



Barnet Council



**Property Licensing Scheme in Barnet
Consultation**

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1. Executive Summary

1.1 Background

- 1.1.1 This report sets out the findings of the consultation to seek residents' views on the proposed renewed additional licensing scheme for HMOs and the new selective licensing scheme.
- 1.1.2 Barnet Council already operates a mandatory licensing scheme for larger houses in multiple occupation (HMOs) and recently completed an additional HMO licensing scheme. The Council proposes to introduce a new additional HMO licensing scheme for a greater number and type of HMOs across the whole of the borough. The Council also proposes to introduce selective licensing of other privately rented properties in nine wards, introduced in three phases. The scheme will help the council work together with landlords to make sure that homes are safe and well managed.
- 1.1.3 As part of the decision-making process, Barnet Council undertook a consultation with landlords, letting agents, tenants, residents and other third parties.
- 1.1.4 Enventure Research was commissioned to analyse the results, undertake the coding of open ended and 'other' responses, moderate the discussion groups and write up the consultation findings in full.

1.2 Approach to the consultation

- 1.2.1 The consultation was open for thirteen weeks from 5 August to 5 November 2021 and consisted of an online questionnaire published on www.engage.barnet.gov.uk together with information detailing the background of the proposals. In addition, the Council also directly emailed interested parties, organisations and landlords. Following the quantitative research, three consultation events were held with residents/tenants and landlord/agents.
- 1.2.2 The consultation was promoted through a variety of media, including the council website, press releases, social media, articles in Barnet First paper magazine and Barnet First e-newsletter, Communities Together Network bulletin and advertisements in Barnet Times.
- 1.2.3 A total of 466 responses were received, in addition to nine written responses received via email.
- 1.2.4 Three events were arranged with those interested in participating. One event, which was attended by 25 participants, was held with tenants (private, Council and housing association) and homeowners. Two events were held with landlords and letting agents, each attended by two participants.

1.3 Respondent profile

- 1.3.1 The council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.
- 1.3.2 The protected characteristics identified in the Equality Act 2010 are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual

orientation, and marriage and civil partnership. In addition, respondents were asked to provide information about the electoral ward in which they live, housing tenure and employment status.

- 1.3.3 More detail of the respondent profile and protected characteristics, including the ward they live in, can be found in section 5. A summary of the protected characteristics is shown in section 2.

1.4 Key findings

Responses to the consultation and key findings:

1.4.1 Just over half of respondents support the re-introduction of an additional licensing scheme for HMOs

Overall, 53% (strongly support and tend to support combined) support the re-introduction of an additional licensing scheme for HMOs. A third (33%) strongly oppose it. Respondents renting their home and owner occupiers were more inclined to support this proposal than landlords and letting agents. The most common response for opposing it was that respondents thought it was simply a money making exercise for Barnet Council and there was no need to enforce existing regulations

1.4.2 Two in five support the selective licensing scheme

Overall, 40% (strongly support and tend to support combined) support the selective licensing scheme. Over half (54%) strongly oppose it. Respondents renting their home and owner occupiers were more included to support this proposal than landlords and letting agents. The most common response for opposing it was that respondents thought it was simply a money-making exercise for Barnet Council and there was no need to enforce existing regulations.

1.4.3 Problems encountered by tenants differed between HMOs and other private rented properties

For respondents living in HMOs, the top three problems experienced in their home were poor noise/sound insulation (mentioned by 52% of respondents), poor security (42%) and poor management of common parts (39%). For respondents in other private rented properties, the top three problems were high costs of heating (41%), damp and mould (34%) and lack of energy efficient in the property (29%). Participants in the discussion groups, however, spoke a lot about the problems they encountered with antisocial behaviour.

1.4.4 Health is impacted more in HMOs

Respondents living in HMOs reported that their health had been adversely affected more than respondents living in other private rented properties. In HMOs 16% said it had been affected a great deal – 16% and 35% said to some extent. This compares with 11% saying a great deal and 21% to some extent in other private rented properties.

1.4.5 The majority of respondents supported the proposed additional HMO license scheme and selective license scheme conditions

There was greater support for the various additional HMO licensing scheme conditions compared with the selective licensing scheme. The conditions that received the most

support for the additional HMO licensing scheme were to ensure all gas installation and appliances are safe (supported by 88%), security of a property should be of a satisfactory standard (83%) and the licence holder should take action to remedy disrepair (82%). The conditions to receive the most support for the selective licensing scheme were to ensure all gas installation and appliances are safe (supported by 75%), security of a property should be of a satisfactory standard (71%) and the licence holder should take action to remedy disrepair (69%) and minimum standards of heating and energy efficiency are met (69%).

1.4.6 Respondents believe the benefits of the license schemes will be property and landlord focused

Helping ensure that HMOs and private rented properties are better maintained and managed and helping identify poorer performing landlords of HMOs and private rented properties were the top benefits of the licensing schemes. In both cases, landlords and letting agents were more negative compared with tenants and owner occupiers.

