

Additional HMO Licensing Consultation 2022



Portsmouth
CITY COUNCIL

Research and Engagement Team
PORTSMOUTH CITY COUNCIL

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1.0 Purpose

The purpose of this report is to provide a comprehensive summary of the Additional HMO Licensing consultation 2022. This consultation gave respondents the opportunity to feedback on the proposed scheme for introducing additional licensing for HMOs in Portsmouth.

2.0 Background

Following an initial consultation about houses of multiple occupancy (HMOs) that took place between December 2021 and January 2022, Portsmouth City Council (PCC) are deciding whether to recommend additional licensing of HMOs in Portsmouth. The purpose of this consultation is to provide evidence to enable PCC to make this decision, gathering insight from a variety of different groups in the Portsmouth area, including representations of those most likely to be directly affected by the decision.

3.0 Research

3.1 Objectives

- To measure the level of support with the proposed scheme
- To understand the extent to which audiences agree or disagree with individual areas of the scheme
- To capture any representations made by those impacted by the decision to introduce additional licensing for HMOs

3.2 Methodology and response rates

In order to meet the research objectives, a quantitative online survey was proposed. It was designed around the three key research objectives outlined in section 3.1. The survey was launched on 23 May 2022 and was open for ten weeks, in line with statutory requirements. It was promoted through ongoing targeted marketing and communications channels including social media and email marketing. In addition to the online activity, residents of non-licensed HMOs were targeted via postcode for face-to-face interviews, in order to boost engagement.

In total, the survey received 1,050 responses, with 231 of these coming from the face-to-face interviewing. Assuming a 'total population' of 173,000 people (2021 Census data for 15+ year olds living in Portsmouth), this volume of responses ensures a 95% confidence level with a margin of error of 3%, well within acceptable parameters.

4.0 Summary of findings

A summary of the analysis undertaken on the data collected from the consultation survey is provided in the following section.

Overall, local residents neighbouring a HMO are in strongest support of the proposal to introduce additional licensing across the whole city, with the majority agreeing with the potential licence conditions and the proposed fee structure. The majority of local residents neighbouring a HMO also strongly agree that licensing will help to achieve each aim of the proposal.

Overall, just under half of tenants in non-licensed HMOs strongly agree with the proposal to introduce additional licensing across the whole city, with around half strongly agreeing with the potential licence conditions and half agreeing with the proposed fee structure. For each aim within the proposal, around half of tenants in non-licensed HMOs strongly agree that additional licensing will help to achieve these; around a fifth slightly agree licensing will help to achieve these aims.

Overall, HMO landlords are least in support of the proposal to introduce additional licensing across the whole city out of the key groups; nearly two thirds strongly disagree with the proposal, although just over a fifth agree or strongly agree with the proposal. Nearly half of HMO landlords strongly disagree with the potential licensing conditions, whilst a quarter slightly or strongly agree, and 70% strongly disagree with the proposed fee structure. Overall, just under half of HMO landlords strongly disagree that additional licensing will help to achieve each aim in the proposal, apart from the third aim of driving up standards, where just over a third strongly disagree.

- 42% of respondents are local residents neighbouring a HMO, 11% are tenants in a non-licensed HMO, and 10% are HMO landlords.
- 24% of respondents currently live in a HMO or have lived in a HMO in the past 12 months. Of those who currently or have lived in a HMO in the past 12 months, 70% would rate the condition as 'good' or 'very good', 23% would rate the condition of the HMO as 'fair', and 7% would rate the condition as 'poor' or 'very poor'.
- The majority of respondents agree or strongly agree that licensing will help to achieve the aim of protecting private rented tenants of HMOs from poorly managed and maintained properties (69%).
- 72% of respondents agree that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property.
- The majority of respondents agree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues (72%).
- 72% of respondents agree that licensing will achieve the aim of enabling council officer to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing.
- The majority of respondents agree that licensing will help to achieve the aim of supporting good landlords and make it easier to identify and enforce against rogue landlords (71%).
- Half of the total respondents agree with the proposed fee structure (51%), whilst 17% neither agree nor disagree, and 31% disagree.

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- The majority of respondents strongly agree with the standards set out by the potential licence conditions (59%), and a further 14% slightly agree. 10% of respondents neither agree nor disagree with the potential licence conditions and 18% slightly or strongly disagree.
- Overall, the majority of respondents agree with the proposal to introduce additional licensing across the whole city (69%), whilst a fifth of respondents strongly disagree.
- Of the respondents who disagree with the proposal to introduce additional licensing across the whole city, 84% would not like the scheme introduced in any areas of the city, whilst 16% would like the scheme introduced in fewer areas of the city.

5.0 Analysis of results

This report presents the findings from the analysis undertaken on the 2022 additional HMO licensing consultation, divided into the following seven main sections:

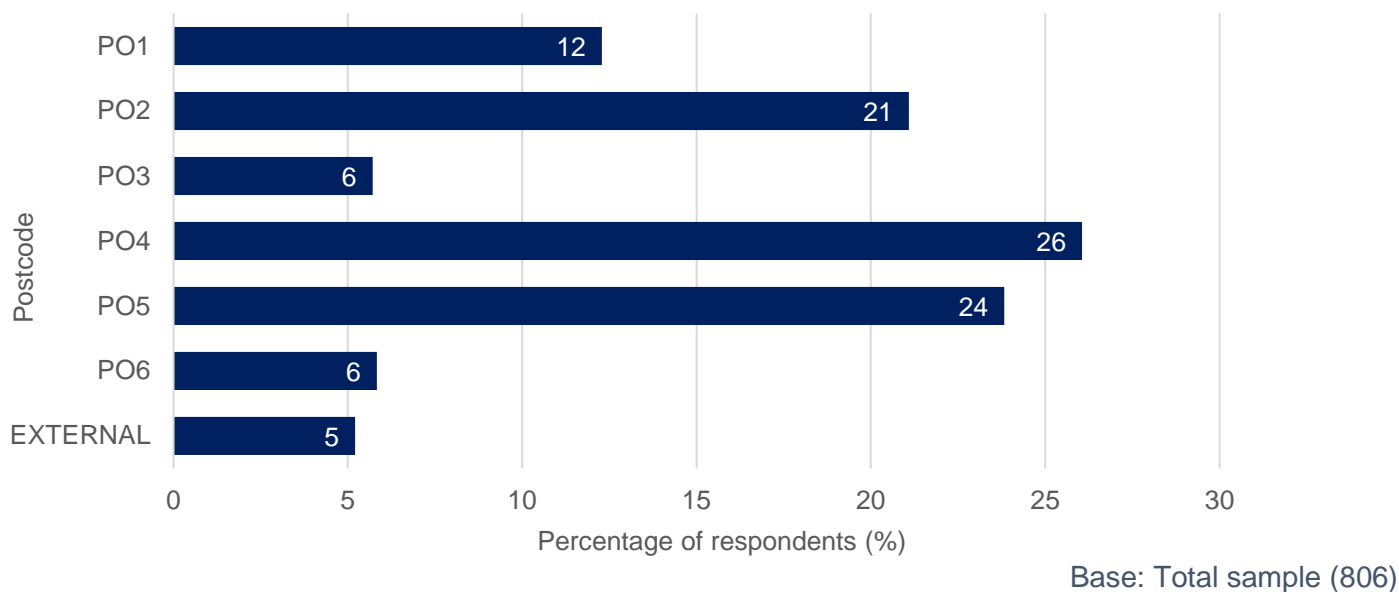
1. Respondent demographic profile
2. Respondent situation
3. Current condition of HMOs
4. Aims of the proposed scheme
5. Licence fee and standards
6. Introducing additional licensing
7. Further comments

5.1 Respondent demographic profile

The first section of analysis details the demographics of the respondents that took part in the consultation. Information was collected about respondents' postcode, age, sex, ethnic group, disability, disability type and household income. Base sizes vary as questions in the demographic section of the survey were voluntary and included a 'prefer not to say' option.

Figure 1 shows the proportion of respondents living in each Portsmouth postcode (PO1-PO6) and those living outside of Portsmouth. The highest proportion of responses came from those living in PO4 (26%), PO5 (24%) and PO2 (21%).

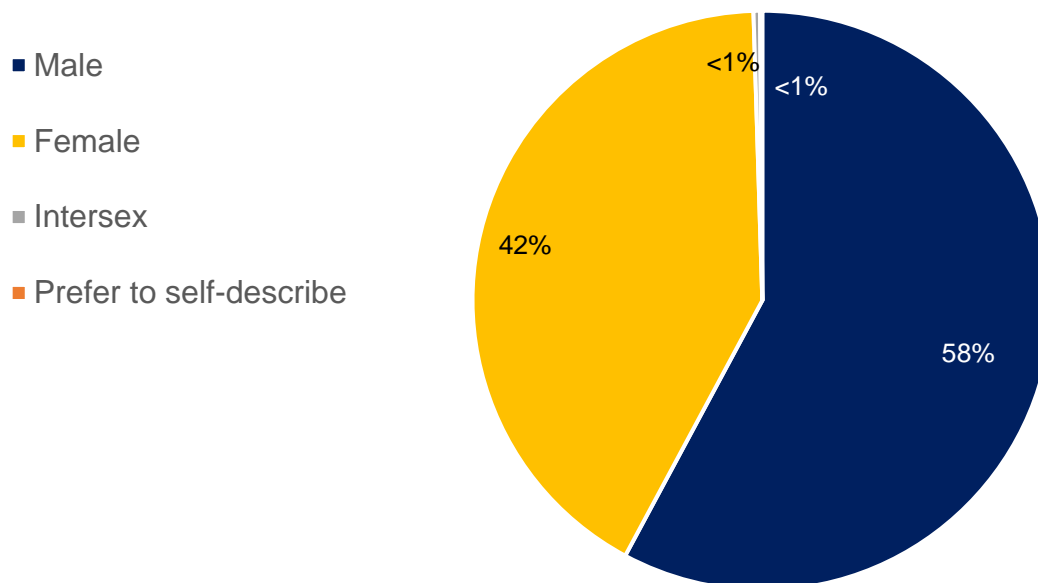
Figure 1: Respondents by postcode



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Figure 2 shows that the majority of respondents are male (58%), whilst 42% are female. Less than 1% of respondents are intersex, and less than 1% self-describe their sex as non-binary.

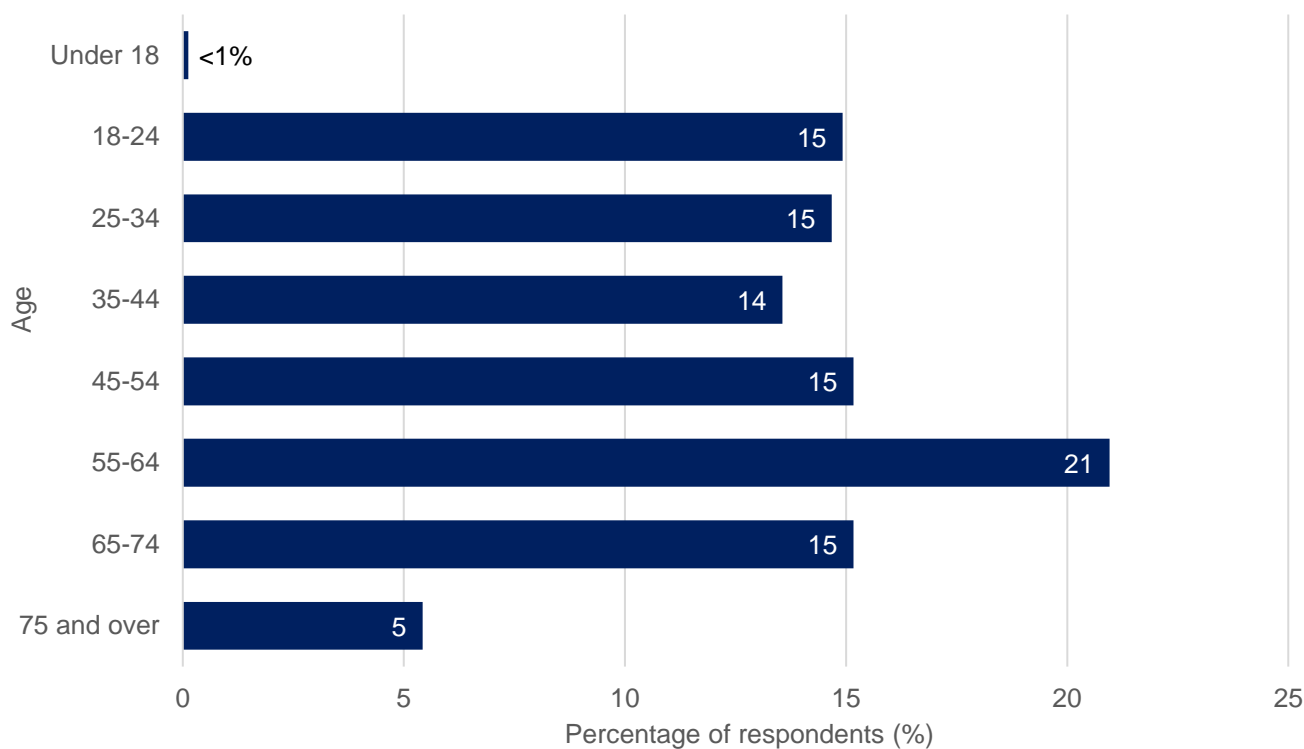
Figure 2: Respondents by sex



Base: Total sample (820)

Figure 3 shows respondents by their age. The consultation engaged with relatively similar proportions of respondents in all age groups, with the exception of those under 18 and those aged 75 and over.

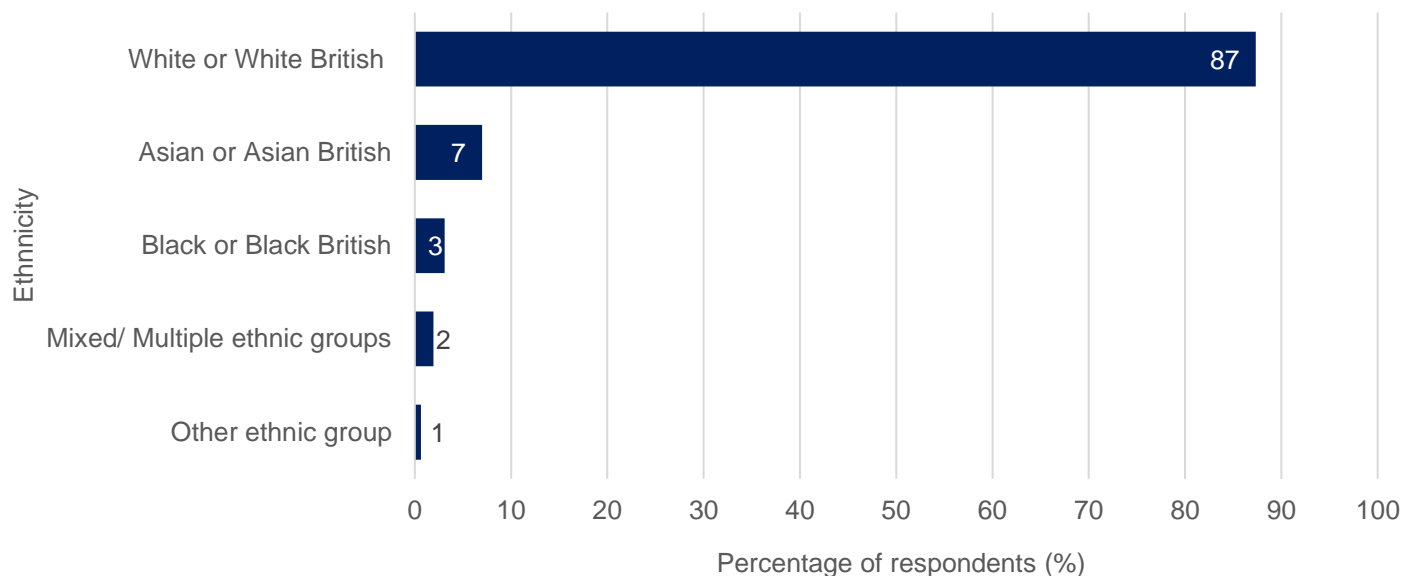
Figure 3: Respondents by age



Base: Total sample (811)

Figure 4 shows respondents by their ethnic group. The majority of respondents in the consultation are 'White or White British' (87%), followed by 'Asian or Asian British' (7%), 'Black or Black British' (3%), 'Mixed or Multiple ethnic groups' (2%), and those belonging to an 'other ethnic group' (1%).

