of respondents agreed that private landlords should be responsible for managing their properties including making reference checks on their tenants.
- 87 % of respondents agreed that landlords and letting agents should take reasonable action to tackle any nuisance or poor behaviour connected to a property.
- 69% agreed that poorly managed properties and behaviour of the tenants contribute to a decline of the area. 13% disagreed with this statement.

### **Results about the proposal**

- 42% agreed that HMO accommodation make positive contribution to Tottenham.
- 43% of respondents agreed that HMO licensing will make sure that all HMO properties are well maintained and well managed.
- 45% agreed that licensing will improve the type of property to be included with 32% disagreeing with this statement.
- 42% agreed that the Council's proposal to introduce HMO licensing is a good way of managing HMOs.
- 48% of those completing the survey agreed that Haringey Council should introduce HMO licensing. 44% disagreed with this statement.

### **Results in relation to the HMO Licence**

- 37% of respondents felt that a licence fee of £208 per unit was fair; 49% said it was not fair.
- 52% of respondents felt that varying the licence period was fair.

## Comments and views

Comments and views on this consultation exercise can be viewed in Appendix X at the end of this report.

## Results Conclusion

This consultation has been carried out over two phases with a questionnaire being the basis of both phases.

In total 166 responses were received in relation to our questionnaire from residents (including tenants and owner occupiers), landlords and letting agents.

Area Forums and residents associations were used as a basis to talk to and capture the views of local residents on this matter.

It is clear from the consultation that owner occupiers and residents living within communities and neighbourhoods do experience a multitude of problems in relation to poorly managed HMO and private sector accommodation.

Anti-social behaviour, rubbish dumping the external appearance of the property within the street has led owner occupiers to build up a very negative view of privately rented accommodation, HMOs and or property conversions. These residents some more vocal than others have shown support for the introduction of a scheme that will aim to tackle these properties and the owners responsible for them.

Although the overall response from tenants was poor the feedback received highlighted a continued concern that the fee being asked of for landlords to licence a unit of accommodation would in some way be passed onto tenant. Having done a calculation on the average market rent of a 3 unit let in Haringey the cost of a licence fee for that unit over a 5 year period (not taking into account any deductions that a landlord may apply) would be 86p per unit per week. This amount we feel is not excessive and is likely to be tax deductible as it is very unlikely that it would be passed onto a tenant through rent increases.

The response from landlords accounted for just under a quarter of the responses received via completed questionnaires. Written correspondence in relation to the consultation held between the 12<sup>th</sup> August 2013 and 10<sup>th</sup> October 2013 (phase2) was also received from the Residential Landlords Association (RLA), and a Haringey Landlord. The feedback raised several questions about the proposal and the evidence used to support the qualifying criteria required before a designation can be declared. All of the questions, queries and or statements made within both letters have been answered in a formal response from the Council. None of the issues that were raised we feel were substantial enough to cause any concern or for changes to the proposal to be made.

A fear held by landlords attending the Landlord workshop and one that has been raised at the landlords forum and within the feedback responses is the cost of what has been perceived as additional works that will be required by landlords under the licensing conditions. This is not the case, Licensing requires no more than the standards already stipulated within legislation for the type of property to be considered. If these basic standards are not already present within the properties owned and being rented by landlords prior to licensing then they are failing in their duty. Any costs incurred to a

landlord to provide these requirements within their properties at the licensing stage, is an expense they should have factored in as a cost prior to renting.

## **What people said**

An opportunity was given for those completing questionnaires to provide additional comments. Those received related to the following:.

- Support for the proposal
- Lack of support for the proposal
- Possible extension of the scheme to other areas within the borough.
- General comments and views about HMO accommodation affecting residents
- General comments views or statement on the proposal itself
- Comments and views on the consultation and or questionnaire

All views and comments can be found in Appendix 10.

## **List of Appendices**

Appendix 1 Web Page snap shot

Appendix 2 Back Ground Information paper for Phase 2 of consultation

Appendix 3 Questionnaires

Appendix 4 Landlord Forum Agenda

Appendix 5 Landlord and Letting agent Mail-shot

Appendix 6 Landlord workshop

Appendix 7 Area Forum Agenda and Minutes

Appendix 8 Written correspondence in response to consultation

Appendix 9 Analysis of questionnaire results

Appendix 10 Views and comments of consultation respondents.

## **Appendix 1      Web Content**

### **Web Page Advertising Consultation**

#### **Proposed Designation of Additional Houses in Multiple Occupation (HMOs)**

In his report 'It took another Riot', following the events of August 2011, Sir Stuart Lipton recognised the many challenges facing Tottenham. His report made a series of recommendations for improving the area, including remarks that:

“Overcrowding is rife, alongside new house building, existing housing standards should be enforced much more rigorously to reduce churn and overcrowding, otherwise Tottenham will continue to absorb London’s residents in need of temporary accommodation. At three times the London average, and nearly eighteen times the national average, the impact of such concentrated volumes of transient residents is hard to overstate”.

Whilst Houses in Multiple Occupation (known as HMOs) offer a valuable source of accommodation within the private rented sector, it’s likely that demand for this type of affordable accommodation will increase as a result of the cap on benefits and other welfare changes taking place.

We know that:

- There are approximately 3000 HMOs within the proposed additional licensing area
- The council receives over 40% of its complaints relating to HMO accommodation from within these wards, and 69% of HMO property surveyed in these wards failed to meet legislative standards
- We agree with Sir Stuart. It is essential that HMO accommodation is of a good standard and offers tenants a safe, comfortable place to live. To do so it must be well managed and maintained by its owner or agents.
- We believe that introducing Additional Licensing will tackle the problems that we are experiencing with HMOs in certain wards within Tottenham.

### **Why are we consulting?**

We are required by law to consult with people likely to be affected by it, and to consider their representations (comments). We want to know what you think about our proposal to introduce an Additional HMO Licensing Scheme for certain houses in multiple occupation (HMOs) in all (or part of) the five wards which make up the Tottenham area.

To help you, our background paper (consultation document) explains:

### **What is HMO**

What HMO Licensing is  
What we are already doing to deal with HMOs in Tottenham  
Why we are proposing to introduce additional licensing in Tottenham  
Our evidence showing the extent of the problem in the proposed area

The options available to us to manage these problems

Why we feel Additional Licensing is the best approach, and

What we are proposing to be included in the scheme

Have your say  
If you are a resident, private tenant, landlord or letting agent in the area or are simply interested in housing issues we really want to hear from you. Have your say by:

### **Completing our online questionnaire:**

Emailing us: [environmentalhealth.andhousinggroup@haringey.gov.uk](mailto:environmentalhealth.andhousinggroup@haringey.gov.uk)

Writing to us at the address below:

Housing Improvement Team -Additional Licensing (Tottenham) London Borough of Haringey  
1st Floor Apex House 820 Seven Sisters Road London N15 5PQ

Please read the background information on the proposed scheme before responding and please make sure you respond by 10 October 2013.

### **Web Page Advertising the End of Consultation**

Proposed Designation of Additional Houses in Multiple Occupation (HMOs) licensing scheme for Tottenham.

This consultation has now ended.

Lipton recognised the many challenges facing Tottenham. His report made a series of recommendations for improving the area, including remarks that:

“Overcrowding is rife. Alongside new house building, existing housing standards should be enforced much more rigorously to reduce churn and overcrowding, otherwise Tottenham will continue to absorb London’s residents in need of temporary accommodation. At three times the London average, and nearly eighteen times the national average, the impact of such concentrated volumes of transient residents is hard to overstate”

Whilst Houses in Multiple Occupation (known as HMOs) offer a valuable source of accommodation within the private rented sector, it's likely that demand for this type of affordable accommodation will increase as a result of the cap on benefits and other welfare changes taking place.

- We know that: There are approximately 3,000 HMOs within the proposed additional licensing area
- The Council receives over 40% of its complaints relating to HMO accommodation from within these wards, and
- 69% of HMO property surveyed in these wards failed to meet legislative standards

We agree with Sir Stuart. It is essential that HMO accommodation is of a good standard and offers tenants a safe, comfortable place to live. To do so it must be well managed and maintained by its owner or agents.

We believe that introducing Additional Licensing will tackle the problems that we are experiencing with HMOs in certain wards within Tottenham.

## **Consultation**

Before making a 'designation of an additional licensing scheme', all local authorities are required by law to consult with people likely to be affected by it, and to consider their representations (comments).

This consultation has now ended.

Consultation on our proposed Additional Houses in Multiple Occupation (HMOs) Licensing Scheme for Tottenham has now closed. Thank you to everyone who took part by completing a questionnaire, writing or emailing and or attending the landlord workshop and providing us with your views about this local issue.

Looking at what you told us, what you thought and the suggestions you made, will help us develop the proposal drafted on Additional HMO licensing for Tottenham and will contribute to the decision making report.

## **What happens next?**

We will analyse all of your responses and ensure that these are reported to decision makers. The results of the consultation will be published here shortly.

A final decision will be taken by Cabinet at a meeting on 17 December 2013. Like all council meetings this is a public meeting.

- More information about this and other meetings can be found on the meetings calendar page

Thank you once again for taking part in our consultation.

## Contact us

If you are a resident, private tenant, landlord or letting agent in the area or are simply interested in housing issues we really want to hear from you. Have your say by:

- Emailing [environmentalhealth.andhousinggroup@haringey.gov.uk](mailto:environmentalhealth.andhousinggroup@haringey.gov.uk)
- Writing to us at the address below

Housing Improvement Team - Additional Licensing (Tottenham)

1st Floor Apex House

820 Seven Sisters Road

N15 5PQ

Your comments

If you want to give comments on the service itself please visit our [Contact](#) page.

# Improving standards in the private rented sector

A proposed Additional Licensing Scheme for HMOs in Tottenham

## Contents

Introduction .....	3
Existing ways of managing HMOs.....	5
What we know about Tottenham.....	7
What we know about HMOs in Tottenham.....	9
Our assessment of the problem .....	12
What options are available to the council? .....	13
Why we feel an additional licensing scheme is necessary .....	15
The proposed scheme .....	16
Have your say .....	21

## Introduction

We know that poorly managed properties can have an impact on both tenants living in them and the local community. Unlawful conversion of single family dwellings into multiple units, for example, is on the increase across the borough. This can lead to:

- poor construction
- lack of fire safety
- overcrowding
- small rooms
- not enough amenities
- increased noise
- anti-social behaviour
- more waste (including dumping of old furniture)

We know that poor standards of accommodation and the wider anti-social problems that they create affect the community and are a drain on the council's resources.

This document explains what HMOs are, how we currently manage HMOs in Haringey, why additional HMO Licensing is being considered for Tottenham, and how additional licensing will affect the existing scheme.

### What is an HMO?

An HMO is a building that is let, as a main residence, to persons occupying as more than one household. HMOs include:

- buildings that consist of bedsit rooms where at least some facilities are shared
- buildings converted into self-contained flats that don't comply with the Building Regulations 1991 AND where less than two thirds of the flats are owner-occupied (these are known as 'Section 257 HMOs')
- buildings with multiple units of accommodation that all have their own exclusive facilities but which are not self-contained
- buildings which contain a mixture of the above types of accommodation
- hostels
- shared houses

### **What is meant by a household?**

A household consists of either a single person or members of the same family who live together. It includes people who are married or living together, people in same-sex relationships, any members of a family (including aunts, uncles, nieces, nephews, cousins, grandparents and grandchildren and their partners) living together. Friends occupying a house on a shared tenancy are also counted as multiple households.

### **What is HMO licensing?**

The Housing Act 2004 requires the licensing of prescribed houses in multiple occupation (HMOs). This is known as mandatory licensing.

The Act also enables local authorities to require the licensing of other HMOs within an approved designated area (which may be all or part of their area). This is known as additional licensing.

The Act makes it an offence to have control of or manage an HMO which requires a licence but is not licensed. It is also an offence to fail to comply with the conditions of a licence.

The legislation covering licensing can be found in Part 2 of the Housing Act 2004, and in the associated orders and regulations. These are available at [www.gov.uk](http://www.gov.uk).

A specific guide for landlords is available at:

<https://www.gov.uk/government/publications/licensing-of-houses-in-multiple-occupation-in-england-a-guide-for-landlords-and-managers>

A specific guide for tenants is available at:

<https://www.gov.uk/government/publications/licensing-of-houses-in-multiple-occupation-in-england-a-guide-for-tenants>

## Existing ways of managing HMOs

### Investigating complaints

Haringey Council has a direct response service to complaints from tenants living in the private rented sector.

The impact that poorly managed properties can have on both the tenants residing in them and the local community can be widespread. Using the unlawful conversion of single family dwellings into multiple units as an example, it is very easy to see how this can impact on tenants, the wider local community and council resources. With the incidence of this type of offence and the factors associated with this type of HMO becoming prolific across the borough, investigations involving multiple council services are required. Complaints received can relate to a number of factors ranging from poor standards of management to wider anti-social problems.

The unlawful conversion of a property without planning permission will require the involvement of the planning enforcement team. Unlawful conversions often mean that properties do not conform to building regulations either resulting in poor construction and a lack of fire safety. Multiple units created within accommodation which is not big enough to house them leads to overcrowding, poor standards, small rooms and too few amenities for the tenants who live in these properties. Many units equates to lots of people, noise and sometimes wider anti-social behaviour problems: a natural consequence of many people living separate lives but co-habiting in one place. These types of properties inevitably produce more waste and can often have a high turnover of tenants resulting in old furniture being dumped whilst new furniture is moved in. This impacts on those living in and around this type of dwelling. It produces a very visible sign for the public that a property is an HMO that is causing problems, often resulting in complaints to various council departments.

The council has always had a specific team working with accommodation that is identified as being an HMO. The team is dedicated to investigating all the issues associated with HMO accommodation under the relevant legislation, standards and practice. As seen with the example given above, working with other service providers can ensure a more tactical approach to complaint investigation. It is likely that Council Tax, Housing Benefit, Police, Border Agency and the Fire Authorities will also become involved at some point.

The problem with this current approach is that it relies on all services taking action under each of their respective legal powers when dealing with the same owner and the same property. This can make leadership in a case complicated and decision making complex. Licensing can improve this as there would be only one department leading any investigations relating to that property.

## **Mandatory HMO Licensing**

With the introduction of the Housing Act 2004, Mandatory HMO licensing became a priority for the team dealing with HMO accommodation within the borough.

The Housing Act 2004 introduced a mandatory HMO licensing scheme - a more proactive approach to managing HMOs than the more reactive complaints process. The scheme covers bedsit type HMOs of three or more stories with five or more tenants and generally having some sharing of cooking or bathroom amenities. Working together, council services such as planning enforcement, building control, council tax, noise, anti-social behaviour and waste management, have been able to take legal action against people who have failed to licence their properties. However, HMOs that require a license make up only a small percentage of the overall number of HMOs within the borough. Mandatory Licensing is therefore an effective tool in only a limited proportion of such properties.

## **Additional HMO Licensing**

In October 2011 we introduced an Additional HMO Licensing Scheme in Harringay Ward for almost all smaller HMOs (regardless of the number of floors within the property and including certain Sec 257 HMOs which are exempt from Mandatory Licensing). This scheme is also a legal requirement and the onus for licensing is on the landlord.

Through the Additional Licensing Scheme we have been able to:

- Target resources to identifying those landlords who have failed to licence.
- Work with compliant landlords to licence their properties quickly.
- Apply the scheme to a discrete area making the process more manageable.
- Become more familiar with specific properties.
- Work with residents, businesses, safer neighbourhood officers and resident representatives more effectively.
- Engage with letting agents and portfolio landlords responsible for HMOs in the area.
- Influence the length of licences granted to specific properties; and
- Promote the training and education of landlords through accreditation incentives.

## **Landlord Accreditation**

The council is a partner in both the London and UK Landlord Accreditation Schemes (LLAS &UKLAS). Accreditation is voluntary and is gained once landlords have attended a training course and passed a written test (an indication of their roles and responsibilities under the law and knowledge of good practice). We promote accreditation in the application process (by offering a financial incentive) and when dealing with landlords through our complaints and enforcement procedures. The council runs regular training courses in Haringey through the London Landlord Accreditation Scheme. There are currently 552 landlords who own and rent out property in Haringey who are accredited with LLAS or UKLAS.

## What we know about Tottenham

Following riots in August 2011 Sir Stuart Lipton was appointed by the Mayor of London to act as a champion for Tottenham. Sir Stuart's report entitled **'It took another Riot'** (December 2012), makes references to the challenges facing Tottenham and a series of recommendations for improving the area. The report found that;

*"Overcrowding is rife. Alongside new house building, existing housing standards should be enforced much more rigorously to reduce churn and overcrowding, otherwise Tottenham will continue to absorb London's residents in need of temporary accommodation. At three times the London average, and nearly eighteen times the national average, the impact of such concentrated volumes of transient residents is hard to overstate."*

We also know that:

- The nine wards that make up the parliamentary constituency of Tottenham accommodate just over half of the people living in Haringey. They are ranked among the 10 per cent **most deprived** in England and among the 5 per cent most deprived when measured against the **'Barriers to Housing and Services' element of the Index of Multiple Deprivation 2010**. Additional licensing is being proposed for 5 of the 9 wards that make up the Tottenham constituency;
- The average household income in Tottenham is £25,138 per annum - around £17,000 less than in the west of the borough and around £8,000 less than the average household income for London. Low wages act as a barrier to homeownership and **limit residents' housing options**;
- Despite nearly halving the use of temporary accommodation during the last five years, there are currently just under, 3,000 homeless households living in temporary accommodation (including 1,884 families with children). Half of these households are living in Tottenham;
- The number of people living within a flat, maisonette or apartment, part of a converted or shared house, including bedsits, rose from 22,993 in 2001 to 26,988 in 2011, identifying a clear **increase in demand** for this type of accommodation across the borough;
- Haringey has the **fourth highest** number of occupants living in this type of accommodation in London. The actual number of people living in shared dwellings in the borough (three or more households) was 421. This Census figure we know is an under-representation of this type of accommodation in Haringey;
- The census has also evidenced the increase in private renting within Haringey with an increase from 24% in 2001 to 31 % in 2011, greater than the increase in renting across London.

- High house prices, stricter mortgage eligibility criteria and strong demand have fuelled an **increase in the level of private renting** in London with an estimated 25% growth over the last five years.
- Increased **demand for low cost private rented accommodation** has also resulted from a sharp rise in the number of migrant workers coming to Haringey. Between 2002/3 and 2010/11, the Department for Work and Pensions completed just over 91,000 new national insurance registrations for overseas nationals in Haringey (the 4th highest in London). 67% of these migrant workers recorded the Parliamentary Constituency of Tottenham as their home.
- **Growth in Tottenham's private rented sector is reflected in the census data for Tenure from 2001 to 2011.** The wards covered by the proposed additional licensing show the following substantial increase:

**Bruce Grove:** In 2001, there were 951 households;  
In 2011, there were 1,698 households

**Tottenham Green:** In 2001, there were 898 households;  
In 2011, there were 1,708 households

**Tottenham Hale:** In 2001, there were 709 households;  
In 2011, there were 1,336 households

**Northumberland Park:** In 2001, there were 665 households;  
In 2011, there were 1,376 households

**Seven Sisters:** In 2001, there were 905 households  
In 2011 there were 1,767 households

- The growing demand for low cost private rented accommodation **fuelled by the Government's welfare reforms have prompted low income households to migrate from central London to areas (such as Tottenham) where housing costs are lower.**
- Other influencing factors are the influx of lower paid working families, individuals and migrants who need low cost housing. This demand has in itself created **a housing market that is very lucrative for rogue landlords.**
- Restrictions on the amount of Housing Benefit that can be claimed by single people under the age of 35 has substantially increased the demand for shared housing. Poor quality property conversions (often carried out without planning permission or building regulations approval) create overcrowding, compromise amenity and fire safety standards and result in substandard housing.