Comments from the qualitative events/letters:

1.4.7 Tenants are concerned about the lack of repairs and maintenance

Tenants are concerned about poor quality accommodation and amenities, and landlords not acting on issues raised.

1.4.8 Tenants are worried that landlords will evict them if they raise concerns

There was genuine concern displayed by some tenants that if they complained to the landlord about the property and asked for something to be repaired or sorted, that they may be evicted, or that rent would be increased.

1.4.9 Support from Barnet Council for tenants could be improved

Tenants spoke about a general lack of support from Barnet Council for the tenants and landlords. If there is a reported problem has not been fixed, tenants said there is little help from Barnet Council. This is also the case when tenants have tried to sort out anti-social behaviour and crime, as the police point the tenant towards the Council.

1.4.10 Antisocial behaviour is a big problem for tenants

Antisocial behaviour was an increasing problem being experienced by tenants and residents. They spoke about other tenants being antisocial and causing problems, but not being dealt with by the landlord. This has made living in the accommodation very difficult, particularly when children are involved.

1.4.11 Tenants were keen to see license holders take their responsibilities seriously and undertake maintenance properly and make necessary repairs.

Service fire safety equipment was seen as very important. It was agreed that servicing and maintaining fire safety equipment was very important and landlords should be responsible for this, but landlords and letting agents did not believe that Barnet Council should impose conditions that require mains-wired equipment or the requirements to submit annual gas safety certificates.

1.4.12 Antisocial behaviour is a cause for concern

Antisocial behaviour was seen as an issue, but landlords and letting agents did not agree that they should be responsible for sorting or preventing it.

1.4.13 There was a mixed response on the impact of the licensing conditions

Tenants and residents thought the introduction of licensing conditions will help reduce neighbourhood problems (e.g. noise, nuisance and rubbish), but landlords and letting agents were not as positive. Tenants also thought the licensing consultations would help identify and assist the poorer performing landlords to raise standards.

1.4.14 Concern that rents will be increased to cover the costs

Tenants were particularly concerned that rents will be increased to cover the cost of the licence fee that landlords will have to pay.

1.4.15 Incentives and fines are needed to encourage landlords to sign up to the license fees

Although there was a mixed opinion, some participants suggested taking a different approach and offering incentives to good landlords, such as refunding some of the fee back if there are no problems after five years and implementing fines to those landlords that break the rules, so it is the poorer performing landlords that are essentially paying most of the costs to administer the license scheme.

1.4.16 Include Barnet Council's Public Health department in the process to determine selective licensing designation

With its experience of working throughout Barnet, the Public Health department would like to be involved when consideration is made on selective licensing designation.

Introduction and Methodology

2.1 Background

- 2.1.1 Barnet Council already operates a mandatory licensing scheme for larger houses in multiple occupation (HMOs) and recently completed an additional HMO licensing scheme. The Council proposes to introduce a new additional HMO licensing scheme for a greater number and type of HMOs across the whole of the borough. The Council also proposes to introduce selective licensing of other privately rented properties in nine wards, introduced in three phases. The scheme will help the council work together with landlords to make sure that homes are safe and well managed.
- 2.1.2 Under the proposals, landlords would need to obtain a licence for an HMO falling within the Additional Licensing Scheme for which there is a fee. The fee is charged to cover the costs of processing an application, monitoring compliance with licence conditions and enforcing the scheme.
- 2.1.3 Barnet Council is also exploring the viability of introducing selective licensing in specific wards in the borough for other privately rented properties that would also require landlords to obtain a licence for a fee. Part of the process included consulting with landlords, letting agents, tenants, residents and other third parties. Barnet Council delivered and managed the consultation.
- 2.1.4 At the start of the consultation, the Council commissioned Enventure Research to undertake the coding of the analysis of the results (including the open-ended responses), delivery of the workshop events and writing the report bringing together all the findings.

2.2 Summary of consultation approach

- 2.2.1 The consultation was open for thirteen weeks from 5 August to 5 November 2021 and consisted of an online questionnaire published on engage.barnet.gov.uk together with information detailing the background of the proposals. In addition, consultation events were held with residents/tenants and landlord/agents and interested parties were directly emailed.
- 2.2.2 The consultation was promoted by Barnet Council through the following:
- Council website pages
 - Press release
 - Social media campaign via Twitter and Facebook
 - Barnet First paper magazine (distributed to all household in Barnet)
 - Barnet First e-newsletter
 - Communities Together Network bulletin
 - Advert in Barnet Times (print and online)

2.3 Response to the consultation

- 2.3.1 A total of 466 questionnaires were completed online via Engage Barnet and nine written responses were received via email, which did not answer the questions included in the public consultation questionnaire.

2.3.2 Three events were arranged with those interested in participating. One event, which was attended by 25 participants, was held with tenants (private, Council and housing association) and homeowners. Two events were held with landlords and letting agents, each attended by two participants.

2.3.3 The table below provides an overview of the number of responses received and participants taking part in the consultation.