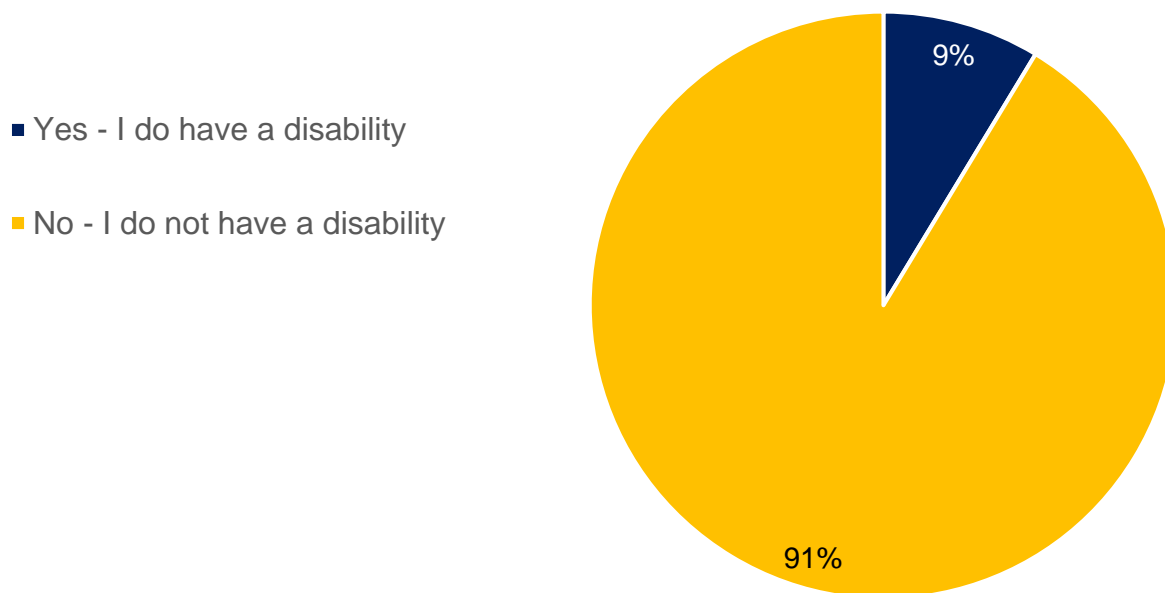
Figure 4: Respondents by ethnic group



Base: Total sample (774)

Respondents were asked whether they consider themselves to have a disability according to the Disability Act 2010. Figure 5 shows that 9% of respondents have a disability, whereas 91% do not.

Figure 5: Do you consider yourself to have a disability under the Equality Act 2010 definition?



Base: Total sample (796)

Respondents who have a disability were asked to indicate what type of disability they have, shown in Figure 6 on the following page. The most common disability types reported by respondents are mobility (58%) and physical (52%).

Figure 6: Respondents by disability type

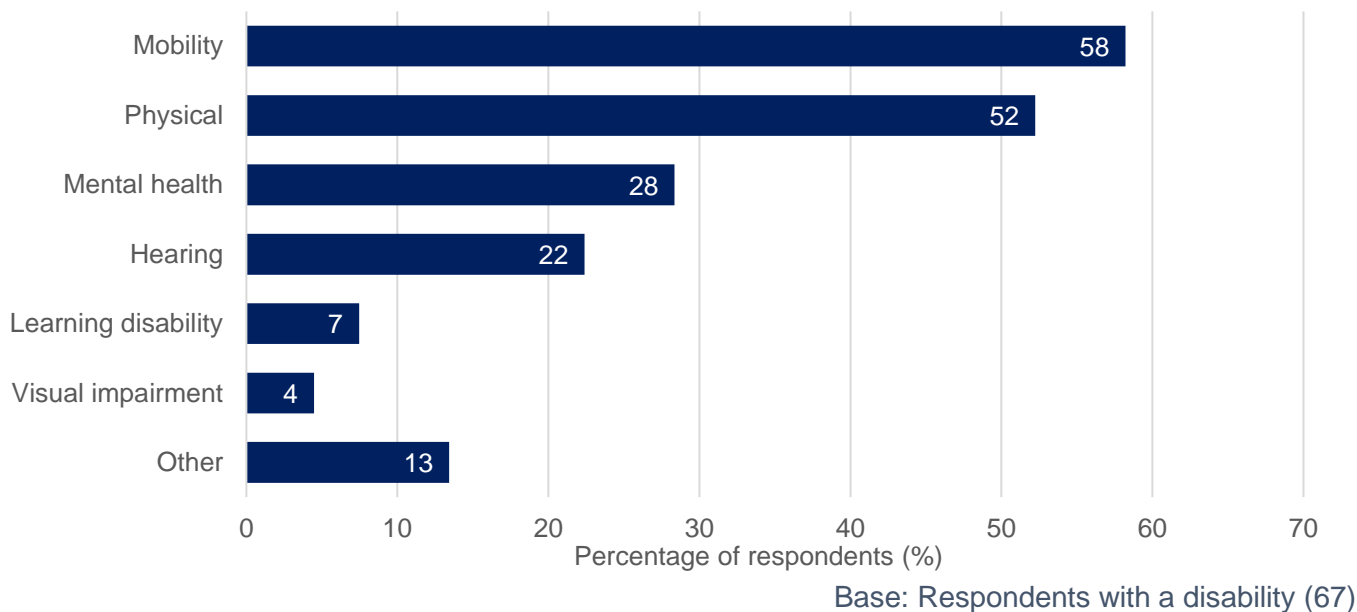
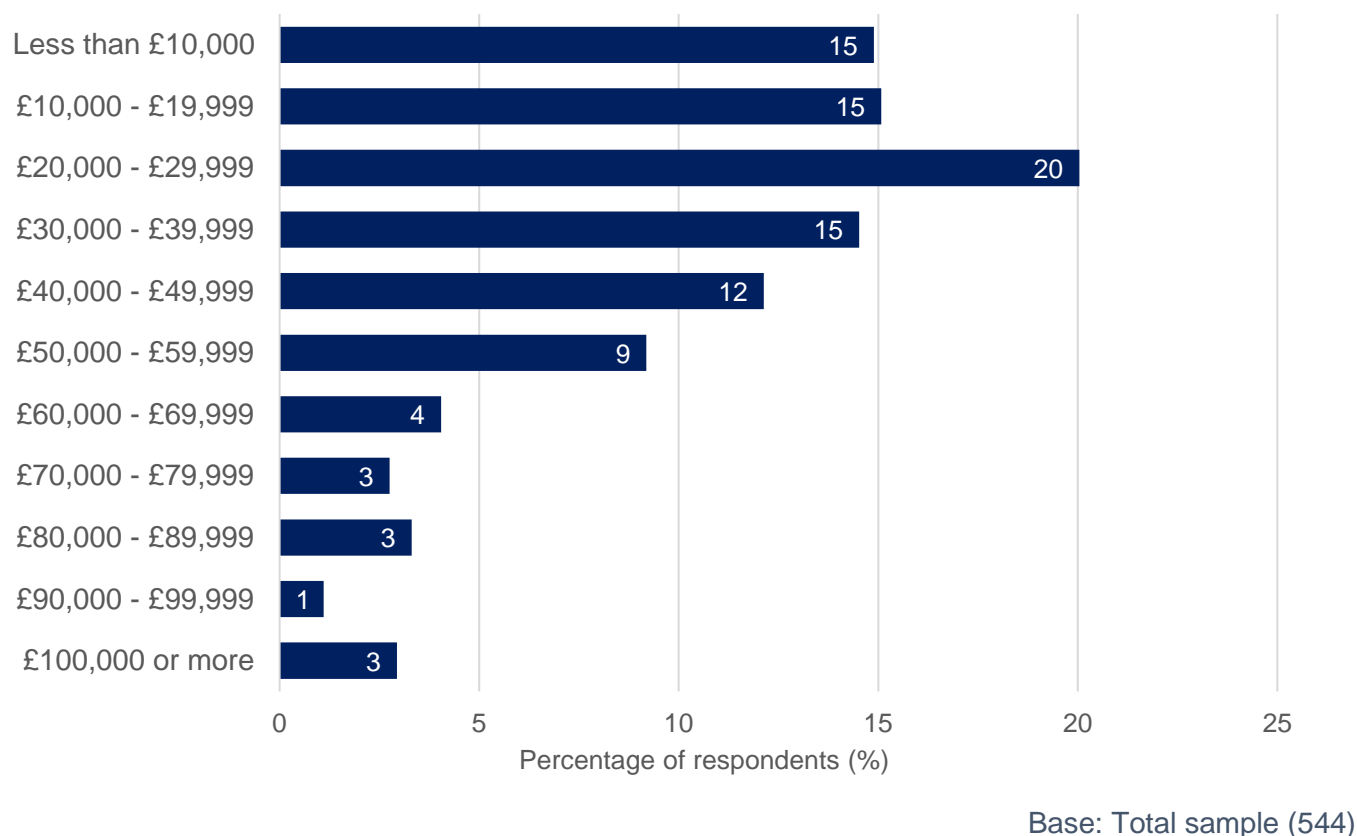


Figure 7 shows respondents by annual household income. The majority of respondents have an annual household income of less than £40,000 (65%).

Figure 7: Respondents by household income



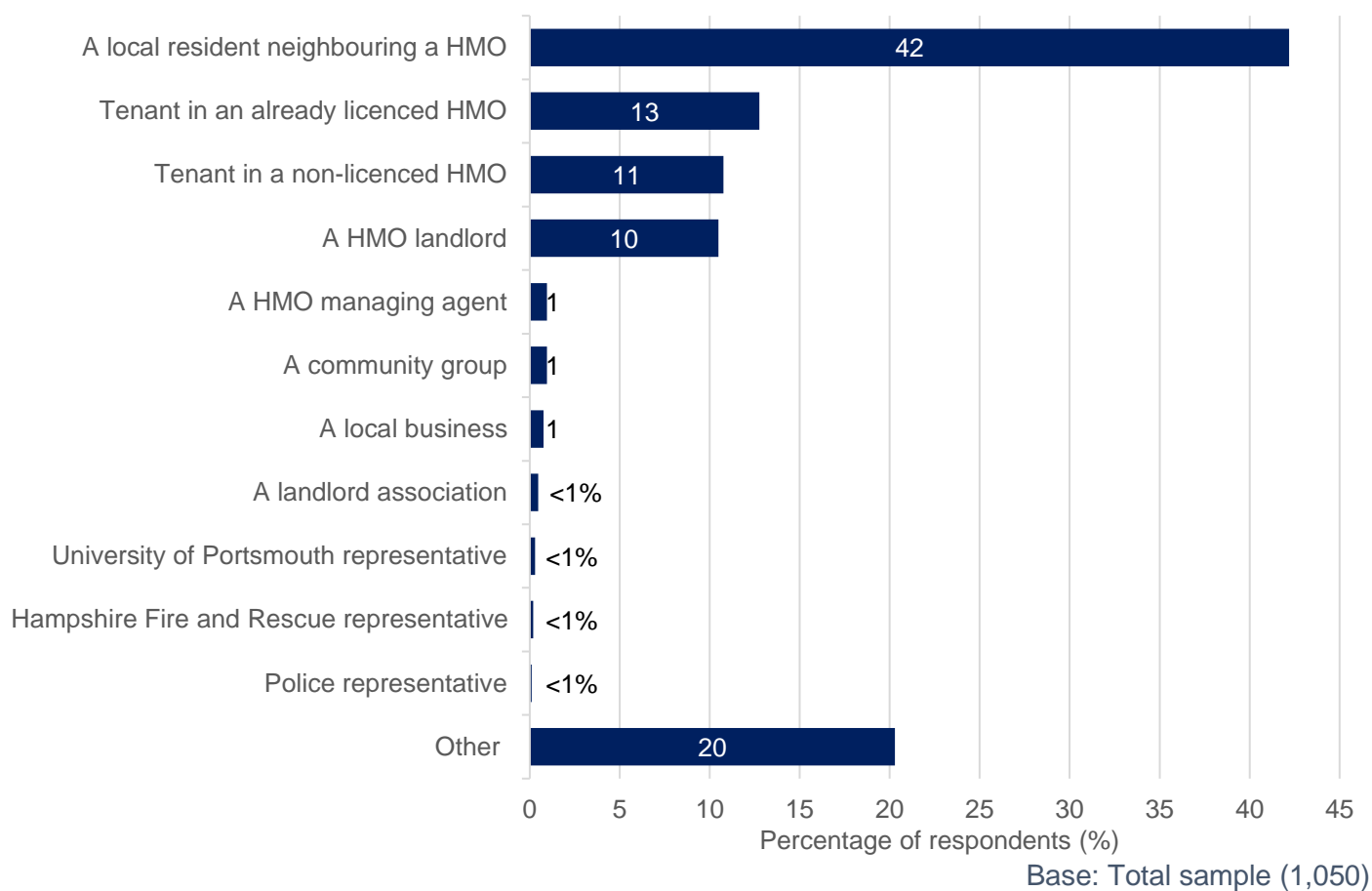
5.2 Respondent situation

The following section details respondent's situations and the capacity in which they responded to the consultation. All respondents were required to identify which group best described them before continuing with the survey. They were also asked to indicate their current working or educational

status. This section also includes details on tenancy types of respondents and the postcode areas of HMO landlords and managing agents.

Figure 8 shows respondents by the group best describing them when responding to the consultation. The highest proportion of respondents are local residents neighbouring HMOs (42%), followed by tenants in already licensed HMOs (13%), tenants in non-licensed HMOs (11%) and HMO landlords (10%). For this consultation, three key groups have been identified as those most likely to be impacted by the introduction of additional HMO licensing: local residents neighbouring a HMO, tenants in non-licensed HMOs, and HMO landlords. Responses from these groups will be drawn out in the subsequent sections.

Figure 8: Respondents by group



A fifth of respondents selected 'other', this is likely due to the specific nature of the groupings offered above. Further analysis indicates that those selecting 'other' largely fall into local residents, not neighbouring a HMO (8%), homeowners or landlords of non-HMOs (both 3%), previous tenants of HMOs or private tenants of non-HMOs (both 1%).

Respondents were asked to indicate their current working or educational status (see Figure 9 on the following page). The highest proportion of respondents are employed full time (35%), followed by just under a quarter of respondents who are retired (24%). A further 14% of respondents are in full time education, 12% are employed part time, and 9% are self-employed full time. Smaller proportions are currently unemployed (5%), self-employed part time (3%) and in part time education (1%).

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Figure 9: Respondents by current working situation

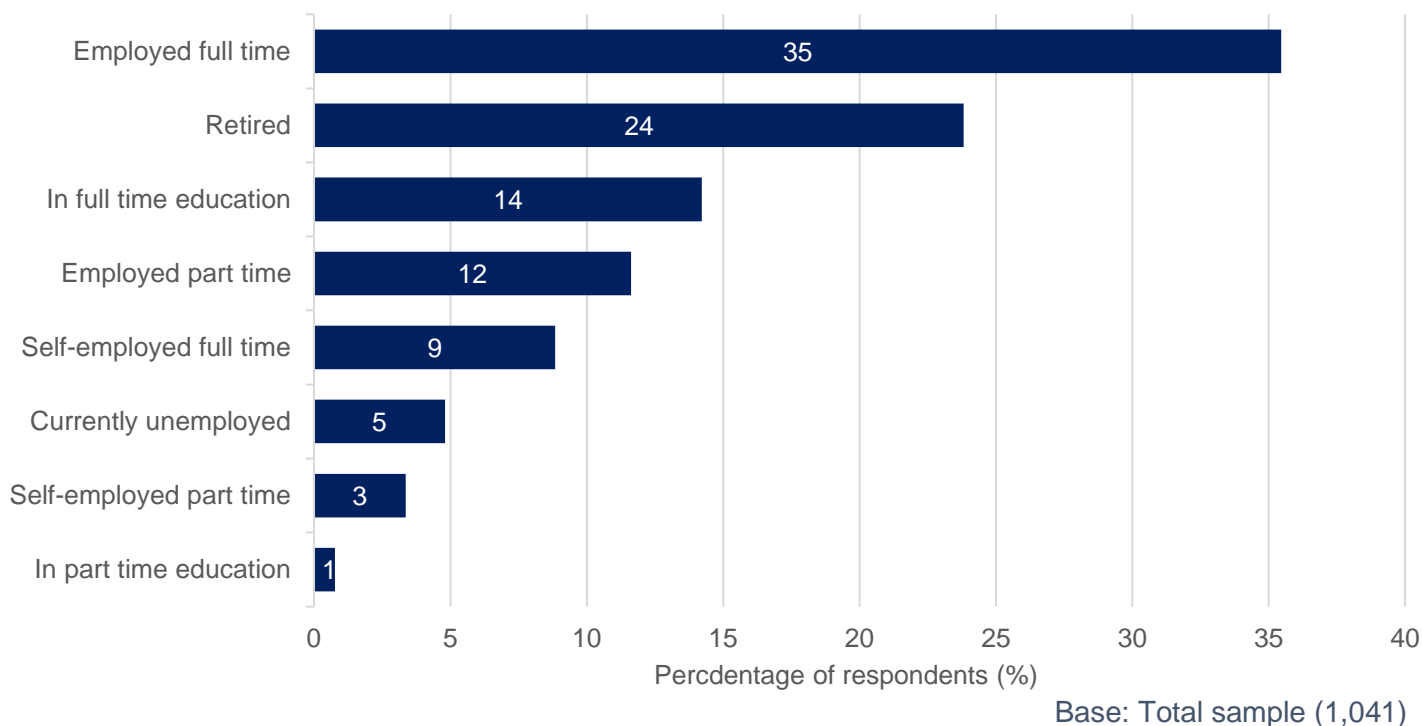
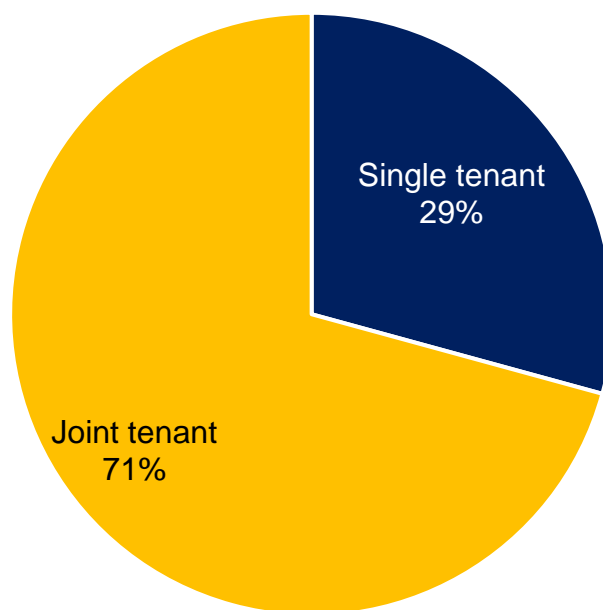


Figure 10 shows whether tenants are single tenants or joint tenants. The majority of tenancies are joint tenants (71%), with 29% being single tenants.