## What we know about HMOs in Tottenham

In order to designate that an area is subject to an Additional HMO Licensing Scheme, the council must be satisfied that:-

*“a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public.”*

In Haringey, like many other local authorities who've adopted Additional HMO Licensing, the number of smaller properties being converted into HMO accommodation has increased in some areas, to the detriment of their tenants and local communities. Additional Licensing gives greater control to the council to improve standards and manage HMO stock within the borough by targeting resources to deal with the worst type of properties.

Although we do not have a definitive number of HMO properties within Haringey, we are constantly striving to identify the ever changing numbers and types of HMO accommodation across the borough and specifically within the proposed additional licensing area.

We have used the data collated from the following sources and checked this against property addresses to estimate that there are approximately 2,916 HMO properties within the 5 proposed wards (Tottenham Hale, Tottenham Green, Bruce Grove, Seven Sisters and Northumberland Park). This number of HMOs makes up nearly 23% of the overall property type including social housing in the area.

### Electoral Register

Surname analysis of households with three or more people registered to vote has been undertaken using the 2011 Electoral Register. However, these figures do not include those properties where tenants have failed to register. It is known that areas of increased deprivation, or with higher proportions of transient populations, are more likely to have a greater proportion of persons who fail to register on the electoral roll. It is considered, that this information is therefore a gross underestimation of the **number of HMO's in the borough**. This figure has been used to identify minimum levels of HMO accommodation within the wards and as a property data set. In total across the five wards being considered there were 1,289 households which had 3 or more surnames listed at the address given.

### Veolia Recycling Survey

A recent door to door survey carried out by Veolia, our recycling and waste management contractors, has identified a number of potential HMOs within the 5 wards.

### Planning Enforcement Data

Planning Enforcement data gives us an indication of the number of properties which have been converted to HMO accommodation over the years. We have

used the Haringey HMO and Planning Policy development Research Paper (December 2012) to develop these proposals.

This tells us that the levels of sec 257 HMOs and studio accommodation has risen as market forces dictate the affordability of this type of accommodation. We have also seen an increase in residential units within commercial and light industrial sites creating poor quality and unsafe HMO type accommodation.

### **Benefit & Taxation Data**

Council Tax and benefit property data bases have been cross referenced.

### **Complaints**

Complaints from properties identified as HMO accommodation have been interrogated.

### **A significant proportion of these HMOs are being managed ineffectively.**

In addition, the evidence that “a significant number of the HMO accommodation identified as being present within the proposed area is causing a problem to the tenant or local community”, has been drawn from various sources. These sources as indicated above have been added to statistical evidence from the complaint data base that the council enforcement services utilise. Intelligence shared through our strategic HMO working group, council departments and external partners such as the Fire Authority, Police and the council’s anti-social behaviour team has also provided property data. Feedback and issues raised by ward councillors on behalf of their constituents has also been used to evidence this point.

### **Ward councillors**

Local ward councillors have continually raised the concerns of their resident constituents regarding their perception of an increasing number of smaller properties which are multi-occupied and poorly managed.

### **A sense of belonging**

There is also concern regarding the churn of tenants which often creates a lack of long term interest in an area, reduced community involvement and continual issues of waste management during and at the end of tenancies. On its own, anecdotal evidence from residents and tenants will not provide the verification required to meet the criteria set out above. Factual evidence relating to poor management of HMOs is therefore considered below.

### **Anti-social behaviour**

There were altogether 5,766 incidents of antisocial behaviour recorded through data entry by the council between 2010 – 2013 within these wards. These anti-social incidents included noise, fixed penalty notices for dumping, rubbish complaints and also housing disrepair complaints. Of the 5,766 incidents of this nature that were logged, 2,331 were from HMO type accommodation which is just over 40% of all the incidents reported.

- 43.2% of the housing disrepair complaints received by the Housing Improvement Team (Private Sector) were in relation to HMO accommodation.

- 39.8 % of noise complaints were in relation to HMOs.
- 40% of all Rubbish complaints and fixed penalty notices issued for dumping were from HMOs.

### Environmental Health

To support the evidence obtained from the complaint database, door to door property condition surveys were carried out by Environmental Health officers. These reveal that standards within HMO accommodation in the proposed area are poor.

A total of 370 surveys have been undertaken on accommodation above shops, a selection of sec 257 HMO accommodation and shared use HMOs. These revealed:

- 69% of properties were failing to meet either legislative or local council HMO standards;
- 45% failed on issues under the Management of Houses in Multiple Occupation Regulations 2004; these can be viewed at [www.gov.uk](http://www.gov.uk)
- 38% failed due to hazards identified under the Housing, Health and Safety Risk Rating System(HHSRS);
- 49 % of all properties surveyed fail to have the adequate fire safety provision for the type of HMO property;
- Many properties failed under both Management regulations and HHSRS; and
- Only 13.5% of properties were of a good standard

**Note:** 14% of properties identified as HMO accommodation could not be accessed **to assess the property's standard. Results from these** surveys therefore have not been included.

## Our assessment of the problem

Haringey's HMO and Planning Policy development Research Paper (December 2012) concluded:

*Planning enforcement action related to unauthorised HMO development and conversions is overwhelmingly related to the east of Haringey, representing the majority of the total 355 enforcement notices<sup>1</sup> served from January 2008 to July 2012. The permitted development rights for small HMOs raise particular planning enforcement challenges. Proving occupancy of more than six unrelated occupants and demonstrating a material change of use is especially challenging in light of the permitted development rights for small HMOs and in the absence of any obvious physical conversions.*

A Government report, 'Evidence Gathering – Housing in Multiple Occupation and possible planning responses' (Communities and Local government 2008; summarised 2010), sets out how to respond to the following challenges and the impact that high concentrations of HMOs can create:

- anti-social behaviour, noise and nuisance
- imbalanced and unsustainable communities
- negative impacts on the physical environment and streetscape
- pressures upon parking provision
- increased crime
- growth in private sector at the expenses of owner-occupation
- pressure upon local community facilities, and
- restructuring of retail, commercial services and recreational facilities to suit the lifestyles of the predominant population

Many of the complaints we receive about HMOs are frequently from neighbouring residents rather than the occupiers of HMOs themselves. The impact of HMOs on neighbouring occupiers is heightened in areas with a significant cluster of HMOs and where the use of smaller properties is over intensified. This impact is compounded where there is also a high level of conversion of houses to flats.

In accordance with the Housing Act 2004, before introducing an Additional HMO Licensing Scheme, a local authority must be satisfied that a:-

*'significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public'.*

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<sup>1</sup> Note this figure does not relate to total enforcement investigations which far exceed this number just the notices served based on the Council's Enforcement Register (and excluding withdrawn notices).

There is evidence to support the claims of residents and ward councillors that the five wards identified within Tottenham for the proposed scheme have housing related issues. Our data suggests that 40 % of all complaints within these wards come from or are related to a property which is a House in Multiple Occupation. The latest 2011 census statistics forecast that Tottenham has and will only continue to attract low income families and individuals who seek low cost accommodation. It is therefore the council objective, **in line with Sir Stuart Lipton's Report and the regeneration of Tottenham**, to improve housing standards for those who choose to live within this community.

## What options are available to the council?

Before introducing an additional HMO Licensing Scheme we are required to consider whether or not there are other courses of action we can take to effectively deal with the problem. We have considered the following:

### 1. Mandatory HMO Licensing

Mandatory HMO licensing will continue to identify properties that require a mandatory licence throughout the entire borough, in order to deal with the **borough's larger HMO accommodation**. It will be used to identify those landlords who have failed to licence their properties and ensure large HMOs meet property standards. However, Mandatory HMO Licensing will only apply to those HMOs which are three or more storey, occupied by five or more people forming two or more households. This type of HMO makes up only a small percentage of the overall HMO stock within the borough. It will not tackle the problems associated with other types of HMO accommodation which are in poor condition and continue to cause problems particularly within Tottenham's Wards.

### 2. Continue to respond to complaints and carry out inspection and enforcement action.

Responding to complaints often involves coordinated investigation and enforcement by numerous departments, using various pieces of legislation, before a final resolution is obtained. Many tenants are not aware of the law and/or are afraid of losing their tenancy so will not make a complaint.

However, a housing inspection-based programme is resource intensive and works on the rule that compliance and improvement is obtained only once a tenant has complained. Compliance is often only obtained through enforcement and can often require extensive investigation to identify responsible owners.

### 3. Combine points 1 and 2

We could continue with Mandatory licensing, respond to complaints and carry out inspection and enforcement action and target this action strategically within a designated area. **This process places the onus on the authority to find all poor quality accommodation which is resource intensive**

and slow. Whereas licensing transfers the onus onto the landlord to make an application and meet standards.

#### **4. Continue to promote landlord accreditation**

Landlord accreditation is a voluntary scheme which recognises landlords who wish to be professional and act responsibly. This relies on the goodwill of landlords to enrol themselves onto courses; we cannot force landlords to become accredited.

#### **5. Continue to offer advice and guidance through the Landlord Forum**

The Landlord Forum is an open forum for all Haringey landlords. It is used as a platform for networking, providing advice and guidance, education and training. It is held several times a year but once again attendance is voluntary **and usually attended by interested and professional landlords.**

#### **6. The adoption of an additional licensing approach**

Adopting an Additional HMO Licensing Scheme within the proposed area will help us tackle the areas worst type of HMO by targeting non-compliant landlords. We believe that improving the overall standard of properties for people who live in them will also improve the quality of life for those residents who live alongside HMOs.

Additional Licensing would utilise HMO licensing powers under the Housing Act 2004, to target HMOs within a concentrated area, based on ward or defined boundaries. All of the above options would continue but licensing would act as the main enforcement tool to achieve the required improvements.

## Why we feel an additional licensing scheme is necessary

We believe that the use of additional licensing is the best tool to tackle the worst type of accommodation within the borough. Licensing allows us to use our powers to confront those worse offenders and focus activity and resources effectively on properties of concern. We feel an Additional HMO Licensing Scheme would:

- focus on only properties of concern;
- allow for greater engagement through promotion of the scheme prior to its commencement (notifying property owners, businesses and the public of the details of the scheme, the area involved and the requirements of licensing);
- put the onus firmly on the landlord to inform the council of the existence of an HMO (not for the council to identify HMOs reactively and then to take formal action to get improvement made);
- reduce the burden on the general Council Tax payer by setting licensing fees to cover the administrative costs of the scheme;
- allow us to create a comprehensive data base of all the HMO accommodation within the designated area;
- allow us to identify and work with those landlords whose management and or accommodation standards are inadequate and ensure that they are improved;
- control the maximum number of occupants allowed to reside at the property which assist in controlling issues with overcrowding;
- enable us to promote accreditation and offer incentives to good landlords through licence fees and licence duration;
- enable us to use a more co-ordinated approach and share intelligence to deal with properties poor standards effectively;
- help us to tackle rogue landlords and ensure that only those persons deemed fit and proper have control of an HMO premise; and
- Although licensing is inclusive to all landlords both co-operative and non co-operative, the council aims to reward good landlords with financial incentives for quick application submission and for being accredited. The council will also provide full licence terms for compliance and co-operation and shorter terms for those who fail in their responsibilities.

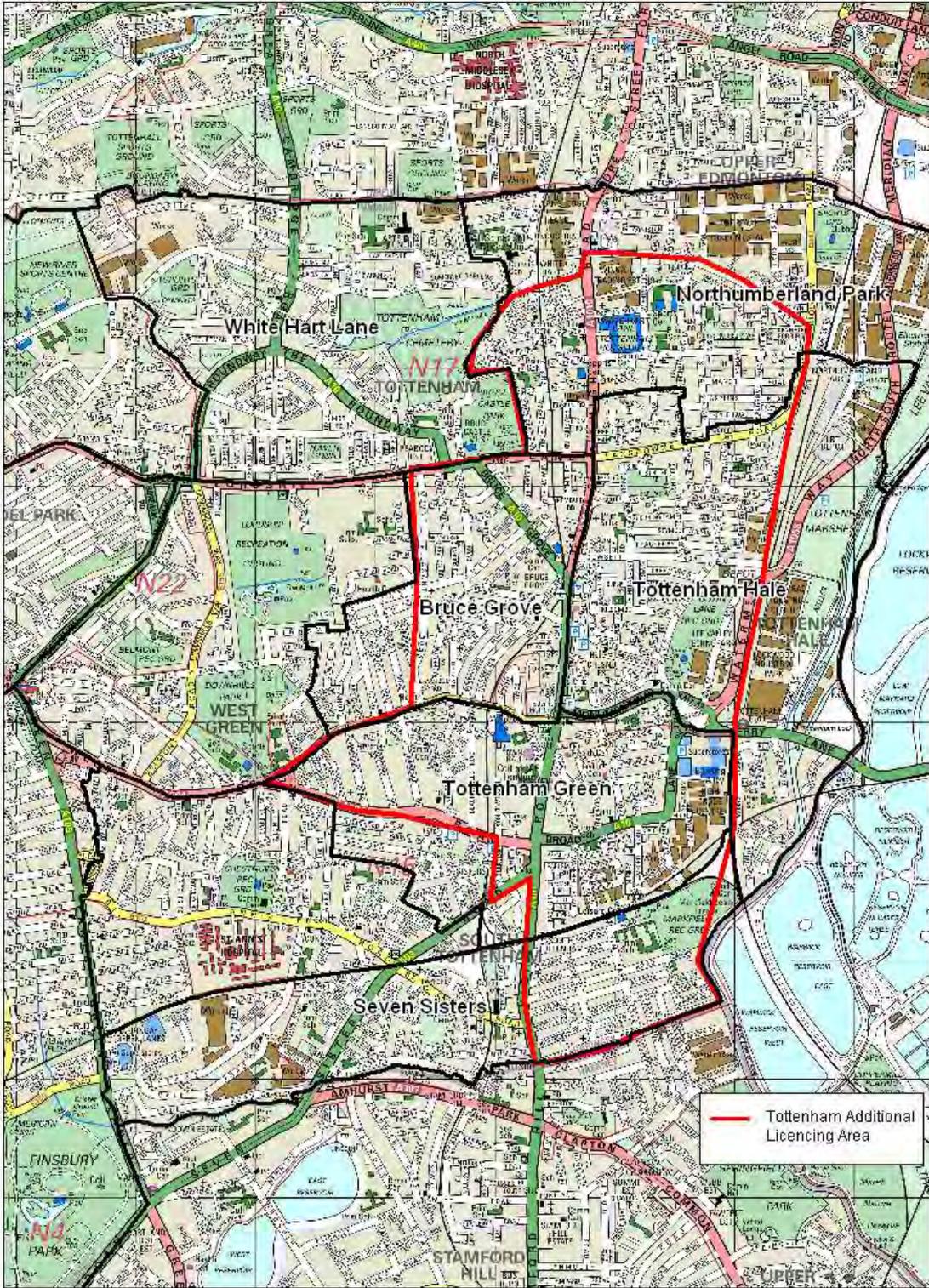
## The proposed scheme

We are therefore proposing the adoption of an Additional Licensing Scheme for HMOs for the following wards in the parliamentary constituency of Tottenham:

Northumberland Park  
Bruce Grove  
Tottenham Hale  
Tottenham Green  
Seven Sisters.

The boundary in black in the map below indicates the ward boundaries. The area outlined in red dictates the proposed Additional Licensing area

# Tottenham Additional Licensing Area



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### The type of property to be included.

The following properties included within the proposal are:

- All bedsit or shared house type HMOs which are occupied by three or more persons in two or more households. The number of storeys in the property will not be relevant.  
*This is to ensure that the number of people, room sizes and provision of amenities in this type of property meet the relevant standards and managed accordingly.*
- Properties converted into self contained units **and deemed as HMO's by virtue of S257 under the Housing Act 2004**, but only where the number of units exceeds the number of storeys and only where the entire block and all individual units of accommodation within the block are in single ownership or management.  
*This is to help control and manage the growing issues of dwelling conversions without planning permission and or building control approval which lead to no consent being given to the existence of the HMO in the area, the number of permitted units/rooms.*
- All HMOs of three persons or more above commercial premises, regardless of type or layout.  
*Including this type of HMO in mix use developments is a priority due to the increased risk to occupants living above varying types of commercial premises.*

### The Fee and licence period

The licensing fee will be set in line with the other licensing fee structures for Mandatory and Additional licensing (Harringay Ward) at £208 per habitable unit.

A number of potential discounts on HMO licence fees and variable licence periods exists to reward landlords who are compliant, responsive to legislative requests, and well trained in their role as a landlord. This system would be introduced within the additional licensing proposals for Tottenham.

The following discounts on licence fees would be included in the scheme:

Discount available for:	Discount per HMO
Provision of plans of the property. <b>N.B.</b> The plans <b>must</b> be to scale or give measurements.	£50
Application submitted within a council defined time limit. <b>N.B.</b> Only available where a date is specified.	£100
Membership of the London Landlord Accreditation Scheme.	£100

The length of licence granted to a landlord will also follow the guidance set for Mandatory and existing Additional Licensing schemes. The licence period can be granted for a minimum of 1 year up to a maximum 5 year period. The decision on the length of licence will be made based on a number of influencing factors obtained from checking references with other Council services such as benefits and taxation, planning, building control and enforcement services. The table below is a list of matters which can be taken into consideration when determining the period for which an HMO licence is granted:

Example	Maximum possible reduction
Not a Member of the London Landlord Accreditation Scheme.	1
Failure to comply with previous HMO licence conditions (where applicable).	2
Failure to comply with planning requirements.	1
Council tax payments not up-to-date.	2
Failure to comply with HMO management regulations.	1
History of substantiated complaints in respect of the property.	1
Failure to apply voluntarily for licence.	3

The following other factors can also be taken into account:

- Non compliance with building regulations.
- Failure to provide up-to-date certificates on time.
- Not having energy performance certificates (where required).
- No provision of written tenancy or licence agreements.
- The existence of significant hazards within the dwelling.

### The conditions of holding a licence

Under the proposed Additional Licensing Scheme, we will require the licence holder be a 'fit and proper person' and take all reasonable steps to properly manage the HMO. A 'fit and proper person' would include, for example, someone who has not previously had an HMO licence taken away or been prosecuted for housing related offences etc or offences including fraud, violence or drugs.

A licence will be granted only if the following conditions are met:

1. The proposed licence holder is a fit and proper person as stipulated above and as defined within the Housing act 2004;
2. The House is suitable for the number of person permitted to occupy it;
3. The proposed management arrangements for the property are satisfactory;
4. That required works to comply with standards are met within the time periods specified;

5. That sufficient measures in the property are provided to provide a secure environment for the occupiers;
6. That the licence holder ensures that any anti-social behaviour displayed by the occupiers or their visitors is dealt with appropriately including noise complaints and that relating to waste management;
7. That the condition of the furniture and electrical equipment such as portable electrical appliances and furniture are kept in a safe condition;
8. That letting arrangements are provided in writing to the tenants including terms of occupation at the commencement of their tenancies.

### **Penalties**

The Council's policy is to always deal with its service users and residents fairly and equitably. Formal action such as enforcement is a tool that will only be used against those landlords who show an unwillingness to comply with licensing rules and/or conditions, or where multiple breaches under the Housing Act 2004 are not appropriately remedied.

The council could take formal action against a landlord who fails to apply for a licence for an HMO in the designated area which is required to have a licence. This could lead to a maximum fine of £20,000 on conviction and the use of rent repayment orders in certain cases.

