



Proposed property licensing in Bedminster, Brislington West and Horfield



Proposal for property licensing schemes in Bedminster,
Brislington West and Horfield

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1 Executive Summary

Proposal to introduce an additional licensing scheme for houses in multiple occupation (HMO)

Bristol City Council is proposing to introduce an Additional licensing area in Horfield ward and both Additional and Selective Licensing in Bedminster and Brislington West wards.

The consultation

The consultation was open between 17h March 2021 and 26th May 2021 and sought views from the public (including private landlords and private tenants with property in the proposal area, managing agents and residents, local universities, businesses, and organisations which represent private landlords and tenants) about the proposal.

The consultation sought feedback on:

- the level of support for the proposal
- the licensing fees and proposed rewards
- respondents' experience of any poor management and poor conditions in the scheme area.

The consultation comprised an online consultation survey. Paper copies of the survey and alternative accessible formats were available on request.

The consultation was widely publicised through media, social media and direct communications with the known private landlords and agents and their tenants and other stakeholders, such as residents, landlord and tenant organisations and councillors.

Comments, requests, and suggestions received in letters and emails during the consultation were reviewed and considered alongside the survey results.

1.1 Scope of this report

This report describes the methodology and presents the findings of the consultation. It includes:

- Quantitative data and analysis of free text comments from the 1,409 completed surveys which were received by 26th May 2021.
- Other relevant correspondence by letter, email and petition received between 17 March and 26 May 2021.

This report does not contain the council officers' assessment of the feasibility of any of the suggestions received nor officers' proposals for the delivery of future services, having considered the consultation feedback.

1.2 How the report will be used

This report will be considered as final proposals are developed by officers. The result of this consultation will be taken into consideration in developing the final proposal that will be considered by the Mayor and Cabinet when they make those decisions. Cabinet decisions will be published through normal procedures for Full Council and Cabinet decisions at democracy.bristol.gov.uk.

1.3 Consultation - Key findings

Response rate

1,410 completed surveys were received via the online form and paper-based surveys. 26 (2%) respondents completed the survey on paper and 1,384 (98%) self-completed it online. 208 emails and 7 letters were also received.

Of the 1,383 responses about respondent category 411 (29.72%) were private landlords or agents with property in the area, 233 (16.85%) private tenants living in the area, 671 (48.52%) owner-occupiers and other residents living in the area, and 134 (9.7%) from other interested parties (including councillors, landlords and tenants living outside of the area and landlord organisations). 28 respondents did not give a category.

Figure 1: Respondent category

Which of the following best describes your situation? (Please tick all that apply)			
		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g. landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

1.4 Views on the proposal

Of the 1,395 respondents who expressed a view on whether licensing would help resolve the issues of poor management and poor conditions in private rented properties, 818 (58.64%) agreed, 466 (33.4%) disagreed and 111 (7.96%) neither agreed nor disagreed.

Figure 2: Views on the proposal




Do you agree that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area?			
		Response Percent	Response Total
Strongly agree		35.41%	494
Agree		23.23%	324
Neither agree nor disagree		7.96%	111
Disagree		10.39%	145
Strongly disagree		23.01%	321
	395 respondents	answered	1395

Do you agree that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area?		
	Response Percent	Response Total
	skipped	16

1.5 Views on the additional licence fee of £1,300 (without reductions) to license on time

Of the 1,377 people who responded to this question 256 (18.59%) thought the fee was too low, 538 (39.07%) thought it was about right and 583 (42.34%) thought it was too high.




Figure 3: Views on compliant additional licensing fee, no discounts

The proposed licence fee with no reductions for HMOs under Additional Licensing will be £1,300. Do you think this is?			
		Response Percent	Response Total
Too low		18.59%	256
The right amount		39.07%	538
Too high		42.34%	583
		answered	1377
		skipped	34

1.6 Views on the selective licence fee of £799 (without reductions) to license on time

Of the 1,371 people who responded to this question, 219 (15.97%) thought the fee was too low, 583 (42.52%) thought it was about right and 569 (41.5%) thought it was too high.




Figure 4: Views on compliant selective licensing fee, no discounts

The proposed licence fee with no reductions for other privately rented properties under Selective Licensing will be £799. Do you think this is?			
		Response Percent	Response Total
Too low		15.97%	219
The right amount		42.52%	583
Too high		41.50%	569
		answered	1371
		skipped	40

1.7 Views on whether it is fair to charge more to landlords / agents who don't apply when they should?

Of the 1,393 people who responded to this question, 977 (70.14%) said yes it was fair, 293 (21.03%) said no and 123 (8.83%) were not sure.




Figure 5: Views on charging higher fees for those who don't apply when they should

Do you think that it is fair to charge more to landlords or managing agents who don't apply for a licence when they should?			
		Response Percent	Response Total
Yes		70.14%	977
No		21.03%	293
Not sure		8.83%	123
		answered	1393
		skipped	18

1.8 Views on whether the £100 'finder's fees' is fair for landlords/agents who do not licence their property on time

Of the 1,376 people who responded to this question, 532 (38.66%) said it was too low; 530 (38.52%) said it was about right and 314 (22.82%) it was too high.




Figure 6: Views on £100 Finder's Fee for those who do not licence their property on time

Do you think the 'finder's fee' of £100 proposed for landlords/agents who do not licence their property on time is?			
		Response Percent	Response Total
Too low		38.66%	532
The right amount		38.52%	530
Too high		22.82%	314
		answered	1376
		skipped	35

1.9 Views on a discount of £150 for those landlords who provide satisfactory certificates on time.

Of the 1,389 respondents who expressed a view on whether we should give a discount for safety and EPC certificates, 916 (65.95%) said yes, 357 (25.7%) said no and 116 (8.35%) weren't sure.

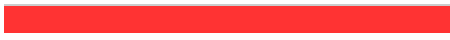


Figure 7: View on discounts for satisfactory certificates submitted on time

Do you agree there should be a discount of £150 for those landlords who provide satisfactory certificates on time?			
		Response Percent	Response Total
Yes		65.95%	916
No		25.70%	357
Not sure		8.35%	116
		answered	1389
		skipped	22

1.10 Views on the proposed discount of £150 for a landlord accredited under an approved Rent with Confidence scheme

Of the 1,383 respondents who expressed a view on whether we should give a discount for being an accredited member under the Rent with Confidence scheme, 792 (57.27%) said yes, 341 (24.66%) said no and 250 (18.08%) weren't sure.

Figure 8: View on discounts for landlords accredited under Rent with Confidence scheme

Do you agree that there should be an additional discount of £150 for a landlord who is accredited under one of our approved Rent with Confidence schemes?			
		Response Percent	Response Total
Yes		57.27%	792
No		24.66%	341
Not sure		18.08%	250
		answered	1383
		skipped	28

1.11 Context

The council has a statutory duty to consult for a minimum period of 10 weeks¹ with all people, organisations and businesses that would be affected by the proposal. The consultation was open between 17 March 2021 and 26 May 2021 and sought views from the public (including private landlords and private tenants with property in the proposal area, managing agents and residents, local universities, businesses, and organisations which represent private landlords and tenants) about the proposal.

1.12 Bristol Corporate Strategy 2018-23

The Corporate Strategy aims to tackle the range of housing issues that affect people who live in Bristol. Due to the economic situation in Bristol the private rented sector (PRS) continues to grow bringing issues such as the insecurity of short-term tenancies, and for some poor property conditions and tenancy management. This demand has pushed up rents for some of the most vulnerable tenants.

1.13 Bristol's One City Plan – Raising Standards in the Private Rented Sector

Under the One City Plan there is a target to improve the PRS through discretionary licensing. Under the additional powers discretionary licensing gives Local Authorities it is considered that licensing can increase quality and management standards in the sector through inspection and enforcement powers.

1.14 Scope of this report

This consultation report describes the methodology and results of the consultation. It summarises and quantifies the views expressed in the consultation survey responses and in other written correspondence received between 17th March and 26th May 2021.

¹ Duty to consult Section 56 of the Housing Act 2004

2 Methodology

2.1 The Survey

An online consultation survey was available on the city council's Consultation Hub (www.bristol.gov.uk/consultationhub) between 17th March and 26th May 2020. The online survey pages contained:

- an overview of the consultation proposal.
- links to the Proposal Consultation Information Booklet and the survey questions.
- options to request alternative formats (Easy Read, Audio, Braille large print, language translations and British Sign Language).

The survey questions included six sections:

- Section A: questions for all respondents
- Section B: questions for private landlords and managing agents who let property in the proposal area.
- Section C: questions for private tenants who are living or have lived in the proposal area.
- Section D: questions to owner-occupiers or other residents currently living in the proposal area.
- Section E: questions to other interested parties.
- Section F: equalities monitoring and next steps – all respondents.

Respondents could choose to answer some or all the questions in any order and save and return to the survey later.

2.2 Paper copies

The proposal survey form (questionnaire) and information booklet were produced which together provided all the information that was available online and were made available with Freepost return envelopes by request.

2.3 Alternative formats

The following alternative formats were made available on request:

- Braille
- Large Print
- Easy Read
- Audio file
- British Sign Language (BSL) videos
- Translation to other languages. (No translations were directly requested by citizens)
- Easy Read, Audio and BSL formats were also available at the survey webpages

2.4 Other correspondence

209 emails and 7 letters were received and responded to during the consultation.

2.5 Publicity

2.5.1 Objective

The following programme of activity was undertaken to publicise and explain the consultation although very limited by Covid restrictions. The primary objective was to ensure that information was shared across a wide range of channels, reaching as broad a range of audiences as possible to maximise response rates, including feedback by groups that are often under-represented in surveys.

2.5.2 Bristol City Council channels

Copy and electronic material were shared via the following council and partner channels and networks:

- Item in Our City e-newsletter (reaching 2,000 people)
- Ask Bristol newsletter
- Press release to local print, TV, radio media and specialist publications (in press 17th March 2021)
- Emails and briefings held for the relevant ward Councillors prior to start of consultation
- 26,287 letters were sent to known private landlords and letting agents, private tenants and residents living in the proposed area on 16th March
- Email to 6,924 landlords and agents on the Landlord Liaison database on 18th March
- Emails sent to the two Bristol universities and to landlord and tenant organisations including Bristol CAB, CHAS, ACORN, Shelter, BALMA, North Bristol Advice centre and Bristol City Council's Private Renting Team
- Emails sent to neighbouring West of England Local Authorities – South Gloucestershire, Bath & North east Somerset, and North Somerset
- Article in the Landlord Bulletin #14 sent to 6,924 landlords and agents and follow up reminder in the next issue
- Presentation and discussion to 70 members of the West of England Landlord and Agent Panel 19th March
- Reminder issued at the Landlord Forum meeting 13th May 2021
- Link to consultation from property licensing pages of Bristol City Council website throughout 10-week consultation period.
- Stakeholder toolkit was sent to councillors and other stakeholders including – information about the consultation and a request that the information be shared, suggested social media content and assets to be shared, newsletter content.

2.5.3 Social Media – posts, outreach, and advertising

Regular posts on Bristol City Council's social media channels (Twitter and Facebook) were made for the duration of the consultation.

Press release 17 March [Have your say on housing licensing schemes \(bristol.gov.uk\)](https://www.bristol.gov.uk/news/press-releases/have-your-say-on-housing-licensing-schemes) resulted in article in Bristol Post - [Landlord licensing to be extended amid fears it's causing the end of the shared house in Bristol - Bristol Live \(bristolpost.co.uk\)](https://www.bristolpost.co.uk/news/landlord-licensing-to-be-extended-amid-fears-it-s-causing-the-end-of-the-shared-house-in-bristol/)

Paid Facebook advertising targeted to Horfield, Bedminster and Brislington West

- **19 March – 24 April £53.56** Reached 16,756 people; 595 people clicked on link to the survey. Cost per click £0.09
- **17 – 26 May £44.99** Reached 14,597 people; 233 people clicked on link to the survey. Cost per click £0.19

Organic social media:

Date	Facebook People reached	Twitter People reached	Nextdoor (targeted to Horfield, Bedminster, and Bris West)
18 March	2.5k	110k	Y
27 March	3k	108k	Y
6 April	3.6k	108.6k	Y
14 April	2.2k	108.6k	Y
22 April	1.3k	110.7k	Y
30 April	866	109.4k	Y
12 May	1.2k	115.9k	Y
20 May	1.1k	108.5k	Y

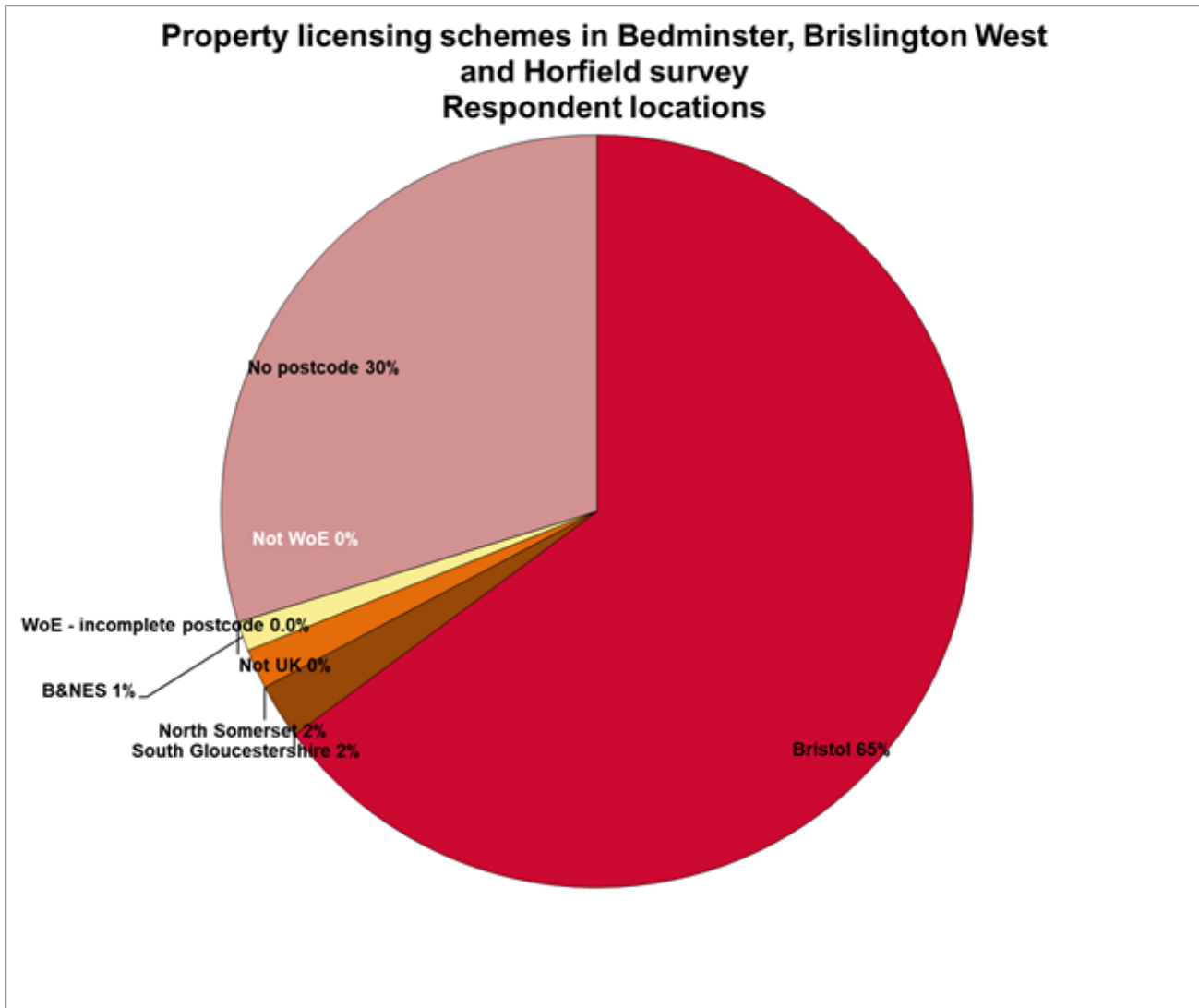
3 Survey Response rate and Respondent characteristics

1,411 completed surveys were received via the online form and paper-based surveys. 27 (2%) respondents completed the survey on paper and 1,384 (98%) self-completed it online. 208 emails and 7 letters were also received.