Figure 10: Respondents by tenancy type

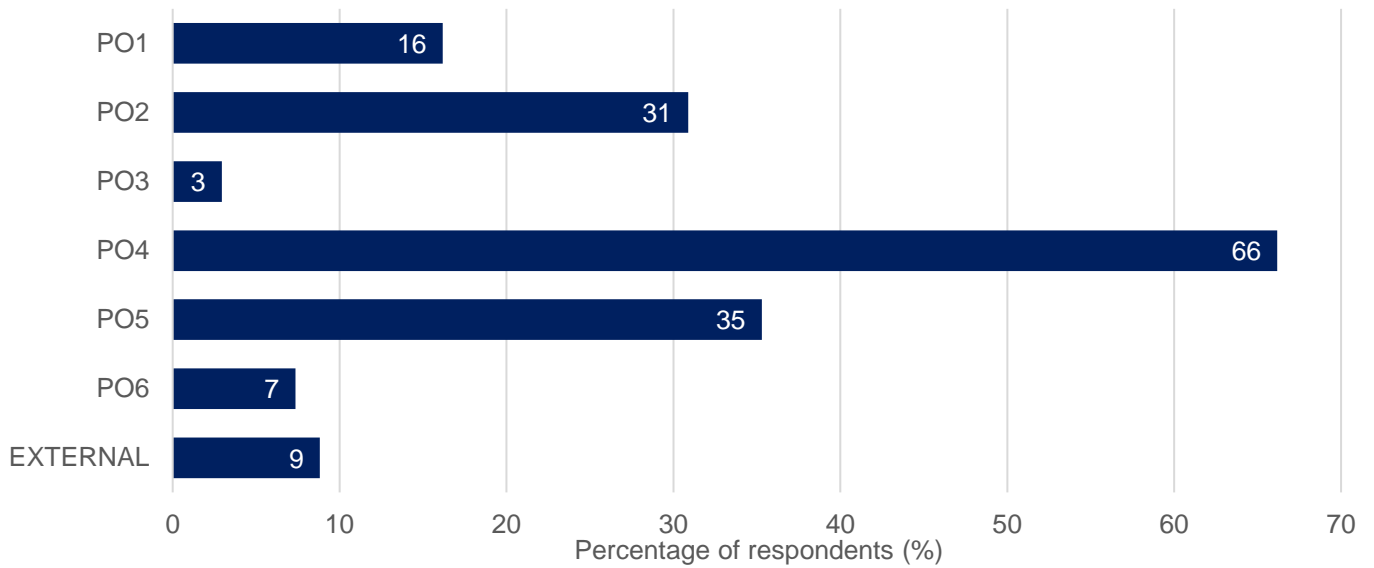


Base: Respondents who are tenants (212)

Respondents who identified themselves as a HMO landlord or HMO managing agent were asked to provide the postcode(s) of the HMO(s) they own or manage. Figure 11 on the following page shows the postcodes of these HMOs. The majority of HMOs owned or managed by respondents are in PO4 (66%), followed by PO5 (35%), PO2 (31%), and PO1 (16%). Smaller proportions are in PO6 (7%) and PO3 (3%), and 9% are outside of the immediate Portsmouth area (PO1-PO6).

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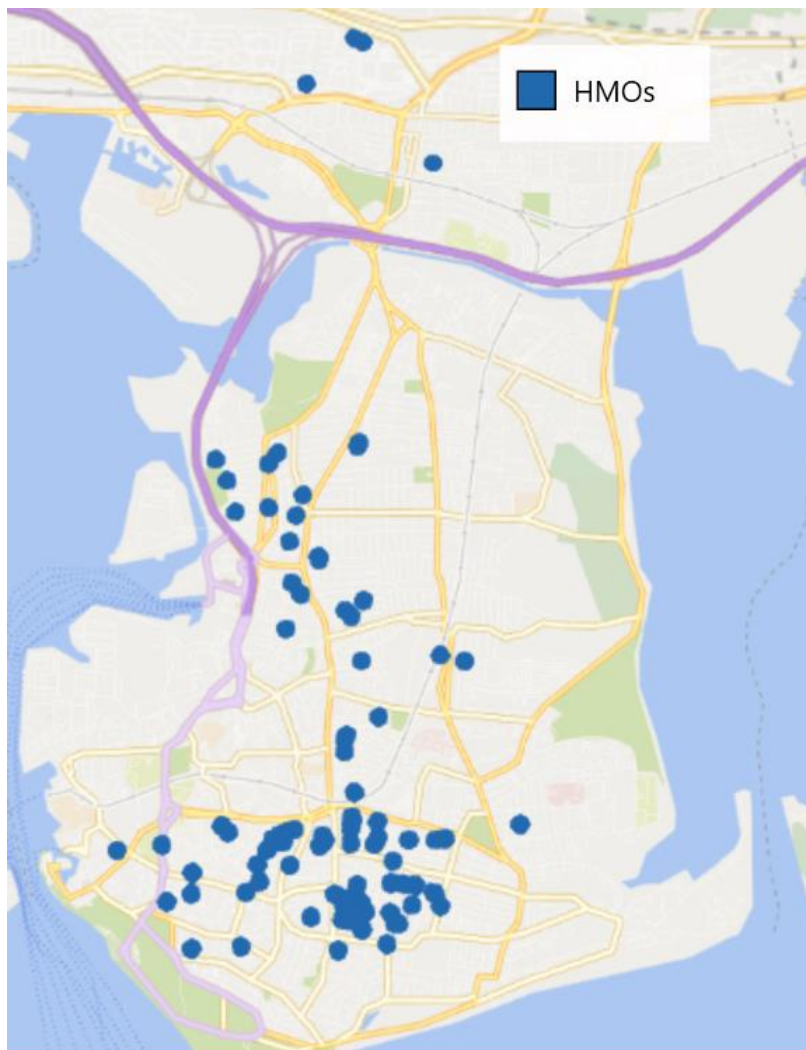
Figure 11: Postcodes of HMOs owned or managed by respondents



Base: Landlords and managing agents of HMOs (68)

Map 1 shows the distribution of those HMOs in the PO1 - PO6 area.

Map 1: Distribution of HMOs managed or owned by respondents in the Portsmouth area (PO1-PO6)

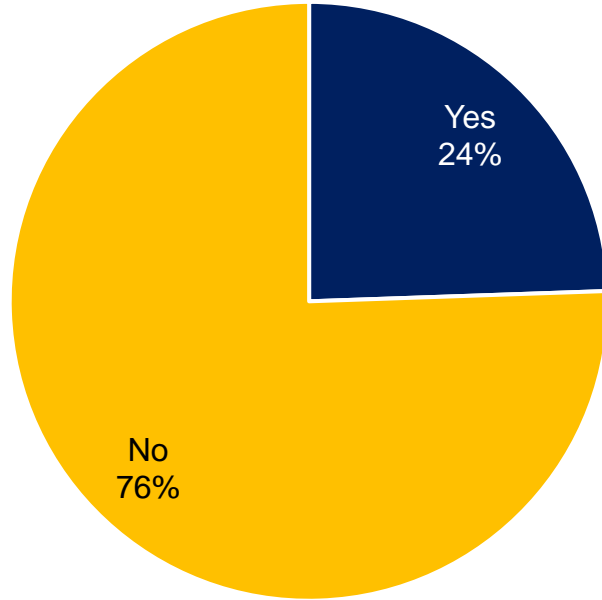


Base: Landlords and managing agents of HMOs (68)

5.3 Current condition of HMOs

The following section of analysis details the findings regarding the current condition of HMOs, rated by current or previous tenants of HMOs. Figure 12 shows that just under a quarter of respondents currently live in a HMO, or have lived in a HMO in the past 12 months.

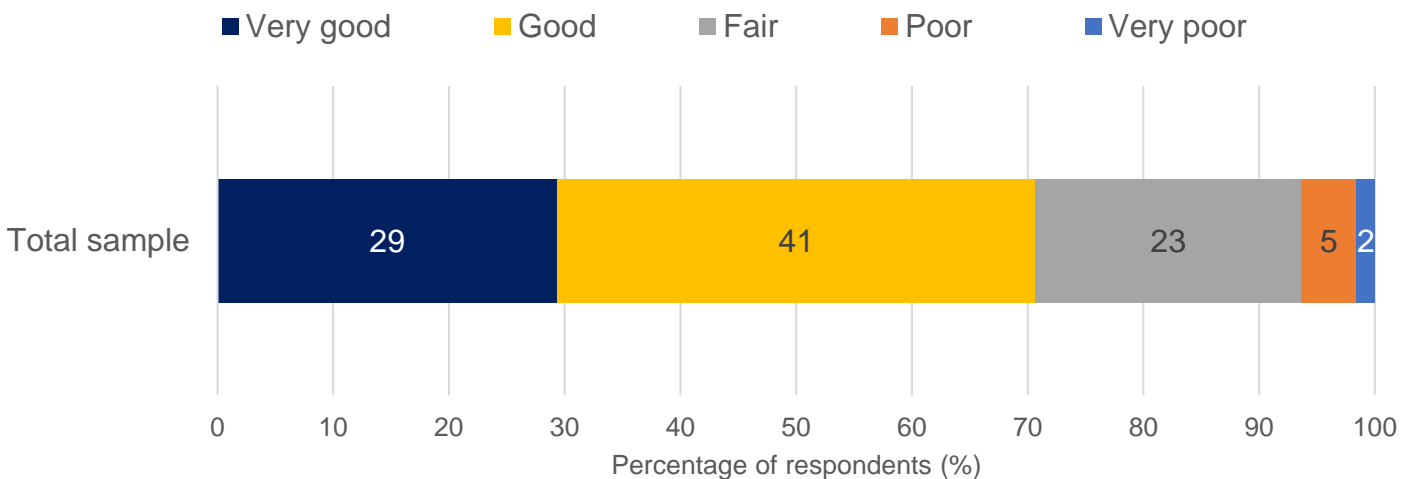
Figure 12: Do you currently live in a HMO (or have lived in a HMO in the past 12 months)?



Base: Total sample (1,039)

Respondents who either currently live in a HMO, or have lived in a HMO in the past 12 months were asked to rate the condition of that HMO. Figure 13 shows that the majority of these respondents would rate the condition of that HMO as 'good' or 'very good' (70%). 23% of respondents would rate the condition of the HMO as 'fair', and 7% would rate the condition as 'poor' or 'very poor'.

Figure 13: Condition of HMO respondents live in/ have lived in in the past 12 months



Base: Respondents who currently live in or have lived in a HMO in the past 12 months (252)

All respondents who currently live or have lived in a HMO in the past 12 months were asked to explain the reason for the rating they gave the condition of the HMO. Table 1 on the following page shows the responses from those rating the condition as 'good' or 'very good'.

Table 1: Reason for rating condition of HMO 'good' or 'very good'

Comment	Percentage of respondents (%)
Property is well-maintained	24
It's fine / no major problems	20
Nice accommodation / spacious	17
Good and responsive landlord / agency	13
Good / affordable rent	5
Other	3
No comment	56

Base: Respondents who rated the condition of the HMO as 'good' or 'very good' (178)

The highest proportion of respondents rated the HMO as 'good' or 'very good' as they feel that the property is **well-maintained to a high standard**, generally upkept by **regular cleaning** provided by the landlord and frequent checks to complete any necessary **repairs or refurbishments** (24%). A fifth of respondents reported **'no major problems'** or said that the property was **'fine'**.

Just under a fifth of respondents feel the accommodation provided is **nice and spacious**, with reasonably sized rooms and common spaces, and up-to-date décor making the house feel comfortable (17%). One in ten respondents gave a favourable rating because they feel that their landlord or managing agency are **good and responsive**, who **care about the property** and are **quick to respond** and resolve any issues (13%). Smaller proportions of respondents feel that their rent is **good and affordable** (5%) or gave **'other'** comments (3%). Over half of respondents did not expand on their rating and gave no comments (56%).

"Landlord is very quick to act if there's any problems in the property."

"Everything is in very good condition. There are no problems in the bathroom, kitchen, or bedrooms, and the house heating system works perfectly fine."

Table 2 shows the reasons respondents rated the condition of the HMO 'fair'.

Table 2: Reason for rating condition of HMO 'fair'

Comment	Percentage of respondents (%)
A bit rundown / décor could be improved	34
It's OK / meets minimum standards	28
Student house	9
Poor conversion / finish	7
Other	5
No comment	29

Base: Respondents who rated the condition of the HMO as 'fair' (58)

The highest proportion of respondents rated the condition of the HMO as 'fair' because they feel the property is a **bit rundown and shabby**, in need of some **non-urgent repairs** or feeling that the

décor could be improved to make the house feel **less dated** and **more comfortable** (34%). 28% of respondents think the property is **OK** and **meets the minimum standards**, but do not think the house is anything special.

Several respondents rated the condition as 'fair' as they feel it is a bit **basic** due to the property being a **student house** (9%). Some respondents feel that the property has had a **poor conversion** or been **finished to a poor quality** (7%). 29% of respondents did not expand on their rating and gave no comments.

"Comfortable and has what I need."

"It's a bit dated but everything is in working order."

Table 3 shows the reasons respondents gave for rating the condition of the HMO as 'poor' or 'very poor'.

Table 3: Reason for rating condition of HMO 'poor' or 'very poor'

Comment	Percentage of respondents (%)
Poor quality housing	31
Poor service from agency / landlords	31
Mould / damp	19
Rats	19
Issues with other tenants	13
Other	19
No comment	31

Base: Respondents who rated the condition of their HMO as 'poor' or 'very poor' (16*) |*Caution small base

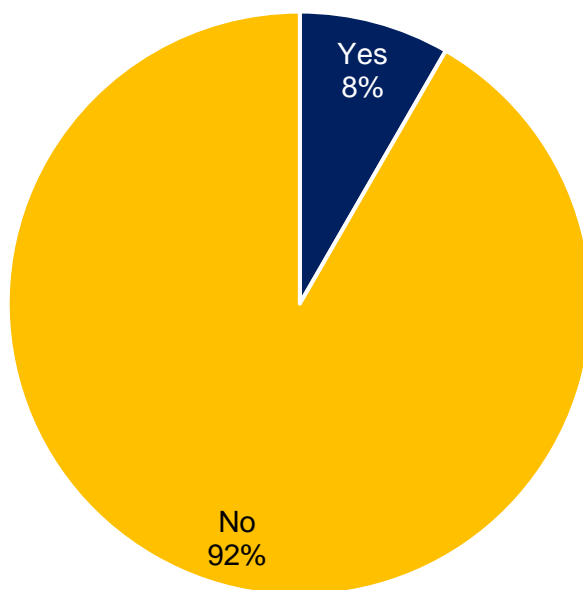
Whilst only a small proportion of respondents gave poor ratings, their reasons include the **poor quality of housing**, describing issues with **plumbing causing leaks** and the house being **in need of repair**, and **poor service from the landlord or rental agency**, not being **properly managed** or landlords **ignoring issues** (31% each). Just under a quarter of respondents have issues with **mould and damp** in their properties or issues with **rats** (19% each) and some respondents have **issues with other tenants** where they cannot control who lives in the property (13%). 31% of respondents did not expand on their rating and gave no comments.

"Mould before tenant arrival, no locks on doors, mould to the point where my possessions were wet to the touch, oven caught fire due to an electrical fault. Blinds fell off windows and landlord refused to fix, so had no blinds or curtains."

"The walls are of inadequate quality such as the wall near the boiler, which has decayed due to water leakage. Many cosmetic flaws throughout in terms of the house/ furniture, and the basement has too much mould to go down there."

Figure 14 shows that 8% of respondents feel their health has been negatively affected by the property they currently or have previously lived in, whilst the majority do not feel their health has been affected (92%).

Figure 14: Do you feel your health has been negatively affected by the condition of the property you live in (or lived in within the last 12 months)?



Base: Respondents who currently live in or have lived in a HMO in the past 12 months (252)

Table 4 shows the reasons that respondents feel their health has been negatively affected by the condition of the HMO.

Table 4: Reason for health being negatively affected by condition of HMO property

Comment	Percentage of respondents (%)
Issues with mould	24
Stress / mental health caused by condition of HMO	19
Vermin	19
Caught illness in the HMO	19
Other	24
No comment	10

Base: Respondents who feel their health has been negatively affected by their current or previous HMO property (21*) | *Caution small base

Whilst only 8% of respondents reported their health being negatively affected by the condition of the HMO property, **issues with mould impacting their breathing** was the main complaint from almost a quarter of this subset (24%). 19% of respondents feel that they have experienced **stress or mental health problems** caused by the condition of the HMO and similar proportions have had issues with **vermin**, including **rats** and **insects in their food**, or have **caught illnesses** whilst

living in the HMO, including **the flu and pneumonia** (both 19%). 10% of respondents did not expand on their answer and gave no comments.