## Have your say

We want to know what you think about our proposal to introduce an Additional Licensing Scheme for HMOs in Northumberland Park, Bruce Grove, Tottenham Hale, Tottenham Green and Seven Sisters.

### Who we will consult

We are consulting community consultees including residents, property owners/occupiers, businesses, community groups and leaders in the area.

### How we will consult

You can have your say by:

- Completing the questionnaire online at:

[www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)

- Emailing:

[environmentalhealth.andhousinggroup@haringey.gov.uk](mailto:environmentalhealth.andhousinggroup@haringey.gov.uk)

- Writing to:

Housing Improvement Team – Additional Licensing (Tottenham)  
London Borough of Haringey  
1<sup>st</sup> Floor Apex House  
820 Seven Sisters Road  
London N15 5PQ

For more information visit our consultation webpage;

[www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)

If you want this in your own language please tick the box, fill in your name and address and send to the freepost address below

**Shqip**

Nëse dëshironi ta keni këtë në gjuhën tuaj, ju lutemi vendosni shenjën ✓ në kuti, shënoni emrin dhe adresën tuaj dhe niseni me postë falas në adresën e mëposhtme.

**Kurdî**

Ku hun wena la zîmanixa daxwâzin. Lewira îf aret bîkin Navixa û navnîf anaxa tije bikin â bif enin ê navnif ana jêr la vepêre.

**عربي**

إذا كنت تود هذا الكتيب بلغتك، فالرجاء وضع علامة على المربع، واكتب إسمك وعنوانك وارسلهما بالبريد المجاني إلى العنوان المبين بأسفل

**Português**

Se desejar receber o folheto na sua própria língua, por favor assinale a quadrícula, preencha com o seu nome e morada e envie para o endereço 'freepost' (com porte pago) abaixo indicado.

**বাংলা**

আপনি যদি এটা আপনার নিজের ভাষায় পেতে চান তবে অনুগ্রহ করে সঠিক বাক্সে টিক দিন, এবং আপনার নাম ঠিকানা লিখে নিচের ঠিকানায় পাঠিয়ে দিন, এর জন্য কোন ডাকটিকিট লাগবে না।

**Limba română**

Dacă doriți un exemplar al broșurii în limba dvs. maternă, vă rugăm să bifați caseta corespunzătoare, să ne dați numele și adresa dvs., și să trimiteți formularul la adresa de mai jos, fără timbru poștal.

**Français**

Pour recevoir ces informations dans votre langue, veuillez cocher la case, inscrire vos nom et adresse et nous renvoyer ce formulaire, sans affranchir, à l'adresse ci-dessous.

**Soomaali**

Haddii aad kan ku rabto afkaaga fadlan xarriijin ku dhig sanduuqa yar, ku qor magacaaga iyo cinwaankaaga oo markaas u dir cinwaanka boosta lacag la'aanta ah ee hoos ku qoran.

**Ελληνικά**

Αν θέλετε αυτό το έντυπο στη γλώσσα σας, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε το ονοματεπώνυμο και τη διεύθυνσή σας και στείλτε το στην παρακάτω διεύθυνση χωρίς ταχυδρομικό τέλος.

**Türkçe**

Bu kitapçığın Türkçe'sini istiyorsanız, kutuyu işaretleyip, adınızı-soyadınızı, adresinizi yazdıktan sonra, lütfen bunu posta pulu yapıştırmadan aşağıdaki adrese gönderin.

Please indicate if you would like a copy of this booklet in another language not listed or any of the following formats and send to the freepost address below.

- Large print
- On audio tape
- Another language  *Please state:* \_\_\_\_\_
- On disk
- Braille

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Freepost RLXS-XZGT-UGRJ, Translation & Interpreting Services  
8th Floor, River Park House, 225 High Road, N22 8HQ**



## Homes in Multiple Occupation

### Proposals for an Additional Licensing Scheme in Tottenham

We are proposing to introduce a scheme that will extend current requirements for licensing of larger Houses in Multiple Occupation (HMOs) so that the landlords of almost all HMOs in the Tottenham area need to apply to the Council for a licence.

An HMO has a very specific definition but a property may be an HMO if it is rented as a shared house, or as bedsits, or in some cases self-contained flats, to a group of people who make up more than one household and where there are more than two people living in it.

We know HMOs make a valuable contribution to meeting local housing needs by providing flexible and cheaper accommodation, but if they are not well managed they can sometimes cause very serious problems – such as excess waste, noise and insanitary conditions - for both occupiers and neighbouring residents.

If we were to license HMOs the Council would be better able to ensure that this type of accommodation is well managed, safe and habitable. We can also ensure that it complies with our basic quality standards, is in a good state of repair and is not causing a nuisance to neighbours.

In October 2011 we introduced our first Additional HMO Licensing Scheme in Haringay Ward as we had received a high level of complaints from residents there. They were concerned about large amounts of waste coming from HMOs, noise issues and a lack of response or engagement from tenants and their landlords.

We are now getting a significant number of similar complaints from residents living in your area, namely the areas with the postcodes N15 and N17.

To help us address these issues we are proposing to introduce an 'Additional HMO Licensing Scheme' within all or part of the following 5 wards.

- Northumberland Park,
- Bruce Grove,
- Tottenham Green
- Tottenham Hale
- Seven Sisters

This leaflet contains detailed information on the proposed scheme. If you have any suggestions regarding the proposal – including whether or not you think it should go ahead – we would be very keen to hear from you.

You can complete the questionnaire online at: <http://www.haringey.gov.uk/additional-hmo-licensing>

Or you can post a copy of the enclosed questionnaire to:

**Housing Improvement Team**  
**1st Floor Apex House**  
**820 Seven Sisters Road**  
**London**  
**N15 5PQ**

If you have any questions or comments regarding the proposal, or if you want to know more about the work we have done as part of the Haringay Additional HMO Licensing Scheme, please contact Carol Martin on 020 8489 5521 or email [hitaddhmo@haringey.gov.uk](mailto:hitaddhmo@haringey.gov.uk). The last date for submitting completed questionnaires is 30 November 2012.

Yours faithfully,

Cllr Nilgun Canver  
Cabinet Member for the Environment

## Proposed new Additional HMO Licensing Scheme

Tottenham is comprised of predominately smaller Victorian properties, many of which have been converted into HMOs (often without planning or building control approval) in response to an increased need for cheaper privately rented accommodation - a need which is set to grow following the Government benefit caps. Most of these properties are not covered by mandatory HMO licensing, although they often pose similar problems to tenants and neighbours alike. Over half of all complaints received by the Council in respect of private sector housing are received from tenants or residents living within the N17 and N15 postal areas of the Borough. The Council is therefore proposing to introduce a further Additional HMO Licensing Scheme within all or part of the following wards:

- Northumberland Park
- Bruce Grove
- Tottenham Green
- Tottenham Hale
- Seven Sisters

## In this area it is proposed to extend licensing to include:

- all bedsit or 'shared house' type HMOs which are occupied by three or more persons in two or more households. The number of storeys in the property will not be relevant.
- properties converted into self-contained units (that do not meet certain Building Regulation standards), but only where the number of units exceeds the number of storeys and only where the entire block and all individual units of accommodation within the block are in single ownership.
- all HMOs of three persons or more above shops, regardless of type or layout.

## Do you need to know more?

The law on HMOs is extensive and complex. If you want to understand more about which properties are defined as HMOs, which HMOs require licensing, the powers the Council has to deal with HMOs, or the consequences landlords may face for failing to licence or look after their properties then please visit:

<http://www.communities.gov.uk/publications/housing/licensinghouses>

## How you can have your say



online

You can complete the questionnaire online at:  
**[www.haringey.gov.uk/  
additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)**



by post

or post your completed questionnaire to:

**Housing Improvement Team  
1st Floor Apex House  
820 Seven Sisters Road  
London  
N15 5PQ**



by email

You can also email your views to  
**[hitaddhmo@haringey.gov.uk](mailto:hitaddhmo@haringey.gov.uk)**

*We will publish the results of this questionnaire on the council's website in January 2013.*

# Tottenham additional licencing area

The proposed area within the red line



# Homes in Multiple Occupation - Proposals for an Additional Licensing Scheme in Tottenham

*We want your views on a proposal to introduce an Additional HMO Licensing Scheme for certain houses in multiple occupation (HMOs) in all or part of the 5 wards which make up the Tottenham area (see below). A property is an HMO if it is let to more than one household and more than 2 people and may include bedsits, shared houses and some self-contained flats. It does not include purpose-built blocks of flats, or properties managed by Homes for Haringey or Housing Associations.*

*It is always the Council's preference to work in partnership with responsible landlords and their agents through training, guidance, help and advice. However, licensing schemes give us the powers and resources to deal more effectively with those landlords who will not readily comply with basic minimum standards required by law.*

## Mandatory HMO Licensing

The 2004 Housing Act introduced licensing controls for larger privately rented homes that are three or more storeys and are occupied by five or more people forming two or more households. The owners of such HMOs must apply to the local authority for a licence. Failure to do so is a criminal offence, with fines on conviction of up to £20,000. There are also other possible consequences such as the Council recovering Housing Benefit payments from the landlord.

Landlords must pay a licence fee which is set at a reasonable level that ensures landlords cover the Council's costs rather than Council Tax payers in general.

Licensing enables a local authority to apply conditions that landlords must comply with. These conditions can require works to be completed, within reasonable timescales, to improve the quality of accommodation, as well as ensuring basic minimum standards are met and maintained. The authority can refuse a licence where the landlord is not considered to be a fit and proper person.

## Additional HMO Licensing

The Housing Act 2004 also gives local authorities the power to introduce schemes requiring the licensing of smaller HMOs, and certain converted properties. These Additional HMO Licensing Schemes mean that these smaller HMOs, and converted properties, are subject to the same licensing controls that apply to larger HMOs and can help where a local authority consider that a large percentage of non-mandatory licensable HMOs in an area are being managed badly, and that this is causing problems for the tenants of those HMOs, or is having a detrimental effect on the neighbourhood in some way.

## Our existing Additional HMO Licensing Scheme

On 1 October 2011 the Council introduced an Additional HMO Licensing Scheme in the Harringay Ward. Licensing in this area is enabling the Council to target landlords and letting agents of smaller HMOs in this area and to engage with them through the licensing process to improve property management and standards in HMOs. Licensing is also encouraging education and training through accredited courses, together with guidance from Council Officers.



## Shqip

Ne duam pikëpamjet tuaja rreth çështjes nëse duhet t'i detyrojmë pronarët e banesave të aplikojnë për liçensa për shtëpitë ku qiraxhinjtë ndajnë kuzhinat apo tualetët me të tjerët. Mandej Këshilli mund të sigurojë menaxhimin e saktë të tyre. Për një përkthim në gjuhën tuaj lutemi shënoni kutinë, jepni emrin dhe adresën tuaj dhe dergoheni në adresën e mëposhtme

## Polski

Chcielibyśmy dowiedzieć się, czy twoim zdaniem właściciele nieruchomości powinny się zobowiązać do składania podań o licencję dla lokali, w których lokatorzy dzielą wspólnie kuchnię lub łazienkę. Pozwoliłoby to wówczas gminie upewnić się, że lokale są odpowiednio zarządzane. Aby otrzymać publikację w języku polskim należy zaznaczyć odpowiednie okienko, wpisać swoje nazwisko oraz adres i odesłać formularz na podany poniżej adres.

## Français

Nous souhaitons savoir si vous pensez que les propriétaires devraient demander un permis pour les logements dans lesquels les cuisines et salles de bains sont partagées par les locataires. Le Conseil municipal peut ensuite s'assurer qu'ils sont gérés correctement. Pour recevoir une traduction veuillez cocher la case, noter votre nom et adresse, et renvoyer la fiche à l'adresse ci-dessous.

## Soomaali

Waxaan rabnaa inaad fikradihiina kasoo dhiibataan in lagu khasbo dad leh guryo la kireystay (landlords) ay ogolaansho u qaataan inay kireyn ama ijaari karaan guryo ay dad isla isticmaalaan ama ay wadaagaan jikooyin iyo musqulaha lagu qubaysto. Ujeedada arintani waa in Kownsalku xaqiijiyaa in si haboon oo sharciga waafaqsan loo maamulo guryaha dad laga kireeyey. Si qoraalkan lagugu tarjumo luuqadaada, sax mari sanduukha, kusoo buuxi magacaaga, kuna soo dir ciwaanka hoose.

## Kurdî Kurmancî

Em li ser vê yekê nêrînên we dixwazin: bila xwediyên xaniyan ji bo xaniyên ku kirêdarên wan metbax an serşokan parve dikin, serî li lîsansê bidin an na. Wê gavê Şaredarî kane bi cîh bike ku bi awayekî maqûl tîn birêvebirin. Heke hun wergêrekê dixwazin, ji kerema xwe qutîkê nîşan bikin, nav û navnîşana xwe bidin û wê ji navnîşana jêrîn re bişînin.

## Türkçe

Kiracıların mutfığı ortak kullandıkları konutlarda, konut sahiplerinin ruhsata başvurup başvurmamaları konusunda görüşlerinizi öğrenmek istiyoruz. Böylelikle Belediye konutun tam anlamıyla idare edilip edilmediğinden emin olacaktır. Bu belgenin Türkçe kopyasını edinmek için lütfen adınızı ve adresinizi yazın ve formu aşağıda belirtilen adrese geri gönderin.

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Name: \_\_\_\_\_ Tel: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,  
Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.  
Homes in Multiple Occupation



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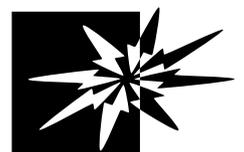
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BE HEARD  
Have your say  
**Haringey**



# Additional Licensing of houses in multiple occupation (HMOs) in the Tottenham Wards

We are considering the introduction of an Additional Houses in Multiple Occupation (HMO) Licensing Scheme which would extend licensing powers to certain types of smaller HMOs in the Tottenham Area. This would mean that the landlords of almost all smaller HMOs would be subject to the same controls that currently apply to larger HMOs. The landlords of HMOs covered by the scheme would have to apply to the Council for a licence and pay a licensing fee (currently £208 per unit of accommodation). Failure to comply with the conditions of the licence could lead to fines of upto £20,000 or other serious consequences. This is your opportunity, as a landlord or agent, to give us your views about the scheme. To have your say please complete the questions below by 30 November, 2012.



**Q1 Are you a (Tick all that apply)**

- Landlord
- Letting Agent
- Managing Agent

**Q2 Do you rent or manage properties in the Tottenham Area?**

- Yes
- No

**Q3 To what extent do you agree that poorly constructed and badly run privately rented properties can have a negative impact on an area?**

- Strongly agree
- Agree
- No opinion/Don't know
- Disagree
- Strongly disagree

**Q4 To what extent do you agree that all landlords/managing agents should make sure that their properties are well managed and do not cause problems in their area?**

- Strongly agree
- Agree
- No opinion/Don't know
- Disagree
- Strongly disagree

**Q5 Do you agree that landlords and/or agents should do the following:**

	Strongly agree	Agree	No opinion / Don't know	Disagree	Strongly disagree
Make sure their property is kept in good repair	<input type="checkbox"/>				
Makes sure their properties are kept clean and tidy, especially garden and yards	<input type="checkbox"/>				
Make sure they tell their tenants how to dispose of old furniture, refuse and rubbish correctly	<input type="checkbox"/>				
Take action, within their powers, to deal with problem tenants	<input type="checkbox"/>				
Make sure their properties are not overcrowded	<input type="checkbox"/>				
Make sure the number of bathrooms, toilets and kitchens are suitable for the number of tenants	<input type="checkbox"/>				
Make sure their properties have appropriate fire safety measures	<input type="checkbox"/>				

## Licensing

**Q6 Do you agree that houses converted into flats or studios which have been illegally converted, or fail to meet certain building regulation standards should become licensable so that the Council can see that basic minimum standards are met?**

Yes  No

**Q7 It is proposed that a licence be required for the following properties: (Please indicate if you agree or disagree).**

	Agree	Disagree
HMOs comprising of flats or studios converted illegally and failing to meet certain Building Regulation standards, but only when the number of units within that dwelling exceed the number of storeys	<input type="checkbox"/>	<input type="checkbox"/>
All HMOs where three or more unrelated occupants in two or more households have to share kitchens, bathrooms or toilets	<input type="checkbox"/>	<input type="checkbox"/>
All HMOs of three persons or more above shops regardless of layout or type	<input type="checkbox"/>	<input type="checkbox"/>

## The Licence

The licence fee has to be set to reflect the Council's administration costs (currently £208 per unit of accomodation, i.e. room, bedsit, or flat, etc). A licence can be granted for up to 5 years, but it is proposed that for all new licences and any renewals that the length of the licence will be varied depending on circumstances.

**Q8 To what extent do you agree with the following:**

	Strongly agree	Agree	No opinion / Don't know	Disagree	Strongly disagree
The licence period should be variable	<input type="checkbox"/>				
Good landlords and agents will have a licence period of up to a maximum of 5 years	<input type="checkbox"/>				
Landlords who do not manage their premises properly should only get a licence for a shorter period	<input type="checkbox"/>				

**Q9 The scheme proposes that in deciding whether a landlord is 'good' the following will be taken into consideration. To what extent do you agree that the following should be taken into consideration?**

	Strongly agree	Agree	No opinion / Don't know	Disagree	Strongly disagree
Being a member of the London Landlord Accreditation scheme	<input type="checkbox"/>				
Evidence that the premises is well managed and maintained	<input type="checkbox"/>				
Evidence that any previous involvement from any council department has been complied with e.g. planning permission, legal notices, council tax etc.	<input type="checkbox"/>				

**Q10 To what extent do you agree that the licence fee should be reduced if:**

	Strongly agree	Agree	No opinion / Don't know	Disagree	Strongly disagree
The proposed licence holder or managing agent is a member of the London Landlord Accreditation scheme or other accredited scheme	<input type="checkbox"/>				
The application is submitted promptly	<input type="checkbox"/>				
Detailed scale plans are provided with the application form	<input type="checkbox"/>				

## Existing HMO Licences

**Q11 Do you already hold a mandatory or additional licence for the properties you own or manage?**

Yes  No

**Q12 If yes, how many licences do you hold?**

**Q13 Are these properties in the Tottenham area?**

Yes  No

**Q14 How did you find the application process?**

	Yes	No
Time consuming	<input type="checkbox"/>	<input type="checkbox"/>
Complicated	<input type="checkbox"/>	<input type="checkbox"/>
Staff unhelpful	<input type="checkbox"/>	<input type="checkbox"/>
Unfair	<input type="checkbox"/>	<input type="checkbox"/>

**Q15 Please use this space to make any additional comments about our proposed scheme:**

**Q16 What is your postcode (N15 9QX)?**

**Q17 In the event that the Council designates a scheme in the proposed area we are required to send you a copy of the designation notice. If you wish to receive a copy please provide your**

Name

Address and or email

The Data Protection Act 1998 sets out how Haringey Council Services must look after the information you share with us. Haringey Council Services will only use the information collected in this questionnaire to inform the redesign of services. Please visit [www.haringey.gov.uk/data-protection](http://www.haringey.gov.uk/data-protection)

We will not use your contact details when analysing consultation responses.

# Equal Opportunities Monitoring Form

The Public Sector Equality Duty does not expressly require the council to collect equality information. However, collecting, analysing and using the information helps us to see how our policies and activities are affecting various sections of our communities. In employment and service provision, it helps us to identify any existing inequalities and where new inequalities may be developing and take action to tackle them.