3.1 Geographic distribution of responses

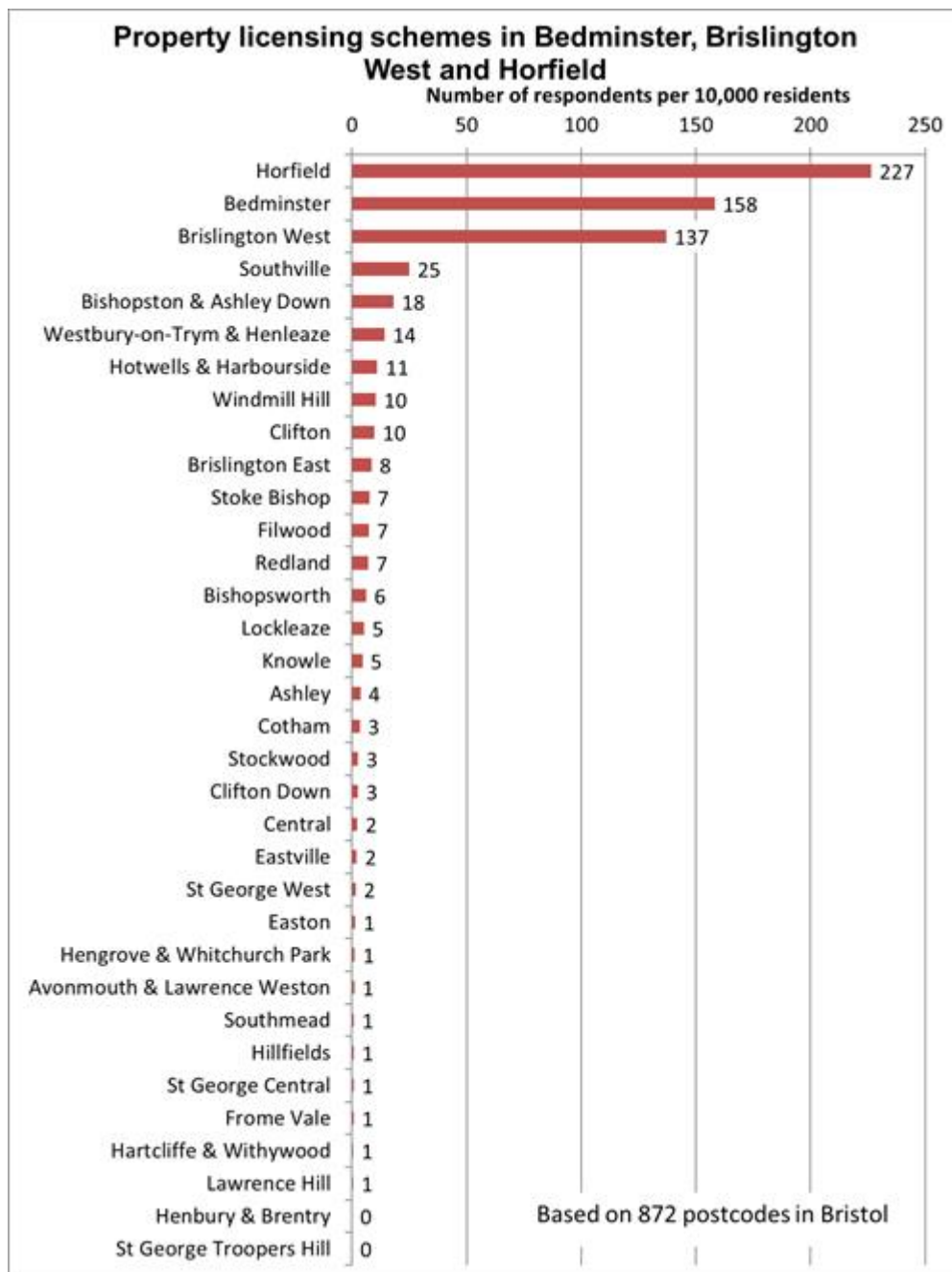
65% of responses were received from postcodes within the Bristol City Council area, 2% were from South Gloucestershire, 2% were from North Somerset, and 1% were from Bath & North East Somerset (B&NES). Further responses were from unspecified locations within the four West of England authorities and one response was from outside the UK. 30% did not provide a postcode.

Figure 8: Distribution of respondent by Local Authority area



Of the 872 responses from within the Bristol City Council area who provided full or partial postcodes from which the ward of origin could be identified.

Figure 9: Geographic distribution of responses



3.2 Characteristics of respondents

Of the 1,383 survey responses to this question, 411 (29.72%) described themselves as private landlords or agents with property in the area, 233 (16.85%) private tenants living in the area, 671 (48.52%) owner-occupiers and other residents living in the area, and 134 (9.69%) from other interested parties (including councillors, landlords and tenants living outside of the area, local businesses, and landlord organisations). 28 respondents did not state a category.

Figure 10: Respondent category

Which of the following best describes your situation? (Please tick all that apply)			
		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g., landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

3.3 Equalities monitoring information

The following Figures 11 - 19 show the equalities characteristics of the respondents, where provided.

Figure 11: What is your age?

What is your age?			
Answer Choices		Response Percent	Response Total
0-10		0.08%	1
11-15		0.08%	1
16-17		0.00%	0
18-24		1.96%	26
25-34		16.52%	219
35-44		22.62%	300
45-54		17.80%	236
55-64		18.25%	242
65-74		13.65%	181
75-84		4.30%	57
85 +		0.45%	6
Prefer not to say		4.30%	57
		answered	1326

Figure 12: Do you consider yourself to be a disabled person


Do you consider yourself to be a disabled person?			
Answer Choices		Response Percent	Response Total
Yes		5.45%	72
No		88.18%	1164
Prefer not to say		6.36%	84
		answered	1320
		skipped	91

Figure 13: What is your sex?





What is your sex?			
Answer Choices		Response Percent	Response Total
Female		42.44%	559
Male		45.71%	602
Prefer not to say		10.93%	144
Other (please describe):		0.91%	12
		answered	1317
		skipped	94

Figure 14: Have you gone through any part of a gender reassignment process or do you intend to?




Have you gone through any part of a gender reassignment process or do you intend to?			
Answer Choices		Response Percent	Response Total
Yes		0.39%	5
No		88.07%	1137
Prefer not to say		11.54%	149
		answered	1291
		skipped	120

Figure 15: What is your ethnic group?

What is your ethnic group? (please tick one box only)			
Answer Choices		Response Percent	Response Total
White British		75.65%	994
White Irish		1.07%	14
White Other		5.56%	73
Black /African / Caribbean / Black British		0.68%	9
Asian / Asian British		1.83%	24
Mixed / Multi ethnic group		1.45%	19
Gypsy / Roma / Irish Traveller		0.15%	2
Prefer not to say		11.49%	151
Any other ethnic background (please describe):		2.13%	28
		answered	1314
		skipped	97

Figure 16: What is your sexual orientation?

What is your sexual orientation?			
Answer Choices		Response Percent	Response Total
Bisexual		3.50%	45
Gay Man		2.02%	26
Gay Woman / Lesbian		0.86%	11
Heterosexual / Straight		73.54%	945
Prefer not to say		18.13%	233
Other (please describe):		1.95%	25
		answered	1285
		skipped	126




Figure 17: What is your religion / faith?

What is your religion/faith?			
Answer Choices		Response Percent	Response Total
No Religion		49.34%	639
Buddhist		0.54%	7
Christian		31.27%	405
Hindu		0.54%	7
Jewish		0.15%	2
Muslim		0.85%	11
Pagan		0.54%	7
Sikh		0.31%	4
Prefer not to say		13.82%	179
Other (please describe):		2.63%	34
		answered	1295
		skipped	116

Figure 18: Are you pregnant or have you given birth in the last 26 weeks?

Are you pregnant or have you given birth in the last 26 weeks?			
Answer Choices		Response Percent	Response Total
Yes		1.56%	20
No		87.66%	1122
Prefer not to say		10.78%	138
		answered	1280
		skipped	131

Figure 19: Are you a refugee or asylum seeker?

Are you a refugee or asylum seeker?			
Answer Choices		Response Percent	Response Total
Yes		0.23%	3
No		90.05%	1158
Prefer not to say		9.72%	125
		answered	1286
		skipped	125






4 Survey results: Overall views on the proposal

Survey respondents were asked to provide their views on the key commitments using a five-point scale from 'strongly agree' to 'strongly disagree'.

Respondents were asked if they agreed that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area.

Of the 1,395 respondents who expressed a view on whether additional and selective licensing would help resolve the issues of poor management and poor conditions in the PRS in the proposed areas, 818 (58.64%) agreed, 466 (33.4%) disagreed and 111 (7.96%) neither agreed nor disagreed. 16 skipped the question.

Figure 20: Would licensing resolve the problems of poor management and poor conditions in private rented properties in the proposed areas?

Do you agree that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area?			
		Response Percent	Response Total
Strongly agree		35.41%	494
Agree		23.23%	324
Neither agree nor disagree		7.96%	111
Disagree		10.39%	145
Strongly disagree		23.01%	321
		answered	1395
		skipped	16

4.1 Breakdown of views by respondent category

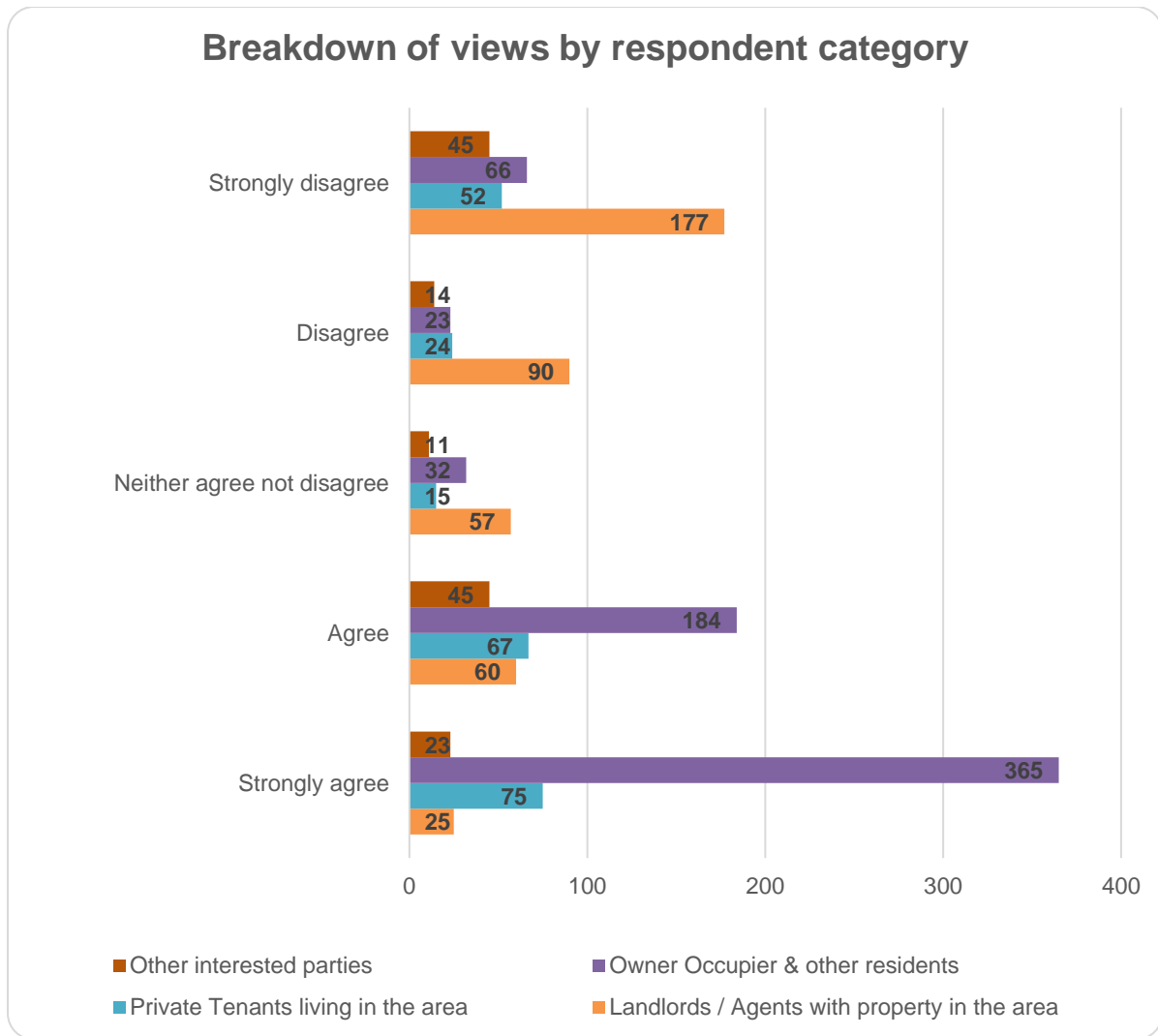
Do you support this proposal?

- 85 (20.8%) of landlords / agents with property in the area agreed or strongly agreed with the proposal, 267 (65.3%) disagreed or strongly disagreed and 57 (13.9%) neither agreed nor disagreed.

- 142 (70%) of private tenants living in the area agreed or strongly agreed with the proposal, 76 (32.6%) disagreed or strongly disagreed and 15 (6.4%) neither agreed nor disagreed.
- 549 (82%) of owner occupiers living in the area agreed or strongly agreed with the proposal, 89 (13.3%) disagreed or strongly disagreed and 32 (4.8%) neither agreed nor disagreed.
- 68 (51.1%) of other interested parties agreed or strongly agreed with the proposal, 60 (45.1%) disagreed or strongly disagreed and 11 (8.3%) neither agreed nor disagreed.

This totals more than the number overall (1,445) as this result has been cross referenced with the question on status of respondent and some fell into more than one category i.e., is an owner occupier living in the area and who is also a landlord with property in the area.