5.4 Aims of the proposed scheme

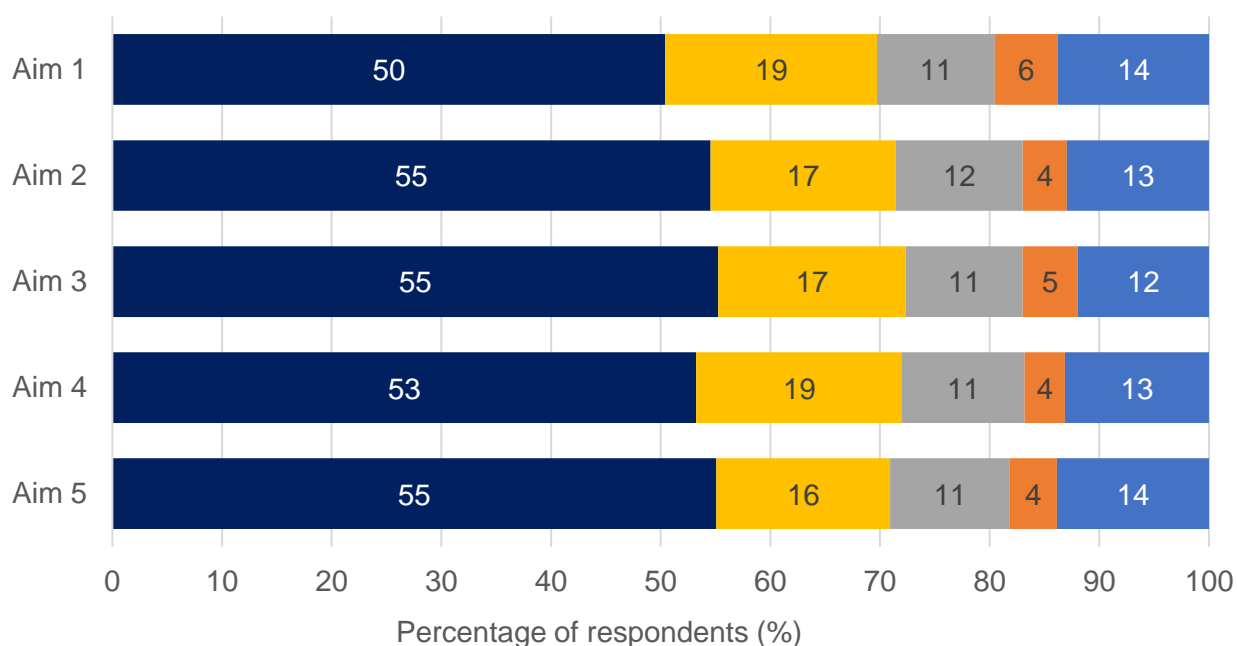
Respondents were asked to what extent they agree or disagree that licensing will help to achieve the five aims of the proposed schemes. Respondents were then asked to explain the reasons behind their responses. The following section is structured according to the five aims of the scheme. These are as follows:

1. To protect private rented tenants of HMOs from poorly managed and maintained properties
2. To effectively regulate HMOs in the private rented sector by identifying an individual responsible for the management and conditions of the property, ensuring consistency of standards across the city for HMOs in the private rented sector
3. To drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues
4. To enable council officers to utilise enforcement powers effectively to significantly drive up housing standards, housing management and the wellbeing of tenants in high risk properties
5. To support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords

Figure 15 shows to what extent respondents agree or disagree with each of the above aims. The majority of respondents strongly agree with each aim. The remainder of this section offers an in-depth breakdown to each of these responses.

Figure 15: To what extent respondents agree or disagree that licensing will help to achieve the above aims

■ Strongly agree ■ Slightly agree ■ Neither agree nor disagree ■ Slightly disagree ■ Strongly disagree

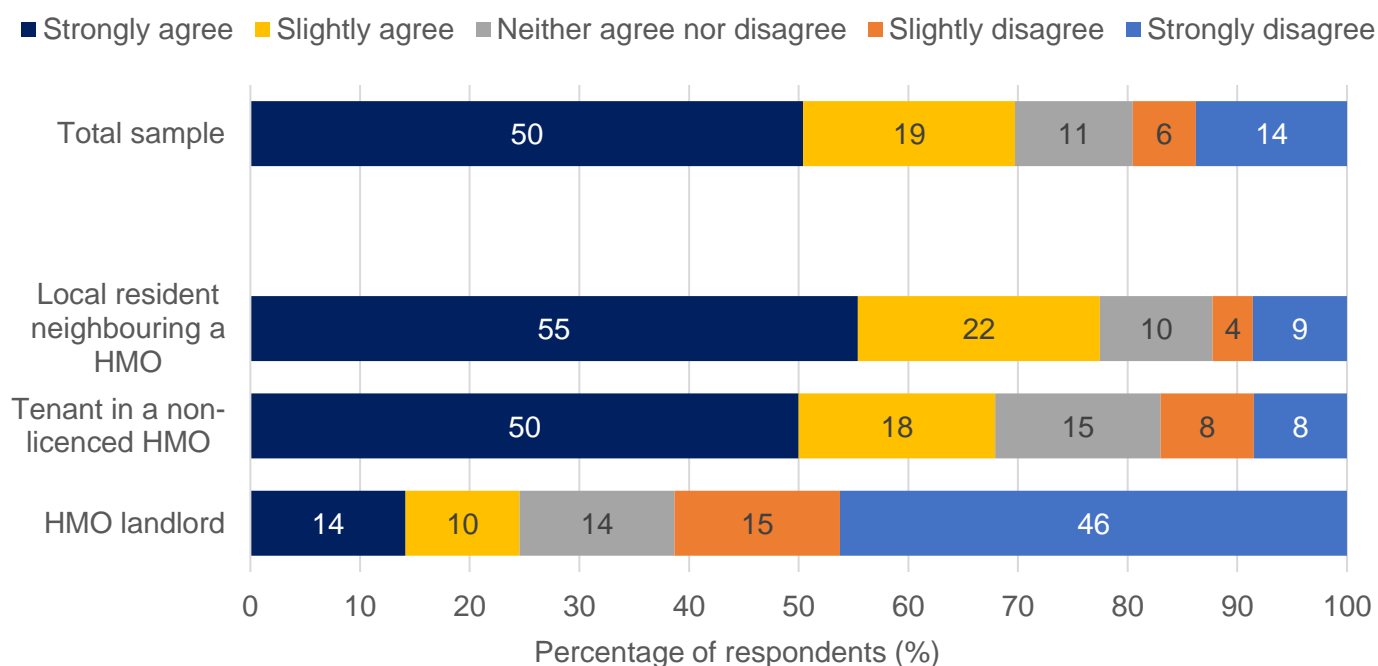


Base: Total sample, from top to bottom (978), (948), (936), (922), (908)

5.4.1 Poorly managed and maintained properties

Figure 16 shows that the majority of respondents slightly agree or strongly agree that licensing will help to protect private rented tenants of HMOs from poorly managed and maintained properties (69%). Local residents neighbouring a HMO are most likely to agree that licensing will help achieve this aim (77% slightly or strongly agree). The majority of tenants in non-licensed HMOs still slightly or strongly agree licensing will achieve this aim (68%), however, the majority HMO landlords slightly or strongly disagree that licensing will achieve this aim (61%).

Figure 16: Respondent agreement that licensing will help to protect private rented tenants of HMOs from poorly managed and maintained properties



Base: Total sample (978), Local resident neighbouring a HMO (106), Tenant in a non-licensed HMO (408), HMO landlord (106)

Respondents were next asked to explain why they think licensing will or will not help achieve the aim of protecting tenants of HMOs from poorly managed and maintained properties. Table 5 shows why respondents 'slightly' or 'strongly agree' licensing will achieve this aim.

Table 5: Why respondents **agree** that licensing will protect private tenants of HMOs from poorly managed and maintained properties

Comment	Percentage of respondents (%)
Provides framework for standards and enables them to be monitored	15
Licensing will ensure landlords are held accountable to maintain standards	14
Many HMOs are currently in poor condition with no external standardising or regulation	9
General agreement with objective of the aim	9
Licensing will provide tenants with external protection	8

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Only if enforced properly	5
Makes HMOs identifiable and provides point of contact	3
Other	11
No comment	39

Base: Respondents who 'slightly' or 'strongly agree' (682)

The most common reasons respondents feel that licensing would protect private tenants from poorly managed and maintained properties is because licensing **provides a framework** for the standards of HMOs and enables these standards **to be monitored** (15%), and ensures **landlords are held accountable** to maintain the standards set out by licensing (14%). Just under a tenth of respondents feel that licensing will help achieve this aim because many non-licensed HMOs are currently in **poor condition without this external standardisation or regulation** (9%), and the same proportion expressed a **general agreement with the objective of the aim**.

Several respondents feel that licensing will **protect tenants** as it involves **external** regulation (8%), whilst others believe licensing will achieve this aim providing the scheme and regulations are **properly enforced** (5%). A small proportion of respondents feel this aim will be achieved because licensing will **make HMOs identifiable** in the system and **provides a point of contact** for both tenants and residents to raise issues (3%). 39% of respondents did not expand on their answer and gave no comments.

"May make landlords more aware of their responsibilities; may deter less responsible ones who see HMOs just as a source of income."

"Will standardise the conditions for the rental market for HMOs across the city."

Table 6 shows responses from those who 'neither agree nor disagree'.

*Table 6: Why respondents **neither agree nor disagree** that licensing will protect private tenants of HMOs from poorly managed and maintained properties*

Comment	Percentage of respondents (%)
Lack of information to make decision	15
Disagree with HMOs / amount in the city	8
Properties can be well-managed without licensing	7
Unsure if licensing would solve the issues	7
Standards should be regulated, but the cost is likely to impact tenants	6
The impact of licensing will depend on how well it is enforced	6
Unsure if landlords will meet the standards	6
Other	8
No comment	41

Base: Respondents who 'neither agree nor disagree' (105)

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The highest proportion of respondents 'neither agree nor disagree' that licensing will protect private tenants from poorly managed and maintained HMO properties as they feel that they **lack the information** to know whether licensing will help to achieve this aim (15%). 8% of respondents express a **general disagreement with HMOs** or **oppose the number of HMOs in Portsmouth**. Similar proportions of respondents feel that properties can, and are, **well-managed without licensing**, or are **unsure if licensing would solve the issues** (7% each).

Several respondents feel conflicted, as they **agree that standards should be regulated**, but are concerned that the **cost will impact tenants** (6%), and the same proportion neither agree nor disagree as they feel the impact of licensing will **depend on how well it is enforced** or are **unsure if landlords will actually meet the standards set**. 41% of respondents did not expand on their answer and gave no comments.

"This scheme was previously used and the council never got around to inspecting the property before the licence expired. Any charges for a licence will be fully passed on to the tenants so will increase rent prices."

"Licensing seems like a good idea but so many larger HMOs are poorly maintained inside and out so it seems the existing licensing may not be effective in helping tenants."

Table 7 shows responses from respondents who 'slightly' or 'strongly disagree'.

Table 7: Why respondents **disagree** that licensing will protect private tenants of HMOs from poorly managed and maintained properties

Comment	Percentage of respondents (%)
The additional cost will increase prices for tenants or reduce the availability of HMOs	21
Majority of HMO landlords are good, licensing will negatively impact them	18
No evidence of previous schemes / current licensing making a difference	14
Licensing will not be enforced well enough to make a difference	10
Scheme will not tackle real problem of rogue landlords	10
There is already sufficient legislation in place for tenants	9
Licensing will create / ignore certain issues	8
Disagree with HMOs / general issues with HMOs	8
Other	12
No comment	12

Base: Respondents who 'slightly' or 'strongly disagree' (191)

Just over a fifth of respondents disagree that licensing will protect private tenants from poorly managed and maintained HMO properties as they feel the **additional costs from licensing will increase prices for tenants** or deter landlords and **reduce the availability of HMOs** (21%). Just under a fifth of respondents disagree as they feel the **majority of HMO landlords are good** at managing and maintaining properties, and that they will be **negatively impacted** by licensing (18%).

14% of respondents disagree because they believe there is **no evidence of previous schemes or current licensing achieving this**.

A tenth of respondents feel that **licensing will not be enforced effectively enough** to make a difference and the same proportion feel that the scheme will not tackle the **real problem of rogue landlords** who are not managing or maintaining properties. 9% of respondents feel that there is **already sufficient legislation in place for tenants** to achieve this, and a similar proportion feel that licensing will **create more issues** or **ignore other existing issues** like antisocial behaviour from tenants or comfortable living spaces (8%). There is also some **general disagreement about HMOs** and respondents **highlighting general issues with HMOs** (8%). 12% of respondents did not expand on their answer and gave no comments.

"Additional licensing will only end up increase in rental cost, especially for a small HMO property. The transfer of cost will be almost double when compare to large HMO property."[sic]

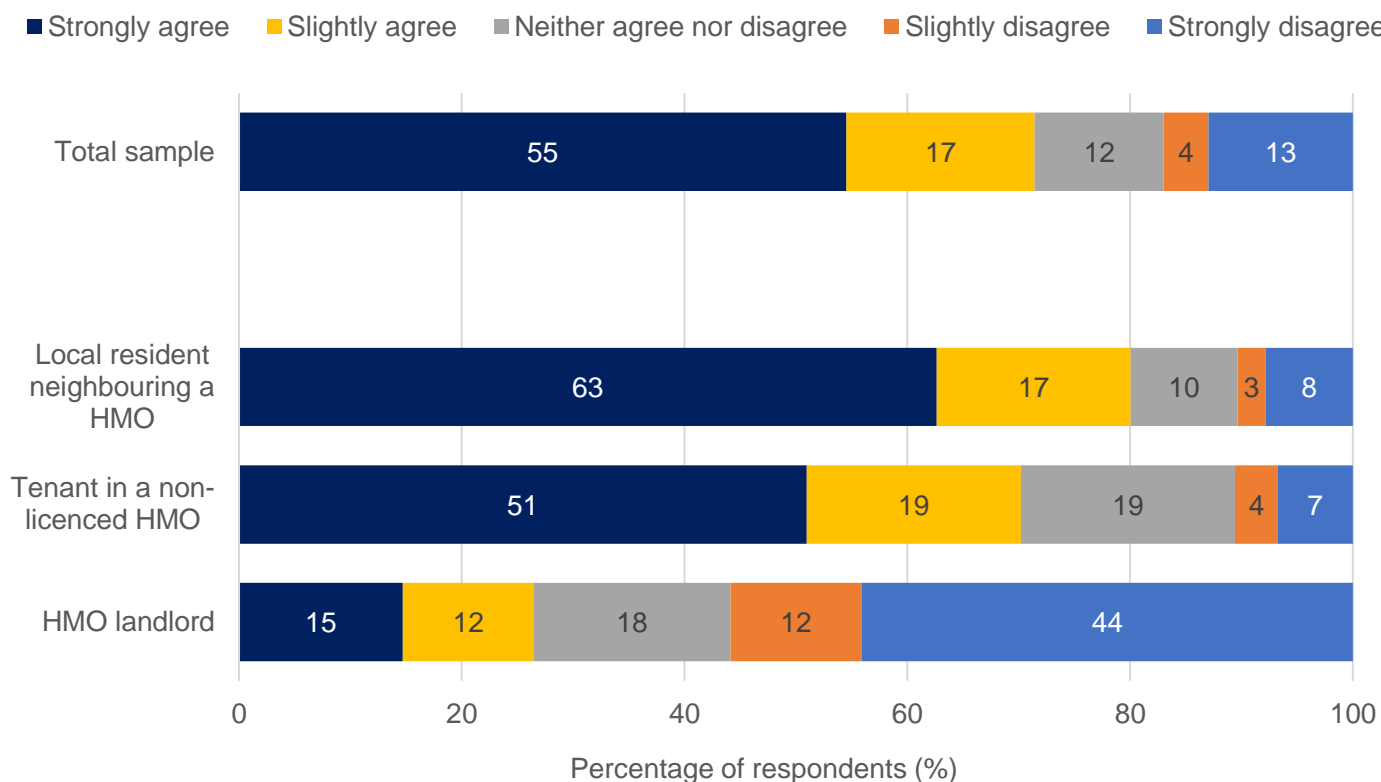
"Because rogue landlords will continue to operate. Any scheme only impacts on the already responsible landlords."

5.4.2 Effective regulation by identifying an individual responsible for management of the property

Figure 17 on the following page shows that the majority of respondents agree that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property (72%). Local residents neighbouring a HMO (80%) and tenants in non-licensed HMOs (70%) are most likely to agree that licensing will help to achieve this aim. The majority of HMO landlords disagree that licensing will effectively regulate HMOs in the private rented sector (66%).

Additional HMO Licensing

Figure 17: Respondent agreement that licensing will help to effectively regulate HMOs in the private rented sector by identifying an individual responsible for the management and conditions of the property, ensuring consistency of standards across the city for HMOs in the private rented sector



Base: Total sample (948), Local Resident neighbouring a HMO (396), Tenant in a non-licensed HMO (104), HMO Landlord (102)

Respondents were asked to explain why they agree or disagree that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property. Table 8 shows responses from respondents who 'slightly' or 'strongly agree'.

Table 8: Why respondents **agree** that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property.