In addition to the nine “protected characteristics” (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Sex [formerly Gender], Race, Religion or Belief and Sexual Orientation) identified in the Equality Act 2010, we have added categories of Refugees and Asylum Seekers and Language in order to reflect the full diversity of Haringey.

We will be grateful if you could take a little time to complete and return this form. Please go through it and tick all the categories that most accurately describe you.

The information you provide on this form will be held in the strictest confidence and only be used for the purposes stated above.

## Age

Please tick one box

- |                                   |                                |                                |                                      |
|-----------------------------------|--------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 20 | <input type="checkbox"/> 30-44 | <input type="checkbox"/> 65-74 | <input type="checkbox"/> 90 and over |
| <input type="checkbox"/> 21-24    | <input type="checkbox"/> 45-59 | <input type="checkbox"/> 75-84 |                                      |
| <input type="checkbox"/> 25-29    | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 85-89 |                                      |

## Disability

Under the Equality Act 2010, a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities. Haringey Council accepts the social model of disability. However, in order to be able to identify and respond to your specific needs, it is important that we know what kind of disability you have.

### Do you have any of the following conditions which have lasted or are expected to last for at least 12 months?

- |  |   |
|--|---|
| <input type="checkbox"/> Deafness or partial loss of hearing | <input type="checkbox"/> Long term illness or condition |
| <input type="checkbox"/> Blindness or partial loss of sight  | <input type="checkbox"/> Physical disability            |
| <input type="checkbox"/> Learning disability                 | <input type="checkbox"/> Other disabilities             |
| <input type="checkbox"/> Developmental disorder              | <input type="checkbox"/> No disabilities                |
| <input type="checkbox"/> Mental ill health                   |   |

## Ethnicity

Please tick the box that best describes your ethnic group

### White

- British  
 Irish

### White Other

- |  |  |
|--|--|
| <input type="checkbox"/> Greek/Greek Cypriot         | <input type="checkbox"/> Turkish/Cypriot |
| <input type="checkbox"/> Turkish                     | <input type="checkbox"/> Kurdish         |
| <input type="checkbox"/> Gypsy                       | <input type="checkbox"/> Irish Traveller |
| <input type="checkbox"/> Other, please specify _____ |  |

### Mixed

- White and Black African  
 White and Black Caribbean  
 White and Asian  
 Other, please specify \_\_\_\_\_

### Asian or Asian British

- Indian  
 Bangladeshi  
 Pakistani  
 East African Asian  
 Other, please specify \_\_\_\_\_

## Black or Black British

- African
- Caribbean
- Other please specify \_\_\_\_\_

## Chinese or other ethnic group

- Chinese
  - Any other ethnic background
- \_\_\_\_\_

## Sex

- Male
- Female

## Gender reassignment

Does your gender differ from your birth sex?

- Yes
- No
- Prefer not to say

## Religion

Please tick as appropriate

- Christian
  - Hindu
  - Muslim
  - Sikh
  - Prefer not to say
  - Jewish
  - Rastafarian
  - Buddhist
  - No Religion
  - Other (please specify)
- \_\_\_\_\_

## Sexual orientation

Please tick the box that best describes your sexual orientation

- Heterosexual
- Bisexual
- Gay
- Lesbian
- Prefer not to say

## Pregnancy and maternity

Please tick one box

Are you pregnant?

- Yes
- No

Have you had a baby in the last 12 months?

- Yes
- No

## Relationship status

Please tick one box

- Single
- Married
- Co-habiting
- In a same sex civil partnership
- Separated
- Divorced
- Widowed

## Refugees and Asylum Seekers

Are you?

- A Refugee
- An Asylum Seeker

**What country or region are you a refugee/ asylum seeker from?**

## Language

Please tick the box that best describes your language

- Albanian
- Arabic
- English
- French
- Lingala
- Somali
- Turkish

Other (please specify): \_\_\_\_\_

**Thank you for completing this form.**



Have your say  
**Haringey**

# Improving standards in the private rented sector

## **A proposed Additional Licensing Scheme for HMOs in Tottenham**

### Consultation Questionnaire

We want to know what you think about our proposal to introduce an Additional Licensing Scheme for HMOs in Northumberland Park, Bruce Grove, Tottenham Hale, Tottenham Green and Seven Sisters.

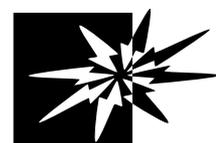
You can have your say by:

- Completing the questionnaire online at **[www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)**
- Writing to, or completing the attached questionnaire and returning it to:

Housing Improvement Team – Additional Licensing (Tottenham)  
London Borough of Haringey  
1st Floor Apex House  
820 Seven Sisters Road  
London N15 5PQ

- Emailing **[environmentalhealth.andhousinggroup@haringey.gov.uk](mailto:environmentalhealth.andhousinggroup@haringey.gov.uk)**

For more information visit **[www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)**



## Improving standards in the private rented sector - a proposed additional licensing scheme for Houses in Multiple Occupation in Tottenham

We know that poorly managed properties can have an impact on both tenants living in them and the local community. We believe that adopting an additional HMO Licensing Scheme in Northumberland Park, Bruce Grove, Tottenham Hale, Tottenham Green and Seven Sisters will improve the overall standard of properties for people who live in them and the quality of life for those residents who live alongside them. Take a look at our proposal on our website before answering the questions below. All comments must be received by **Thursday 10 October 2013**.

**Q1 Which of the following are you?** (Tick ONE only)

- Owner occupier in Tottenham
- Private housing tenant in Tottenham
- Social housing tenant in Tottenham
- Letting/managing agent for properties Tottenham
- Letting/managing agent for properties in Haringey
- Landlord letting properties in Tottenham
- Landlord letting properties in Haringey
- Registered social housing provider in Tottenham
- Business owner in Tottenham
- Other – Please specify

**Q2 Do you live in any of the wards in the proposed area?**

- Yes       No

**Q3 Are you responsible for property in any of the wards in the proposed area?**

- Yes       No

**Q4 If yes, where are the properties you are responsible for?** (Please tick the ward or wards that apply)

- Tottenham Hale
- Tottenham Green
- Northumberland Park
- Seven Sisters
- Bruce Grove

**Q5 To what extent are you satisfied with the local neighbourhood you live in, rent your property in or operate your business from in Tottenham?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

**Q6 To what extent do you agree with the following statements? HMOs in Tottenham suffer from...**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Rogue/bad tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rogue/bad landlords	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being badly managed by the property owner or agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish accumulation and fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor property maintenance and condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor security against burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High turnover of tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being left empty for long periods of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7 Please indicate how much you have experienced each of the following in Tottenham:**

	None	Some	A lot
Burglary or robbery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and fly tipping in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and fly tipping from HMO properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise nuisance from tenants of HMO properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise nuisance from neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social behaviour from tenants of HMOs (e.g. threatening, drunken or rowdy behaviour)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People dealing or buying drugs from HMO properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many people living in a property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8 To what extent do you agree with each of the following statements? Landlords/agents should be responsible for...**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Ensuring their property is kept in good repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring their properties are kept clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that their tenants know how the rubbish/recycling collection works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking action, within their power, to deal with problem tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that their properties are NOT overcrowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that their properties have enough amenities for the number of occupants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that their properties have appropriate security and safety measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 Have you ever...?**

	Yes	No
...had to complain to the Council about an HMO property in Tottenham	<input type="checkbox"/>	<input type="checkbox"/>
...received a complaint from the Council about an HMO property in Tottenham	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 To what extent do you agree with each of the following statements?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There are no problems with the management of private rented housing and/or HMOs in Haringey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Haringey Council should intervene and support areas suffering from problems relating to HMOs and their tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poorly managed properties and behaviour of the tenants contribute to the decline of the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private landlords should be responsible for managing their properties including making reference checks on tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private tenants should behave in a responsible manner and not cause problems for their neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landlords should behave in a responsible manner and not cause problems for their neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Owner occupiers should behave in a responsible manner and not cause problems for their neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landlords and letting agents should take reasonable action to tackle any nuisance or poor behaviour connected to a property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO licensing will make sure that all HMO properties are well maintained and well managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO licensing could have a positive impact on the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO licensing will help increase rental values and property prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Haringey Council should consider licensing all types of privately rented property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO licensing has a negative impact on an area and on the private rented market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Haringey should introduce HMO licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 To what extent do you agree with each of the following statements?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Private rented HMOs make a positive contribution to Tottenham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licensing private landlords will improve this type of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Haringey Council's proposal to introduce property licensing is a good way of managing HMOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12** Haringey Council have set a licensing fee of a maximum £208.00 per habitable unit. This fee is to cover the administrative costs associated with processing the license application. It may be subject to change based on discounts that will be available to applicants based on concessions for being an accredited landlord or submitting an application early. These concession are designed to provide a financial incentive to encourage 'Good' landlords in the area.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>To what extent do you agree that a licensing fee of £208.00 per habitable unit/let is fair?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13** The licence period will vary depending on factors such as compliance with legislation, accreditation status, submission of early applications which will receive the full, maximum 5 year licence period. Non-compliance with any previous Council legal requirements, council tax debt and/or legal evictions would see licences being issued for much shorter periods such as the 1 year minimum period. This will enable such properties to monitored.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>To what extent do you agree that varying the licence period fair</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14 If you are a landlord or letting agent, which of the following organisations do you belong to?**

(Tick all that apply)

- Association of Residential Letting Agents (ARLA)
- National Association of Estate Agents (NAEA)
- Royal Institute of Chartered Surveyors (RICS)
- National Landlord Association (NLA)
- Residential Landlord Association (RLA)
- London Landlord Association
- Other – Please tell us

**Q15 In future, how would you prefer Haringey Council let you know about consultations and have your say about issues that might affect you? (Tick all that apply)**

- Postal surveys
- Online surveys
- Resident groups/forums
- Letter
- Telephone
- Visits
- E-mail
- Publicity

**Q16 Please use the space below to make any other comments about the proposed scheme:**

To help us analyse the responses to this survey please provide your full postcode

**Q17 What is your postcode?**

If we do designate a scheme for the area we are required by law to send you a copy of the designation notice. If you would like to receive a copy please provide your name and address in the box below. You can include an e-mail or postal address as your preferred delivery address.

The Data Protection Act 1998 sets out how Haringey Council Services must look after the information you share with us. Haringey Council Services will only use the information collected in this questionnaire to inform the redesign of services. We will not use your contact details when analysing consultation responses. Please visit [www.haringey.gov.uk/data-protection](http://www.haringey.gov.uk/data-protection)

# Equal Opportunities Monitoring Form

The Public Sector Equality Duty does not expressly require the council to collect equality information. However, collecting, analysing and using the information helps us to see how our policies and activities are affecting various sections of our communities. In employment and service provision, it helps us to identify any existing inequalities and where new inequalities may be developing and take action to tackle them.

In addition to the nine "protected characteristics" (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Sex [formerly Gender], Race,

Religion or Belief and Sexual Orientation) identified in the Equality Act 2010, we have added categories of Refugees and Asylum Seekers and Language in order to reflect the full diversity of Haringey.

We will be grateful if you could take a little time to complete and return this form. Please go through it and tick all the categories that most accurately describe you.

The information you provide on this form will be held in the strictest confidence and only be used for the purposes stated above.

## Age Please tick one box

- |                                   |                                |                                |                                |                                      |
|-----------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 20 | <input type="checkbox"/> 25-29 | <input type="checkbox"/> 45-59 | <input type="checkbox"/> 65-74 | <input type="checkbox"/> 85-89       |
| <input type="checkbox"/> 21-24    | <input type="checkbox"/> 30-44 | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 75-84 | <input type="checkbox"/> 90 and over |

## Disability

Under the Equality Act 2010, a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities. Haringey Council accepts the social model of disability. However, in order to be able to identify and respond to your specific needs, it is important that we know what kind of disability you have.

### Do you have any of the following conditions which have lasted or are expected to last for at least 12 months?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Deafness or partial loss of hearing | <input type="checkbox"/> Developmental disorder         | <input type="checkbox"/> Physical disability |
| <input type="checkbox"/> Blindness or partial loss of sight  | <input type="checkbox"/> Mental ill health              | <input type="checkbox"/> Other disabilities  |
| <input type="checkbox"/> Learning disability                 | <input type="checkbox"/> Long term illness or condition | <input type="checkbox"/> No disabilities     |

## Ethnicity Please tick the box that best describes your ethnic group

### White

- British       Irish

### Mixed

- White and Black African  
 White and Black Caribbean  
 White and Asian  
 Other, please specify \_\_\_\_\_

### Black or Black British

- African  
 Caribbean  
 Other please specify \_\_\_\_\_

### White Other

- Greek/Greek Cypriot       Turkish/Cypriot  
 Turkish       Kurdish  
 Gypsy/Roma       Irish Traveller  
 Other, please specify \_\_\_\_\_

### Asian or Asian British

- Indian  
 Bangladeshi  
 Pakistani  
 East African Asian  
 Other, please specify \_\_\_\_\_

### Chinese or other ethnic group

- Chinese  
 Any other ethnic background  
\_\_\_\_\_

## Sex

- Male     Female

## Gender reassignment

Does your gender differ from your birth sex?

- Yes  
 No  
 Prefer not to say

## Sexual orientation

Please tick the box that best describes your sexual orientation

- Heterosexual     Bisexual  
 Gay       Lesbian  
 Prefer not to say

## Refugees and Asylum Seekers

Are you?

- A Refugee       An Asylum Seeker

What country or region are you a refugee asylum seeker from? \_\_\_\_\_

## Religion

Please tick as appropriate

- Christian       Hindu  
 Muslim       Sikh  
 Jewish       Rastafarian  
 Buddhist       No Religion  
 Prefer not to say  
 Other (please specify) \_\_\_\_\_

## Pregnancy and maternity

Please tick one box

Are you pregnant?

- Yes       No

Have you had a baby in the last 12 months?

- Yes       No

## Marriage and Civil Partnership

Please tick one box

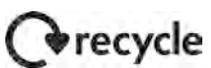
- Single       Married  
 Co-habiting       Separated  
 In a same sex civil partnership  
 Divorced       Widowed

## Language

Please tick the box that best describes your language

- Albanian       Arabic  
 English       French  
 Lingala       Somali  
 Turkish

Other (please specify): \_\_\_\_\_



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# Haringey Landlord Forum

## Welcome



Haringey Council

SPONSORS  
ELEGANCE • FURNITURE

affordable quality



# Home Finder Scheme

New Dedicated:  
Landlord Advice Line  
020 8489 1010



Haringey Council

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# Haringey Landlord Forum

## Agenda

### SPONSORS

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**6pm: Opening remarks** – Phil Harris, Deputy Director Community Housing Services

**6:10pm: Landlord Consultation on the proposed Additional HMO Licensing Scheme in Tottenham** – Presentation by Steve Russell, Senior Housing Officer, Shared Housing and Empty Homes Team

**6:25pm: Haringey's selection as a Benefit Cap Pilot** – Presentation by Phil Harris, Deputy Director, Community Housing Services

**6:45pm: Final Benefit Cap timetable and practical housing benefit changes** - Jim Brady, Benefits & Local Taxation Manager.

**7:00pm: Welfare Reform Practical Support Hub** – Presentation by Mark Billings, Private Sector Lettings Team Leader.

**7:10pm:** Extended question and answer session

**8pm:** Close

**Many thanks to our sponsor**



**Haringey Council**

## **Appendix 5 - Mail-shot Text to Haringey Landlords**

**Dear Agents & Landlord**

**We are currently undertaking further consultation on the proposal to introduce Additional HMO Licensing within Tottenham.**

**We would like to hear from YOU**



**Please see attached a letter from Councillor Nilgun Canver asking for your support .**

**For more information and to take part in our online consultation visit**

**[www.haringey.gov.uk/additional-hmo-licensing](http://www.haringey.gov.uk/additional-hmo-licensing)**

**Alternatively you can read the attached background information paper which should tell you all you need to know. Then feedback your views or comments by printing and returning the attached questionnaire to**

**[environmentalhealth.andhousinggroup@haringey.gov.uk](mailto:environmentalhealth.andhousinggroup@haringey.gov.uk)**

**or the address given below.**

**Lynn Sellar**

**Housing Improvement Team Co-ordinator**

**Haringey Council**

**Apex House, 820 Seven Sisters Road,**

**London**

**N15 5PQ**

## **Appendix 6 – Tottenham Additional Licensing for HMOs Consultation Landlord Workshop**

Landlord Workshop held on Wednesday 9<sup>th</sup> October 2013

6 landlords / letting agents attended.

The proposal was introduced to landlords and questions were put to landlords :-

- Do you understand the proposal set?
- Do you agree with the scheme in principal?
- What are your views on the scheme?
- What do feel about the licence fee and the prospect of licence variation?
- Any questions or feedback.

The landlords had a split view with some understanding the need and others not agreeing that the issues identified are as prolific as the proposal sets out.

Some landlords feels that the scheme is aimed at only a small minority which means that the majority of good landlords will be penalised in the process by paying the fee and doing the works.

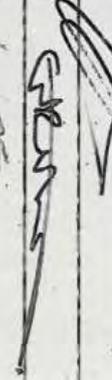
One landlord in particular raised that the scheme requires a lot of additional works on top of a licence fee in order to meet licensing requirement. This idea was quashed and it was explained to those landlords that the scheme asks only for works which should already be present within a property of the nature being licensed and is not additional just because a licence is required.

It was discussed that complaint landlords will be eligible for discount as it is expected that these landlords will make early applications, will be accredited and are likely to produce their own plans. One representative provided details of his experience as a letting agent, where by landlords were refusing to do works that are legally required.

The agent is having to withdraw these landlords from their books. He therefore wished to verify that there are poor landlords who would continue to rent out poor standards of accommodation. This agent was in principal in favour of the scheme as it will apply to all. Landlords asked about how Article four relates to this, a discussion was had and it was agreed that further information on article four was needed and perhaps the landlord forum need to revisit this when it becomes operational.

Landlords also raised concern that the process was bureaucratic. This is true but it was put that the Council are endeavouring to make applying easier using online applications and payments system.

Proposed Additional Licensing in Tottenham Landlord and Agent Workshop Thursday 10<sup>th</sup> October

NAME	ORGANISATION CONTACT ADDRESS	SIGNATURE
Grege Kakou 1000 Avenue	D 4 SUNWAY HT	
HARRY B. HARRY rnyony Bulwary.	AT&T PARKS K 25	
9		



## Northumberland Park & White Hart Lane Area Forum and Committee

MONDAY, 24TH SEPTEMBER, 2012 - 6.30 pm

VENUE: NORTHUMBERLAND PARK NEIGHBOURHOOD RESOURCE CENTRE, 177  
PARK LANE, N17 0HJ

\*Ward Councillors will be available from 6pm until 6.30pm to discuss individual issues of concern to local residents

Please visit the council's display stands to collect your consultation documents, freepost feedback cards, and see the latest news and information on council services and projects. Council officers will be at the stands to welcome you from 6:00 pm.

### MEMBERS OF THE AREA COMMITTEE/FORUM:

Councillors Adje, Amin (Chair), Bevan, Bull, Peacock and Stennett

#### AREA FORUM

Chair's welcome and introduction to the meeting 6.30-6.35pm

Waste Collections 6.35-7.00pm  
Phase 3 is coming to your area – officers will be in attendance to provide information on the implementation of Phase 3, and to answer questions

Council Tax Reduction Scheme 7.00-7.20pm  
The Government is abolishing the current Council Tax Benefit from 1 April 2013. The benefit will be replaced with a new Council Tax Reduction Scheme. The Council is required to consult on its proposals and have a scheme in place by 31 January 2013 to start by 1 April 2013.