Figure 21: Breakdown of whether respondents support proposal or not by respondent category



4.2 Responses to the additional licensing fee of £1,300 (without reductions)

Of the 1,377 people who responded to this question 256 (18.59%) thought the fee was too low, 538 (39.07%) thought it was about right and 583 (42.34%) thought it was too high.

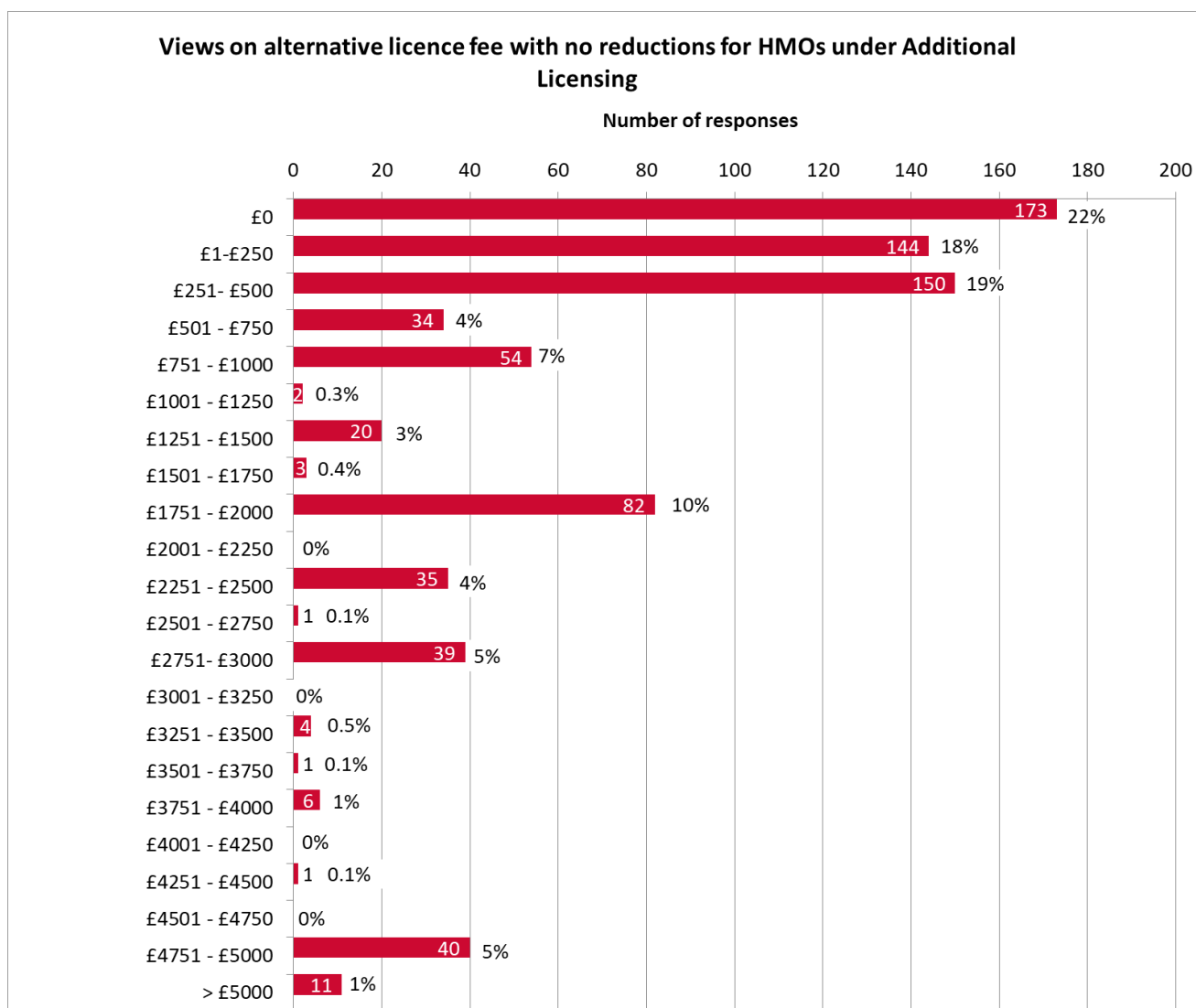
Figure 22: Views on compliant additional licensing fee, no discounts

The proposed licence fee with no reductions for HMOs under Additional Licensing will be £1,300. Do you think this is?		Response Percent	Response Total
Too low		18.59%	256
The right amount		39.07%	538
Too high		42.34%	583
		answered	1377
		skipped	34

4.3 Views on alternative fee levels for additional licence applications

800 responded offering an alternative fee level as in the table below.




Figure 23: Suggestions on alternative fee levels



4.4 Views on the selective licence fee of £799 (without reductions) to license on time

Of the 1,371 people who responded to this question, 219 (15.97%) thought the fee was too low, 583 (42.52%) thought it was about right and 569 (41.5%) thought it was too high.

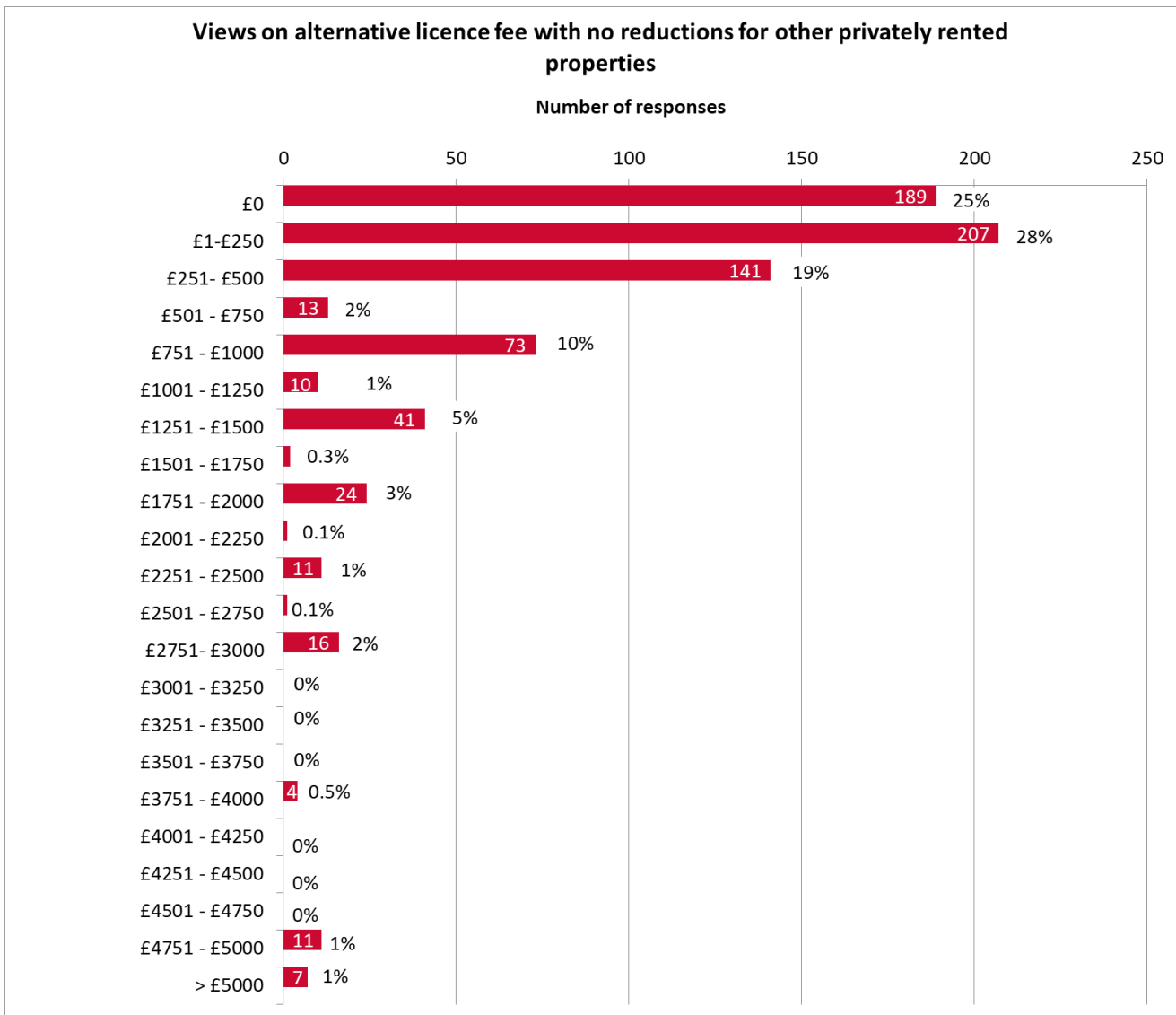
Figure 24: Views on compliant selective licensing fee, no discounts

The proposed licence fee with no reductions for other privately rented properties under Selective Licensing will be £799. Do you think this is?			
		Response Percent	Response Total
Too low		15.97%	219
The right amount		42.52%	583
Too high		41.50%	569
		answered	1371
		skipped	40

4.5 Views on alternative fee levels for selective licence applications

751 responded offering an alternative fee level as in the table below.

Figure 25: Suggestions on alternative selective licence fee level



4.6 Views on whether it is fair to charge more to landlords / agents who don't apply when they should?

Of the 1,393 people who responded to this question, 977 (70.14%) said yes it was fair, 293 (21.03%) said no and 123 (8.83%) were not sure.




Figure 26: Views on charging higher fees for those who don't apply when they should

Do you think that it is fair to charge more to landlords or managing agents who don't apply for a licence when they should?			
		Response Percent	Response Total
Yes		70.14%	977
No		21.03%	293
Not sure		8.83%	123
		answered	1393
		skipped	18

4.7 Views on whether the £100 'finder's fees' is fair for landlords/agents who do not licence their property on time

Of the 1,376 people who responded to this question, 532 (38.66%) said it was too low; 530 (38.52%) said it was about right and 314 (22.82%) it was too high.

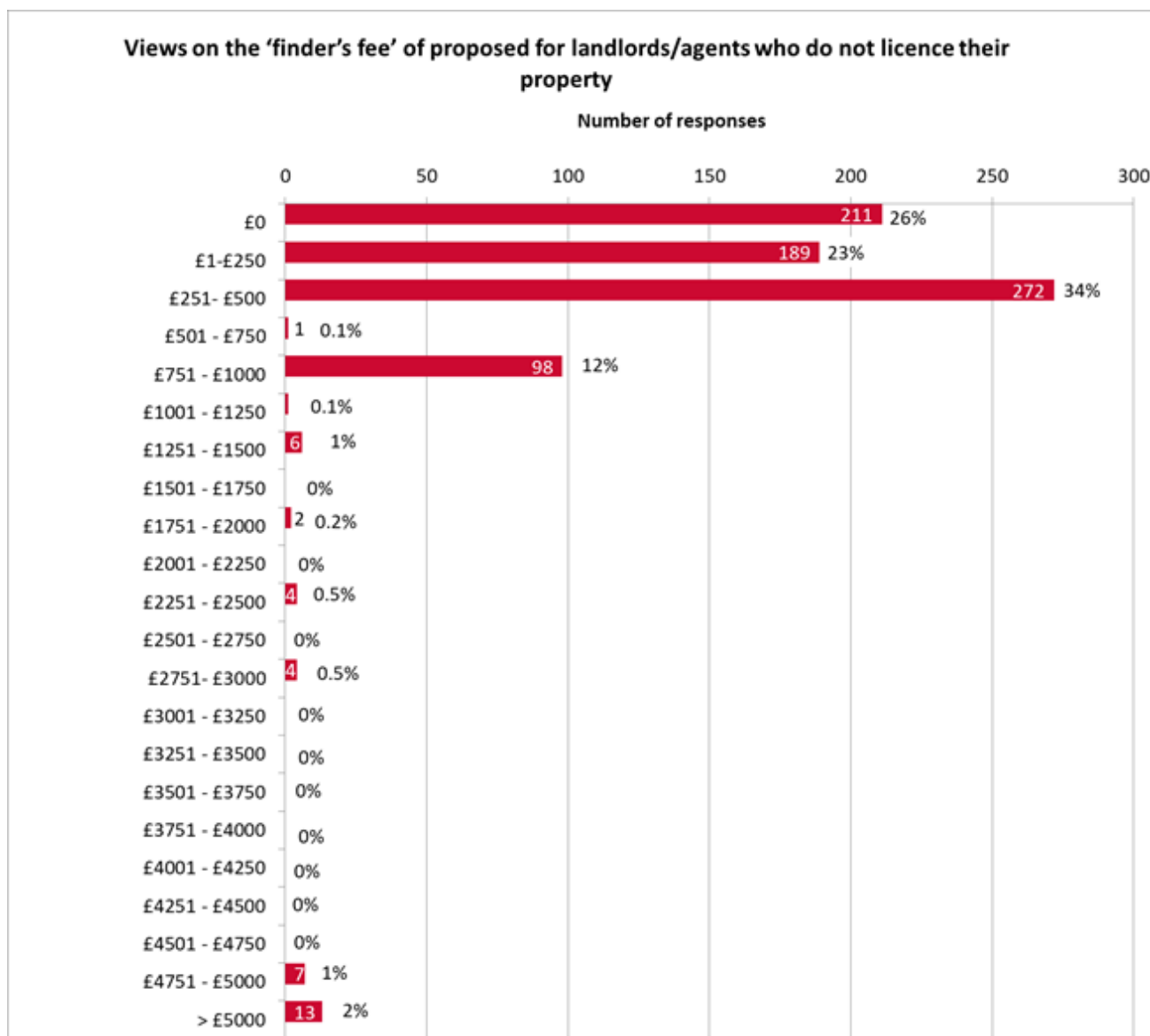
Figure 27: Views on £100 Finder's Fee for those who do not licence their property on time

Do you think the 'finder's fee' of £100 proposed for landlords/agents who do not licence their property on time is?			
		Response Percent	Response Total
Too low		38.66%	532
The right amount		38.52%	530
Too high		22.82%	314
		answered	1376
		skipped	35

4.8 Views on alternative finder's fee levels

808 responded offering an alternative finder's fee level as in the table below.

Figure 28: Suggestions on alternative Finder’s fee level



4.9 Views on a discount of £150 for those landlords who provide satisfactory certificates on time.

Of the 1,389 respondents who expressed a view on whether we should give a discount for safety and EPC certificates, 916 (65.95%) said yes, 357 (25.7%) said no and 116 (8.35%) weren't sure.