Comment	Percentage of respondents (%)
Holds landlords accountable and discourages rogue landlords	14
Protects tenants and ensures consistent, better living conditions	11
Identifies someone responsible and enables them to be held accountable to meet standards	10
Provides a contact point to raise issues and makes landlords identifiable	8
HMOs should be regulated and licensing enforced properly	7
General agreement with objective of the aim	4
Other	8
No comment	45

Base: Respondents who 'slightly' or 'strongly agree' (677)

The highest proportion of respondents agree that licensing will help to achieve this aim because **landlords would be held accountable**, and licensing would **discourage rogue landlords** (14%).

Respondents also feel that licensing will **protect tenants** by **ensuring consistent and better living conditions** (11%). A tenth of respondents feel licensing will achieve this as it will **identify someone responsible** for the property, enabling someone to be **held accountable to meet standards**.

8% of respondents feel that the aim will be achievable due to licensing **providing a point of contact to raise issues**, and making **landlords identifiable**, including to residents and tenants. Some respondents believe that **HMOs should be regulated**, and that **licensing should be enforced properly** to ensure consistent standards (7%). A smaller proportion cited a **general agreement with the objective of the aim** (4%). 45% of respondents did not expand on their answer and gave no comments.

"Standards will be set that need to be adhered to, authorities will know who is in charge of said properties, rogue landlords will be made accountable more easily."

"Licensee will have to take responsibility and be accountable for the property they are renting."

Table 9 shows responses from respondents who 'neither agree nor disagree' that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property.

*Table 9: Why respondents **neither agree nor disagree** that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property*

Comment	Percentage of respondents (%)
Property standards should be monitored on individual basis	9
Not enough knowledge about situation / indifferent	9
Decent landlords will be penalised and rogue ones will evade the system	7
Concern about adequacy of enforcement and regulation	7
General issues with HMOs (not addressed by licensing)	7
Uncertain about correlation between licensing and outcome of the aim	5
Other	9
No comment	48

Base: Respondents who 'neither agree nor disagree' (110)

Just under a tenth of respondents neither agree nor disagree that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property because they feel that **property standards should be monitored on an individual basis**, rather than a blanket approach, or feel that they are **indifferent** or **do not know enough about the situation** (9% each).

7% of respondents are unsure as they feel that **there are decent landlords who will be penalised by licensing** and believe that **rogue landlords will still evade the system**. The same proportion of respondents are **concerned about the adequacy of enforcement and regulation** to be

successful, or express **general issues with HMOs** that are not addressed by licensing (7% each). A smaller proportion of respondents neither agree nor disagree as they are **uncertain about the correlation between licensing and the outcome of the aim** (5%). 48% of respondents did not expand on their answer and gave no comments.

"Any standard applied to a 3 or 4 person HMO should be different to a 5 person + due to more cohesive residents of smaller households."

"Regulation will not in and of itself ensure consistency of standards being maintained. The licence will be issued and the property forgotten about until a complaint is lodged either by a tenant or a resident."

Table 10 shows responses from respondents who 'slightly' or 'strongly disagree' that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property.

*Table 10: Why respondents **disagree** that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property*

Comment	Percentage of respondents (%)
The council should already be able to meet these aims without additional licensing	16
Council does not have the resources to adequately enforce or regulate this	14
Additional licensing will unfairly raise costs for tenants and landlords currently meeting the standards	14
Previous schemes have been unsuccessful	11
Rogue landlords will not register for the scheme and fly under the radar	9
Cannot apply a blanket approach to all HMOs	7
General opposition to HMOs / increased number of HMOs in city	6
Directs attention to the wrong issues	6
Other	11
No comment	22

Base: Respondents who 'slightly' or 'strongly disagree' (162)

The highest proportion of respondents disagree that licensing will help to effectively regulate HMO standards through identifying an individual responsible for management of the property as they feel the **council should already be able to meet these aims without additional licensing** (16%). 14% of respondents believe that the council does not have the **resources to adequately enforce or regulate** licensing to achieve this. The same proportion feel that additional licensing will **unfairly raise costs for tenants and landlords currently meeting the standards**.

About a tenth of respondents disagree that licensing will achieve this aim as they feel that **previous schemes** of a similar nature have been **unsuccessful** (11%) or that **rogue landlords will not register for the scheme** and continue to fly under the radar (9%). 7% of respondents believe that the council cannot apply **a blanket approach to all HMOs**. A similar proportion of respondents

express **general opposition to HMOs** or feel that licensing will **direct attention to the wrong issues** (6% each). 22% of respondents did not expand on their answer and gave no comments.

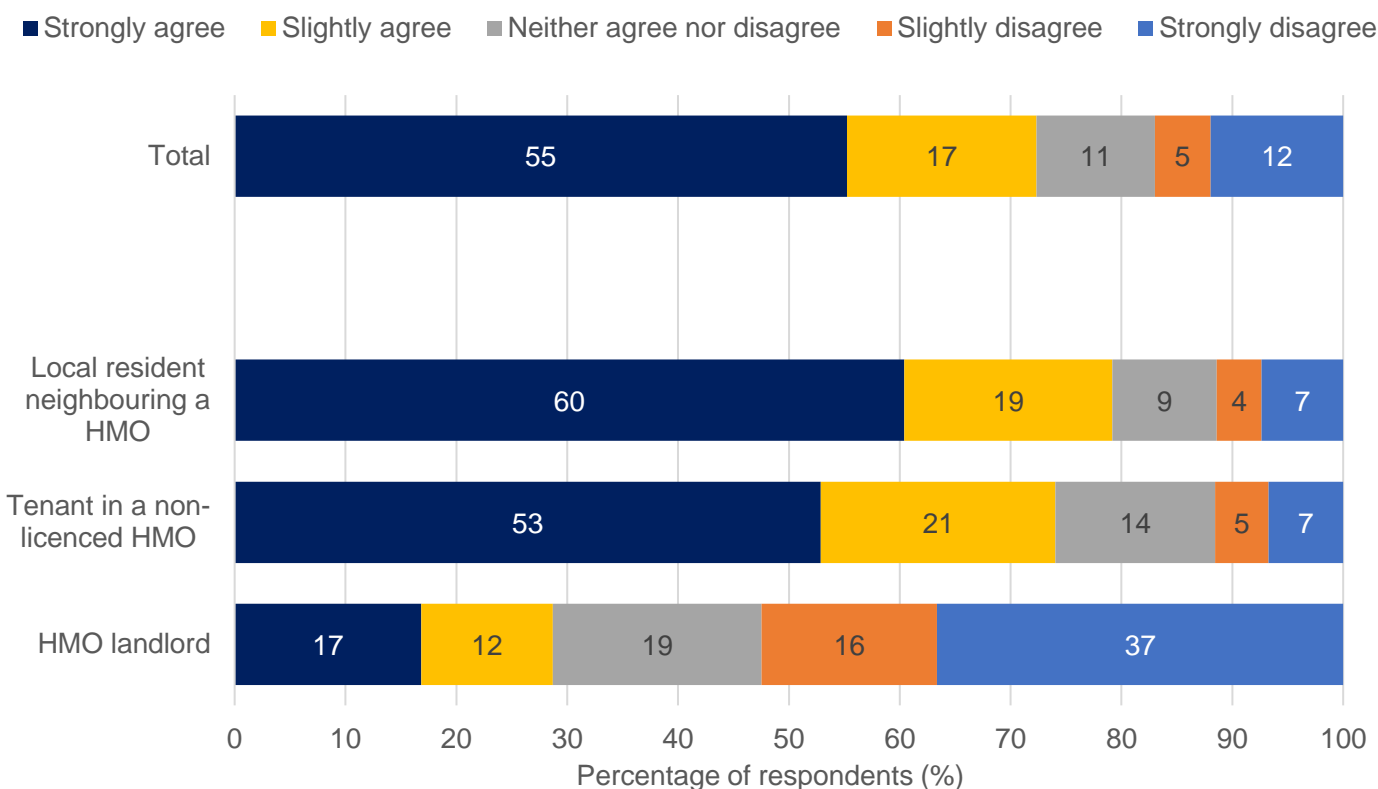
"You already have the power to identify house owners and occupants through Land Registry and Council Tax records. Licensing will only identify those that apply for the licence."

"It will make no difference. My landlord is already responsible for the property. All the new legislation will do is raise rent costs."

5.4.3 Drive up standards

Figure 18 shows that the majority of respondents agree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues (72%). Both local residents neighbouring HMOs and tenants in non-licensed HMOs appear slightly more likely to agree that licensing will achieve this aim than the total sample (79% and 74%, respectively). Just over half of HMO landlords disagree that licensing will help achieve this aim (53%), whilst over a quarter agree that it will help (29%).

Figure 18: Respondent agreement that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity, and safety issues



Base: Total sample (936), Local Resident neighbouring a HMO (394), Tenant in a non-licensed HMO (104), HMO Landlord (101)

Respondents were asked to explain why they agree or disagree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues. Table 11 shows responses from respondents who 'slightly' or 'strongly agree'.

Table 11: Why respondents **agree** that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues

Comment	Percentage of respondents (%)
Landlords will be held accountable by authorities and require inspections	13
Landlords will need to meet minimum living standards set by licensing	11
Effective enforcement will be needed	7
General agreement with objective of the aim	7
It will ensure landlords complete repairs in adequate time	2
Local area will be improved by HMOs needing to meet external standards	2
Other	9
No comment	52

Base: Respondents who 'slightly' or 'strongly agree' (677)

The highest proportion of respondents agree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues as **landlords will be held accountable by authorities** and **require inspections** (13%). Just over a tenth of respondents agree because landlords will **need to meet minimum living standards** set by licensing in their properties (11%).

Similar proportions of respondents feel that licensing will help achieve this aim but will **need effective enforcement** or express **general agreement with the objective of the aim** (7% each). 2% of respondents agree as they feel licensing will **ensure landlords complete repairs in adequate time** and the same proportion feel that the **local area** will also be improved as **HMOs will have to meet external standards**. Over half of respondents did not expand on their answer and gave no comments (52%).

"Will give the council powers to address substandard properties and require action to be taken to gain/ keep the license." [sic]

"Landlords will have a requirement to meet minimum conditions for their properties and to make repairs as required."

Table 12 on the following page shows responses from respondents who 'neither agree nor disagree' that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues.

Table 12: Why respondents **neither agree nor disagree** that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues

Comment	Percentage of respondents (%)
Not enough focus on bad landlords who will not meet the standards	8
Concerned about adequacy of enforcement	7
Difficult to see success of previous schemes	5
Concerned about increase in costs	5
Standards are too rigid	4
General disagreement with HMOs	4
Unsure why licensing is required to achieve this	3
Other	9
No comment	57

Base: Respondents who 'neither agree nor disagree' (100)

The highest proportion of respondents neither agree nor disagree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues as they feel that there is **not enough focus on bad landlords who will not meet the standards** (8%). A similar proportion express **concern about the adequacy of enforcement** in order to achieve this aim (7%). 5% of respondents are unsure as they feel it is **difficult to see success of previous schemes** or feel concerned about the **increase in costs** associated with licensing.

Smaller proportions of respondents feel that the **standards set by licensing are too rigid** to be achievable for all HMOs or **generally disagree with the existence of HMOs** (4% each). Some respondents neither agree nor disagree as they are **unsure why licensing is required to achieve the aim** (3%). 57% of respondents did not expand on their answer and gave no comments.

"You won't know who the bad landlords are because you are too busy chasing up the ones who are already conforming, adding more and more legislation and expense which increase rents and or forces them to sell up."[sic]

"Licensing itself will not do this. It is how well the council run the scheme and the follow up/sanctions for landlords etc. that will change things."

Table 13 on the following page shows responses from respondents who 'slightly' or 'strongly disagree' that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues.

Table 13: Why respondents **disagree** that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues

Comment	Percentage of respondents (%)
Concern that the council will not be able to enforce this adequately	18
Should not need / be approached through blanket standards from additional licensing	17
Additional cost will increase tenants' rent with little benefit or reduce availability of HMOs	13
Most landlords already maintain properties to a high standard and/or will be unfairly penalised	12
Bad landlords will not register for the scheme and will fly under the radar	11
Previous schemes have not been successful	7
Does not address where landlord is not the issue	7
General disagreement with HMOs	7
Other	14
No comment	24

Base: Respondents who 'slightly' or 'strongly disagree' (159)

Just under a fifth of respondents disagree that licensing will help to drive up housing standards in properties where there is poor management, need for repairs, amenity and safety issues as they are **concerned about the council's ability to enforce this adequately** (18%). A similar proportion of respondents feel that this aim **should not require or be approached through additional licensing**, arguing that the council should be able to achieve this aim without further licensing, or that this should work on an individual basis, rather than blanket approach to all HMOs (17%). Over a tenth of respondents feel the **additional cost will increase tenants' rent** with little benefit to the tenants or **reduce the availability of HMOs** (13%).

One in ten respondents feel that **most landlords maintain properties to a high standard** and/or will be **unfairly penalised** through additional licensing (12%), and a similar proportion disagree that licensing will achieve this aim as they believe that **bad landlords will not register** for the scheme and will continue to **fly under the radar** (11%). Similar proportions of respondents disagree as they feel that **previous schemes have not been successful**, **the scheme does not address cases where the landlord isn't the issue**, or express **general disagreement with HMOs** (7% each). 24% of respondents did not expand on their answer and gave no comments.

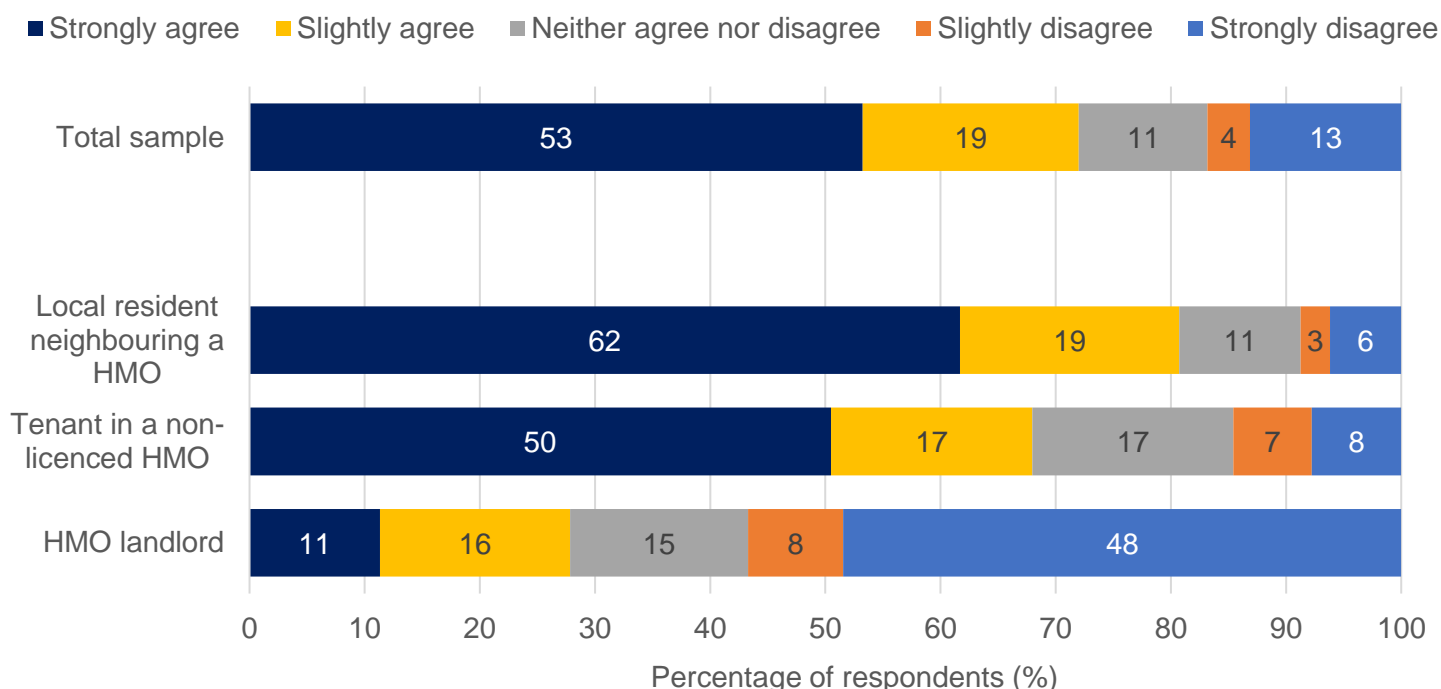
"Honest landlords will be targeted and rogue landlords not part of the scheme will be unaffected. More regulation is not the answer as this will force up rents for tenants looking for affordable accommodation."

"The council has all the powers to do this without an additional licensing process. If poor or badly maintained HMOs are identified, then the council has the power to correct this."

5.4.4 Enable council officers to utilise enforcement powers

Figure 19 shows that the majority of respondents agree that licensing will achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and wellbeing of tenants in high-risk properties (72%). Local residents neighbouring HMOs appear more likely to agree that licensing will help to achieve this aim than other groups (81%). Over two-thirds of tenants in non-licensed HMOs agree that licensing will help achieve this aim (67%), however, the majority of HMO landlords disagree that licensing will achieve this aim (56%).