An officer will be in attendance to explain what these changes will mean for those who receive the current benefit and how to get involved in the Consultation process.

'Have Your Say' - Haringey Council would like your views on a proposed additional Licensing Scheme for Houses in Multiple Occupation (HMOs) in Tottenham: 7.20-7.35pm

- If you live in the private rented sector within Tottenham how is your property managed, is it safe and in good repair?
- If you live within a community where this type of property affects you, how does it impact on you, what are your concerns, what problems do you experience?

A short presentation will explain the role of licensing, how it works and how it

can make a difference to you. Residents are invited to feedback and complete if you wish a consultation survey form.

A Plan for Tottenham

7.35-8.20pm

Officers will be providing a presentation on:

- What is the Plan and vision for Tottenham?
- Our key priorities for Tottenham
- Our ambitions for Northumberland Park
- High Road West Masterplan

### AREA COMMITTEE - 8.25pm

1. APOLOGIES

2. DECLARATIONS OF INTEREST

3. MINUTES

To approve the minutes of the Area Committee held on 2 July 2012.

4. ISSUES RAISED DURING THE AREA FORUM

5. SOMERSET GARDENS HEALTH CENTRE

6. FUTURE MEETINGS

To note the dates of future meetings:

Monday 4 February 2013

Tuesday 9 April 2013

7. ANY OTHER URGENT BUSINESS

David McNulty  
Head of Local Democracy  
and Member Services  
Level 5  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Felicity Parker  
Principal Committee Coordinator  
Level 5, River Park House  
225 High Road  
Wood Green  
London, N22 8HQ  
Tel: 020 8489 2919  
Fax: 020 8881 5218  
Email: [felicity.parker@haringey.gov.uk](mailto:felicity.parker@haringey.gov.uk)

Friday, 14 September 2012



# Tottenham and Seven Sisters Area Forum and Committee

Date: Tuesday 4 September 2012

Meeting Time: \*6.30pm – 9.00pm

Venue: Gold Room, Tottenham Green Leisure Centre, 1 Phillip Lane, London, N15 4JA

\*Officers from the Council's Streetscene Team and the local Police Safer Neighbourhood Teams will be available from 6.00pm until 6.30pm to discuss issues of concern to local residents.

---

Members of the Area Committee:

Councillor Lorna Reith (Chair), Councillor Dhiren Basu, Councillor Isidoros Diakides, Councillor Joe Goldberg, Councillor Claire Kober, Councillor Reg Rice, Councillor Alan Stanton, Councillor Bernice Vanier and Councillor Richard Watson.

---

## AREA FORUM

### Welcome and Introduction (6.30pm – 6.45pm)

The Chair will give an overview of the items on the agenda and how the meeting will proceed. An update on issues raised at the previous Area Forum will also be given.

### Changes to Waste Collection (6.45pm – 7.45pm)

Officers from the Council and Veolia will give a brief presentation on changes to local waste collection arrangements and residents will be able to put questions to these officers.

### Enforcement Action: fly-tipping and bad landlords (7.45pm – 8.30pm)

An update will be given on how the Council and Veolia are tackling fly-tipping in the area and the enforcement action being taken by the Council to address poor landlords. Residents will be able to put questions to these officers and invited to report any areas they are aware of where fly-tipping is prevalent.

### BREAK (8.30pm – 8.45pm)

## AREA COMMITTEE

### 1. APOLOGIES

To receive any apologies for absence.

### 2. DECLARATIONS OF INTEREST

A Member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and

(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A Member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

### 3. URGENT BUSINESS

The Chair will consider the admission of any items of Urgent Business. Late items of Urgent Business will be considered under the agenda item where they appear. New items of Urgent Business will be considered under Item 7 below.

### 4. MINUTES

To confirm the minutes of the meeting held on 3 July 2012 as a correct of the meeting.

### 5. ISSUES RAISED DURING THE AREA FORUM

To discuss issues raised during the Area Forum.

### 6. AREA PLAN UPDATE

To receive an update on the Area Plan.

### 7. NEW ITEMS OF URGENT BUSINESS

To consider any new items of Urgent Business raised under item 2 above.

### 8. ITEMS FOR FUTURE MEETINGS

To discuss items for future meetings.

## 9. DATES AND VENUES OF FUTURE MEETINGS

To note the dates and venues for future meetings:

- 15 January 2013, at 6.30pm, The College of Haringey, Enfield and North East London, High Road, London, N15 4RU
- 25 April 2013, at 6.30pm, Tottenham Green Leisure Centre, 1 Philip Lane, London, N15 4JA

David McNulty  
Head of Local Democracy  
and Member Services  
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Wednesday, 08 August 2012

Housing Improvement Team – Additional Licensing (Tottenham)  
London Borough of Haringey  
1<sup>st</sup> Floor Apex House  
820 Seven Sisters Road  
London  
N15 5PQ

09 October 2013

CLD/12 – 536  
BY POST/EMAIL

Dear Sir/Madam,

**RE: PROPOSED ADDITIONAL LICENSING SCHEME FOR HMO PROPERTIES IN TOTTENHAM**

We write on behalf of Azad Ayub (Property Management and Development) Limited, to make representations to the proposal for an Additional HMO Licensing Scheme in Tottenham, which is currently out for consultation.

As you will recall, Azad Ayub Ltd., responded to the previous consultation on this proposal, and welcomes the invitation (by Councillor Nilgun Carver – now resigned in light of criminal proceedings), to continue to contribute to the debate on whether an Additional HMO Licensing scheme in Tottenham would be effective. This is particularly as they believe that additional regulatory burdens should concentrate on increasing the professionalism of landlords, the quality of the private rented stock, and educating and encouraging those landlords that do not come up to standard.

The introduction of an additional licensing scheme is not a decision to be taken lightly by Haringey Council, and should not be viewed as simply another tool in the toolbox. The proposals do not satisfy the conditions contained in Part 2 of the Housing Act 2004, and in the associated orders and regulations, or the Government guidance in the *'Approval Steps for Additional and Selective Licensing Designations in England'* (2010). The legislation makes it clear that additional licensing is only an option where there are real problems with HMOs, which cannot be solved using other approaches and available powers. This is reflected in the low numbers of additional licensing schemes that exist at present.

As such, and whilst it is recognised that the Council has sought to provide additional background information in seeking to satisfy the requirements for adopting an additional HMO licensing scheme in Tottenham, Azad Ayub Ltd., remain firmly of the opinion that the Council has failed to provide sufficient evidence or justification for this scheme, which would withstand the challenge of a judicial review.

**a. Legal Requirements**

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Before making an additional HMO licensing designation for a particular area under Section 56 and Section 57 of the Housing Act 2004, Haringey Council must be satisfied that the following criteria are met:

- **Criteria 1:** Consider that a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one

or more particular problems either for those occupying the HMOs or for members of the public.

- **Criteria 2:** Consider whether there are any other courses of action available to them (of whatever nature) that might provide an effective method of dealing with the problem or problems in question.
- **Criteria 3:** That making the designation will significantly assist them to deal with the problem or problems (whether or not they take any other course of action as well).
- **Criteria 4:** Consult persons likely to be affected by the designation, and consider any representations made.
- **Criteria 5:** Ensure that the exercise of the power is consistent with their overall Housing Strategy.
- **Criteria 6:** Seek to adopt a coordinated approach in connection with dealing with homelessness, empty properties and anti-social behaviour affecting the private rented sector, as regards combining licensing with other action taken by them or others.

These criteria are considered in more detail against Haringey Council's background information on 'Improving Standards in the Private Rented Sector', below.

**Criteria 1: Whether a significant proportion of HMOs are being managed sufficiently ineffectively**

Fundamentally, it is not clear to Azad Ayub Ltd., why the Council is proposing to introduce additional licensing powers to cover certain types of HMO property within 5 of the 9 wards, which make up the Parliamentary constituency of Tottenham. The Council has provided no reasoned or empirical explanation as to the criteria for including these 5 wards within the proposed licensing area, or for excluding the other 4 wards, which together accommodate over half of the people living in Haringey, and are deemed to be amongst the most deprived in England.

Therefore, whilst the Council "*estimate*" that there are approximately 2,916 HMO properties within the 5 proposed wards (Tottenham Hale, Tottenham Green, Bruce Grove, Seven Sisters and Northumberland Park); it has not been possible to make a direct comparison between the perceived 23% of HMOs (i.e. less than a quarter) of the overall property type, which includes social housing within the proposed licensing area, and the estimated number of HMO properties within the remaining Tottenham wards; this omission is particularly unhelpful, and should be included for reasons of transparency.

The evidence presented by the Council would also suggest that in fact, this figure could be less than 23% (i.e. less than a quarter), of the overall property type within the proposed licensing area. For instance, the surname analysis of households undertaken using the electoral register would count unmarried couples as separate households and a survey undertaken by the Council's waste and recycling contractors is unlikely to provide robust evidence on this matter, particularly as the Council has not sought to provide any information on the basis of this survey, or how it identified potential HMOs.

In addition, whilst it is acknowledged that the Council has sought to interrogate complaints from properties which they have identified as HMOs, it is to be expected that a significant proportion of these properties are being managed ineffectively – that is why there have been complaints.

It follows that the Council have inappropriately based their assertion that a significant proportion of these HMOs are being managed ineffectively, on data from information received from properties where there have been complaints. Consequently, this will obviously yield a very high proportion of unsatisfactorily managed properties, and will not provide a true representation of those properties in the proposed licensing area, that are in fact being managed effectively, against those that are not.

Whilst it is acknowledged that examples of properties being managed sufficiently ineffectively can include incidents of anti-social behaviour, the Government guidance in 'Approval Steps for Additional and Selective Licensing Designations in England', sets out that this should include instances where there is a "significant" and "persistent" problem of anti-social behaviour affecting other residents and/or the local community, and the landlords of the HMOs are not taking reasonable and lawful steps to eliminate or reduce the problems.

Notwithstanding Haringey Council's assertion that some 40% of all incidents of anti-social behaviour are from HMO type accommodation, based on a literal interpretation of the word significant, Azad Ayub Ltd., would question whether 40% (i.e. less than half), can appropriately be deemed a significant proportion. In addition, it is clear that over the prescribed assessment period (2010-2013), the number of incidents of anti-social behaviour actually equate to less than one complaint every two days.

Moreover, the Council have not provided any information to evidence whether these complaints can all be attributed individually to different properties, or whether there are persistent incidents at a number of problem properties. In the latter case, the Council will be aware that it is more appropriate to tackle isolated problematic properties through Interim Management Orders (IMOs) under Part 4 of the 2004 Housing Act.

Likewise, the Council have provided no evidence to allow an informed opinion on whether the landlords of any of these properties are taking reasonable steps to eliminate or reduce these problems. Azad Ayub Ltd., would also assert that it is not clear how the Council believe that the additional licensing area proposed will reduce instances of anti-social behaviour.

Of those complaints received in respect of housing disrepair (43.2%), noise (39.8%), and rubbish (40%), it is not apparent how the Council have derived these percentages. If it is on the basis of the number of HMOs the Council "estimate" to be in the Borough, then the figures have no solid foundation, given that the Council themselves have indicated in their background information that they "*do not have a definitive number of HMO properties*", the Council's assumption that the National Census data is unrepresentative, and; for the reasons already set out above.

It is also apparent that whilst some 370 surveys have been undertaken by Environmental Health Officers, the Council have provided no indication as to when these were actually undertaken, and if they were confined to properties in localised areas (whereby the limited designation of particular streets would be more appropriate), or 'pepper potted' across the proposed licensing area. More importantly, it is not clear whether the Council's evidence has again been confined to those properties that were already the subject of complaints, nor has any detail on the extent of any recorded breach been provided.

Furthermore, and in relation to the condition of HMOs (internal or external), the Council must first consider whether the problems can be addressed by taking a course of action available to it under the provision in Part 1 of the Act (The Housing, Health and Safety Rating System) or Part IX of the Housing Act 1985.

Notwithstanding the above, it is Azad Ayub Ltd's firm contention that the regulations are so extensive and petty that very few, if any, properties would actually meet all of the requirements. Additionally, it is exceptionally difficult to meet all of the regulations from the various agencies, particularly as a number of these are contradictory.

For instance, at one property managed by Azad Ayub Ltd., which is within the proposed licensing area, the Fire Authority inspected the fire precautions and found these to be satisfactory. Conversely, the accompanying Haringey Council Environmental Health Officer was not satisfied with the fire doors, and required additional work to be undertaken (which resulted in the doors being adjusted by a matter of a few millimetres). By way of a further example, at another property, Azad Ayub Ltd., were required to put additional locks on the top and bottom of the French windows in the premises, and the Fire Authority subsequently required the top lock to be removed, as it could not be reached by a child in the event of a fire.

There is also an inherent contradiction between the protocol of the Council's Environmental Health and Planning Departments. In Azad Ayub Ltd's experience, the Environmental Health Department have been prepared to license properties for 9 people (contrary to the lawful permitted use of the premises), which without the benefit of specialist knowledge, can leave a landlord foul of the planning regulations, and subject to enforcement action; ultimately exacerbating the pressure on the Council's own time and resources.

In light of the above, Azad Ayub Ltd., would strongly contend that Haringey Council have not provided sufficient evidence or justification to satisfy the legal requirements, as set out under Criteria 1.

**Criteria 2: Whether other courses of action have been appropriately considered**

Whilst it is acknowledged that in the latest round of consultation, the Council has set out the other courses of action that they consider can be taken to effectively deal with the perceived problems in the proposed licensing area, it is apparent that a number of these alternatives have been dismissed on the basis that, for instance, they require extensive investigation or resources.

As such, and whilst the Council contend that extensive investigation is required to identify responsible owners, this information can be easily obtained via a five minute Land Registry Search, at a cost of approximately £3.00 to the Council.

In short, the reasons given for the dismissal of the alternatives presented by the Council, do not negate Azad Ayub Ltd's firm view that the alternatives considered, do in fact, provide an effective method of achieving the objectives that the proposed licensing designation is intended to achieve.

In addition to targeted and proactive enforcement, the Council already has very substantial powers to address poor standards in the private rented sector, including legislation under the Housing Health and Safety Rating System (2006) and the 2004 Housing Act, which includes Interim Management Orders (as prescribed under Part 4 of the Housing Act 2004).

As such, Azad Ayub Ltd., do not accept that an additional licensing scheme is needed.

**Criteria 3: Whether making the designation will significantly assist in dealing with the problem**

Furthermore, Azad Ayub Ltd., would contend that additional licensing is not an effective way to deal with the worst types of accommodation, as there can be no guarantee that those landlords will come forward to advise the Council that they have an HMO property. These will be properties of concern, not those where the landlord will apply for a licence.

In addition, Azad Ayub Ltd., do not consider that the Council's background information has provided a detailed explanation of the designation, explaining the reasons for the designation, how it will tackle specific problems or the potential benefits, which is contrary to the legal requirements set out under Criteria 3.

Likewise, and whilst the Council refer to the introduction of an Additional HMO Licensing Scheme in Haringey Ward in October 2011, it is noted that no evidence has been provided to demonstrate that this designation is achieving the Council's desired objectives. If this were the case, and given that the Council must continue to monitor such designations, it is not understood why it has not been used by way of comparison, in seeking to support the current proposals.

Azad Ayub Ltd., are also aware that the designation of any additional licensing area will simply cease to exist at the end of any 5 year period.

**Criteria 4: Whether a full consultation has been undertaken**

Section 56 (3) of the 2004 Housing Act requires Haringey Council to undertake a full consultation.

To this end, the Council's consultation strategy appears to have comprised a webpage, a survey

questionnaire (which throughout is significantly skewed toward HMOs, as opposed to eliciting information on both HMOs and non-HMO tenanted properties), and contacting accredited landlords.

In seeking to satisfy the legal requirements under Criteria 4, Azad Ayub Ltd., would anticipate that the Council should have undertaken further initiatives, including for example, stakeholder engagement and consultation events for landlords, other businesses, organisations, residents, and students.

In regard to the former, Azad Ayub Ltd., has sought invitation to the workshops that the Council had initially advised would be taking place to discuss these proposals, but to date they have had no response.

In addition, Azad Ayub Ltd., would point out that Haringey Council do not appear to have published the completed results from the initial round of consultation, which is also contrary to the legislative requirements set out under Criteria 4.

#### **Criteria 5: Whether the proposals are consistent with the council's housing strategy**

Azad Ayub Ltd., has seen no evidence to demonstrate that the proposed additional licensing area is consistent with Haringey Council's Housing Strategy or that it contributes to the achievement of its housing priorities and objectives, which is direct contravention of the legal requirements under Criteria 5.

#### **Criteria 6: Whether a coordinated approach has been adopted**

In addition to the above, Section 57 of the Housing Act (2004) requires Haringey Council to identify how the additional licensing designation will work alongside other existing policies or measures that are already taking place.

As such, the Council are required to show how the proposed designation will be part of the overall Strategic Borough Wide approach, and how this fits with their existing policies on:

- Homelessness;
- Empty Homes;
- Regeneration; and
- Anti-social behaviour.

It follows that Azad Ayub Ltd., has seen no evidence to demonstrate that the proposed licensing area accords with the Council's existing policies on the above.

In addition, the Council have not presented any evidence in their background information to demonstrate the role that any other partners such as the Police or Social Services will take, in ensuring the designation reaches its goal.

In regard to the legal requirements set out under Criteria 6, it is not sufficient for the Council to simply state in their background information that *"it is likely that Council Tax, Housing Benefit, Police, Border Agency and the Fire Authorities will also become involved at some point"*.

In Azad Ayub Ltd's opinion, it will be important for the Council to ensure a coordinated approach given their experience of instances where the Council's departments do not appear to 'speak' internally, and given that an additional layer of potentially complex bureaucracy could exacerbate this existing position.

Furthermore, Azad Ayub Ltd., would point out that the Government guidance contained with the 'Approval Steps for Additional and Selective Licensing Designations in England' states that it is important for councils to consider some of the possible effects of making an additional licensing

designation, and to include a risk assessment of their proposals. Again, Haringey Council do not appear to have followed the required protocol.

Azad Ayub Ltd., would like to thank Haringey Council for the opportunity to respond to this further consultation and trust that you will reconsider the proposals for an additional licensing scheme in Tottenham, in view of the issues they have raised, and the doubtful legality of the proposals.

As such, Azad Ayub Ltd., look forward to receiving the Council's considered response to the above, once the consultation has been completed, and the results have been published and made available to the local community.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Claire Day', is positioned above the typed name.

Claire Day BSc (Hons) MRICS MRTPI  
DIRECTOR

cc. Azad Ayub (Property Management and Development) Limited

**TYNEMOUTH AREA RESIDENT'S ASSOCIATION**  
**ANTILL ROAD TOTTENHAM N15 4AT**

**Lynn Sellar**  
**1<sup>st</sup> Floor**  
**Apex House**  
**820 Seven Sisters Road**  
**N15 5PQ**

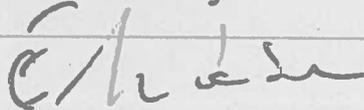
**9<sup>th</sup> October 2013**

**Dear Ms Sellar**

**At a meeting of the above Association on 9<sup>th</sup> September 2013 it was unanimously agreed to support the implementation of a licensing system for HMO's.**

**Please find attached a register of the attendees who agreed this motion.**

**Yours sincerely**



**Eileen Inkson**  
**Chair**  
**Tynemouth Area Resident's Association**

17211

**Members' Room**  
5th Floor, River Park House, 225 High Road,  
London N22 8HQ  
Tel: 020 8376 2310

Email: Lorna.reith@haringey.gov.uk



**Tottenham Hale ward member:** Councillor Lorna Reith

**Haringey Council**

Steve Russell  
Manager of Housing improvement Team (private sector)

22<sup>nd</sup> November 2012

Dear Steve,

**Re: proposed declaration of an additional Licensing scheme for Houses in Multiple Occupation in Tottenham.**

I am one of the councillors representing Tottenham Hale ward and I also live in the ward. I support the proposed declaration as we have a large number of HMOs in the ward and these are increasing all the time. As a councillor I am supplied with information about planning applications in the ward and every week there are new applications for change of use to an HMO or applications for retrospective permission for an HMO.