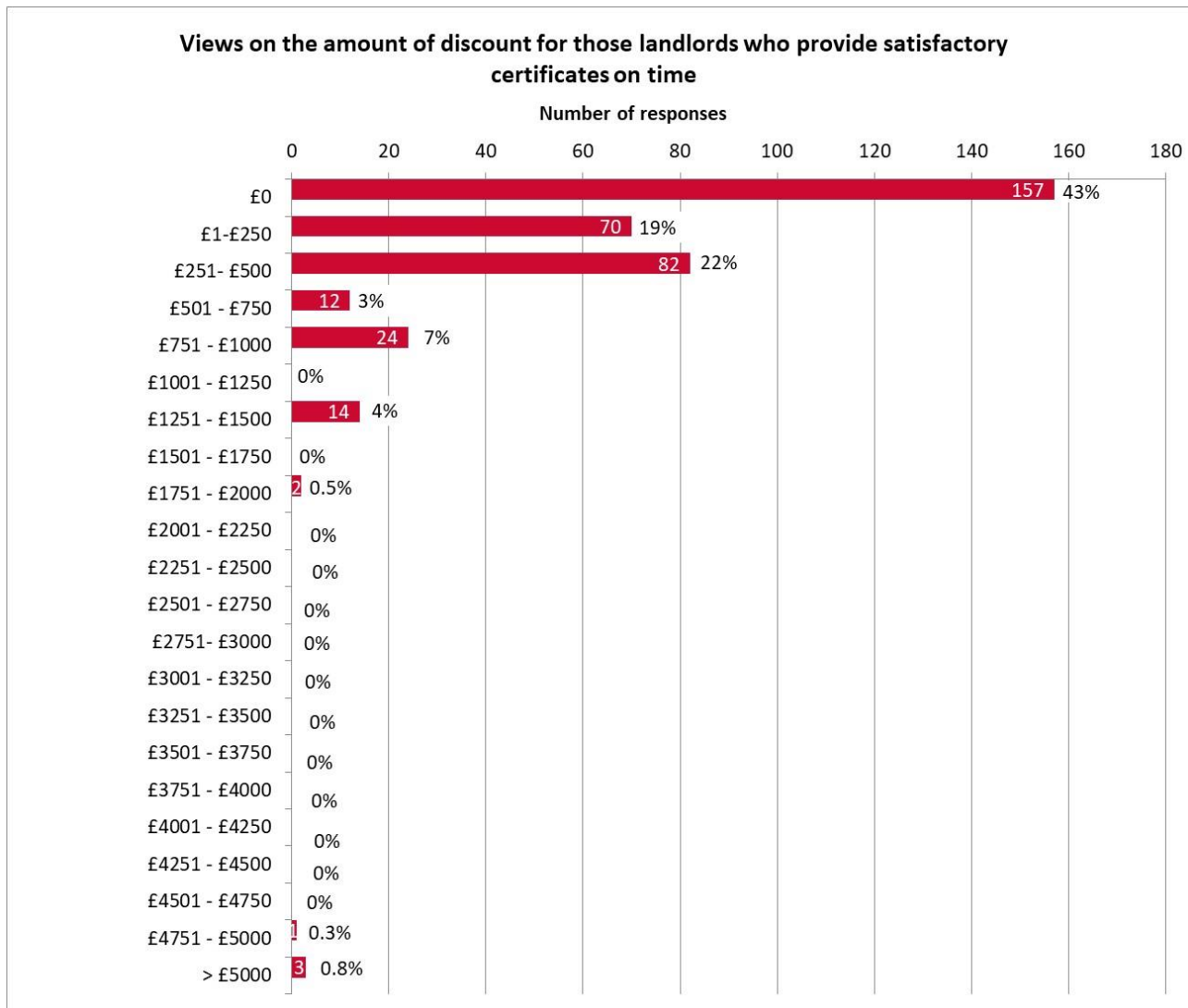
Figure 29: View on discounts for satisfactory certificates submitted on time

Do you agree there should be a discount of £150 for those landlords who provide satisfactory certificates on time?			
		Response Percent	Response Total
Yes		65.95%	916
No		25.70%	357
Not sure		8.35%	116
		answered	1389
		skipped	22

4.10 Views on alternative fee levels for discount for submitting safety certificates on time

365 responded as per the table below offering an alternative discount.




Figure 30: Suggestions on alternative discount for safety certificates submitted on time



4.11 Views on the proposed discount of £150 for a landlord accredited under an approved Rent with Confidence scheme

Of the 1,383 respondents who expressed a view on whether we should give a discount for being an accredited member under the Rent with Confidence scheme, 792 (57.27%) said yes, 341 (24.66%) said no and 250 (18.08%) weren't sure.

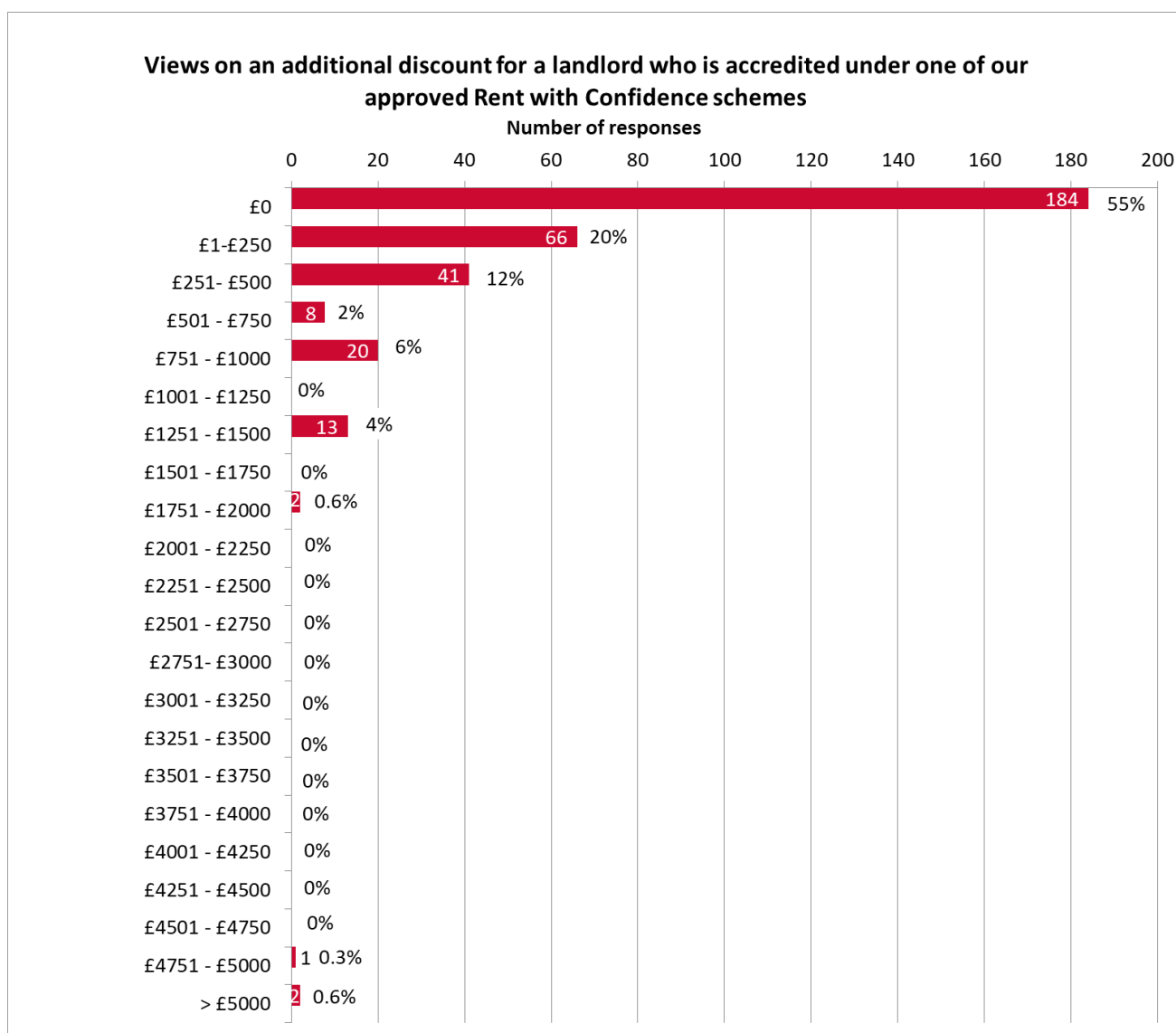
Figure 31: View on discounts for landlords accredited under Rent with Confidence scheme

Do you agree that there should be an additional discount of £150 for a landlord who is accredited under one of our approved Rent with Confidence schemes?			Response Percent	Response Total
Yes			57.27%	792
No			24.66%	341
Not sure			18.08%	250
			answered	1383
			skipped	28

4.12 Views on alternative discount for Rent with Confidence membership

337 responded as per the table below offering an alternative discount.

Figure 32: Suggestions on alternative discount



4.13 Any other comments about this proposal?

All respondents were asked if they had any other comments to make about the proposal. Of the 1411 people who responded to the consultation, 814 (58%) respondents left free text comments which are categorised and summarised below:

176 (22%) said they supported the proposal and they wanted this to improve standards in the private rented sector.

46 (6%) said were against the proposal especially extending licensing to family accommodation.

194(24%) said the proposals were of no benefit to good landlords. Licensing would punish the good landlords because of the actions of the poor landlords.

23 (3%) said they believed the council already had sufficient powers to deal with the poor landlords.

19 (2.3%) said that for the proposal to be effective, the council must ensure there are enough resources in place to do the job properly.

191 (23%) were concerned that the licence fee would be passed on to the tenants.

72 (9%) thought the licence fee proposed was too high and questioned how it was calculated.

20 (2%) thought the licence was too low and penalties were not high enough to discourage poor landlords.

70 (9%) thought licensing was just a money-making scheme for the council.

132 (16%) said this was an additional burden on landlords which would drive smaller landlords out and was bad timing considering what everyone has been through with Covid. For many it would be a step too far.

39 (5%) said they were concerned that landlords with HMOs would change to family only accommodation to avoid licensing fees, causing hardships for the sharers who cannot afford anything else.

18 (2%) said there was not enough evidence that the proposed scheme was necessary.

26 (3%) said licensing was not necessary in their ward.

49 (6%) said that there were already too many HMOs in the area causing problems in the community (in the mistaken belief that the proposal was about introducing more HMOs).

18 (2%) said there should not be discounts for the certificates that are already mandatory.

48 (6%) made other comments abouts the discounts including substantial discounts should be given to those with managing agents as they were effectively paying twice for the same checks or that other accrediting organisations, not just those approved under Rent with Confidence scheme, should be eligible for the discount.

39 (5%) gave alternative views on what the criteria should be, areas that should be included (citywide) and things that should be included in standards such as limited cars and more protection from poor tenants.





44 (5%) made comments about the actual consultation process and asking why council housing was not included and that we should get our own house in order first. Several comments made were not relevant to the proposal.

5 Responses to questions directed to private landlords or managing agents who let property in the area.

5.1 Which of the following best describes your situation?

411 respondents identified themselves as landlords or managing agents with properties in the area. This accounted for 29.72% of the 1,383 respondents who answered this question.

Figure 33: Which of the following best describes your situation

Which of the following best describes your situation? (Please tick all that apply)			
Answer Choices		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g., landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

5.2 How many properties do you own or manage in each of the proposed licence areas?

Of the landlords/managing agents who answered this question – 219 (55.44%) have properties in Bedminster ward, 111 (28.1% in Brislington West ward and 174 (44.05%) have properties in Horfield ward. The range of property numbers appear in the chart below.

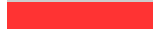


Figure 34: The numbers of properties owned in each ward.

If you are a landlord or managing agent, please state how many properties you own or manage in each of the wards within the proposed licence area. Please provide your answer in a numeric format (not words)		
Answer Choices	Response Percent	Response Total
Bedminster	55.44%	219
Brislington West	28.10%	111
Horfield	44.05%	174
	answered	395
	skipped	1016

5.3 Types of properties the landlord / agent respondents let

Of the 396 respondents who answered this question, 96 (24.24%) said they let HMOs and 268 (67.68%) that they let other rented accommodation and 39 (9.85%) said that they let both HMOs and non-HMOs.

Figure 35: The types of properties let by respondents

Are the properties that you let:			Response Percent	Response Total
HMOs			24.24%	96
Other rented accommodation			67.68%	268
Both			9.85%	39
			answered	396
			skipped	1015

5.4 Number of properties of each type let by respondent landlords/ agents

Based on respondents who stated how many of each type of properties that they let the ranges appear in Figure 25 below






Figure 36: Number of properties of each type let by respondent landlord / agents

How many properties of each type do you let? (HMOs are houses or flats let to three or more people who are not related and share some facilities like bathrooms or kitchens) Please provide your answer in a numeric format (not words)		
Answer Choices	Response Percent	Response Total
HMOs	45.08%	174
Other rented accommodation	77.20%	298
		answered
		386
		skipped
		1025

5.5 How often do respondent landlord / agents visit their properties?

Of the 401 responses to this question, 36 (8.98%) said they visited the property annually quarterly; 82 (20.45%) visited every 6 months and 130 (32.42%) visited quarterly and 11 (2.74%) were resident landlords. 142 (35.41%) said Other.

Figure 37: How often do you respondent landlords / agents visit their properties?

How often do you visit your properties?		Response Percent	Response Total
Annually		8.98%	36
Every 6 months		20.45%	82
Quarterly		32.42%	130
I live at the property		2.74%	11
Other (please specify):		35.41%	142
		answered	401
		skipped	1010

The 142 Other responses included:

- Weekly (5)
- Monthly (23)
- 2 monthly (8)
- Quarterly (5)
- 6 monthly (7)
- Every day (1)
- Several times a week (1)
- Every 2 weeks
- Regularly (7)
- Managed and inspected by agents (41)
- When required for repairs (18)
- Varies according to tenant (2)
- Rarely/Never (4)
- At change of tenancy (3)
- As often as necessary (8)
- Several times a year
- Covid permitting
- Often – daughter lives in property

5.6 Do landlords / agents comply with their legal responsibilities in relation to gas, electrical and fire safety?

Of the 402 respondents 99.5% (393) said they provided gas certificates; 99% (397) provided electrical safety certificates and 98% (389) provided fire safety certificates.




Figure 38: Number of respondents who supply relevant safety certificates.

Do you comply with your legal responsibilities in relation to?				
	Yes	No	Don't know	Response Total
Gas	99.5% (393)	0.3% (1)	0.3% (1)	395
Electrical	99.0% (397)	0.2% (1)	0.7% (3)	401
Fire safety	98.0% (389)	0.5% (2)	1.5% (6)	397
			answered	402
			skipped	1009

5.7 Do respondent landlords have a planned maintenance programme for their properties?

Of the 402 respondents 307 (76.37%) said they had a planned maintenance programme, 82 (20.4%) said no and 13 (3.23%) said they didn't know if they had a planned maintenance programme.




Figure 39: Number of landlords who say they have a planned maintenance programme

Do you have a planned maintenance programme for your properties?			
		Response Percent	Response Total
Yes		76.37%	307
No		20.40%	82
Don't know		3.23%	13
		answered	402
		skipped	1009

5.8 Do respondent landlords/agents issue a written tenancy agreement?

Of the 402 respondents, 392(97.51%) issued a written tenancy agreement, 9 (2.24%) said they didn't and 1 (0.25%) said they didn't know.




Figure 40: Number of respondents who issue a written tenancy agreement

Do you issue a written tenancy agreement?			
		Response Percent	Response Total
Yes		97.51%	392
No		2.24%	9
Don't know		0.25%	1
		answered	402
		skipped	1009

5.9 Do respondent landlords / agents have an agreement of how quickly they respond to requests for repairs etc.?

Of 401 respondents 307 (76.56%) have an agreement for how quickly they respond to requests for repairs, 79 (19.7%) do not have an agreed response time and 15 (3.74%) said they didn't know.