Figure 19: Respondent agreement that licensing will enable council officers to utilise enforcement powers effectively to significantly drive-up housing standards, housing management and the wellbeing of tenants in high risk properties



Base: Total sample (922), Local Resident neighbouring a HMO (389), Tenant in a non-licensed HMO (103), HMO Landlord (97)

Respondents were asked to explain why they agree or disagree that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing. Table 14 on the following page shows responses from those who 'slightly' or 'strongly agree'.

Table 14: Why respondents **agree** that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing

Comment	Percentage of respondents (%)
The council would have necessary powers to hold landlords and problem tenants accountable	13
Dependent on adequate funding, staffing and skilled implementation	12
General agreement with objective of the aim	6
Provides minimum standards for landlords and should deter bad landlords	6
Landlords should be monitored and regularly inspected to regulate standards	4
Ensures better protection and conditions for tenants	4
Other	6
No comment	54

Base: Respondents who 'slightly' or 'strongly agree' (664)

The highest proportion of respondents agree that licensing will help to enable council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing because the **council would have the necessary powers to hold landlords and problem tenants accountable** (13%). This is followed by 12% of respondents who agree but feel this is **dependent on adequate funding, staffing and skilled implementation** of the scheme. Several respondents express **general agreement with the objective of the aim** (6%), and the same proportion agree licensing will achieve this aim as it will **provide minimum standards for landlords** which should **deter bad landlords** (6%).

A smaller proportion agree as they feel that **landlords need to be monitored and regularly inspected to regulate standards** (4%). 4% of respondents also agree as licensing will **ensure better protection and conditions for tenants**, driving up tenant wellbeing. 54% of respondents did not expand on their answer and gave no comments.

"The council would hold the necessary information you hold landlords and tenants to account."[sic]

"I'd like to strongly agree, but again it will depend on adequate funding, staffing and political will."

Table 15 on the following page shows responses from respondents who 'neither agree nor disagree' that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing.

Table 15: Why respondents **neither agree nor disagree** that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing

Comment	Percentage of respondents (%)
Uncertainty about capacity of the council to implement and enforce	15
Not confident that licensing will achieve this and help tenants	8
The council should already have these powers without further licensing	6
Should just focus on problem properties or tenants	6
Disagree with HMOs generally	5
Other	13
No comment	50

Base: Respondents who 'neither agree nor disagree' (103)

The highest proportion of respondents neither agree nor disagree that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing because they are **uncertain about the capacity of the council to implement and enforce** the scheme (15%).

8% are unsure as they are **not confident that licensing itself will achieve this and help tenants**. The same proportions of respondents feel that the council should **already have these powers without further licensing** or feel that the council should just **focus on problem properties or tenants**, rather than introducing blanket licensing (6% each). A smaller proportion of respondents express that they **generally disagree with HMOs** (5%). Half of respondents did not expand on their answer and gave no comments.

"Regulating smaller HMOs will help officers to identify where there is a problem, however, they are not using their powers effectively to raise housing standards with the current larger HMOs so they need to up their game across the board."

"The council has the powers already to prosecute the landlords of poorly managed and unsuitable housing."

Table 16 on the following page shows responses from respondents who 'slightly' or 'strongly disagree' that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing.

Table 16: Why respondents **disagree** that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing

Comment	Percentage of respondents (%)
The council should already have these powers without further licensing	28
Uncertainty about council's capacity to provide this	15
Would penalise good landlords and/or not adequately deal with problem landlords	11
Existing schemes and council powers have not improved standards so far	10
Increased costs will increase rents or reduce availability of rental properties	9
All rental properties should be held to these standards, including council housing	5
Number of high-risk or sub-standard properties has been exaggerated	3
Other	13
No comment	23

Base: Respondents who 'slightly' or 'strongly disagree' (155)

Over a quarter of respondents disagree that licensing will help to achieve the aim of enabling council officers to utilise enforcement powers to drive up housing standards, housing management and tenant wellbeing as they feel that the **council should already have these powers without the need for further licensing** (28%). 15% of respondents disagree as they are **uncertain about the council's capacity to provide this**. Many respondents feel that this would **penalise good landlords whilst not adequately dealing with problem landlords** (11%). A tenth of respondents disagree as they argue that **existing schemes and council powers have not improved standards so far**, so cannot see how additional licensing will achieve this.

9% of respondents disagree that licensing will achieve this aim as they feel the main outcome will be that **increased costs will increase rents or reduce availability of rental properties**. Smaller proportions of respondents feel that **all properties should be held to these standards regardless of licensing**, including council housing (5%) or that the **number of high-risk or sub-standard properties has been exaggerated** (3%). 23% of respondents did not expand on their answer and gave no comments.

"Current rental legislation is adequate, it's just not supported."

"Because the Civil Service and Council staff numbers are constantly being reduced or cut, I don't believe the council has the resources to sustain this level of scrutiny."

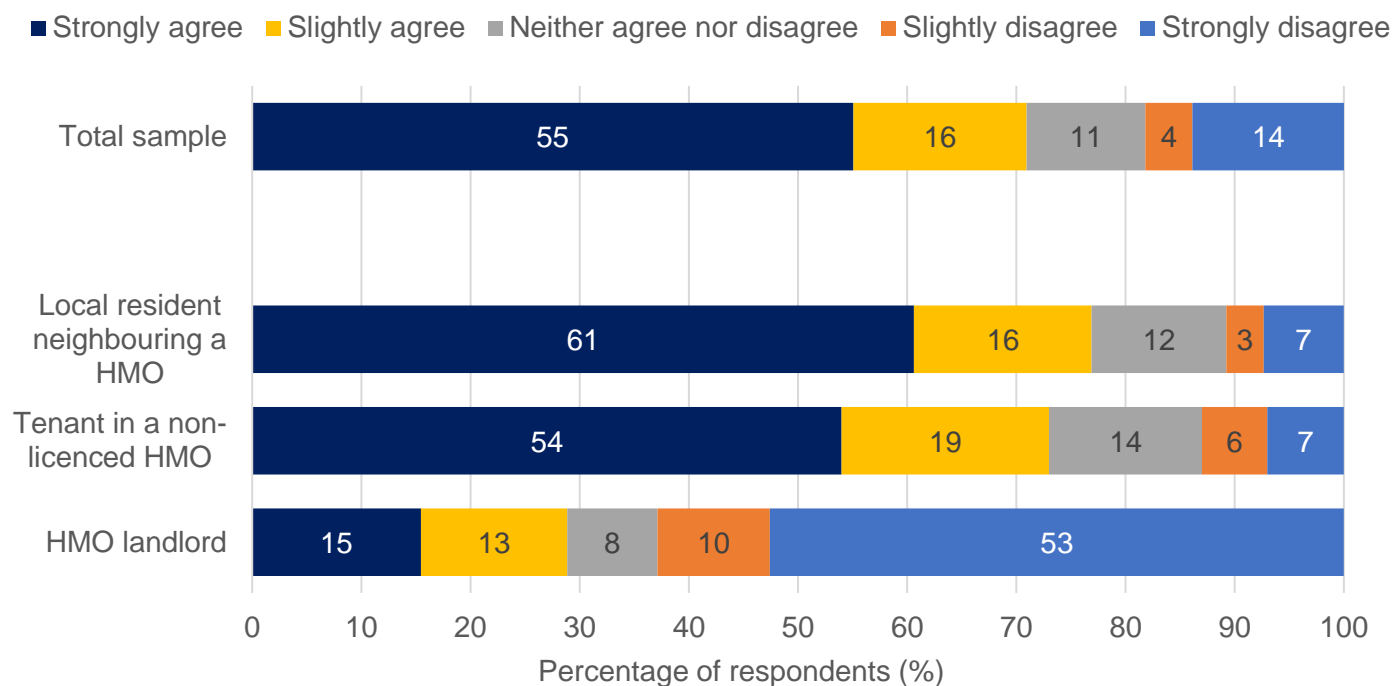
5.4.5 Support good landlords and enforce against rogue landlords

Figure 20 shows that the majority of respondents agree that licensing will help to achieve the aim of supporting good landlords and make it easier to identify and enforce against rogue landlords (71%).

Additional HMO Licensing

Local residents neighbouring HMOs have the strongest agreement that licensing will help achieve this aim (77%), however the majority of tenants in a non-licensed HMO also agree that licensing will achieve this aim (73%). The majority of HMO landlords disagree that licensing will help to achieve this, with the majority 'strongly' disagreeing (53%).

Figure 20: Respondent agreement that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords.



Base: Total sample (908), Local Resident neighbouring a HMO (381), Tenant in a non-licensed HMO (100), HMO Landlord (97)

Respondents were asked to explain why they agree or disagree that licensing will help to achieve the aim of supporting good landlords and make it easier to identify and enforce against rogue landlords. Table 17 shows responses from respondents who 'slightly' or 'strongly agree'.

Table 17: Why respondents **agree** that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords

Comment	Percentage of respondents (%)
It will be easier to identify and hold rogue landlords accountable	10
Generally agree with the objective of the aim	9
All landlords will be given a framework and held to the same standards	6
Will support and encourage landlords to meet standards	6
Rogue landlords will be forced out	5
Will need proper enforcement and regular inspections from the council	5
Agree with supporting good landlords, but concern that rogue ones may still fly under the radar	2
Other	6
No comment	55

Base: Respondents who 'slightly' or 'strongly agree' (644)

One in ten respondents agree that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords as it will be **easier to identify and hold rogue landlords accountable** if they are registered on the scheme. A slightly smaller proportion of respondents express that they **generally agree with the objective** of supporting good landlords and enforcing against rogue ones (9%). The same proportion of respondents agree as all landlords will be **given a framework and held to the same standards** and feel the scheme will provide **recognition** for landlords already meeting standards, whilst **encouraging and supporting landlords to (continue to) meet the standards** (6%).

A smaller proportion agree as they feel the scheme will **force rogue landlords out** (5%). The same proportion of respondents agree that licensing can help achieve this aim, but express that the scheme will need **proper enforcement and regular inspections from the council**. A few respondents agree that licensing will help to support good landlords, but are **concerned that rogue ones may still fly under the radar** (2%). 55% of respondents did not expand on their answer and gave no comments.

"Landlords should get credit when they are good and those who are not should be identified and be accountable."

"It would help to give a framework of what's needed and give good examples of good practice to show landlords how it should be done."

Table 18 shows responses from respondents who 'neither agree nor disagree' that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords.

*Table 18: Why respondents **neither agree nor disagree** that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords*

Comment	Percentage of respondents (%)
Not fully confident in council's ability to enforce	11
Uncertain if licensing would achieve this / will make a difference	9
Unsure how 'good' landlords will benefit from this	5
Bad landlords will likely continue to fly under the radar	5
Disagree with HMOs in general	5
Other	14
No comment	52

Base: Respondents who 'neither agree nor disagree' (99)

Just over a tenth of respondents neither agree nor disagree that licensing will achieve this aim as they are **not fully confident in the council's ability to enforce** the scheme (11%). A slightly smaller proportion feel **uncertain if licensing will achieve this aim or will make a difference** at all (9%). Several respondents are **unsure how 'good' landlords will benefit** from the scheme, feel as though **bad landlords are likely to continue to fly under the radar** or **disagree with HMOs in general** (5% each). 52% of respondents did not expand on their answer and gave no comments.

"It won't help good landlords because they weren't a problem to start with."

"Unless you have a team of well trained and skilled people in place to address the issue, it will be ineffective."

Table 19 shows responses from respondents who 'slightly' or 'strongly disagree' that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords.

*Table 19: Why respondents **disagree** that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlords*

Comment	Percentage of respondents (%)
This would not support good landlords	19
Good landlords and/or tenants will have to bear the extra costs	16
Council unlikely to enforce and regulate properly	12
Current legislation should enable the council to achieve this	12
Rogue landlords will not register / continue to operate under the radar	12
The council have not provided support for landlords in the past	6
Focus should just be on rogue landlords and problem tenants	4
Other	15
No comment	19

Base: Respondents who 'slightly' or 'strongly disagree' (165)

Almost a fifth of respondents disagree that licensing will help to support good landlords to operate within the area and make it easier to identify and enforce against rogue landlord as they feel that this **will not support good landlords** (19%). A slightly smaller proportion of respondents disagree as they feel that **good landlords and/or tenants will have to bear the extra costs** of the scheme (16%). Just over a tenth of respondents believe that the **council is unlikely to enforce and regulate** the scheme properly to achieve this aim (12%). The same proportion feel that **current legislation should enable the council to achieve this aim** and enforce against rogue landlords or believe that **rogue landlords will not register** and will continue to **operate under the radar** (12% each).

A smaller proportion of respondents disagree that licensing will achieve this aim as they feel that the **council have not provided adequate support for landlords in the past** (6%), and other respondents disagree feel that the focus should just be on **rogue landlords and problem tenants** to adequately improve HMOs (4%). 19% of respondents did not expand on their answer and gave no comments.

"Existing legislation is already clear. Increased overhead costs will further reduce already tight profit margins hence reducing money available for reinvestment in property"

improvements or need to be passed on to tenants further increasing tenant accommodation costs."

"Good landlords are already doing the right thing by maintaining good standards, and not over charging tenants. By imposing such a high licensing fee, the Council is penalising good landlords, and forcing them to raise rents, and lower the amount they can invest in maintaining good standards."

5.5 Licence fee and standards

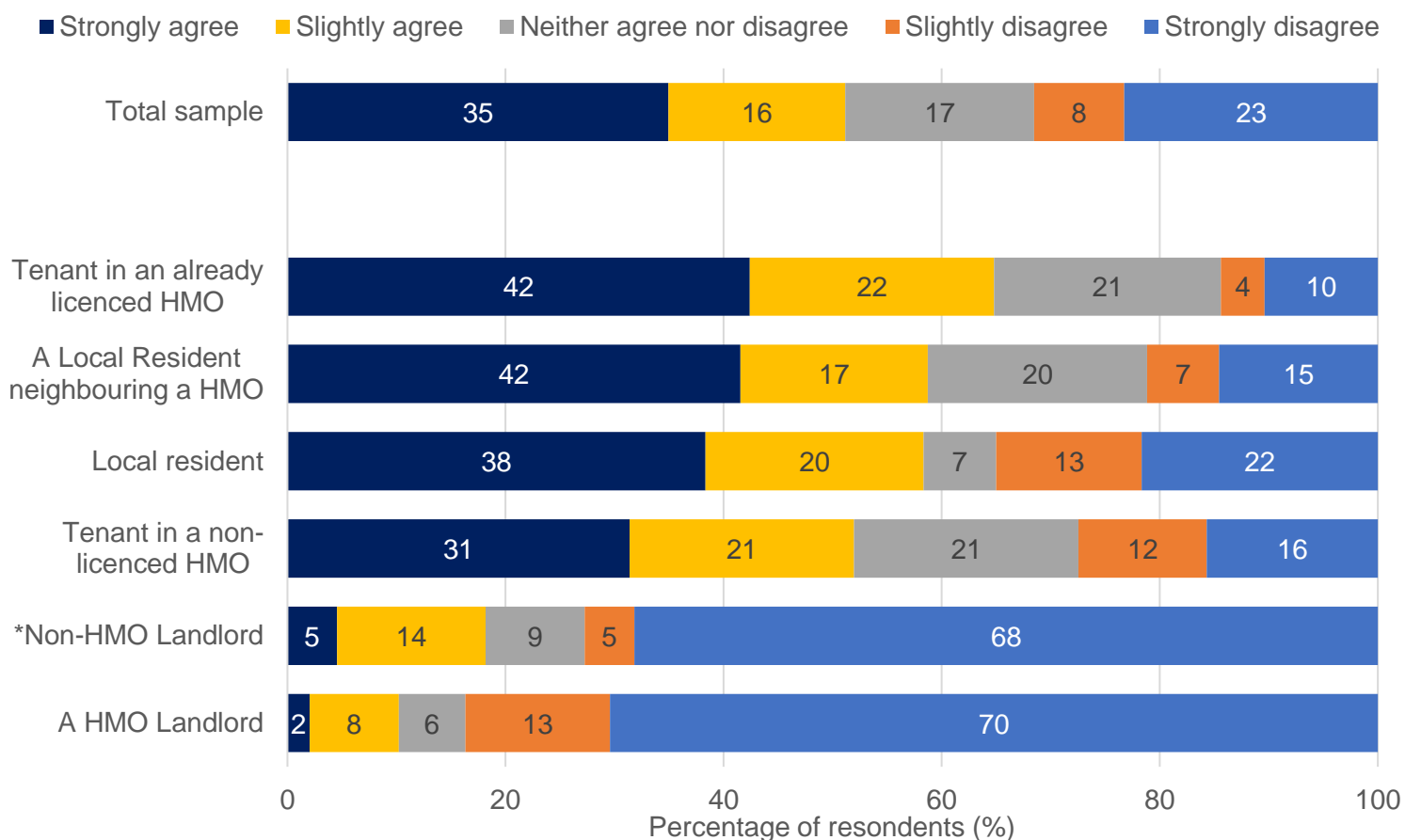
To run the scheme, the council are required to charge a licence fee, payable by the landlord. The proposed fee structure for introducing additional licensing is based on the number of occupants and will be approximately £880 for five years. Respondents were directed to the consultation document for more information on the proposed fee structure and asked to indicate the extent to which they agree or disagree with the proposed fee structure.

Figure 21 on the following page shows that half of the total respondents agree with the proposed fee structure (51%), whilst 17% neither agree nor disagree, and 31% disagree. Overall, tenants and local residents appear much more likely to agree with the proposed fee structure than landlords. Tenants in already licensed HMOs are the most likely to agree with the proposed fee structure (64%), followed by local residents neighbouring HMOs (59%) and other local residents (58%).