Many of the HMOs are poorly managed with a high turn-over of tenants and ongoing problems with refuse collection and household furniture and other items dumped in front gardens. Neighbours complain of noise nuisance and lack of landlord interest in dealing with problems caused by tenants. Additional HMOs also add to parking pressure in areas like Tottenham Hale which have little off-street parking.

From the casework I deal with there is evidence of poor repair conditions and severe overcrowding in these properties and a lack of interest by landlords in the upkeep of the property. It is my experience that very few tenants know their rights and most are scared to challenge their landlord in any way.

We also have a growing problem of garden sheds, garages and out buildings being used as accommodation (the presence of a TV aerial is a giveaway). These properties are not insulated, have inadequate means of escape and amenities are often shared with the main house which means crossing gardens or yards to get to the bathroom. These types of property are entirely unsuitable as accommodation and tenants are living in extremely poor conditions.

The advantage of a licensing scheme is that it would give the council additional controls over the quality of housing being provided via HMOs and would benefit both tenants and local residents. A similar scheme elsewhere in the borough has been successful and I believe there should be one covering Tottenham Hale.

Yours sincerely

Cllr Lorna Reith

Cllr Lorna Reith  
Tottenham Hale ward

81, Holcombe Road  
Tottenham  
N17 9AR

22/11/2012

Steve Russell  
Manager of Housing improvement Team (private sector)  
Haringey Council  
Apex House  
Seven Sisters Road, N15

Dear Steve,

**Re: Proposed declaration of an additional licensing scheme for Houses in Multiple Occupation in Tottenham.**

I live in Tottenham Hale ward and am the chair of the Dowsett Estate Residents' Association. Our association covers many streets in Tottenham Hale. Houses in multiple occupations have frequently been a topic of discussion at our meetings because local people are so concerned about the adverse impact they have and we have pressed Council officers and councillors to do something about them. So I am very pleased Haringey is proposing to declare an additional licensing scheme for Houses in Multiple Occupation in Tottenham.

I have lived in Tottenham for over 30 years, and at my present address for 20 years. During that time I have seen our area and environment degenerate. I believe this is linked to the continuing proliferation of houses in multiple occupation in the area. I know from the weekly planning applications that there are new applications for change of use to an HMO or applications for retrospective permission for an HMO. As this area is comprised of street after street of terraced properties it is an area which is attractive to landlords.

It is evident from walking around the area that many of the HMOs are poorly managed with a high turn-over of tenants. There are telltale signs – mattresses and furniture dumped in front gardens and ongoing problems with waste and rubbish. Neighbours complain of noise nuisance and lack of landlord interest in dealing with problems caused by tenants. It is vital that these properties are controlled if we are to have any chance of regenerating Tottenham effectively. The landlords who are making a great deal of money from these properties – and often from the public purse – need to be held to account. Additional HMOs also add to parking pressure in areas like Tottenham Hale which have little off-street parking.

A many tenants of these properties are quite vulnerable people it is probable that very few know their rights and are possibly quite scared and intimidated to challenge their landlord in any way.

Alongside the problems of HMOS in residential street properties there is a growing problem of garden sheds, garages and out buildings being used as accommodation (the presence of a TV aerial is a giveaway). These properties are not insulated, have inadequate means of escape and amenities are often shared with the main house which means crossing gardens or yards to get to the bathroom. These types of property are entirely unsuitable as accommodation and tenants are living in extremely poor conditions.

A licensing scheme is vitally important for our community. It would give the council additional controls over the quality of housing being provided via HMOs to the benefit of tenants and owner occupiers. This area needs stabilising and the scheme is a first step to do this and I very much hope as a resident and chair of my association that this is introduced for Tottenham Hale.

Yours sincerely

Zena Brabazon  
Chair, Dowsett Estate Residents' Association

Appendix 9 – Questionnaire results.

CONSULTATION PHASE 1  
LANDLORD QUESTIONNAIRE RESULTS.

Question 1. Are you a ?	Total
Landlord	8
Letting agent	3
Managing Agent	5

Question 2. Do you rent or manage properties in the Tottenham area?	Total	Total
Yes	9	82%
No	2	18%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 3. To what extent do you agree that poorly constructed and badly run privately rented properties can have a negative impact on an area?	Total	Total
Strongly agree	8	73%
Agree	3	27 %
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 4. Do you agree that all landlords/managing agents should make sure that their properties are well managed and don't cause problems in their area.	Total	Total
Strongly agree	9	82%
Agree	2	18 %
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 5. Do you agree that landlords and/or agents should do the following (Please Tick): -

Q5 a Make sure their property is kept in good repair	Total	Total
Strongly agree	8	73%
Agree	3	27 %
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

<b>Q5b Make sure their property is kept clean and tidy, especially garden and yards</b>	Total	Total
Strongly agree	6	55%
Agree	2	18%
<b>No Opinion /Don't Know</b>	0	0%
Disagree	1	9%
Strongly Disagree	2	18%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>Q5c Make sure they tell their tenants how to dispose of old furniture, refuse and rubbish correctly</b>	Total	Total
Strongly agree	5	45.5%
Agree	4	36.5%
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	18%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>Q5d Take action, within their powers, to deal with problem tenants</b>	Total	Total
Strongly agree	8	73%
Agree	3	27%
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>Q5e Make sure the property is not over crowded.</b>	Total	Total
Strongly agree	7	64%
Agree	2	18%
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	2	18%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>5f Make sure the number of bathrooms, toilets and kitchens are suitable for the number of tenants</b>		
	Total	Total
Strongly agree	6	55%
Agree	3	27 %
<b>No Opinion /Don't Know</b>	0	0%
Disagree	0	0%
Strongly Disagree	2	18 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

5g Make sure their property has appropriate fire safety measures	Total	Total
Strongly agree	7	64%
Agree	3	27%
No Opinion /Don't Know	1	9 %
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 6. Do you agree that houses converted into flats or studios, prior to 1991, or which have been illegally converted, should be licensed.-	Total	Total
Yes	8	73%
No	3	27 %
No Response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 7. It is proposed that a licence be required for the following properties please indicate if you agree or disagree with the following: (please indicate if you agree or disagree).

7a Flats or studios converted prior to 1991 only when, the number of units within that dwelling exceed the number of storeys.	Total	Total
Agree	8	73%
Disagree	3	27%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
7b 3 or more unrelated occupants in two or more households where amenities are shared	Total	Total
Agree	4	36. %
Disagree	7	64%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
7c All HMO accommodation above shop	Total	Total
Agree	3	27%
Disagree	8	73%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

### Question 8

The licence fee has to be set to reflect Council administration costs. The fee will be £208 per unit of accommodation. A licence can be granted for up to 5 years, but it is proposed that for all new licences and any renewals that the length of the licence will be varied depending up on circumstances. To what extent do you agree with the following:

8a The licence period should be variable	Total	Total
Strongly agree	3	27.3%
Agree	2	18.2%
Don't Know or No opinion	1	9.1%
Disagree	1	9.1%
Strongly disagree	4	36.3%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
8b Good landlords and agents will have licence period of up to a maximum of 5 years	Total	Total
Strongly agree	7	64%
Agree	0	0%
Don't Know or No opinion	0	0%
Disagree	0	0%
Strongly disagree	4	36 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
8c Landlords who do not manage their premises properly may have a shorter licence period granted.	Total	Total
Strongly agree	6	55%
Agree	1	9 %
Don't Know or No opinion	0	0%
Disagree	0	0%
Strongly disagree	4	36 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

**Question 9. The scheme proposes that in deciding whether a landlord is “good” the following will be taken into consideration. Please let us know if you agree by ticking the appropriate box:**

9a Being a Member of the London Landlord Accreditation Scheme	Total	Total
Strongly agree	4	36.5%
Agree	1	9 %
Don't Know or No opinion	1	9%
Disagree	1	9%
Strongly disagree	4	36.5 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

<b>9b Evidence that the premises is well managed and maintained</b>	<b>Total</b>	<b>Total</b>
Strongly agree	6	55%
Agree	3	27%
<b>Don't Know or No opinion</b>	0	0%
Disagree	0	0%
Strongly disagree	2	18 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>9c Evidence that any previous involvement from any council department has been complied with e.g. planning permission, Legal notices council tax etc.</b>	<b>Total</b>	<b>Total</b>
Strongly agree	6	55%
Agree	2	18%
<b>Don't Know or No opinion</b>	1	9%
Disagree	0	0%
Strongly disagree	2	18 %
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

**Question 10. Do you agree that the licence fee should be reduced if: -**

<b>10a Applicant is a member of the London Landlord Accreditation Scheme or other accredited scheme</b>	<b>Total</b>	<b>Total</b>
Strongly agree	4	36.5%
Agree	1	9%
<b>Don't Know or No opinion</b>	1	9 %
Disagree	1	9%
Strongly disagree	4	36.5%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>10b The application is submitted promptly.</b>	<b>Total</b>	<b>Total</b>
Strongly agree	4	36.5%
Agree	4	36.5 %
<b>Don't Know or No opinion</b>	0	0%
Disagree	0	0%
Strongly disagree	3	27%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
<b>10c Scale plans are provided with the application form</b>	<b>Total</b>	<b>Total</b>
Strongly agree	4	36.5%
Agree	3	27.3%
<b>Don't Know or No opinion</b>	1	9%
Disagree	1	9 %
Strongly disagree	2	18.2%
No response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 11 .Do you already hold a mandatory or additional licence for the properties you own or manage.	Total	Total
Yes	2	18.2%
No	9	81.8%
No Response	0	0%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 12. If yes how many licences do you hold?	Total	Total
1	1	9.1%
Unknown	1	9.1%
No Response	9	81.8%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 13. Are these properties in the Tottenham area?	Total	Total
Yes	0	0%
No	2	18.2%
No Response	9	81.8%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

Question 14 If you do have mandatory & additional Licences how did you find the application process?

Q14a. Time Consuming	Total	Total
Yes	1	9.1%
No	1	9.1%
No Response	9	81.8%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
Q14b. Complicated	Total	Total
Yes	0	0%
No	2	18.2%
No Response	9	81.8%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
Q14c. Staff unhelpful	Total	Total
Yes	0	0%
No	2	18.2%
No Response	9	81.8%
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>
Q14c. Unfair	Total	Total
Yes	0	0%
No	3	27%
No Response	8	73 %
<b>Grand Total</b>	<b>11</b>	<b>100.00%</b>

**CONSULTATION PHASE 1  
RESIDENT QUESTION RESULTS.**

<b>Question 1. Which best describes your tenure?</b>	Total	Total
Home owner	61	84.72%
Homes for Haringey tenant	1	1.39%
Private rented tenant	8	11.11%
Social housing tenant i.e. housing association, Co-op etc.	1	1.39%
<b>Grand Total</b>	<b>71</b>	<b>100.00%</b>

<b>Question 2 . Do you live in a ?</b>	Total	Total
Flat – and sharing some facilities e.g. kitchen , bathroom, WC	1	1.41%
Flat - with your family only	13	18.31%
House - and sharing some facilities e.g. kitchen, bathroom, WC	2	2.82%
House - with your family only	55	77.46%
<b>Grand Total</b>	<b>71</b>	<b>100.00%</b>

<b>Question 3 . Do you live in the Tottenham area (if no please go to question 9)</b>	Total	Total
Yes	54	76.05
No	13	18.30
No response	4	6%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 4. How satisfied are you with this area as a place to live?</b>	Total	Total
Very satisfied	6	8.45%
Fairly satisfied	24	33.80%
Slightly dissatisfied	9	12.68%
Very dissatisfied	8	11.27%
Neither satisfied nor dissatisfied	8	11.27%
NO Response	16	22.53%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

**Question 5 – Please tell us whether any of these are a problem in your area: -**

<b>Q5 a Burglary</b>	Total	Total
A serious Problem in this area	14	19.72
A problem in this area, but not serious	27	38.03
Not a problem in this area	10	14.08
No response	20	28.17
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 b Noisy neighbours</b>	Total	Total
A serious Problem in this area	14	19.71
A problem in this area, but not serious	20	28.17
Not a problem in this area	18	25.35
No response	19	26.77
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Q5 c Vandalism, hooliganism or rowdy behaviour in the street</b>	Total	Total
A serious Problem in this area	6	8.45%
A problem in this area, but not serious	26	36.62%
Not a problem in this area	19	26.8%
No response	20	28.16
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 d Graffiti</b>	Total	Total
A serious Problem in this area	3	4.23%
A problem in this area, but not serious	13	18.31%
Not a problem in this area	31	43.66%
No response	24	33.80%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 e Dogs</b>	Total	Total
A serious Problem in this area	15	21.12%
A problem in this area, but not serious	23	32.4%
Not a problem in this area	18	25.36%
No response	15	21.12%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 f Flytipping, litter or rubbish in the street</b>	Total	Total
A serious Problem in this area	33	46.47%
A problem in this area, but not serious	18	25.36%
Not a problem in this area	3	4.23
No response	17	23.94%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 g Rubbish and furniture in gardens</b>	Total	Total
A serious Problem in this area	27	38.02%
A problem in this area, but not serious	15	21.12%
Not a problem in this area	11	15.50%
No response	18	25.36%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Q5 h Poor condition of properties</b>	Total	Total
A serious Problem in this area	30	42.25%
A problem in this area, but not serious	21	29.6%
Not a problem in this area	4	5.63%
No response	16	22.54
<b>Grand Total</b>	<b>55</b>	<b>100%</b>

<b>Q6 Have you experienced a burglary</b>	Total	Total
Yes	34	47.89
No	17	23.94
No response	20	28.17
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 7 Do you think the privately rented properties in your area are well maintained by the landlords</b>	<b>Total</b>	<b>Total</b>
Yes	1	1.41%
No	40	56.34%
Don't know	12	16.9%
No response	18	25.35%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

**Question 8 To what extent do you agree that ;**

<b>Question 8a My landlord responds quickly to my complaints</b>	<b>Total</b>	<b>Total</b>
Strongly Agree	3	4.22%
Agree	3	4.22%
Neither agree or disagree	21	29.58%
Disagree	2	2.82%
Strongly disagree	6	8.45%
No response	36	50.71
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 8b My accommodation has its own central heating supply that I can control</b>	<b>Total</b>	<b>Total</b>
Strongly Agree	15	21.13%
Agree	4	5.63%
Neither agree or disagree	17	23.94%
Disagree	1	1.41%
Strongly disagree	2	2.82%
No response	32	45.07%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 8c My accommodation has enough bathrooms and kitchens for the number of residents.</b>	<b>Total</b>	<b>Total</b>
Strongly Agree	14	19.72%
Agree	10	14.08%
Neither agree or disagree	13	18.31%
Disagree	0	0%
Strongly disagree	5	7.04
No response	29	40.85
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 8d My accommodation has clean, well equipped shared bathrooms and kitchens.</b>	<b>Total</b>	<b>Total</b>
Strongly Agree	8	11.27%
Agree	7	9.86%
Neither agree or disagree	18	25.35%
Disagree	0	0%
Strongly disagree	6	8.45%
No response	32	45.07%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 8e My accommodation has fire safety equipment e.g. smoke alarms and fire doors.</b>	<b>Total</b>	<b>Total</b>
Strongly Agree	8	11.27%
Agree	7	9.86%
Neither agree or disagree	17	23.94%

Disagree	2	2.82%
Strongly disagree	7	9.86%
No response	<b>30</b>	<b>42.25%</b>
<b>Grand Total</b>		<b>100%</b>
<b>Question 8f My accommodation is safe and secure</b>	Total	Total
Strongly Agree	10	14.08%
Agree	8	11.26%
Neither agree or disagree	11	15.5%
Disagree	1	1.41%
Strongly disagree	6	8.45%
No response	35	49.3%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 8g My property is not over crowded</b>	Total	Total
Strongly Agree	15	21.13%
Agree	7	9.86%
Neither agree or disagree	13	18.31%
Disagree	0	0%
Strongly disagree	5	7.04%
No response	31	43.66%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 8h My room, bedsit or studio is of a sufficient size</b>	Total	Total
Strongly Agree	8	11.27%
Agree	5	7.04%
Neither agree or disagree	16	22.54%
Disagree	1	1.41%
Strongly disagree	5	7.04%
No response	36	50.70%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 8i My landlord has provided enough rubbish for our waste.</b>	Total	Total
Strongly Agree	5	7.04%
Agree	6	8.45%
Neither agree or disagree	19	26.76%
Disagree	1	1.41%
Strongly disagree	7	9.86%
No response	33	46.48%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 8j My landlord has advised me of rubbish collection and recycling times.</b>	Total	Total
Strongly Agree	5	7.04%
Agree	6	8.45%
Neither agree or disagree	20	28.17%
Disagree	0	0%
Strongly disagree	8	11.27%
No response	32	45.07%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

**Question 9 To what extent do you agree that the landlord or agent should...**

<b>Question 9a make sure their properties are kept in good repair.</b>	Total	Total
Strongly Agree	48	67.61%
Agree	7	9.86%
Neither agree or disagree	5	7.04%
Disagree	0	0%
Strongly disagree	1	1.41%
No response	10	14.08%
<b>Grand Total</b>	<b>71</b>	<b>100</b>
<b>Question 9b Make sure their properties are kept clean and tidy, especially the garden</b>	Total	Total
Strongly Agree	42	59.15
Agree	11	15.50
Neither agree or disagree	2	2.82%
Disagree	0	0%
Strongly disagree	1	1.41%
No response	15	21.3%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 9c make sure their properties have good security and safety measures</b>	Total	Total
Strongly Agree	47	66.20%
Agree	6	8.45%
Neither agree or disagree	1	1.41%
Disagree	0	0%
Strongly disagree	2	2.82%
No response	15	21.3%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 9d Take reasonable steps to prevent their tenants causing problems in the area.</b>	Total	Total
Strongly Agree	39	54.3%
Agree	12	16.90%
Neither agree or disagree	3	4.23%
Disagree	0	0%
Strongly disagree	2	2.82%
No response	15	21.13
<b>Grand Total</b>	<b>71</b>	<b>100%</b>
<b>Question 9e Make sure they tell their tenants how to dispose of old furniture, refuse and rubbish correctly</b>	Total	Total
Strongly Agree	46	64.79%
Agree	6	8.45%
Neither agree or disagree	1	1.41%
Disagree	0	0%
Strongly disagree	2	2.82%
No response	16	22.53%
<b>Grand Total</b>	<b>71</b>	<b>100</b>

<b>Question 9f Make sure their properties are not overcrowded</b>	Total	Total
Strongly Agree	48	67.60%
Agree	7	9.86%
Neither agree or disagree	2	2.82%
Disagree	0	0%
Strongly disagree	0	0%
No response	14	19.72%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 9g Make sure the number of bathrooms, toilets and kitchens are suitable for the number of tenants</b>	Total	Total
Strongly Agree	45	63.38%
Agree	9	12.68%
Neither agree or disagree	0	0%
Disagree	0	0%
Strongly disagree	0	0%
No response	17	23.94%
<b>Grand Total</b>	<b>71</b>	<b>100</b>