Figure 41: Number of respondents who have an agreed response time for repairs

Do you have an agreement of how quickly you respond to requests for repairs etc.?			
		Response Percent	Response Total
Yes		76.56%	307
No		19.70%	79
Don't know		3.74%	15
		answered	401
		skipped	1010

5.10 Do respondent landlords /agents provide a current Energy Performance Certificate (EPC)?

Of the 401 who responded, 356 (88.78%) said they provide a current EPC, 28 (6.98%) don't provide one and 17 (4.24%) don't know if they provide an EPC.



Figure 42: Number of respondents who provide a current Energy Performance Certificate (EPC)

Do you provide a current Energy Performance Certificate (EPC)?			
		Response Percent	Response Total
Yes		88.78%	356
No		6.98%	28
Don't know		4.24%	17
		answered	401
		skipped	1010

5.11 Do respondent landlord /agents provide emergency contact details?

Of the 399 respondents, 396 (99.25%) provide their tenants with emergency contact details, 3 (0.75%) said that they don't provide contact details.




43: Number of respondents who provide emergency contact details

Do you provide tenants with emergency contact details?			
		Response Percent	Response Total
Yes		99.25%	396
No		0.75%	3
Don't know		0.00%	0
		answered	399
		skipped	1012

5.12 Do respondent landlords /agents keep within overcrowding limits?

Of the 401 respondents to this question, 394 (98.25%) said they kept to within overcrowding limits, 1 (0.25%) didn't and 6 (1.5%) didn't know if they did or not.

Figure 44: Respondents who keep to overcrowding limits

Do you keep within overcrowding limits?			
		Response Percent	Response Total
Yes		98.25%	394
No		0.25%	1
Don't know		1.50%	6
		answered	401
		skipped	1010

5.13 Problems experienced by respondent landlords and agents

Of the 402 people who responded to this question, 49(12.3%) said they had experienced problems with antisocial behaviour by either their tenants or their visitors; 91 (22.8%) said there had been damage to their property; 51 (12.8%) had received noise complaints about their tenants; 38 (.9.5%) had received complaints about rubbish and waste; 36 (9.1%) had experienced difficulty evicting their tenants; 26 (6.5%) had received other complaints from neighbours and 17 (6.2%) other issues with the tenancy

Figure 45: Problems experienced by respondent landlords

Have you experienced any of the following problems?			
	Yes	No	Response Total
Antisocial behaviour from your tenants or their visitors	12.3% (49)	87.7% (350)	399
Damage to your property (more than reasonable wear and tear)	22.8% (91)	77.2% (308)	399
Noise complaints about your tenants	12.8% (51)	87.2% (346)	397
Complaints about rubbish/waste	9.5% (38)	90.5% (360)	398
Difficulty legally evicting your tenants	9.1% (36)	90.9% (360)	396
Other Complaints from neighbours	6.5% (26)	93.5% (371)	397
Other	6.2% (17)	93.8% (257)	274
		answered	402
		skipped	1009

5.14 Other problems experienced by respondent landlords / agents (Free Text).

Of the 401 people who responded to the consultation, 17 (6.2%) left comments about other problems experienced by landlords /agents in addition to the issues recorded above. These include:

- Council interfering with tenant's peace and quiet with appointments
- Rats
- Rent arrears (6)
- Disagreement amongst tenants
- Sub-letting without permission
- Property abandoned (2)
- Problems with neighbouring rental properties
- No problems (3)
- Problems evicting council nominated tenants through homeless initiative. Never again!
- Aggressive non-accountable council trying to levy a tax on citizens for letting
- Rubbish being dumped outside of property by non-residents
- Crime particularly bike theft
- Parking
- Damage to property left unreported and therefore allowed to escalate to something more serious
- Housing benefit not paid when obliged

6 Questions directed to private tenants who are living or have lived in the area



6.1 Status of respondents to tenant questions

Of 1,411 respondents who responded to this survey, when asked which best described their situation 233 (16.85%) stated that they were a private tenant living, or had lived, in the proposed licensing area. 9 (3.94%) of these were responding on behalf of a private tenant living in the area.

6.2 Types of properties rented by respondents

Of the 226 respondents to this question (59) 26.11% said they lived in an HMO and (167) 73.89% in a non-HMO.






Figure 46: What type of property do you live in (tenants)

Do you live in:			
		Response Percent	Response Total
an HMO		26.11%	59
Other type of private rented accommodation		73.89%	167
		answered	226
		skipped	1185

6.3 Does your landlord inspect the property regularly?

Of the 226 people who responded to this question, 54 (23.89%) said that their landlords visited annually; 44 (19.47%) visited every 6 months, 37 (16.37%) visited quarterly, 4 (1.77%) had a resident landlord and 87 (38.5%) said other frequency.

Figure 47: How often does your landlord inspect the property

Does your landlord inspect the property regularly?			
		Response Percent	Response Total
Annually		23.89%	54
Every 6 months		19.47%	44
Quarterly		16.37%	37
My landlord lives at the property		1.77%	4
Other (please specify):		38.50%	87
		answered	226
		skipped	1185

Of the 87 Other responses included:

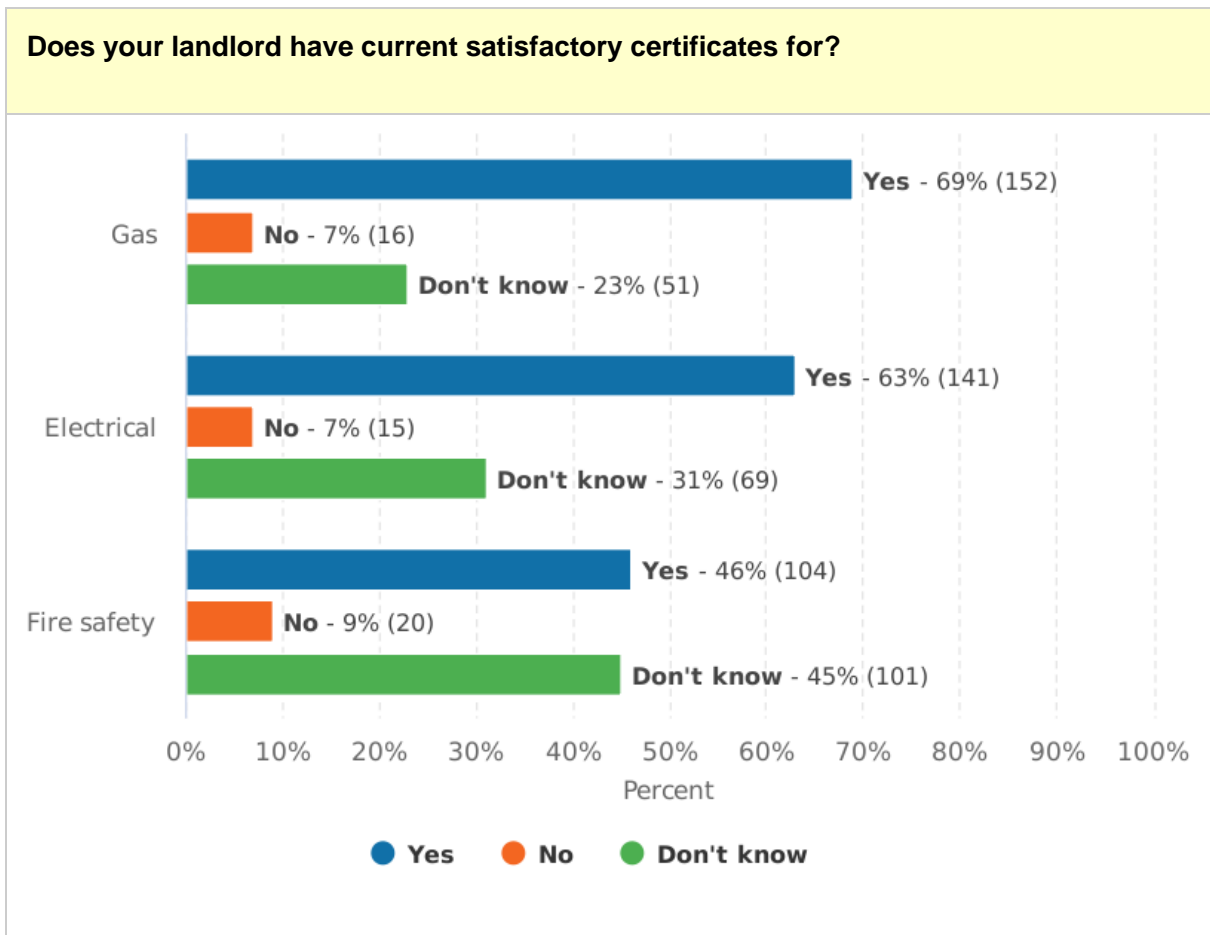
- 35 (40.23%) said the landlord has never visited,
- 10 (11.49%) said they come when asked,

- 10 (11.49%) said the managing agents carry out regular inspections,
- 6 (6.89%) didn't know or left it blank
- 5 (5.75%) said the landlord comes less than annually
- 4 (4.60%) said 1-2 monthly,
- 4 (4.60%) said they visited rarely,
- 4 (4.60%) said only at change of tenancy,
- 3 (3.45%) only for the annual gas safety checks,
- 2 (2.30%) said the landlord visits whenever they feel like it with no notice
- 1 (1.15%) said they visit regularly,
- 1 (1.15%) the manager is on site,
- 1 (1.15%) was an owner occupier,
- 1 (1.15%) landlord is a relative.

6.4 Do your landlords/agents have current satisfactory safety certificates?

Of 225 respondents 152 (69.4%) said there is a current gas safety certificate, 141 (62.7%) said there is a current electrical safety certificate and 104 (46.2%) said there is a current fire safety certificate.




Figure 48: Numbers of respondents who said their landlord/agent have relevant certificates



6.5 Does the landlord have a planned maintenance programme?

Of 226 respondents 50 (22.12%) said their landlord did have a planned maintenance programme, 72 (31.86%) said they did not have a planned maintenance programme and 104 (46.02%) didn't know.


Figure 49: Numbers of tenants whose landlord has a planned maintenance programme

Does your landlord have a planned maintenance programme?			
		Response Percent	Response Total
Yes		22.12%	50
No		31.86%	72
Don't know		46.02%	104
		answered	226
		skipped	1185

6.6 Does your landlord issue a written tenancy agreement?

Of 225 respondents 207 (92%) said yes, 13 (5.78%) said no they didn't have a written tenancy agreement and 5 (2.22%) said they didn't know.




Figure 50: Numbers of tenants whose landlord issues a written tenancy agreement

Does your landlord issue a written tenancy agreement?			
		Response Percent	Response Total
Yes		92.00%	207
No		5.78%	13
Don't know		2.22%	5
		answered	225
		skipped	1186

6.7 Does your landlord have an agreement of how quickly he/she responds to requests for repairs etc.?

Of 225 respondents 87 (38.67%) said there was no agreement on how quickly a landlord/manager would respond to requests for repairs, 89 (39.56%) said they didn't have an agreement and 49 (21.78%) didn't know.




Figure 51: Numbers of tenants whose landlord has an agreed response time for repairs

Does your landlord have an agreement of how quickly he/she responds to your requests for repairs etc.?			Response Percent	Response Total
Yes			38.67%	87
No			39.56%	89
Don't know			21.78%	49
			answered	225
			skipped	1186

6.8 Does your landlord provide emergency contact details?

Of 224 respondents to this question 172 (76.79%) said their landlord / manager did provide them with emergency contact details, 38 (16.96%) said they did not provide contact details and 14 (6.25%) said they didn't know.




Figure 52: Numbers of tenants whose landlord provides them with emergency contact details

Does your landlord provide you with emergency contact details?			Response Percent	Response Total
Yes			76.79%	172
No			16.96%	38
Don't know			6.25%	14
			answered	224
			skipped	1187

6.9 Does your landlord deal with anti-social behaviour of other tenants and their visitors?

Of 217 respondents, 65 (29.95%) said that their landlord / manager does deal with anti-social behaviour of other tenants or their visitors; 56 (25.81%) said they did not and 96 (44.24%) said they didn't know.

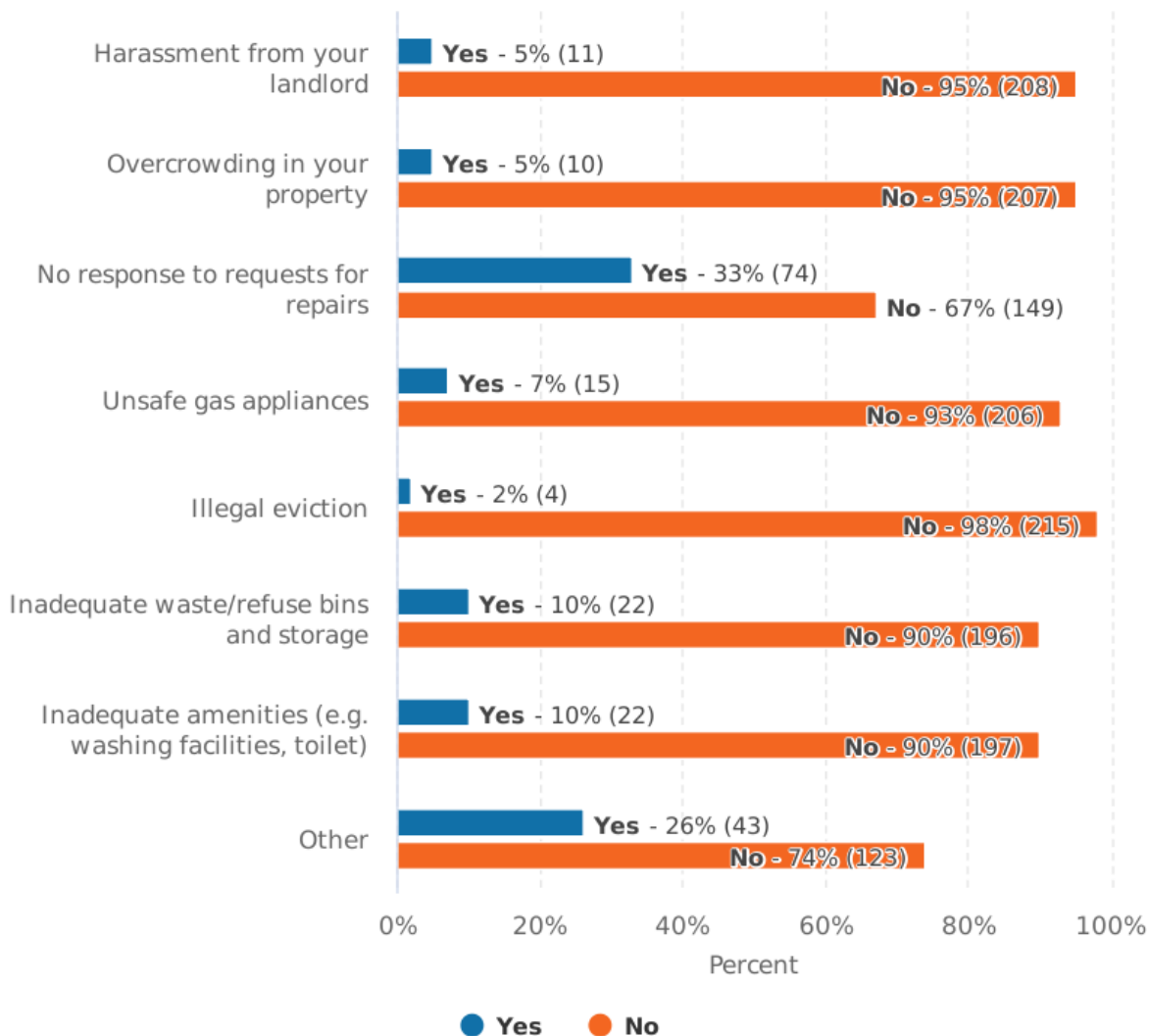
Figure 53: Numbers of tenants whose landlords deal with anti-social behaviour issues

Does your landlord deal with anti-social behaviour of other tenants and their visitors?			Response Percent	Response Total
Yes			29.95%	65
No			25.81%	56
Don't know			44.24%	96
			answered	217
			skipped	1194

6.10 Tenants were asked if they had experienced any problems with their tenancy.

Of those who have responded to this question 11 (5%) had experienced harassment by their landlord / manager; 10 (4.6%) had experienced overcrowding; 74 (33.2%) said their landlord had ignored requests for repairs; 15 (6.8%) had unsafe gas appliances, 4 (1.8%) had been illegally evicted; 22 (10.1%) said there was inadequate refuse bins or storage; 22 (10%) said there were inadequate amenities and 43 (25.9%) had experienced other issues.