A slightly lower proportion of tenants in non-licensed HMOs agree with the proposed fee structure compared to those in licensed HMOs and local residents (52%). The majority of HMO and non-HMO landlords disagree with the proposed fee structure (68% and 70% strongly disagree, respectively). Non-HMO landlords appear slightly more likely to agree than HMO landlords (19% compared to 10%), although there is a small base for non-HMO landlords, so caution should be taken when interpreting results.

Additional HMO Licensing

Figure 21: Respondent agreement with proposed fee structure



Base: Total sample (907), Tenant in an already licensed HMO (125), A Local Resident neighbouring a HMO (378), Local resident (60), Tenant in a non-licensed HMO (102), Non-HMO Landlord (22*), HMO Landlord (98) | *Caution small base

Respondents were asked to explain why they agree or disagree with the proposed fee structure. Table 20 shows responses from respondents who 'slightly' or 'strongly agree'.

Table 20: Reason for **agreeing** with the proposed fee structure

Comment	Percentage of respondents (%)
It's reasonable/ necessary	13
The fee should be higher/ calculated differently	11
Encourages landlords to take responsibility and maintain standards	10
Concern that landlords may pass costs to tenants (e.g. through rent)	7
To cover necessary costs	3
Concern that fee might be slightly too high	3
Scheme should be funded by landlords	2
Should deter further HMOs and buy-to-lets	2
Puts HMOs in official system	2
Other	5
No comment	47

Base: Respondents who 'slightly' or 'strongly agree' (464)

The highest proportion of respondents agree with the proposed licensing fee as they believe it is **reasonable** and **necessary** (13%). A slightly smaller proportion of respondents feel that the fee should be **higher** or **calculated differently** (11%). A tenth of respondents agree with the proposed fee structure as they feel this will **encourage landlords to take responsibility and maintain standards**. Some respondents, however, agree with the structure but are **concerned that costs may be passed on to tenants** (7%). 47% of respondents did not expand on their answer and gave no comments.

"It seems entirely reasonable. My only concern is that the landlords do not pass the cost of this fee onto their tenants by increasing their rent."

"If landlords are prepared to pay the fee for the license it shows they are willing to accept responsibility."[sic]

Table 21 shows responses from those who 'neither agree nor disagree' with the proposed fee structure.

Table 21: Reason for **neither agreeing nor disagreeing** with proposed fee structure

Comment	Percentage of respondents (%)
Concern about increase costs/ rents for tenants	13
Not enough information about fee	7
Fee could be higher	6
Unsure of impact on landlords or tenants	5
Fee is too high/ landlords may not pay it	3
Fee is reasonable	1
Other	6
No comment	60

Base: Respondents who 'neither agree nor disagree' (157)

The highest proportion of respondents neither agree nor disagree with the proposed fee structure because they are **concerned about the increased costs and rents for tenants** (13%). Several respondents are unsure as they do not feel they **have enough information about the fee** (7%). 6% of respondents feel the fee **could be higher**, whilst 5% are **unsure of the impact on landlords or tenants**. 60% of respondents did not expand on their answer and gave no comments.

"It does not provide sufficient information as to what the fee is for - to 'run the scheme' is too ambiguous."

Table 22 on the following page shows responses from respondents who 'slightly' or 'strongly disagree' with the proposed fee structure.

Table 22: Reasons for *disagreeing* with proposed fee structure

Comment	Percentage of respondents (%)
Tenants will bear the burden of the fee	25
Fee is too low	23
Fee is too high/ disproportionate	20
The scheme is unnecessary/ will not improve standards	11
Council will profit	9
Five years is too long	5
Unfair on 'good' landlords/ should target 'rogue' landlords	4
More expensive than other local authorities	3
Other	4
No comment	14

Base: Respondents who 'slightly' or 'strongly disagree' (286)

A quarter of respondents disagree with the proposed fee structure as they are concerned that **tenants will bear the burden of the fee**, such as through **increased rents**. 23% of respondents disagree as they feel that the **fee is too low**, whereas 20% feel that the **fee is disproportionately high**. 11% disagree as they believe that the **scheme is unnecessary and will not improve standards**. A slightly smaller proportion disagree with the fee structure as they believe the **council will profit from this, not tenants** (9%). 5% of respondents feel that **5 years is too long** for the proposed fee structure. 14% of respondents did not expand on their answer and gave no comments.

"I would charge more, and with the fees hire property inspectors to ensure the standards required by the license are maintained and ensure that the additional costs are not passed on to tenants by raising rents."[sic]

"This cost will be charged to the tenants and will be more profit to the council. The poor will be slightly poorer."

Respondents were also asked to indicate to what extent they agree or disagree with the standard conditions landlords would need to adhere to with the HMO licence. These standards relate to the following:

- Amenities, facilities and space standards
- Tenancy management
- Overcrowding
- Utility supplies
- Gas, electrical and fire safety
- Furniture and furnishings
- Property management
- Property inspections

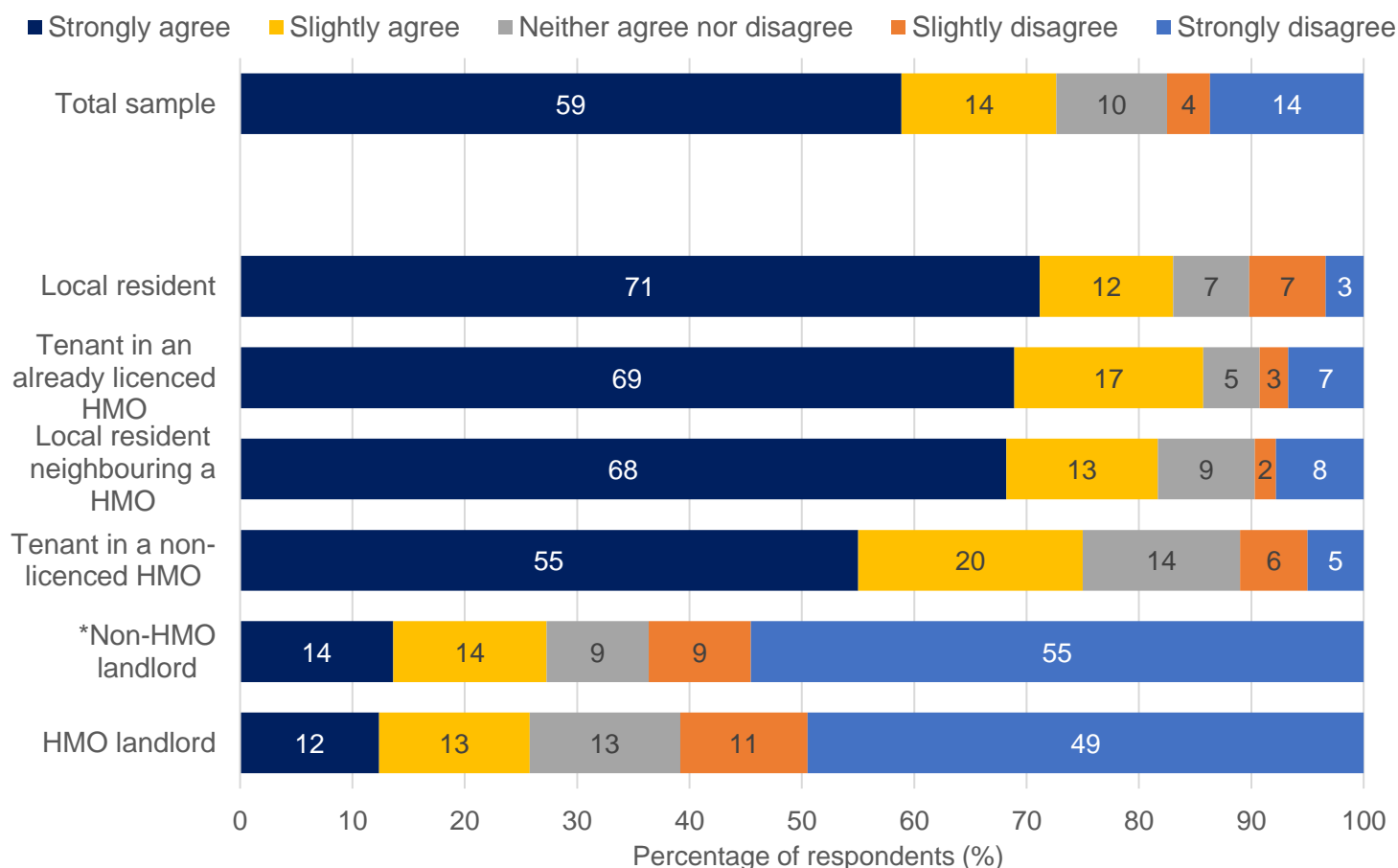
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- Waste and recycling
- Notification of changes

Figure 22 shows that the majority of respondents strongly agree with the standards set out by the potential licence conditions (59%), and a further 14% slightly agree. Overall, tenants and local residents are more likely to agree with the potential licence conditions than landlords. Support is strongest from local residents, with 71% strongly agreeing with the conditions, followed by tenants in already licensed HMOs and local residents neighbouring a HMO (69% and 68% strongly agree, respectively). Smaller proportions of tenants in non-licensed HMOs strongly agree with the conditions (55%), but the majority still slightly or strongly agree (75%).

Around a quarter of both HMO and non-HMO landlords agree with the potential licence conditions (28% and 25%, respectively). However, the majority of landlords disagree with the conditions, with nearly half of HMO landlords strongly disagreeing (49%) and over half on non-HMO landlords (55%).

Figure 22: Respondent agreement with potential licence conditions



Base: Total sample (885), Local resident (59), Tenant in an already licensed HMO (119), Local resident neighbouring a HMO (371), Tenant in a non-licensed HMO (100), Non-HMO Landlord (22*), HMO Landlord (97) | *Caution small base

Respondents were then asked to explain why they agree or disagree with the potential licensing conditions. Table 23 on the following page shows the responses of respondents who 'slightly' or 'strongly agree' with the potential licence conditions.

Table 23: Reasons for **agreeing** with the potential licence conditions

Comment	Percentage of respondents (%)
They are necessary/ basic standards	13
They would ensure safety and protection	8
They would improve current living standards	7
Covers/ unites all necessary aspects	6
Some considerations missing (e.g. energy, noise)	6
Encourages landlords to uphold conditions and be accountable	4
Will require stronger enforcement and regulation	3
Will improve neighbourhood and other properties	3
Other	6
No comment	52

Base: Respondents who 'slightly' or 'strongly agree' (643)

The highest proportion of respondents agree with the proposed licensing conditions as they believe these are **necessary and basic standards** (13%). 8% of respondents feel they would **ensure safety and protection**, followed by 7% of respondents who feel they would **improve the current living standards**. The same proportion of respondents feel that the proposed conditions **cover and unite all necessary aspects** and that there are **some considerations missing**, such as energy efficiency and noise from tenants (6% each). 52% of respondents did not expand on their answer and gave no comments.

"Everyone has a right to safe, cleanly, affordable housing, this will make more properties meet this criteria."

"This licence will set the benchmark for a good standard of safety for immediate neighbours and living in tenants."

Table 24 shows responses from respondents who 'neither agree nor disagree' with the potential licence conditions.

Table 24: Reasons for **neither agreeing nor disagreeing** with the proposed licence conditions

Comment	Percentage of respondents (%)
They are unnecessary/ existing guidelines are suitable	14
Not confident in council's capacity to monitor effectively	5
Only if implemented and upheld correctly	3
Too complicated	3
Improves living standards	2
Tenants should be held responsible too	2
Other	15
No comment	56

Base: Respondents who 'neither agree nor disagree' (87)

The highest proportion of respondents neither agree nor disagree with the proposed licence conditions as they feel they are **unnecessary** and that **existing guidelines are suitable** (14%). Several respondents cite that they are **not confident in the council's capacity to monitor these effectively** (5%), whilst others feel they will only be effective if **implemented and upheld correctly** (3%). Some respondents feel that the conditions were **too complicated** to know if they agree with them or not (3%). 56% of respondents did not expand on their answer and gave no comments.

"These guidelines are already being adhered to on the whole as they have existed and enforced in the past." [sic]

Table 25 shows responses from respondents who 'slightly' or 'strongly disagree' with the proposed licence conditions.

Table 25: Reasons for **disagreeing** with proposed licence conditions

Comment	Percentage of respondents (%)
Unnecessary	23
Conditions are too restrictive	12
Other important factors are not included	9
Will drive landlords away and reduce rental availability	8
Scheme will not work/ benefit everyone	7
It's the tenant's responsibility, not landlord's	6
Should only focus on 'rogue' landlords	5
Not confident in the council's capacity to implement	5
General disagreement with HMOs	5
Other	10
No comment	21

Base: Respondents who 'slightly' or 'strongly disagree' (155)

Nearly a quarter of respondents disagree with the proposed licensed conditions as they feel they are **unnecessary** and a 'waste of time' (23%). Many respondents disagree as they feel the **conditions are too restrictive** (12%), while others feel that there are **other important factors that are not included** in the proposed scheme (9%). 8% of respondents are concerned that these will **drive landlords away, reducing the rental availability**. Some respondents disagree as they believe the **scheme will not work** (7%). A smaller proportion believe it **should be the tenant's responsibility** to uphold conditions, rather than the landlord's (6%). 21% of respondents did not expand on their answer and gave no comments.

"The overcrowding conditions and space conditions are too strict and will force people to pay more rent that they can't afford. It's already hard to find affordable housing and this will drive up prices and reduce the housing available."

"The license conditions should be stricter and include requirements around minimum energy efficiency."[sic]

Respondents were asked to share any other conditions they would like to see included in the scheme and explain why they feel these should be included. Table 26 shows the responses from respondents.

Table 26: Other conditions respondents would like to be included and why (only showing themes with more than 10 responses)

Comment	Percentage of respondents (%)
Parking/ car ownership conditions	7
Further restrictions on anti-social behaviour and noise from tenants	6
Restrictions on number of/ location of HMOs and student rentals	5
Upkeep of exteriors and standards of external spaces	3
Complaint processes for neighbours, tenants and landlords	2
Conditions to protect neighbours and communities	1
Equal restrictions across all properties (not just HMOs)	1
Other	10
No comment	61

Base: Total sample (885)

The majority of respondents didn't mention any other conditions they would like to be included (61%). Conditions for **parking and car ownership** were the most popular mention (7%). A slightly smaller proportion would like further restrictions on **anti-social behaviour and noise from tenants** (6%). Several respondents would like restrictions on the **number of and locations of HMOs** (5%).

3% would like to see conditions relating to the **upkeep of exteriors and standards of external spaces** of HMOs, whilst 2% would like **better complaint processes** for neighbours, tenants and landlords. A smaller proportion of respondents would like to see **conditions to protect neighbours and communities** and **equal restrictions across all rental properties**, not just HMOs (both 1%). 61% of respondents gave no comments.

5.6 Introducing additional licensing

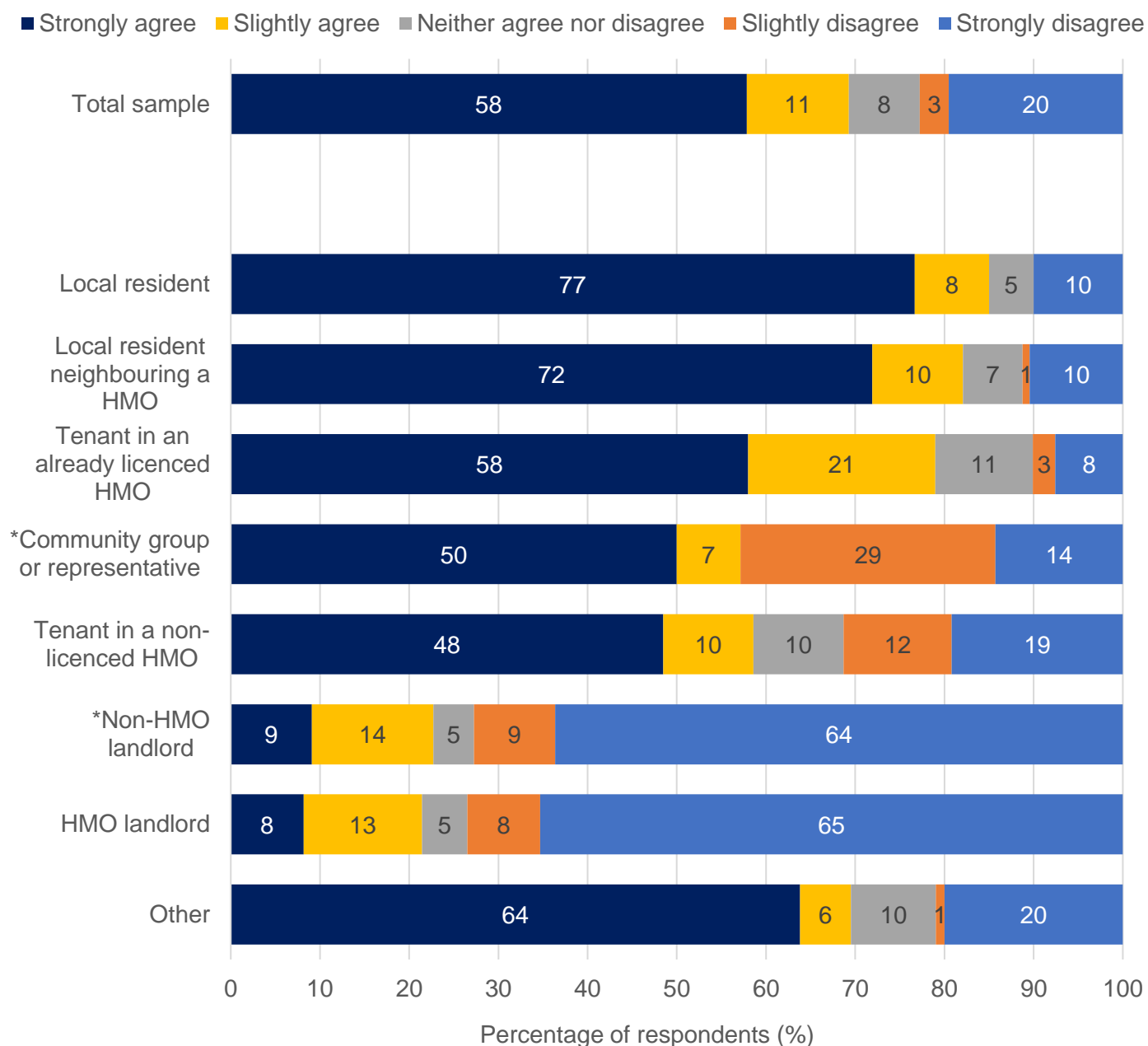
Finally, respondents were asked to indicate the overall extent to which they agree or disagree with the proposal to introduce additional licensing across the whole city. Figure 23 on the following page shows that the majority of respondents, on the whole, agree with the proposal (69%) whilst a fifth of respondents strongly disagree. Local residents and local residents neighbouring a HMO are most supportive of the proposal compared to other groups (77% and 72% strongly agree, respectively).