<b>Question 10 Do you think the Council should take action against landlords who fail to meet basic minimum standards or fail to manage properties properly?</b>	Total	Total
No	1	1.41%
Yes	58	81.69%
No Response	12	16.90%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

<b>Question 11 To what extent do you agree that an additional HMO licensing scheme would help improve housing conditions</b>	Total	Total
Strongly Agree	10	14.08%
Agree	6	8.45%
Neither Agree or disagree	2	2.82%
Disagree	48	67.1%
Strongly disagree	1	1.41%
No Response	4	5.63%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

Question 12 To what extent do you agree that the scheme for licensing some types of privately rented properties in the area would help improve the neighbourhood?	Total	Total
Strongly Agree	47	66.2%
Agree	11	15.5%
Neither Agree or disagree	7	9.86
Disagree	1	1.4%
Strongly disagree	2	2.81%
No Response	3	4.23%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

Question 13 Do you think good landlords who look after their properties and tenants should receive any of the following (tick all that apply)

Question 13 – A licence for a longer period	Total	Total
Yes	16	22.54%
No	12	16.90%
No opinion/don't know	36	50.7%
No response	7	9.86%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

Question 13 – A licence for a longer period	Total	Total
Yes	16	22.54%
No	10	14.08%
No opinion/don't know	30	42.25%
No response	15	21.13%
<b>Grand Total</b>	<b>71</b>	<b>100%</b>

## CONSULTATION PHASE 2 QUESTIONNAIRE RESULTS

Q1 Which of the following are you? (Tick ONE only)	Total	Total %
Landlord letting properties in Haringey	8	9.52%
Landlord letting properties in Tottenham	9	10.71%
Letting/managing agent for properties in Haringey	2	2.38%
Letting/managing agent for properties Tottenham	4	4.76%
Owner occupier in Tottenham	42	50.00%
Private housing tenant in Tottenham	14	16.67%
Social housing tenant in Tottenham	2	2.38%
Other	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

Q2 Do you live in any of the wards in the proposed area?	Total	Total %
No	30	35.71%
Yes	52	61.90%
No Response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100%</b>

Q3 Are you responsible for property in any of the wards in the proposed area?	Total	Total %
No	33	39.29%
Yes	47	55.95%
No Response	4	4.76%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

Question 4 – Where are the properties you are responsible for?	Total
Tottenham Hale	8
Tottenham Green	13
Northumberland Park	7
Seven Sisters	16
Bounds Green	12

Q5 To what extent are you satisfied with the local neighbourhood you live in, rent your property in or operate your business from in Tottenham	Total	Total
Very satisfied	14	16.67%
Satisfied	33	39.29%
Very dissatisfied	4	4.76%
Dissatisfied	15	17.86%
Neither satisfied nor dissatisfied	17	20.24%
No Response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

**Question 6**

To what extent do you agree with the following statements - **HMO's in Tottenham suffer from:**

<b>Q6a Rogue/bad tenants</b>	Total	Total
Strongly agree	14	16.67%
Agree	22	26.19%
Neither agree nor disagree	24	28.57%
Disagree	16	19.05%
Strongly disagree	5	5.95%
No Response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6b Rogue/bad landlords</b>	Total	Total
Strongly agree	28	33.33%
Agree	17	20.24%
Neither agree nor disagree	14	16.67%
Disagree	16	19.05%
Strongly disagree	8	9.52%
No Response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6c Noise nuisance</b>	Total	Total
Strongly agree	17	20.24%
Agree	19	22.62%
Neither agree nor disagree	21	25.00%
Disagree	18	21.43%
Strongly disagree	6	7.14%
No response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6d Anti-social behaviour</b>	Total	Total
Strongly agree	15	17.86%
Agree	21	25.00%
Neither agree nor disagree	21	25.00%
Disagree	18	21.43%
Strongly disagree	7	8.33%
No response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6e Being badly managed by the property owner or agent</b>	Total	Total
Strongly agree	31	36.90%
Agree	15	17.86%
Neither agree nor disagree	10	11.90%
Disagree	18	21.43%
Strongly disagree	8	9.52%
No response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

<b>Q6f Rubbish accumulation and fly tipping</b>	Total	Total
Strongly agree	33	39.29%
Agree	14	16.67%
Neither agree nor disagree	10	11.90%
Disagree	21	25.00%
Strongly disagree	5	5.95%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6g Poor property maintenance and condition</b>	Total	Total
Strongly agree	32	38.10%
Agree	13	15.48%
Neither agree nor disagree	8	9.52%
Disagree	22	26.19%
Strongly disagree	8	9.52%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6h Poor security against burglary</b>	Total	Total
Strongly agree	15	17.86%
Agree	16	19.05%
Neither agree nor disagree	31	36.90%
Disagree	16	19.05%
Strongly disagree	5	5.95%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6i High turnover of tenants</b>	Total	Total
Strongly agree	27	32.14%
Agree	16	19.05%
Neither agree nor disagree	19	22.62%
Disagree	15	17.86%
Strongly disagree	6	7.14%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q6j Being left empty for long periods of time</b>	Total	Total
Strongly agree	8	9.52%
Agree	8	9.52%
Neither agree nor disagree	21	25.00%
Disagree	36	42.86%
Strongly disagree	10	11.90%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

Question 7 – Please indicate how much you have experienced each of the following in Tottenham:-

Q7a Burglary or robbery	Total	Total
A lot	7	8.33%
Some	28	33.33%
None	46	54.76%
No Response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7b Rubbish and fly tipping in the area	Total	Total
A lot	35	41.67%
Some	23	27.38%
None	19	22.62%
No response	7	8.33%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7c Rubbish and fly tipping from HMO properties	Total	Total
A lot	27	32.14%
Some	10	11.90%
None	38	45.24%
No response	9	10.71%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7d Noise nuisance from tenants of HMO properties	Total	Total
A lot	11	13.1
Some	20	23.9
None	46	54.76
No response	7	8.33
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7e Noise nuisance from neighbours	Total	Total
A lot	8	9.52%
Some	41	40.1%
None	27	32.14%
No response	8	9.52%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7f Anti-social behaviour from tenants of HMOs (e.g. threatening, drunken or rowdy behaviour)	Total	Total
A lot	9	10.71%
Some	24	28.58%
None	42	50.0%
No response	9	10.71%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q7g Vandalism	Total	Total
A lot	5	5.95%
Some	29	34.52%
None	43	51.20%
No response	7	8.33%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

<b>Q7h People dealing or buying drugs from HMO properties.</b>	Total	Total
A lot	9	10.71%
Some	15	17.86%
None	52	61.90%
No response	8	9.52%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q7i Drinking in the street</b>	Total	Total
A lot	12	14.29%
Some	36	42.86%
None	30	35.71%
No response	6	7.14%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q7j Too many people living in a property</b>	Total	Total
A lot	21	25.00%
Some	19	22.62%
None	38	45.24%
No response	6	7.14%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

**Question 8 – To what extent do you agree with each of the following statements?**

**Landlord and agents should be responsible for .....**

<b>Q8a Ensuring their property is kept in good repair</b>	Total	Total
Strongly agree	62	73.81%
Agree	14	16.67%
Neither agree nor disagree	8	9.52%
Disagree	0	0%
Strongly disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q8b Ensuring their properties are kept clean</b>	Total	Total
Strongly agree	47	55.95%
Agree	21	25.00%
Neither agree nor disagree	9	10.71%
Disagree	2	2.38%
Strongly disagree	3	3.57%
No response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q8c Ensuring that their tenants know how the rubbish/recycling collection works</b>	Total	Total
Strongly agree	49	58.33%
Agree	24	28.57%
Neither agree nor disagree	5	5.95%
Disagree	1	1.19%
Strongly disagree	5	5.95%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

<b>Q8d Taking action, within their power, to deal with problem tenants</b>	Total	Total
Strongly agree	55	65.48%
Agree	20	23.81%
Neither agree nor disagree	8	9.52%
Disagree	1	1.19%
Strongly disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q8e Ensuring that their properties are NOT overcrowded</b>	Total	Total
Strongly agree	57	67.86%
Agree	13	15.48%
Neither agree nor disagree	8	9.52%
Disagree	2	2.38%
Strongly disagree	2	2.38%
No response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q8f Ensuring that their properties have enough amenities for the number of occupants</b>	Total	Total
Strongly agree	58	69.05%
Agree	16	19.05%
Neither agree nor disagree	6	7.14%
Disagree	2	2.38%
Strongly disagree	2	2.38%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100%</b>

<b>Q9a Have you ever had to complain to the Council about an HMO property in Tottenham</b>	Total	Total
No	54	64.29%
Yes	27	32.14%
No Response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q9b have you ever received a complaint from the Council about an HMO property in Tottenham</b>	Total	Total
No	78	92.86%
Yes	3	3.57%
No response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

**Question 10 – To what extent do you agree with the following statements?**

<b>Q10a There are no problems with the management of private rented housing and/or HMOs in Haringey</b>	Total	Total
Strongly agree	15	17.86%
Agree	8	9.52%
Neither agree nor disagree	13	15.48%
Disagree	20	23.81%
Strongly disagree	27	32.14%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10b Haringey Council should intervene and support areas suffering from problems relating to HMOs and their tenants</b>	Total	Total
Strongly agree	37	44.05%
Agree	13	15.48%
Neither agree nor disagree	3	3.57%
Disagree	12	14.29%
Strongly disagree	18	21.43%
No Response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10c Poorly managed properties and behaviour of the tenants contribute to the decline of the area</b>	Total	Total
Strongly agree	37	44.05%
Agree	21	25.00%
Neither agree nor disagree	14	16.67%
Disagree	7	8.33%
Strongly disagree	4	4.76%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10d Private landlords should be responsible for managing their properties including making reference checks on tenants</b>	Total	Total
Strongly agree	40	47.62%
Agree	29	34.52%
Neither agree nor disagree	7	8.33%
Disagree	2	2.38%
Strongly disagree	5	5.95%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10e Private tenants should behave in a responsible manner and not cause problems for their neighbours</b>	Total	Total
Strongly agree	54	64.29%
Agree	24	28.57%
Neither agree nor disagree	0	0%
Disagree	0	0%
Strongly disagree	1	1.19%
No response	5	5.95%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

<b>Q10f Landlords should behave in a responsible manner and not cause problems for their neighbours</b>	Total	Total
Strongly agree	50	59.52%
Agree	24	28.57%
Neither agree nor disagree	8	9.52%
Disagree	1	1.19%
Strongly disagree	1	1.19%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10g Owner occupiers should behave in a responsible manner and not cause problems for their neighbours</b>	Total	Total
Strongly agree	54	64.29%
Agree	26	30.95%
Neither agree nor disagree	4	4.76%
Disagree	0	0%
Strongly Disagree	0	0%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10h Landlords and letting agents should take reasonable action to tackle any nuisance or poor behaviour connected to a property</b>	Total	Total
Strongly agree	47	55.95%
Agree	26	30.95%
Neither agree nor disagree	6	7.14%
Disagree	1	1.19%
Strongly disagree	4	4.76%
No response	0	0%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10i HMO licensing will make sure that all HMO properties are well maintained and well managed</b>	Total	Total
Strongly agree	22	26.19%
Agree	14	16.67%
Neither agree nor disagree	10	11.90%
Disagree	15	17.86%
Strongly disagree	22	26.19%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10j HMO licensing could have a positive impact on the area</b>	Total	Total
Strongly agree	27	32.14%
Agree	12	14.29%
Neither agree nor disagree	7	8.33%
Disagree	14	16.67%
Strongly disagree	21	25.00%
No response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

<b>Q10k HMO licensing will help increase rental values and property prices</b>	Total	Total
Strongly agree	10	11.90%
Agree	11	13.10%
Neither agree nor disagree	28	33.33%
Disagree	8	9.52%
Strongly disagree	23	27.38%
No response	4	4.76%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10l Haringey Council should consider licensing all types of privately rented property</b>	Total	Total
Strongly agree	18	21.43%
Agree	11	13.10%
Neither agree nor disagree	12	14.29%
Disagree	5	5.95%
Strongly disagree	35	41.67%
No response	3	3.57%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10m HMO licensing has a negative impact on an area and on the private rented market</b>	Total	Total
Strongly agree	24	28.57%
Agree	3	3.57%
Neither agree nor disagree	12	14.29%
Disagree	15	17.86%
Strongly disagree	26	30.95%
No response	4	4.76%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
<b>Q10n Haringey should introduce HMO licensing</b>	Total	Total
Strongly agree	32	38.10%
Agree	8	9.52%
Neither agree nor disagree	6	7.14%
Disagree	6	7.14%
Strongly disagree	31	36.90%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

**Question 11- To what extent do you agree with each of the following statements?**

<b>Q11a Private rented HMOs make a positive contribution to Tottenham</b>	Total	Total
Strongly agree	15	17.86%
Agree	21	25.00%
Neither agree nor disagree	21	25.00%
Disagree	5	5.95%
Strongly disagree	14	16.67%
No response	8	9.52%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

Q11b Licensing private landlords will improve this type of property	Total	Total
Strongly agree	17	20.24%
Agree	21	25.00%
Neither agree nor disagree	13	15.48%
Disagree	11	13.10%
Strongly disagree	16	19.05%
No response	6	7.14%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>
Q11c Haringey Council's proposal to introduce property licensing is a good way of managing HMOs	Total	Total
Strongly agree	23	27.38%
Agree	13	15.48%
Neither agree nor disagree	10	11.90%
No response	7	8.33%
Disagree	10	11.90%
Strongly disagree	21	25.00%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

#### Question 12

Haringey Council have set a licensing fee of a maximum

£208.00 per habitable unit.. This fee is to cover the administrative costs associated with processing the license application. It may be subject to change based on discounts that will be available to applicants based on concessions for being an accredited landlord or submitting an application early. These concession are designed to provide a financial incentive to encourage 'Good' landlords in the area.

Q12a To what extent do you agree that a licensing fee of £208.00 per habitable unit/let is fair?	Total	Total
Strongly agree	14	16.67%
Agree	17	20.24%
Neither agree nor disagree	10	11.90%
Disagree	9	10.71%
Strongly disagree	32	38.10%
No response	1	1.19%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

### Question 13

The licence period will vary depending on factors such as compliance with legislation, accreditation status, submission of early applications which will receive the full, maximum 5 year licence period. Non-compliance with any previous Council legal requirements, council tax debt and/or legal evictions would see licences being issued for much shorter periods such as the 1 year minimum period. This will enable such properties to be monitored.

Q13a To what extent do you agree that varying the licence period fair?	Total	Total
Strongly agree	30	35.71%
Agree	14	16.67%
Neither agree nor disagree	22	26.19%
Disagree	5	5.95%
Strongly disagree	11	13.10%
No response	2	2.38%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>

Question 14 - If you are a landlord or letting agent, which of the following organisations do you belong to?

National Landlord Association (NLA)	8
Residential Landlord Association (RLA)	9
London Landlord Association	8
<b>Other Please tell us</b>	3
London Landlord Accredited Scheme	1
Ombudsman Scheme	1
SLA	1

Question 15 - In future, how would you prefer Haringey Council let you know about consultations and have your say about issues that might affect you?

Postal surveys	12
Online surveys	42
Resident groups/forums	28
Letter	12
Grand Total	12
Telephone	2
Visits	3
E-mail	45
Publicity	24

Question 17 – To help us analyse this survey please provide your full postcode

Postcode Area	N15	N17	N4	N14	N11	EN2	CT
Total entries	31	28	7	1	1	1	1

Appendix 10 – Consultation views and comments from participants

Phase 1 Landlord Comments and views

**Question 15. Do you have any additional comments or points you wish to make.**

<p><b>Views and comments in favour of the proposal</b></p>	<p>The proposed scheme should be used to not only ensure that properties are fit for purpose but to also help educate private Landlords on what is required. More must be done to help private Landlords deal with problem tenants who break Tenancy Agreements that stipulate rules on cleaning, noise and rubbish disposal. There is only so much you can tell a grown man/women to do something before it becomes harassment. It is not the responsibility of the Landlord to nanny his tenants. This also should not be used to make money from private Landlords who are already struggling in this Economy with mortgage payments and Council Tax and in some cases increasing Utility bills. As a private Landlord is it EXTREMELY hard to find affluent, employed individuals to rent in Tottenham. This scheme will undoubtedly add to that stress. I agree that something needs to be done about bad Landlords and bad housing but the price must be kept reasonable and those Landlords who do abide by all the laws must be taken care of and not tarnished with the same brush. Tottenham needs every good business man and women it can get. If this scheme becomes too expensive many of us including myself will simply leave.</p>
<p><b>Views and comments not in favour of the proposal</b></p>	<p>The cost is too high and compares with £110 per room in Hackney</p> <p>I think this scheme is useless and only being used to make extra money for the council. However council is not able to see that this will only push landlords away from providing accommodation. Landlords are already on tight budgets. There is no way the council can monitor these premises. What makes me say this is that, it is quite evident by how housing benefit administers claims and takes ages to deal with enquiries and assessments. I think the whole scheme is a shamble and will only add more cost to landlords in terms of money and time and will not have any impact on the said "improved accommodation."</p> <p>I do agree that properties should be in good repair and that poorly managed properties do cause a problem for the environment. However certain qualities are expected from tenants and or a landlord cannot teach a tenant how to live in a property or how to throw their rubbish properly, if there are problems as such then the council should provide a training course for these tenants rather than trying to put it on the shoulders of landlords or agents. It would be not in the interest</p>

	<p>of the landlord or agent to overcrowd a property as the wear and tear increases dramatically and at the end the cost outweigh the income. As a result I don't not agree on the extension of HMO to all properties as this is just going to complicate things and increase costs for both landlords and agents. My suggestion would be to issue guidelines on how to maintain a property and penalise landlords who constantly maintain their properties poorly. Because there are huge amount of properties that are maintained and managed properly so why would you want to affect those and increase costs and time?</p>
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## Phase 1 Residents comments and views

Question 14 Please use space below to make any other comments about the proposed scheme:

<p>Comments and views in favour of the proposal</p>	<p>This should be one of a series of measures that the council take to mitigate the impact of high no's of rented properties in the area. Longer term tenancies don't generally cause a problem, but many of the homes here very short-term tenants, with no commitment to the area.</p> <p>This is a really important extension of licensing - my neighbours (a lot in a rented house) feel it's ok to play really loud music when they feel like it, throw their cigarette ends in my garden and laugh when I ask them (politely) to stop or to turn down the music.</p> <p>All tenants should be entitled to a safe, secure, well maintained home of a standard befitting the 21st century. Any landlord or their agents repeatedly failing to provide a service at this level should be barred from the rental market.</p> <p>I would say that Strong fines and landlords keeping there properties in good condition is a must .Landlords must be made aware who lives next to the property and have consideration for there neighbours and making sure the tenants behave in a correct way</p> <p>Good idea. Unfortunately the large percentage of rented property in Tottenham has helped to keep the area in a state of urban blight. There is limited incentive for professional people to move into the area and the area needs a greater socio-economic mix. It's population is far to transient and has not real ties to the wider community.</p> <p>I would welcome the scheme very much.</p> <p>The scheme is long overdue as landlords in n15 where I live have</p>
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been abusing the system taking advantage of the comparatively cheap house prices and filling houses with too many tenants with not enough fasciitis for rubbish. But also not offering adequate living standards. Living in Townsend road n15 for the last 12 years we have had to take action due to problematic situations concerning neighbouring houses with too many tenants living in poor conditions on several occasions. It has sometimes been a nightmare with poor property management leading to squatting and a very unpleasant life.