Figure 54: Numbers of tenants experiencing problems



6.11 Other problems experienced by tenants.

Of those who said they had experienced other issues to the previous question, these included:

- 26% said requests for serious repairs were ignored
- 22% had issues with severe damp and mould
- 8% said repairs were poorly /cheaply done
- 8% said there had been unannounced visits by their landlord
- 8% said they had no issues with their landlord

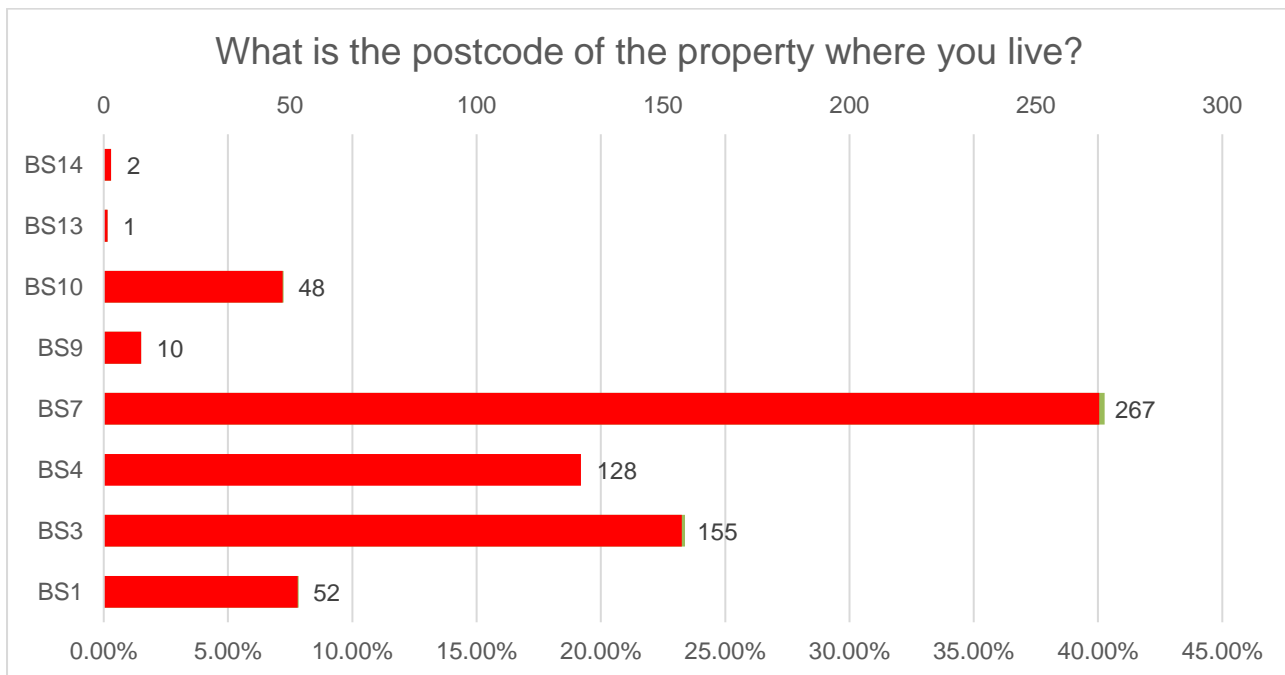
- 4% said landlord increases rent with no reason given
- 4% said there were no fire alarms or means of escape
- 6% said they had issues with mice, rats, moths and/or slugs
- 2% said their properties were insecure
- 2% said no safety certificates had been shown
- 2% had issues with parking and bins
- 2% said it was cold, had inadequate heating and insulation
- 2% said the landlord lied on the inventory about state of repair
- 2% said there were problems with contract when one of the tenants wanted to leave
- 2% said landlord created imaginary fees when leaving

7 Questions directed at owner-occupiers or other residents currently living in the area

7.1 What is the postcode of the property where you live?

Of the 671 who had identified themselves as owner occupiers in 4.2, 658 answered this question.





Figure 55: Postcode area of owner occupier respondents



7.2 How many private rented properties are there in your street?

Of 618 respondents who answered this question, 36 (5.83%) said they thought there were none; 242 (39.16%) said there were between 1 and 5, 234 (37.86%) said there were between 6 and 20 and 106 (17.15%) said that there were more than 20 privately rented properties in their street.





Figure 56: Numbers of PRS properties in respondents' street

How many privately rented houses are there in your street?			
		Response Percent	Response Total
None		5.83%	36
1-5		39.16%	242
6-20		37.86%	234
More than 20		17.15%	106
		answered	618
		skipped	793

7.3 How many HMOs are there in your street?

Of 601 respondents who answered this question, 120 (19.97%) said they thought there were no HMOs in their street; 316 (52.58%) said there were between 1 and 5 HMOs, 123 (20.47%) said there were between 6 and 20 and 42 (6.99%) said that there were more than 20 HMOs in their street.




Figure 57: Numbers of HMOs in respondents' street

How many Houses in Multiple Occupation (HMOs)* are there in your street?			
		Response Percent	Response Total
None		19.97%	120
1-5		52.58%	316
6-20		20.47%	123
More than 20		6.99%	42
		answered	601
		skipped	810

7.4 Do you know who the landlord /agents of the rented properties are?

Of the 641 who responded to this 425 (66.3%) did not know who the landlords or agents of these properties are; 197 (30.73%) said they knew who some of the landlords/agents are and 19 (2.96%) said they knew who most of the landlords / agents are.




Figure 58: Numbers of owner/occupiers who know who the landlord /agent of rented properties is

Do you know who the landlords/agents of the rented properties are?			
		Response Percent	Response Total
Most		2.96%	19
Some		30.73%	197
None		66.30%	425
		answered	641
		skipped	770

7.5 Have you ever had to make a complaint about noise from a rented property in your area?

Of the 662 owner-occupiers who have responded to this question 217 (32.78%) had made a complaint about noise from a privately rented property in their area, 418 (63.14%) had not made a complaint and 27 (4.08%) did not know if they had made a complaint.





Figure 59: Complaints about noise from PRS property in the area

Have you ever had to make a complaint about noise from a privately rented property in your area?			
		Response Percent	Response Total
Yes		32.78%	217
No		63.14%	418
Don't know		4.08%	27
		answered	662
		skipped	749

7.6 If you have made a complaint about noise, how often have you complained?

Of 662 respondents who had made a complaint noise, 22 (8.94%) said they complained most weeks, 47 (19.11%) said they complained once a month 64 (26.02%) said they complained once a year and 113 (45.93%) said other frequency.

Figure 60: How often had owner-occupiers who had experienced problems with noise, complained

If "Yes", how often have you complained:			
Answer Choices		Response Percent	Response Total
Most weeks		8.94%	22
Once a month		19.11%	47
Once a year		26.02%	64
Other (please specify):		45.93%	113
		answered	246
		skipped	1165




Of those who answered "Other":

- 32.65% said they frequently complained
- 20.4% said they had complained only once or twice
- 14.28% said they occasionally complain
- 10.2% said it depended on the tenants
- 8.16% said they never complain
- 3.06% said they tend to complain when students move in
- 3.06% said it was a waste of time complaining as nothing gets done
- 3.06% said they didn't know
- 1.02% said they complain whenever necessary
- 1.02% said they complain monthly
- 1.02% said they rarely complain
- 1.02% said they would not complain as it may affect ability to sell house in future, but noisy parties were an issue in the area
- 1.02% said lockdown had improved the situation

7.7 Have you ever made a complaint about anti-social behaviour from a privately rented property in your area?

Of the 657 owner-occupiers who have responded to this question 149 (22.68%) had made a complaint, 479 (72.91%) had not made a complaint and 29 (4.41%) did not know if they had made a complaint.





Figure 61: Have you ever made a complaint about anti-social behaviour from a privately rented property in your area

Have you ever had to make a complaint about anti-social behaviour from a privately rented property in your area?			
		Response Percent	Response Total
Yes		22.68%	149
No		72.91%	479
Don't know		4.41%	29
		answered	657
		skipped	754

7.8 If you have made a complaint, how often have you complained about anti-social behaviour (ASB)?

Of the 173 respondents who had complained about anti-social behaviour 10 (5.78%) said that they complained most weeks, 25 (14.45%) complained once a month; 60 (34.68%) complained once a year and 78 (45.09%) said other.

Figure 62: How often had owner-occupiers who had experienced problems with ASB, complained

If Yes, how often have you complained:			
		Response Percent	Response Total
Most weeks		5.78%	10
Once a month		14.45%	25
Once a year		34.68%	60
Other (please specify):		45.09%	78
		answered	173
		skipped	1238

Of those who answered "Other":

22.22% said they frequently complained

23.81% said they had complained only once or twice

19.04% said they occasionally complain

4.76% said it depended on the tenants

9.52% said they never complain

4.76% said they complain whenever it occurs

9.52% said it was a waste of time complaining as nothing gets done

1.58% said they didn't know

- 1.58% said other tenants complain
- 1.58% said they complain every month
- 1.58% said they had issues but would not complain

7.9 Have you ever had to make a complaint about rubbish / waste from a privately rented property?

Of the 655 owner-occupiers who have responded to this question 207 (31.6%) had made a complaint, 424 (64.73%) had not made a complaint and 24 (3.66%) did not know if they had made a complaint.





Figure 63: Have you ever made a complaint about rubbish/waste from a privately rented property in your area

Have you ever had to make a complaint about the rubbish/waste from a privately rented property in your area?			
		Response Percent	Response Total
Yes		31.60%	207
No		64.73%	424
Don't know		3.66%	24
		answered	655
		skipped	756

7.10 If you have made a complaint, how often have you complained about rubbish/waste?

Of the 225 respondents who said they had complained about rubbish/waste 28 (12.44%) that they complained most weeks, 44 (19.56%) once a month; 78 (34.67%) once a year and 75 (33.33%) said other.

Figure 64: How often had owner-occupiers who had experienced problems with rubbish/waste complained

If Yes, how often have you complained:			
		Response Percent	Response Total
Most weeks		12.44%	28
Once a month		19.56%	44
Once a year		34.67%	78
Other (please specify):		33.33%	75
		answered	225
		skipped	1186

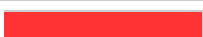


Of those who answered “Other”:

- 24.24% said they had complained only once or twice
- 21.21% said they frequently complained
- 18.18% said it was an issue but no point complaining as nothing gets done
- 18.18% said they occasionally complain
- 6.06% said they never complain
- 3.03% said they were unable to complain as didn’t know who landlord was
- 3.03% said the students took a while to understand the system and landlord never bothered to check
- 1.52% said they complain whenever it gets out of hand
- 1.52% said they didn’t know
- 1.52% said it depended on the tenants
- 1.52% said they took no notice of it

7.11 Do you think there is a problem with overcrowding in any of the privately rented properties in your area?

Of the 656 owner-occupiers who have responded to this question 201 (30.64%) thought there was an overcrowding problem, 194 (29.57%) did not think there was a problem and 261 (39.79%) did not know.






Figure 65: Do you think there is a problem with overcrowding in any of the privately rented properties in your area

Do you think there is a problem with overcrowding in any of the privately rented properties in your area?			
		Response Percent	Response Total
Yes		30.64%	201
No		29.57%	194
Don't know		39.79%	261
		answered	656
		skipped	755

7.12 If you have made a complaint, who did you complain to?

Of the 292 respondents 111 (38.01%) complained to the landlord; 64 (21.92%) complained to the Letting Agent; 122 (41.78%) complained to the council, 74 (25.34%) complained to the police and 92 (31.51%) said Other.

Figure 66: If an owner occupier made a complaint, who did they complain to?