Tenants in already licensed HMOs are also largely supportive of the proposal (58% strongly agree), followed by community groups or representatives (50% strongly agree) and tenants in non-licensed

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HMOs (48%). However, both HMO and non-HMO landlords largely disagree with the proposal. Just under two thirds of non-HMO and HMO landlords strongly disagree with the proposal (64% and 65%, respectively), whilst just over a fifth of each agree with the proposal. The majority of respondents that fall into the 'other' category, including local businesses, landlord associations, and previous tenants of HMOs, strongly agree with the proposal to introduce additional licensing across the whole city (64%).

Figure 23: Overall respondent agreement with proposal to introduce additional licensing across the whole city



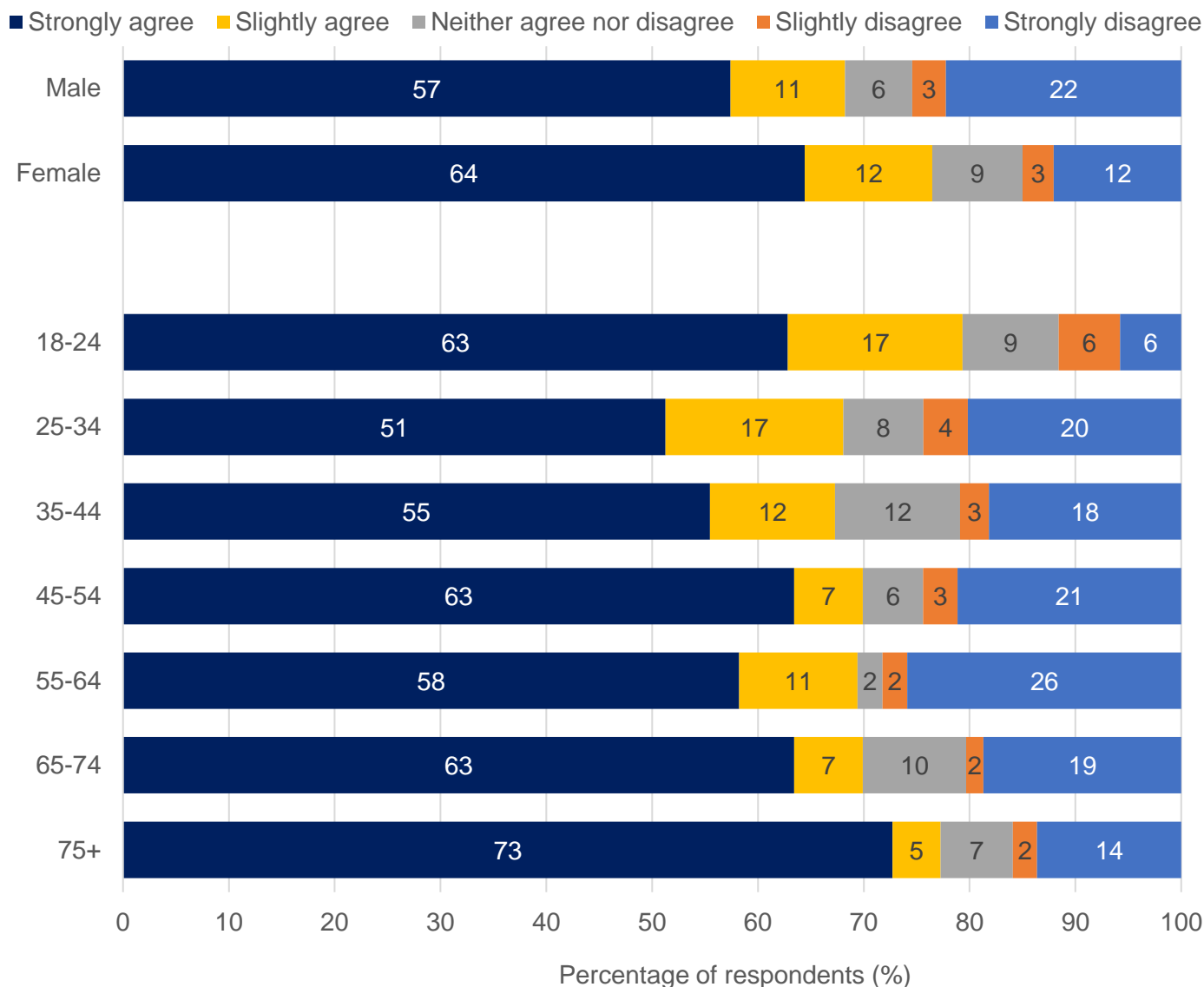
Base: Total sample (892), Local resident (60), Local Resident neighbouring a HMO (374), Tenant in an already licensed HMO (119), Community group or representative (14*), Tenant in non-licensed HMO (99), Non-HMO landlord (22*), HMO Landlord (98), Other (105) | *Caution small base

Figure 24 on the following page shows the extent to which respondents agree or disagree with the proposal to introduce additional licensing across the whole city by sex and age. Females are more

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likely to support the proposal than males (64% strongly agree compared to 57% strongly agree). Respondents under the age of 25 and over the age of 75 are more in favour of the scheme compared to other age groups, with 80% of those aged 18-24 and 78% of those aged 75 and over agreeing with the proposal.

Figure 24: Overall respondent agreement with proposal to introduce additional licensing across the whole city - by sex and age



Base: Male (340), Female (472), 18-24 (121), 25-34 (119), 35-44 (110), 45-54 (123), 55-64 (170), 65-74 (123), 75+ (44)

Respondents were next asked to explain why they agree or disagree with the proposal to introduce additional licensing across the whole city. Table 27 on the following page shows responses from respondents who 'slightly' or 'strongly' agree.

Table 27: Reason for **agreeing** with the proposal to introduce additional licensing across the whole city

Comment	Percentage of respondents (%)
The regulations are necessary and fair	9
It will improve standards and living conditions	9
It will ensure equal standards/ conditions for all HMOs	7
The scheme will protect tenants and ensures their safety	6
It will improve neighbourhoods	3
Scheme will be good if enforced effectively and strictly	3
Generally good idea	3
It will tackle 'rogue landlords'	2
It will ensure accountability of landlords	2
Other	7
No comment	55

Base: Respondents who 'slightly' or 'strongly agree' (618)

Just under a tenth of respondents agree with the proposal as they feel the regulations are **necessary and fair** or because they feel it will **improve standards and living conditions** in HMO properties (9% each). 7% of respondents agree as they believe the scheme will **ensure equal standards and conditions for all HMOs**, whilst 6% of respondents feel that it will **protect tenants and ensure their safety**.

A slightly smaller proportion of respondents agree as they feel the scheme will **improve neighbourhoods** surrounded by HMOs (3%). A similar proportion of respondents feel the scheme will be **good**, but **only if it is enforced effectively and strictly**, or feel that the scheme is a **generally good idea** (3% each). 55% of respondents did not expand on their answer and gave no comments.

"Accommodation needs to be safe and regulated for all tenants regardless of the number of tenants living in the accommodation and to stop unscrupulous landlords."

"It could help if carried out effectively and maintained."

Table 28 on the following page shows responses from respondents who 'neither agree nor disagree' with the proposal to introduce additional licensing across the whole city.

Table 28: Reasons for **neither agreeing nor disagreeing** with the proposal to introduce additional licensing across the whole city

Comment	Percentage of respondents (%)
Will only work if the council monitors regulations effectively	7
Proposal is not necessary or adequate	7
Unfairly penalises 'good' landlords and should target 'rogue' ones	6
It is not reasonable or proportionate for all houses	4
General disagreement with number of HMOs	4
Will not work	4
Other	15
No comment	55

Base: Respondents who 'neither agree nor disagree' (71)

The highest proportion of respondents neither agree nor disagree with the proposal as they feel it will **only work if the council monitors regulations effectively** or as they feel the proposal is **not necessary or adequate** for its intentions (both 7%). Several respondents feel the proposal **unfairly penalises 'good' landlords and should only target 'rogue' landlords** (6%). Similar proportions of respondents feel that the proposal **is not reasonable or proportionate for all HMOs**, express **general disagreement with the number of HMOs**, or feel the proposal **will not work** (all 4%). 55% of respondents did not expand on their answer and gave no comments.

"Good if it does improve standards. Bad if there's a lot of beaurocracy and wasted money because rules keep changing and proposals don't end up being fruitful or meeting end goals. Bad for already compliant landlords who end up funding the scheme to catch the rogues."[sic]

Table 29 shows responses from respondents who 'slightly' or 'strongly disagree' with the proposal to introduce additional licensing across the whole city

Table 29: Reasons for **disagreeing** with the proposal to introduce additional licensing across the whole city

Comment	Percentage of respondents (%)
Standards are already in place/ waste of time and money	19
Additional costs increasing rents for tenants	13
Should direct focus on 'bad' landlords and areas	10
Scheme is for council profit	8
Will negatively affect rental market and availability	7
General disagreement with number of HMOs	6
Scheme is too expensive	3
Will drive out landlords	3
Conditions need revising	3
Uncertain about council's capability to enforce conditions	2

Other	12
No comment	33

Base: Respondents who 'slightly' or 'strongly disagree' (203)

Nearly a fifth of respondents who disagree with the proposal as they feel that **these standards are already in place**, and that the scheme will be an **unnecessary waste of time and money** (19%). Some respondents express **concern over increased rents for tenants** associated with the additional costs (13%), while others feel the council should **direct its focus on 'bad' landlords and areas** rather than a blanket scheme (10%).

Several respondents feel like the scheme will **benefit the council more than tenants** through profit (7%) or are concerned that the scheme will **negatively affect the rental market and availability** (6%). 6% of respondents express a general disagreement with HMOs. Smaller proportions of respondents feel that the **scheme is too expensive, will drive out landlords**, or that the **conditions need revising** (all 3%). A small number of respondents express concern about the **council's capability to enforce the conditions** (2%). 33% of respondents did not expand on their answer and gave no comments.

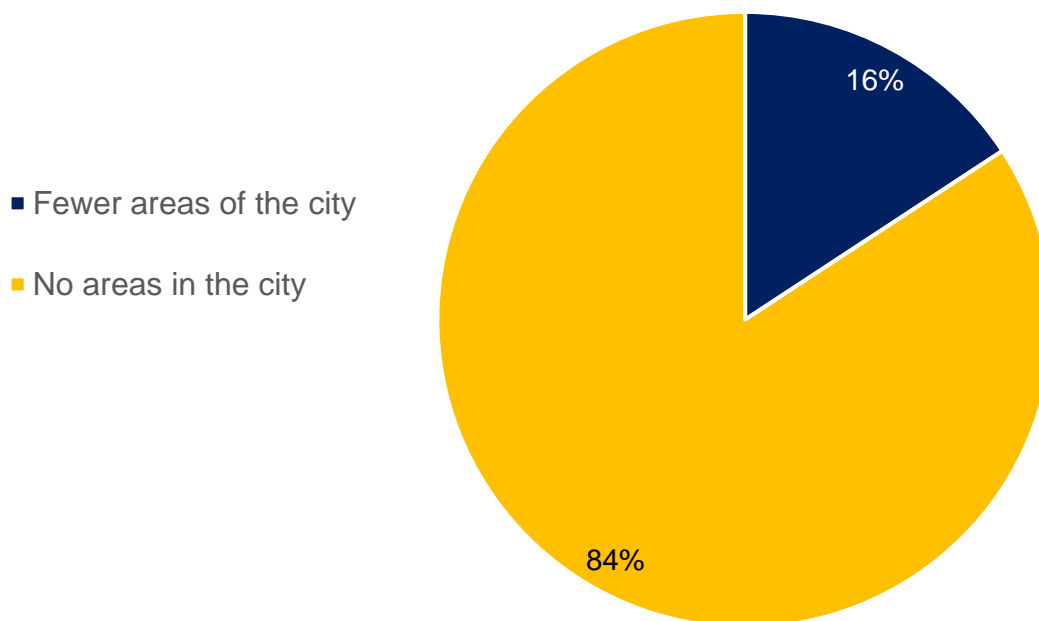
"Not necessary and will just increase costs for everyone."

"It will result in increased rents for tenants and may discourage good landlords from renting their properties. It will not deal with poor landlords."

Respondents who 'slightly' or 'strongly disagree' with the proposal to introduce additional licensing across the whole city were asked whether they would like the scheme introduced in fewer areas of the city, or no areas of the city instead. Figure 25 on the following page shows that the majority of respondents would not like the scheme introduced in any areas of the city (84%), whilst 16% disagree with the proposal as they would like the scheme introduced in fewer areas of the city.

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Figure 25: If you disagree with the proposal to introduce additional HMO licensing across the whole city, where would you like the scheme introduced?



Base: Respondents who 'disagree' or 'strongly disagree' with the proposal to introduce additional licensing in the whole city (203)

Respondents who would like the scheme introduced in fewer areas of the city were asked to detail where they would like to see the scheme introduced in Portsmouth. Table 30 shows these responses.

Table 30: Areas of the city where respondents feel additional licensing should be introduced

Comment	Percentage of respondents (%)
Area with high concentrations of HMOs (PO1, PO3, PO4, PO5)	16
Inner city/ close to the university	13
Areas of student accommodation	9
Areas with substandard housing	6
Southsea	3
Fratton	3
North of Portsmouth	3
Other	9
No comment	38

Base: Respondents who feel additional licensing should be introduced in 'fewer areas of the city' (32)

5.7 Further comments

Respondents were asked to leave any further comments they had relating to the consultation. Table 31 shows responses from respondents who left comments.

Table 31: Most common themes from respondents leaving further comments

Comment	Percentage of respondents (%)
Generally unsupportive of the scheme/ additional licensing is not necessary	8
Generally supportive of the scheme/ additional licensing is necessary	5
Suggested improvement for the scheme	5
Concern over additional cost of the scheme to landlords	4
Parking issues	3
Should target 'rogue' landlords	2
Focus should be on standards of current HMOs and regulations instead	2
Too many HMOs in Portsmouth	2
Adds unnecessary/ unreasonable regulations for landlords	1
Other	6
No comment	69

Base: Total sample (892)

Over two-thirds of respondents did not have any further comments to make (69%). Of those that did, respondents express that they are **generally unsupportive** of the scheme and feel that **additional licensing is not necessary** was most common (8%). A slightly smaller proportion of respondents however, express that they are **supportive of the scheme** and feel that **additional licensing is necessary** (5%). The same proportion of respondents left comments with some **suggested improvements** for the scheme, including **strict enforcement, giving landlords sufficient time to make the changes**, or suggesting that the scheme should **apply to all rental properties**, not just HMOs (5%).

4% of respondents express concern over the **additional cost of the scheme** to landlords, fearing that this will **increase market rents**, and therefore, **contribute to poverty and homelessness**. Several respondents raise concerns over **parking issues** as a result of HMOs in the area (4%). 2% of respondents feel that the **focus should be on targeting 'rogue' landlords** or on **standards of current HMOs and regulations** instead. The same proportion of respondents generally feel that there are **too many HMOs in Portsmouth** (2%). A smaller proportion of respondents feel that the scheme will **add unnecessary or unreasonable regulations for landlords** (1%).

"As a former tenant living in an HMO and now as a landlord of an HMO I am all in favour of regulation through licensing to set minimum standards and improve living conditions."

"Target the unlicensed rogues first. Then improve social housing standards to those already seen in private sector. Then take the action proposed if still deemed necessary."

"I would like to see this as we need to protect people from poor housing and in some places unsafe."[sic]

"The proposed Additional Licensing Scheme will drive many shared houses out of the market. with the expected result that those that are left will need to charge higher rents to cover the additional costs of licensing and the associated improvements and many single people will have no choice but to move elsewhere."[sic]