It's good in principle but the chance of LBH being able to resource the supervision of it is not high.

I think this scheme is absolutely necessary, I have lived next to a 3 bedroom small property that has 6 bedsits in it, roughly 18 occupants all really nice people families with kids but have had consistent problems with the garden filled with rubbish, furniture, which has meant other people come and dump in this garden at 16 Wakefield Rd. We have also had a problems with rats that might be due to food waste and other edible items on the ground around the bins. Haringey are aware and are thankfully trying to deal with this problem but every time a new bin is given it is filled and now with a two weekly collection all 4 bins are filled within four or five days. I know this to be an illegal HMO, I know the building is unsafe and locked from front to back garden as I had to go in side once to assist builders. The landlord is paying only one council tax. The bin men were under the impression this property is a squat, i have asked the landlord repeatedly to maintain the outside of the building, he seems not to care very much at all. I had to contribute to cost for cutting down trees in his garden that had not been maintained, ever, and were hanging in my garden as it was the only way i could persuade him to do something, the trees were dangerous, I have a report from a tree surgeon about this... I could go on and on. Noise is not a problem as soundproofing seems very good. All the tenants are great people but they just leave things they don't want in the garden and expect someone else to remove them, no one takes responsibility. I would also like to draw attention to No 2 Wakefiled that was a brothel, recently closed down and is now an HMO, the building is abused, broken windows and probably a squat by now, the garden is filled with rubbish, the metal gates are down and the building vulnerable which makes it dangerous. Please visit this property. It will not be long before this becomes a crack house and please secure it if it is indeed unoccupied. I would do anything to see this scheme imposed. We had a robbery in our back garden where my husband was beaten up really badly when he interrupted 4 guys in masks because of poor security, this has now been remedied. I had to pay for all the fences at the back to be fixed and a security gate to be put up in the alley behind our homes. The council reimbursed me for the gate which was fantastic but we were all being burgled because of bad upkeep of outside space.

	<p>This scheme should apply to all rented accommodation. The problem caused by HMOs is not specific to the most run down ones. Overcrowding in accommodation not designed for multiple occupation is the problem (poor sound separation between rooms and houses, multiple bins, pack of care by transient residents...) Article 4 Direction must be introduced at the same time to ensure the planning process is adequate. Licensing and Article 4 for HMOs and conversions must be introduced now for the entire borough. Get owners to pay for this, rather than have everyone pay for the consequences of poorly managed rented buildings</p> <p>I think the scheme should be implemented ASAP. to many HMO's in the area. Accommodation do not meet planning permission and are dangerous to repair.</p> <p>I think the proposed scheme is well meaning providing it is properly monitored and controlled.</p> <p>Get on with it.</p>
<p>Comments &amp; views which wish the scheme could be extended to other areas</p>	<p>These proposals should include West Green Ward as well.</p> <p>I would like to see this scheme extended to cover St Ann's Ward.</p> <p>All rented properties in Haringey should be licensed, not just some HMOs The proposed extension will leave St Ann's as the obvious target for HMOs and that is not acceptable</p> <p>A similar scheme has been a success in Harringay. I would like to see this scheme extended to St Ann's Ward.</p>
<p>General comments and views on HMO accommodation that affects residents</p>	<p>Poorly maintained and managed multi-occupancy properties, of which there are many in this area have contributed to the poor reputation Tottenham still has in the press despite it's many advantages in terms of facilities and transport connections not to mention it's lively multi-ethnic character.</p> <p>Any HMO licensing scheme should include, where possible, a restriction on the number of vehicles which may be kept on the street by residents of a HMO. Whilst this may only be possible at the moment where there CPZ's, every opportunity should be taken to exploit new opportunities to extend this to include the entire Borough.</p> <p>Important to get landlords to insulate and draught proof accommodation properly - bedsits and common areas like shared bathrooms especially poorly regulated about this and this contributes to poor health and fuel poverty. Correct disposal by LANDLORDS of unwanted furniture, old mattresses and tenants' stuff left behind on changeover of tenants is a big issue in my area, leading to fly tipping and messy gardens. Poor garden</p>

	<p>maintenance, including back gardens, can also cause problems for neighbours - e.g. Japanese knotweed, accumulated rubbish eyesores, weeds which are visible or seed across fences, trees which grow too big and block light.</p> <p>But the biggest issue of all is surely controlling RENTS and stamping out unwarranted/unreasonable/ illegal charges for finding accommodation, advance deposits, etc. Private housing MUST be kept AFFORDABLE</p> <p>Unlicensed HMOs are a huge problem in my area. Everyone, including myself, has had problems with unlicensed HMOs with: up to 20 people living in one house - huge fire risk!; 3 bedroom Victorian houses being broken up into 5 flats (!); rubbish spilling over because there can't be enough bins with so many people living in one house; beds etc. in front gardens because the tenets don't know what to do; houses turning into crack houses; prostitution; etc. And when one of us tries to contact the council, our messages go unanswered or we are told that nothing can be done. Some of us have had to resort to the police but they than get told that there little they can do.</p> <p>There are many overcrowded terrace house in the area, also there are homes building at the corner from hermitage to left side of Beechfield Road. The congestion of the are will be unacceptable.</p>
<p>Comments and views which are opposed to the Licensing proposal</p>	<p>I do not think that licensing has helped with raising the standard of accommodation available or rooting out bad landlord and overcrowding.</p> <p>I do not think it is a issue. I do not think it is a issue. I do not think it is a issue.</p>
<p>General statements on the proposal</p>	<p>My main query is how such a licensing scheme would be funded in order to ensure it actually got enforced, given the level of cutbacks on even vital services at the moment.</p> <p>I am concerned that the Council will not have sufficient resources to implement and police the licence scheme</p> <p>The council needs to also enforce the illegal conversion of family homes into bedsits and flats. Too many HMO have detrimental effect on the nature of the neighbourhood. Haringey NEEDS TO BE MUCH, MUCH BETTER at enforcement of planning.</p> <p>Reward Good behaviour</p> <p>Enforcement needs to be given sufficient priorities, conversions of family houses into HMO's an flats is changing our community and for the worse. At least 6 houses in my street have been turned into HMO's in the past 2 years, for too many.</p>

	<p>Action taken only in homelessness</p> <p>check shops on the high road with flats over the shops (Bruce Grove)</p>
Comments and views on the quality of the consultation and or questionnaire	I am a home owner but could not get through your survey unless I answered the rented question. Survey has been set up incorrectly.

## Phase 2 Resident and Landlord comments and views

### Question 16 Please use space below to make any other comments about the proposed scheme:

<b>Comment &amp; Views in favour of the proposal</b>	<p>I consider there are already numerous HMOs and am concerned that they will not all be identified by the Council</p> <p>Currently poorly managed HMOs have a big negative impact on the quality of life on Tottenham. Any sensible attempt to turn this situation around must be very welcome! It is a pity that other Wards, such as West Green, have not been included.</p> <p>I think this is essential. With the benefit cap, the use of overcrowded HMOs will increase. Landlords are benefitting hugely from Housing Benefit payments and seem to take very little responsibility, even in cases of severe disrepair.</p> <p>I think the main problem is landlords, not tenants, but until tenants have longer-term security their will be little incentive for them to feel part of the community where they live.</p> <p>Excellent proposal! It must be a local authorities responsibility to regulate the rental market. Why has this taken so long? In my 25 years living in Tottenham I have seen some accommodation that was hardly habitable. Everyone has the right to live in a home with proper facilities and sufficient personal space.</p> <p>It is the rogue landlords who tarnish the name of all landlords and these should be dealt with. I would also like to be notified of any future landlord forums</p> <p>It should include conservation area requirements even if inadequate as this will draw attention to Conservation Areas which even local estate agents don't know anything about. The Clyde Circus conservation area is on the 'at risk list</p>
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because of lack of awareness and neglect. Rules requiring landlords to throw mattresses out on the street at regular intervals should be examined.

In our road alone is a minimum of 5 HMO's 3 owned by the same landlord. The condition of the properties outside, inside and the gardens are a disgrace.

Why should this borough be the dumping ground for ever increasing amount of immigrants that are flooding into the UK?

I reckon that about one third of my street are now HMOs. I would like a scheme to insure that the percentage of HMOs on a street does not exceed 20% or less.

Licensing is a positive way forward, however, Haringey Council needs to ensure that they have the necessary means, financial, IT/data competency & staff to enforce the legislation.

HMO's have a terrible impact in Page Green, we are near to transport links, Landlords regularly fly post offers to buy houses for cash, make illegal HMO's then wait the three years of occupation before filling the house to the brim when poor tenants have to suffer overcrowding , are scared and fearful of losing homes, whole families stuck in a single room, I have close personal experience of this and my next door HMO has recently become licensed after much campaigning, it is still overcrowded and a mess and has taken up so many resources from the local action team it is disgusting that landlords can get away with this. HMO's are not maintained, are unsafe and I really welcome the new scheme that might help stop this awful exploitation by tax avoiding criminal landlords who would put 18 people in a three bedroom house. I am currently making an inventory for Page Green residents association of all the illegal HMO's in our streets, it seems more developers crop up each week. I would be happy if you would like to contact me for a list of HMO's in this small area as an example of how much your new scheme is needed. Please succeed. Also I imagine that resources are tight for advertising but I only heard about the scheme today, is there another way you could get publicity before the deadline, I imagine most people would support your scheme whole heartedly as we are sick of landlords abusing our resources, anything we can do to support you please ask. Best Eileen Gleeson.

	<p>Rubbish accumulation in back garden and poor maintenance is a real issue for HMO.</p> <p>Licensing can surely be a positive means to help eradicate the exploitation of tenants by rogue landlords. It is only reasonable that those who seek to profit from letting properties should be required to provide safe and decent accommodation, and that hmo's should not continue to be detrimental to neighbours and local communities. The measures suggested are fair.</p> <p>As a local resident and ward councillor in Bruce Grove I am strongly in favour of HMO licensing, as well as the complete licensing of all private sector rented properties. Private sector accommodation is an integral part of the housing provision within the local area, yet the quality of it varies enormously. Landlords make huge sums from rental income and it is only fair that for a very fair and relatively small fee, regulation is brought in through licensing schemes such as this to help improve the quality of the market. It is imperative that interventions like this, which are proportionate and affordable, are used to regulate a market that has proved incapable of regulating itself in places like Tottenham where the scale of illegal property conversion, the lack of housing supply and the poverty and churn of population has resulted in a poor quality market. This scheme will help improve the quality of accommodation by compelling those responsible for the worst maintained and most cramped and unsafe properties to improve standards.</p> <p>HMO's have caused a decline in the community in my area where people take no interest/pride. Landlords should be made responsible for the conditions in which their tenants live and the general maintenance of their properties as well as ensuring that their tenants are abiding by the rules of the community.</p>
<p><b>Comments &amp; views which wish the scheme could be extended to other areas</b></p>	<p>Why isn't St Ann's included in the area. There are significant issues in this area.</p> <p>This should be extended to West Green Ward. Please introduce in St Ann's ward</p> <p>There are a number of properties in Higham Road which are probably HMOs and the area of the proposed scheme should be extended westwards to the junction of Higham Road with Downhills Park Road</p>

<p><b>Comments and views which are opposed to the Licensing proposal</b></p>	<p>If you introduce Selective Licensing, I will probably sell my houses as the fee is not the only problem: a friend of mine ended up spending thousands of pounds in various "enhancements" some of them rather spurious enforced by Leeds councils when they introduced selective licensing.. the property in question was yielding £350 a month.. she lost so much money and she is selling now. All the law-abiding Landlords like myself will vote with their feet, then you will need to re-house the tenants (all on low incomes).</p> <p>As a tenant in a shared house, I am very satisfied with my Landlord and do not think that further red tape and costs to him will help... he will just raise the rent to cover like any other Landlord. not a good thing</p> <p>I strongly oppose the licensing for all multiple occupancy houses. London desperately need low cost housing for young professionals. This is exactly what we are providing. MORE COSTS for the LANDLORDS, mean HIGHER RENTS, which quickly won't be affordable anymore, which means that you as council will need to house the people instead. It also means that the law-abiding and responsible Landlords such as myself will quit the business, as it's just no longer worth it.</p> <p>This will cause my rent to rocket up and will mean that Tottenham will not be as affordable as it is now driving away a lot of rented property.</p> <p>It will certainly make rents unaffordable for most tenants in the area and put off landlords from investing in property in the area</p> <p>As a tenant I oppose Haringey council to increase costs of housing trying to make money for themselves. You have enough to manage, stick to it, eg look after abused children!!! try to encourage the competition among landlords and the quality will improve by itself as we have lots of properties to choose from!</p> <p>Tottenham Hale and Seven Sisters have in the last couple of years developed , landlords have started investing in the area and in the meantime there is a good competition among them, which you can see e.g. on gumtree. Houses are well taken care off and rooms are furnished with modern nice furniture. due to this competition landlords have to make</p>

more of an effort to attract tenants. If you start an ineffective licensing scheme you will bring up our costs as tenants and drive good landlords who follow all of your rules and face to pay the license fee out of the market, leaving bad landlords who anyway won't comply to rules. You will then be left housing those tenants who can't pay more than £100 per week, they will become social housing tenants. You as council will be overwhelmed running the scheme (as you are overwhelmed anyway, which we see on all those Haringey Council scandals in the press). If I as tenant am not happy with my accommodation I will move or will complain to you about my landlord if I feel he is acting criminally.

Will only drive costs for us as tenants up. Haringey has allowed huge student housing developers to build high rises without controlling them well, e.g. not even a cleaner available for shared kitchen (10people or

Your questionnaire starts off by stating a percentage do not come up to standard. Why not just enforce those standards. you do NOT need another chunk of very expensive red tape that would have to be passed onto the tenant in increased rent. The very people you purport to help! If you want to prove you have the areas interest at heart, then do the job your paid to do with the many laws you already possess & don't waste time and voters money with this folly.

The Licensing fee will most certainly put many good Landlords out of business. It is far too expensive and only seeks to keep those LL who charge over the odds in business for they will be the only people that will be able to afford the fees. Badly run Lets should be dealt with on an individual basis. Why should everyone have to pay for those LL who care for nothing other than the money. The same can be said for many Freeholders who lease their homes in that many are left in a state of disrepair. Charging £208 per unit/room will undoubtedly destroy the livelihoods of many dedicated and hardworking LLs.

My son is a young man living in a local HMO and he is on low wage his rent is low. If council charge landlords, landlord will put up the rent. this is not good for young people. Tottenham area is good and there are not problems. Riots were started from people outside Tottenham, not Tottenham people. HMO Licensing is not a good idea for Tottenham.

£208 per unit - will make me convert my property into a

single let - 6 households will then have to find accommodation - all who are not a priority housing case if that were multiplied up to say a just 500 cases that would be 3000 people that would be looking for accommodation. HMO licensing is not the answer. I am constantly being told by my business partner to end shared accommodation. This will be the final straw and I will seek to revert to single occupants. Landlords cannot teach Tenants to recycle - I have been recycling for many years if my tenant fails to recycle what do i do - I issue a possession notice saying that they refuse to recycle and the Advice they will get from the council is that i am illegally evicting them. THE COUNCIL NEED TO PROCECUTE THE TENANTS WHO ARE FAILING TO RECYCLE NOT THE LANDLORD - YOU GUYS JUST DONT GET IT.

I consider myself to be a good law abiding landlord that carries out correct referencing, has great tenants that stay for years and pay their rent on time. These are hard working young professionals that have a good standard home who cannot afford to buy or rent a whole property. Why should i be penalised for doing the right thing. You need to go after the rogue landlords that overcrowd and don't look after their properties and keep the are clean. If you make licensing mandatory someone will have to pay for it, most likely the landlord initial and some cost passed on to the tenant which makes it even more unaffordable for these young people. I think its a very bad idea. You need to go after the Landlords that are causing the problems and don't care. If they don't care, they are hardly going to get a license now are they?? Bit annoyed as the good should not have to suffer for the bad

Bonkers

Licensing HMO's is just legalising the problem. So little is done currently (comparing council tax data base with planning reports), it seems very much as if this is a slight of hand to make the problem go away.

there are easier ways of coming down on safety and nuisance regulations breaking landlords or tenants. If you find landlords are not looking after their houses and e.g. through rubbish out , then check on everybody in e.g. Tottenham and Sevens Sisters who has cluttered their garden with rubbish and you will find that it's half of the population. Landlords have a strong interest to look after their properties. In Haringey the quality of rooms has greatly improved in recent years as there is a great competition between them.

	<p>Currently the rooms are relatively affordable. If I don't like a property as it's not looked after, it's currently easy to move out to a better place. By licensing landlords you will drive some of them out of the market and slam license fees on them, this will only increase the prices for us as tenants. It looks as if you are trying to make money, but the administration is quite expensive. If you turn to council like Leeds, who have done a blanket licensing for a selected impoverished area, they have already decided to end and not renew the scheme. I wish you would turn to more essential tasks in the borough, e.g. schools and children in care.</p>
<p><b>Comments &amp; Views on the quality of the consultation and or questionnaire</b></p>	<p>Many of your questions were flawed. How do we know which properties are already HMO'S. We do not, therefore we cannot say if they cause problems !</p> <p>This survey is terribly biased towards pushing towards HMO and muddles up the two separate principles of existing HMO licences (for properties of 5 or more people) with proposals for additional licensing for properties with three or more people. The proposals for additional licensing for properties of three or more are disproportionate, especially for small scale landlords or may only look after one small property. There is little detail given about the requirements for smaller HMOs. For instance, if they all need to suddenly install internal fire proof doors and fire alarm systems, then the cost will be prohibitive. It is better that there is a requirement for a minimum of smoke detectors and proof of an annual gas safety certificate having been gained. There is also a danger that requirements in smaller properties will destroy unique and original features in period housing stock - such as original stripped pine doors etc that many tenants like, and are not any more unsafe than the rest of the borough's non-rented accommodation - It also seems strange for Haringey to introduce rule to one part of the borough and not across the whole of the borough. It means the proposals are disproportionate. It should be applied universally or not at all. - If this goes ahead then the Council must be prepared to communicate extensively and to give grace periods for whatever is required to make changes and must also provide advice on how to make the changes. As previously stated, this could hit hard one-off landlords of small properties where the tenants are more than happy with what they enjoy. It could jeopardize their homes.</p> <p>This survey is full of leading questions in order to get the</p>

	answers you want. Please carry out proper consultation.
<p><b>Comments &amp; Views on the scheme in general.</b></p>	<p>I understand the desire to regulate landlords but since the introduction of the single room rate for under 25s HMO are the only option for single young people on HB. The disincentive for Private Landlords to provide shared housing already exists in the LHA rates. This proposal is more likely to increase homelessness and therefore overcrowding in the borough. Your survey encourages people to make judgment - laden prejudiced statements about those who live in HMOs (ie. poor and the young)/. It appears as if your response to the riots is to divide the young, unemployed and low paid from the borough. Do you have any alternative plans to house this group?</p> <p>Haringey Council needs to treat the residents of Tottenham as they do the residents of Highgate - this is social apartheid</p> <p>I think that licensing should only apply to HMOs with planning permission. I am concerned that licensing may regularise or legalise illegal HMOs that are not suitable for multiple residents. Stronger police action needs to be taken on these properties including eviction. Residents of this type of accommodation are a health and safety risk to my tenants. The rubbish issues associated with this type of accommodation bring the whole borough down. Tenants from other London Boroughs' housing waiting lists should not be accommodated within any property, but particularly HMOs, in Haringey.</p> <p>How about a £208 fee for licensing HMO tenants? Any rent arrears = no licence = no home.</p>