48. If you made a complaint, who did you complain to? (please tick all that apply)			
		Response Percent	Response Total
Landlord		38.01%	111
Letting agent		21.92%	64
Council		41.78%	122
Police		25.34%	74
Other (please specify):		31.51%	92
		answered	292
		skipped	1119

Of those who they complained to someone else:

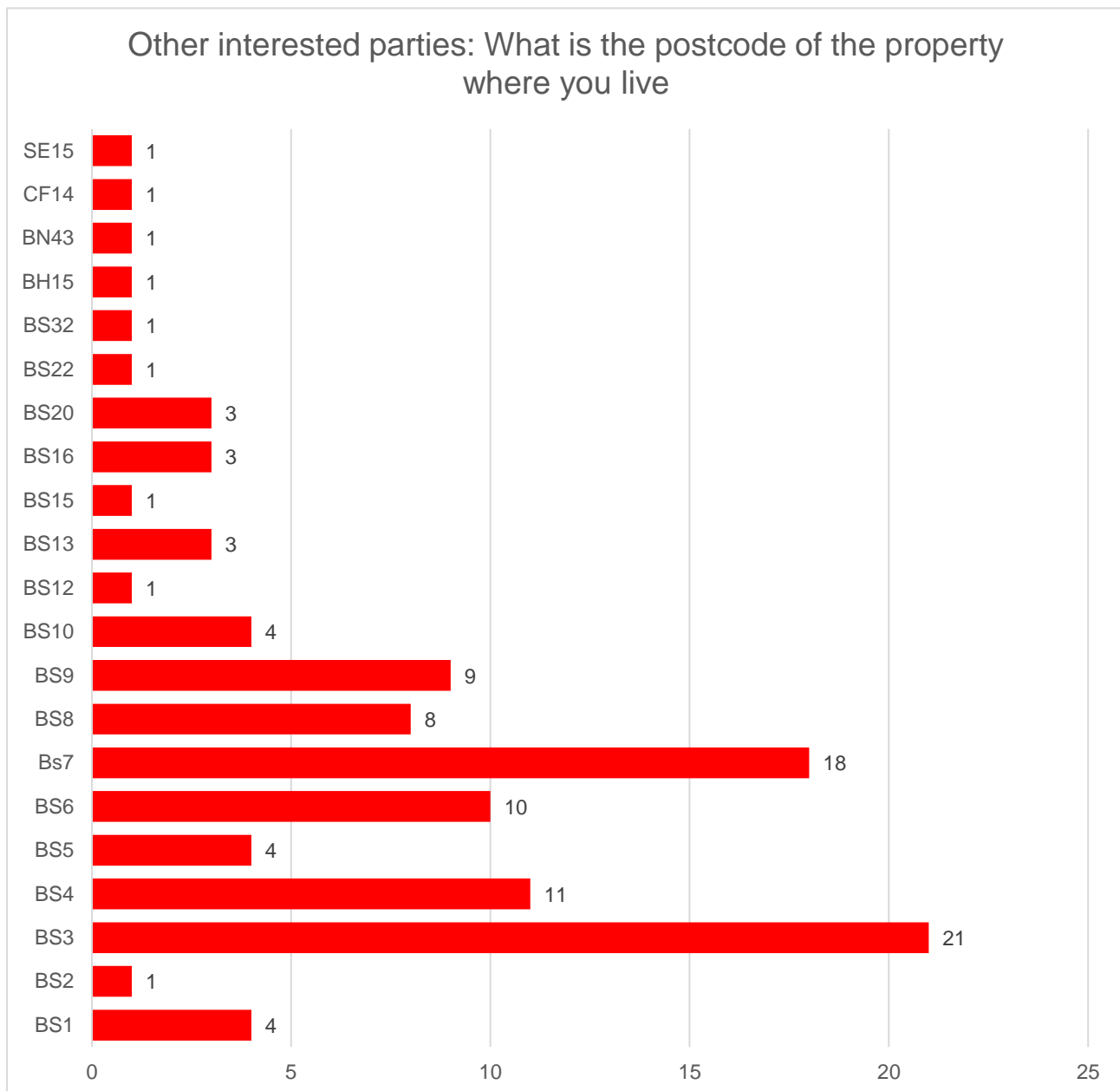
- 59.52% complained directly to occupant
- 15.48% complained to the universities
- 5.95% complained to the management company
- 4.76% complained to their local councillor
- 3.57% didn't know how they could complain
- 2.38% never complained
- 2.38% complained to Bristol Waste or Noise teams
- 1.19% complained to Bristol Post
- 1.19% complained to the building owner
- 1.19% complained to Police via neighbour as they were too scared to do it themselves
- 1.19% not worth complaining as they would just get labelled
- 1.19% can't remember

8 Questions directed to other interested parties

8.1 What is your postcode or if responding on behalf of an organisation, please provide the postcode of the organisation's premises in Bristol?

Of the 107 who responded to this question, 91.59% live within Bristol City Council boundary and 8.41% outside.




Figure 67: Numbers of responses from other interested parties by their postcode



8.2 What wards in the proposed area do you have an interest?

Of 91 respondents, 56 (61.54%) have an interest in Bedminster ward, 42 (46.15%) in Brislington West and 60 (65.93%) in Horfield ward.







Figure 68: Responses from other interested parties on wards where they have an interest

Please select all the wards where you have an interest in the proposed licensing scheme			
		Response Percent	Response Total
Bedminster		61.54%	56
Brislington West		46.15%	42
Horfield		65.93%	60
		answered	91
		skipped	1320

8.3 Reason for interest in the consultation in “Other” category

Of the 118 Other respondents who answered this question, 1 (0.85%) was a local councillor, 75 (63.56%) were landlords with properties outside of the proposal areas, 5 (4.24%) were landlords with property outside of the proposed area; 5 (4.24%) were from a Landlord Association; 11 (9.32%) were local businesses, 5 (4.24%) were council or housing association tenants in the area; 1 (0.85%) was a social housing provider. 43 (36.44%) selected the “Other” category. There was no response from tenant organisations despite being invited to participate.

Figure 69: Status of ‘Other Interested Party’ respondents

I am interested in the proposed licensing scheme because I am or represent a: (please tick all that apply)			
		Response Percent	Response Total
Local Councillor		0.85%	1
Landlord with a property outside of the area		63.56%	75
Landlord Association		4.24%	5
Local Business		9.32%	11
Tenants' Organisation		0.00%	0
Council or housing association tenant in the area		4.24%	5
A provider of social housing		0.85%	1
Other (please specify):		36.44%	43
		answered	118
		skipped	1293

Of the 43 who stated Other included:

10 (23.25%) residents living nearby,

6 (13.95%) landlords,

4 (9.3%) citizens of Bristol,
3 (6.98%) former residents of proposed area,
2 (4.65%) managing agents,
2 (4.65%) tenants,
2 (4.65%) considering buying property in the area,
2 (4.65%) tenants or relatives of tenants who have experienced poor housing,
a former councillor,
a former president of BALMA,
a Housing Officer,
Council Care Home,
a South Gloucestershire tenant considering moving to area,
a volunteer with asylum seekers and refugees
a private class action group.
5 (11.62%) did not specify their status.

9 Responses from written communication and free text comments from the survey forms during the consultations

The consultation on the proposal to introduce an additional licensing (of HMOs) scheme Bedminster, Brislington West and Horfield wards and a selective licensing scheme in Bedminster and Brislington west wards drew 1,411 survey responses and 206 emails and 7 letters. 814 (58%) respondents also left free text comments about the scheme.

This report is not the answers from the set survey questions which can be found in Appendix B but are the summary of the free text comments that were provided by consultation respondents.

We have considered all representations made in the consultations and these are set out below.

9.1 Consultation comment 1: Support for Additional Licensing

176 (22%) of respondents who left a free text comment supported the proposal as a way of improving conditions in this sector and improving management practises that impact on tenants, neighbours and local communities. 46 (6%) said they were opposed to the proposal especially extending licensing to family accommodation.

BCC Response:

Noted although the outcomes from the consultation broadly support the proposal. 1,411 responses were received and of those 818 (58.65%) agreed or strongly agreed that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed three wards.

9.2 Consultation comment 2: Good landlords are being penalised because of the poor landlords

194 (24%) of respondents who left a comment said this scheme penalises good landlords for the sake of finding and dealing with poor landlords.

BCC Response:

Unfortunately, we don't know exactly who the good or bad landlords are when we look at the statistical evidence to introduce a licensing scheme. There is no register of landlords giving us contact details. However, the BRE report identifies areas where they predict there are properties which would not meet standards and our experiences from previous property licensing schemes suggest that we will find issues once a licensing scheme commences.

The licensing scheme will enable the local authority to proactively inspect every licensable property in the designated area to identify and deal with poorly managed and sub-standard accommodation. In previous licensing schemes instances of poor housing and poor management were higher than we had predicted.

Without a licensing scheme we do not have the powers of entry to inspect all the qualifying properties in the area. The suggestion that only bad landlord property(s) should be inspected, and not good landlords, is not a feasible option as until we visit we are unable to confirm which properties are compliant or non-compliant.

There are a significant number of landlords who without licensing will continue to manage unsatisfactorily without being brought to our attention through a tenant complaint.

The BRE undertook a comparison between their 2017 report and 2020 report looking at declared licensing areas and the numbers of hazards in those areas. They found that 43% of licensable properties were improved in that two-year period.

9.3 Consultation comment 3: Licensing scheme is unnecessary as they believed the council already had sufficient powers to deal with poor landlords

23 (3%) of respondents who left a comment suggested that licensing was unnecessary as we had existing legislation that we could use to deal with rogue landlords.

BCC Response:

The council have powers to deal with non-compliant landlords that have been brought to our attention, however only licensing powers give us the resources to proactively visit every licensable property to assess conditions. Licensing also allows us to set standards higher than just a legal minimum. In many cases, licensable properties have often been found not to meet minimum legal standards even where a landlord believed he/she had a good property.

Many tenants do not report problems for fear of their tenancy being ended but where there is a licensing scheme we can inspect every property which means tenants should not need to fear that their tenancy is at risk.

In our previous schemes the number of hazards found, and formal notices served indicates that a good proportion of poor housing conditions and management practices had not been reported to us and would not therefore had been dealt with outside of a licensing scheme. In the Eastville / St George scheme we found 787 (22% of properties) with serious hazards or management breaches. We would therefore expect to find similar issues in the proposed area.

See response 2 above also.

9.4 Consultation comment 4: For the proposal to be effective the council must ensure they have adequate resources in place to do the job properly

19 (2.3%) of respondents who left a comment said that we must ensure we had sufficient resources in the service to deliver this scheme and undertake the necessary level of enforcement action.

BCC Response:

Without a licensing scheme the council could not generate enough income to pay for the resources to address the issues found in the PRS in this area. Work has been undertaken to estimate the number of licences expected and the resources required to licence and inspect these properties. From this work we have calculated the number of officers we need to undertake this work within the time frame of the scheme.

9.5 Consultation comment 5: Additional burden on already under pressure landlords – could lead to smaller landlords selling up

132 (16%) respondents who left a comment said that licensing was an additional burden at a time when landlords were already under pressure and could lead to some landlords leaving the market.

BCC Response:

Improving the health and safety of tenants in these properties is the primary objective of the scheme. The BRE report identified the likelihood of issues in the area with standards. Licensing is a tool that allows the Council to tackle the issues in the PRS (private rented sector). We must follow the legal process in the administration of the scheme, and this may appear to be somewhat bureaucratic. However, in most cases where standards are not met the landlord will be given the opportunity to remedy this before any other action is considered.

Analysis of numbers in previous areas where licensing has been declared has not led to the numbers of PRS properties being reduced and the PRS continues to increase.

Comparison between the BRE reports 2017 and 2020 for Eastville and St George scheme wards shows that the number of PRS properties in these two wards in 2017 was estimated to be 3,260 and in the 2020 report this had risen to 3,778. An increase of 16%.

Comparison between the BRE reports of 2017 and 2020 for the Central Area scheme wards shows that the number of PRS properties in these twelve wards in 2017 was estimated to be 34,705 and in the 2020 report this had risen to 37,515. An increase of 8%.

9.6 Consultation comment 6: Lack of evidence to support proposal

18 (2%) of respondents who left a comment said there was not sufficient evidence to justify introducing an additional licensing scheme.

BCC Response:

Section 56 of the Act states that an area can be designated where: -

“A significant proportion of the HMOs ... are being managed sufficiently ineffectively as to give rise to, or likely to give rise to one or more particular problems either for those occupying the HMOs or for members of the public”.

We believe there is sufficient evidence. We have set out our reasons for this in the proposal document. Appendix A.

9.7 Consultation comment 7: Licensing not necessary

26 (3%) of respondents who made a comment said that they believed licensing schemes were totally unnecessary in their ward as all the properties were in good conditions etc. and that we should look elsewhere.

BCC Response:

See response 6 and proposal document.

9.7 Consultation comment 8: There are already too many HMOs in their area

49 (6%) of respondents who made a comment said they didn't want licensing as there were already too many HMOs in their street / area which were having a detrimental impact on the community.

BCC Response:

This seems to be a misunderstanding of what licensing is for as several emails were also received on the same subject.

The numbers of HMOs cannot be controlled by this licensing proposal. The numbers of HMOs in an area are controlled by planning law, - the councils Article 4 directive which limits the number of new HMOs in given areas of the city or through Planning decisions to permit new or larger HMOs.

Only sections of each of the three wards come under Article 4 Directive but not the whole of each ward.

Introducing licensing schemes does not create new HMOs rather it regulates those existing HMOs to ensure that they meet appropriate standards not cause resident more problems.

9.6 Consultation comment 9: Fees are too high

72 (9%) of respondents who left comments, said the fee was too high and 53 (21%) of respondents who left comments said the fees were too high and could not be justified for what landlords get in return.

BCC Response:

The fees are calculated to reflect the resources required to deliver the scheme. The cost of the scheme is based on a 'break-even' basis and does not generate a surplus. They have been signed off by the council's

Finance team and meet legal requirements. They are not subsidised from other resources or Council Tax payments.

9.7 Consultation comment 10: Fees are too low

20 (2%) respondents who left a comment thought the fee level was too low and did not represent enough of a penalty for rogue landlords.

BCC Response:

See response 9. The licence fees can only cover the costs of the scheme.

9.8 Consultation comment 11: The fees will be passed onto tenants as higher rents

191 (23%) of respondents who made a comment said they were concerned that the fee charged to landlords will in turn be passed onto tenants in the form of higher rents.

BCC Response:

The licensing fees charged cover the costs of processing applications, administration of the scheme and its enforcement. Fees are calculated on a break-even basis (not for profit). We are aware that the cost to the scheme will need to be paid for by the landlord and that it may or may not be passed onto the tenant.

However, this must also be considered with the overall aims and objectives of the scheme and what it will achieve in raising standards of living conditions for many tenants living in the PRS as well as improved management and raise awareness of the landlord's legal responsibilities.

The demand for housing in Bristol is very high but the PRS continues to grow. Naturally market rents continue to rise as a result, and this is totally outside of our control and is generally due to market forces rather than licensing. An example of the high demand is the reported numbers of Bristol university students being housed in Bath because they could not find accommodation in Bristol.

Over the life of the five-year scheme the fee payable for an additional licence with discounts is £1,000 which equates to £16.66 per month / £3.85 per week per property which if it was passed on to each occupant would on average cost £5 per calendar month. For a selective licence fee, the cost with discounts is £499 which equates to £8.31 per month / £1.92 per week.

Rents outside London have risen by 3% year on year by March 2021 and the rents are rising fastest in the South West and North East due the high levels of tenant demand and a shortage of homes to rent. (source: [Zoopla](#)).

In Bristol in February 2020 the average rent for a 3 bed house was £1,279pcm and for a 3 bed flat £1,613pcm. By September 2021 those rental prices have risen to £1,533pcm and £1,631pcm respectively. (Source: [Zoopla](#)) an increase of 20% on the rent for a house and 1.1% on the average rental for a 3 bed flat.

9.9 Consultation comment 12: Council money making scheme

70 (9%) of respondents who left a comment said that this scheme was being driven by the need for the council to raise funds.

BCC Response:

The Housing Act 2004 allows local authorities to charge a fee for licensing. Each local council sets its own fees for licensing. The fees are required to only cover the costs of licensing and cannot be used to subsidise other local council work. See response 9.

9.9 Consultation comment 13: Would lead to landlords changing to let to families only rather than pay the higher HMO fee

39 (5%) of respondents who commented said that landlords of HMOs in Bristol are evicting their tenants and would rather let to families to avoid paying the Additional licence fee making it difficult for people who can only afford to live in a shared house to find accommodation.

BCC Response:

We have had reports that in a small number of cases this has happened. However, we have undertaken analysis of existing areas where we have introduced licensing schemes to see what impact licensing was having on the numbers of HMO available. We have found that the PRS has continued to grow and the number of HMO licence applications we expected have been received. We are only halfway through the Central Area Licensing scheme that number may still increase and certainly some landlords appear to have increased occupancy in their HMOs to increase rental income.

The shortage of housing in Bristol is well documented and demand is already high. There is no evidence that this shortage has been as a result of the introduction of licensing as appears to be a national issue.

9.10 Consultation comment 14: Discounts proposed for providing certificates

48 (6%) of respondents who made a comment asked why discounts were being given where there is a legal obligation for landlords to provide various safety certificates i.e., for gas and energy performance anyway.

BCC Response:

Landlords have a legal obligation to ensure that the relevant gas and other safety certificates are current and satisfactory.

A discount for those landlords who are members of the Rent with Confidence scheme has been included as these landlords have actively engaged with this voluntary code of practice and therefore have demonstrated commitment to the management of their properties.

The discount for providing the relevant certificate is based on previous experience and expediency. As part of the licence conditions the council needs to ensure these certificates are satisfactory and up to date.

Licensing conditions requires the landlord to provide evidence. The administration cost of chasing landlords for certificates is time consuming. Offering a discount has proved extremely effective for both landlords and the council. Sanctions will also be considered for those landlords who do not comply with licence standards and conditions, this can lead to further financial penalties for landlords who do not comply with requirements to provide the required certification.

9.11 Consultation comment 15: The Council should give discounts for those with Managing Agents

17 (2%) of respondents who made a comment said that we should include discounts for any approved accreditation schemes not just Rent with Confidence scheme. Also they should not have to pay a fee where they have a managing agent who is looking after their property.

BCC Response:

Rent with Confidence scheme is a West of England scheme with seven approved accreditation providers who have been approved as meeting the standards set out by the West of England local authorities.

Membership of other accreditation schemes or having a managing agent does not necessarily mean that the same level of standards is met or that the properties are adequately monitored or have an acceptable complaints procedure etc. for tenants.

Although some landlords have paid managing agents to manage their properties, it does not replace the checks made by qualified council officers regarding housing standards. It would not be appropriate to delegate the legal enforcement of licensing standards to a managing agent who themselves may not meet standards we would expect.

Managing agents outside the Rent with Confidence Scheme benefit from the discount available if they join one of the Council approved accreditation providers.

9.12 Consultation comment 16: Alternative Suggestions to Licensing schemes

44 (5%) of respondents who left a comment offered alternatives or improvements to licensing schemes such as:

- the fee should be based on number of occupants.

BCC response: The number of occupants in an HMO makes a small difference to the amount of work required by the Council and there is a small additional charge in these circumstances.

- there should be regard to a maximum number of cars per property especially in HMOs.

BCC response: The law governing property licensing does not give the council the power to allow us to include this restriction as a condition of the licence

- that new or building built less than ten years ago should not be included in the scheme.

BCC response: Newer properties are likely to be as a whole be better insulated and constructed to higher standards than older properties. However, licensing is not just about the structure of the property but also the way it is managed, whether it has been kept in good repair and the facilities provided for the number of people occupying the property.

- more regard to improving energy efficiency.

BCC response: We require the minimum energy efficiency to be met which is an EPC of E or higher.

- all student properties should pay council tax.

BCC response: Separate legislation applies the rules for when council tax is applied and is outside the Housing Act 2004 which is the law under which this scheme is proposed. This is not a power available under the law governing property licensing.

- All tenants should be protected therefore schemes should be introduced citywide.

BCC response: We continue to look at licensing on a ward-by-ward basis where the area meets the legal criteria for designation and is not our current proposal to introduce a citywide scheme.

- Why isn't social housing included?

BCC response: Social housing is excluded under the Housing Act legislation from licensing schemes. It has its own governing body

The format for discretionary licensing is set in legislation including what properties can and cannot be included in the scheme and what reasonable standards can be included in the licensing conditions and what can be included in fee setting.

9.13 Consultation comment 17: Comments on the consultation process

8 (0.9%) respondents who made comments said that the consultation was biased and did not give people the opportunity to say whether they agreed with it.

BCC Response:

The consultation has followed due legal process, has been checked by our legal team that all documentation meets the required criteria and then overseen and checked by the council's Consultation Team who have a huge amount of experience in this area.

We received 1,411 completed survey responses and of those 818 (58.65%) agreed or strongly agreed that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed three wards.

10 Letters received from Landlord and Agent Organisations

In addition to the survey and emails, we also received letters from Safe Agent and National Residential Landlords Association (NRLA) . Our responses to them appear below.

Safeagent

10.1 Discounts

The letter from Safeagent covered many issues but the main one being that they felt their members should also be able to claim the same discounts as those approved under the West of England (WoE) Rent with Confidence scheme and gave full details about their schemes and what benefit it is to both their members and to licensing.

*“It seems to us that many of the licencing requirements in the Bristol City scheme highlight how important it is for landlords to work with reputable agents such as **safeagent** members. Offering a discount to licence holders who work with a **safeagent** accredited agent would help to promote this.*

***safeagent** would welcome a collaborative approach with Bristol City Council, based on shared objectives. We believe that agents who are members of a recognised body are more likely to embrace Selective and Additional Licensing and less likely to generate complaints or breaches of their licence. Discounted fees for **safeagent** members would be a significant incentive to positive engagement by agents. In return, the Council would experience reduced administration and compliance costs.”*

BCC Response:

The Rent with Confidence scheme was introduced to encourage all accrediting bodies to meet similar standards set by the 4 West of England local authorities. Those who have applied to become approved providers of accreditation schemes are vetted by the 4 WoE LAs and pay a fee to join the scheme.

SafeAgent have previously been invited to apply but decided not to complete their application. We are aware of Safeagent’s business aims to improve how properties are managed in the Private Rented Sector and repeat we welcome them to apply to join the scheme, which if approved would give their clients access to the discount. If approved, the small cost of applying would be soon be recovered by refunds on any applications to agents under their membership.

10.2 Anti-social Behaviour (ASB) - conditions

SafeAgent also had concerns about licensing conditions including a requirement for landlords to monitor ASB and to make quarterly inspections of the property to assess. They state that the PRS tenants are not the only perpetrators of ASB in a neighbourhood and the council should not align private landlords with social housing landlords who have responsibility to the wider community that private landlords do not.

BCC Response:

The Council does expect landlords to take responsibility for the management of their properties to make sure as far as is reasonably possible the behaviour of their tenants or their tenants visitors in the vicinity of the property. This is a legal requirement under the Housing Act relating to licensing and does set higher standards than where licensing does not apply.

This condition reflects that expectation that landlords / agents issue new tenants with a tenancy or written agreement that include clauses that will allow the licence holder to take reasonable steps to tackle anti-social behaviour.

This includes responsibilities to ensure they have provided sufficient space for the receptacles that meet the Council's refuse and recycling requirements. . It is important also that landlords and agents make their tenants aware of Bristol's recycling / waste collection days and requirements.

Landlords and residents have access to other council departments whose duty it is to handle ASB issues and who can work with landlords to ensure tenants have respect for their neighbourhood.

We appreciate that there are some circumstances where landlords cannot be held responsible for a tenant's behaviour, and the Council provides information and advice in those circumstances..

10.3 Measuring the success of the scheme

We would urge the council to:

- Ensure consistency, in advice given about and implementation of, license conditions, especially during inspections. Agents tend to pick up on any inconsistencies amongst LA staff, for example in advising on smoke alarm requirements
- Avoid heavy handed communications, sometimes threatening fines and criminal proceedings, where these are disproportionate to the breach in question
- Avoid processing delays and slow responses to inquiries. If the LA is demanding actions from agents and landlords within set time scales, it should feel obliged to be equally time bound.

We believe that regular information on implementation of the scheme should be made available in a clear and consistent format. Reports to local landlord and agent forums, representative bodies and other stakeholders should include at minimum:

- The estimated number of private rented properties that require licensing under the Additional and Selective licensing schemes
- The number of applications received in respect of these properties
- Progress in processing (granting, querying or refusing) the licence applications received
- Analysis of the reasons for any queries or refusals and the extent to which remedial action is identified and taken as a result
- Analysis of the outcomes of ongoing inspections and the extent to which remedial action is identified and taken as a result
- Progress reports across the whole 5-year period covered by the scheme.

This should help to enable the Council to work in partnership with landlords, agents, representative bodies and other stakeholders to ensure the success of the scheme.

BCC response:

We thank Safeagent for their constructive remarks. A review is generally undertaken halfway through a scheme and reported to Cabinet member, but some key details are shared in the Landlord Newsletter and which includes all licensed landlords in the mailing. Updates on outputs are also provided in the WoE Landlord Forum meetings. This can be expanded so regular updates are given on scheme progress as necessary.

11. NRLA (National Residential Landlords Association)

The NRLA stated their opposition to the proposal to introduce licensing scheme. Their main objections are:

11.1 Waste management in the PRS

NRLA say that LAs need to consider a strategy for collecting excess waste at the end of a tenancy in place of selective licensing.

BCC Response:

The key objective of selective licensing is to improve housing conditions for the tenants. There is already in place a scheme in Bristol for removal of bulk items that either landlords or tenants could access to remove waste items at the end of a tenancy.

Bristol Waste generally provide extra resources at the end of student year to help with the removal of waste items and encourage students to donate items in good condition to local charities rather than binning them at the end of their tenancy.

Please see link to information for students to waste and recycling – [Student Move Out – Bristol Waste Company](#)

11.2 Criminal Activity with PRS properties

Among the criminals' activities, rent to rent is a significant issue that the council should consider a barrier to selective licensing effectiveness. Criminals will always play the system. For instance, there is no provision for landlords who have legally rented out a property that has later been illegally sublet.

A landlord will tell a tenant how many people are permitted to live in the property and that the tenant is not to sublet it or allow additional people to reside there. Excessive monitoring and contact from the landlord could impede the tenant's right to quiet enjoyment.

The licence holder can end the tenancy (of the superior tenant, the subtenants have no legal redress) and support the local authority in criminal prosecution. Often, landlords are victims, just as much as tenants. What support will the council provide for landlords to whom this has happened? Will the council support an accelerated possession order?

BCC Response:

In our experience, rent-to-rent has not been a significant barrier to selective licensing effectiveness. There are licence conditions in place which require landlords to regularly inspect their properties to assess if there is evidence of anti-social behaviour, and this together with other landlord checks should provide the landlord with evidence of how the property is occupied and enable them to take action to reduce occupation where necessary.

Where a tenant has sub-let a property and is receiving the rent they can be subject to enforcement action by the Council using licensing powers.

In terms of supporting landlords where they are victims of rent-to-rent, we have Tenancy Relations Officers who can offer advice to landlords about their rights and responsibilities.

11.3 Antisocial Behaviour

NRLA state: "As part of the licence conditions, the council has identified that ASB is a prominent issue, focusing on noise complaints, fly-tipping and neighbour disputes, which forms the main criteria for the continuation of licensing in these areas.

Landlords are usually not experienced in managing antisocial behaviour and do not have the professional capacity to resolve tenants' mental health issues or substance dependency. Suppose there are allegations about a tenant causing problems, and a landlord ends the tenancy. In that case, the landlord will have dispatched their obligations under the property licensing scheme, even if the tenant is suffering from any of the above issues.

At the commencement of a tenancy, the landlord outlines the tenant's obligations concerning noise (and other matters such as waste disposal, compliance with relevant legislation, and consideration for surrounding neighbours). The landlord can manage a tenant only to the extent of their mutually signed and agreed contract for living in the property- not for a tenant's activities beyond this.

Bristol City council has many existing enforcing powers that can rectify the identified problems as part of the council's housing strategy."

BCC Response:

We do not understand NRLA's comments as we have not identified ASB as the main criteria for licensing in these areas.

ASB is one of the issues found in the PRS and Licence conditions are included which place obligations on licence holders regarding ASB, as permitted under the Housing Act 2004. This includes at the start of a tenancy and during tenancies and are applied to all licensed properties.

Landlords do have capacity to deal with some issues by ensuring they have provided waste facilities etc. and that tenants are aware of Bristol's recycling / waste collection procedures.

Landlords and residents have access to other council departments whose duty it is to handle these issues and who can work with landlords to ensure tenants have respect for their neighbourhood.

We appreciate that there are some circumstances where landlords cannot be held responsible for a tenant's behaviour and the Council provides information and advice in those circumstances.

11.4 NRLA Conclusions

"The NRLA advocates using council tax records to identify tenures used by the private rented sector and those landlords in charge of those properties. Unlike discretionary licensing, landlords do not require self-identification, making it harder for criminal landlords to operate under the radar and continuing to provide a low standard of housing.

It would be a more effective method of targeting these criminals and rooting them out of the sector using existing enforcement powers granted by the Housing Act and the Housing and Planning Act 2016 and generate funds for the council via this method instead of licencing fees. The NRLA believes that local authorities need a healthy private rented sector to balance the other housing areas. This provides a variety of housing types and can be flexible around meeting the needs of both residents and landlords in the area.

The sector is regulated, and enforcement is an essential part of maintaining the sector from criminals who exploit landlords and tenants. An active enforcement policy that supports good landlords is crucial as it will remove those who use others and create a level playing field. It is essential to understand how the sector operates as landlords can often be criminal activity victims with their properties exploited for illicit purposes.
“

BCC Response:

The council already uses council tax records to try to identify the PRS and where possible the responsible landlords. Without licensing we would not have the resources to deal with the issues at the scale we are presented with in Bristol. Council tax only has a duty to record the details of the bill payer (usually the occupant) and other information including tenure and ownership is not always up to date or collected so is no replacement for the powers licensing schemes can bring to require landlords to come forward and apply for a licence. We use council tax records to contact as many landlords as possible to participate in consultation and to update on the outcome of the Cabinet decision. The process of creating a record of properties in the PRS and contacts of landlords is time consuming and is an ever-changing database which we do not have the resources to keep totally updated throughout the 18 month process of preparing for a potential new licensing scheme declaration.

11.5 Furthermore, the council should consider if the scheme is approved, providing an annual summary of outcomes to demonstrate to both tenants and landlords' improvements of behaviour and the impact of licensing on the designated area over the scheme's lifetime. This would improve transparency overall.

BCC Response:

A review is generally undertaken halfway through a scheme and reported to Cabinet member, but some key details are shared in the Landlord Newsletter and which includes all licensed landlords in the mailing. Updates on outputs are also provided in the WoE Landlord Forum meetings. This can be expanded so regular updates are given on scheme progress as necessary.

11.6 The NRLA has a shared interest with Bristol City Council in ensuring a high-quality private rented sector but disagrees that the further introduction of selective and additional licensing is the most effective approach to achieve this aim.

BCC Response:

Noted. The alternative proposed by NRLA will not in our view allow the Council to deal with the issues of poor standards of rented accommodation and management in the areas within this proposal.

12 How will this report be used?

This report will be considered as final proposals are developed by officers to be put to Cabinet for consideration at a Full Council meeting in the autumn of 2021.

Cabinet decisions will be published through normal procedures for Full Council and Cabinet decisions at democracy.bristol.gov.uk.

13 How can I keep track?

You can always find the latest consultations online at www.bristol.gov.uk/consultationhub where you can also sign up to receive automated email notifications about consultations.

All decisions related to the proposals in this consultation will be made publicly at the Full Council meeting or future Cabinet meetings.

You can find forthcoming meetings and their agenda at democracy.bristol.gov.uk.

Any decisions made by Full Council and Cabinet will also be shared at democracy.bristol.gov.uk.