Consultation method	Element	Number of responses / participants
Quantitative	Questionnaire (hosted by Engage Barnet)	466 (plus nine written responses)
Qualitative	Tenant/resident event (focus group)	25
	Landlord/letting agent event (focus group)	4

2.4 Interpreting the Data

2.4.1 This report contains several tables and charts that present the survey results. In some instances, the responses may not add up to 100% and where responses have been combined (e.g. strongly agree and tend to agree), the combined percentage may differ by one percentage point compared to the individual percentages. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table
- Individual percentages are rounded to the whole percentage point
- Any question in the questionnaire may have been passed over by the respondent, therefore, the base sizes vary for each question

2.5 Protected Characteristics

2.5.1 The Council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.

2.5.2 The protected characteristics identified in the Equality Act 2010 are age, disability, ethnicity, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, religion or belief and sexual orientation.

2.5.3 To assist Barnet Council with the duty under the Equality Act 2010, the Council asked respondents to provide equalities monitoring data and explained that collecting this information helps the authority understand the needs of its different communities and that all personal information is treated in the strictest confidence and stored securely in accordance with its responsibilities under the Data Protection Act 1998.

2.5.4 The full respondent profile and protected characteristics can be found in Section 5.

Summary of the protected characteristics

Age (Base 225)	Number of respondents	Percentage of respondents
16-17	-	-
18-24	1	0.4%
25-34	25	11.1%
35-44	57	25.3%
45-54	41	18.2%
55-64	39	17.3%
65-74	23	10.2%
75+	3	1.3%
Prefer not to say	36	16.0%
Gender (Base 223)	Number of respondents	Percentage of respondents
Male	89	39.9%
Female	94	42.2%
Prefer not to say	38	17.0%
Other	2	0.9%
Ethnicity (Base 224)	Number of respondents	Percentage of respondents
White	132	58.9%
Asian	26	11.6%
Black	6	2.7%
Mixed	3	1.3%
Other	6	2.7%
Prefer not to say	51	22.8%
Disability (Base 224)	Number of respondents	Percentage of respondents
Yes	25	11.2%
No	157	70.1%
Prefer not to say	42	18.8%

Pregnant (Base 133)	Number of respondents	Percentage of respondents
Yes	-	-
No	98	74%
Prefer not to say	35	26%
Maternity leave (Base 125)	Number of respondents	Percentage of respondents
Yes	-	-
No	94	75%
Prefer not to say	31	25%
Religion / belief (Base 222)	Number of respondents	Percentage of respondents
Buddhist	2	1%
Christian	41	18%
Hindu	10	4%
Humanist	4	2%
Jain	1	0%
Jewish	24	11%
Muslim	5	2%
No religion	47	21%
Other religion / belief		1%
Prefer not to say	88	39%
Sexuality (Base 214)	Number of respondents	Percentage of respondents
Heterosexual	125	60%
Gay or lesbian	3	1%
Bisexual	3	1%
Other	2	1%
Prefer not to say	81	36%
Gender identity (Base 225)	Number of respondents	Percentage of respondents
Yes, it's the same	183	81%
No, it's different	3	1%
Prefer not to say	39	17%

2. Research Findings

This section details the results from the consultation. Questions are shown in order of the questionnaire and results are shown for all those that answered the question. Analysis has been undertaken showing any significant differences between sub-groups.

3.1 Summary of responses

3.1.1 The following figures provide a breakdown of respondents in respect to how and in what capacity they are responding to the consultation, in which area they live, work, have a business, and if a landlord or agent, how many properties they let or manage.

**Figure 1 - Which of the follow best describe why you are completing this questionnaire?
Base - 466**

Response	Respondents	Percentage of respondents
Private landlord	155	33%
Owner occupier (with or without a mortgage)	121	26%
Rent own home from a private landlord	103	22%
Work for a local authority	23	5%
Managing letting agent or work for a managing or letting agent	22	5%
Rent home from the council	13	3%
Rent home from housing association	7	2%
Work for, or own a business	6	1%
Work for an organisation that has an interest in private renting in Barnet / surrounding areas	2	0%
Other interested party or organisation	14	3%
Total number of respondents	466	100%

**Figure 2 - In what capacity are you completing this questionnaire?
Base - 154**

Response	Respondents	Percentage of respondents
An individual	128	83%
A business / company	26	17%
Total number of respondents	154	100%

**Figure 3 - In which area do you live, work, have a business, own or rent a property?
Base - 286**

Response	Respondents	Percentage of respondents
The London Borough of Barnet	258	90%
In an area bordering London Borough of Barnet	19	7%
Don't know / not sure	5	2%
Other	4	1
Total number of respondents	286	100%

**Figure 4 - Is your business based inside or outside the London Borough of Barnet?
Base 154 -**

Response	Respondents	Percentage of respondents
Within the borough of Barnet	134	87%
Outside the borough of Barnet	20	13%
Total number of respondents	154	100%

**Figure 5 - How many private rented properties do you let or manage in Barnet?
Base 154**

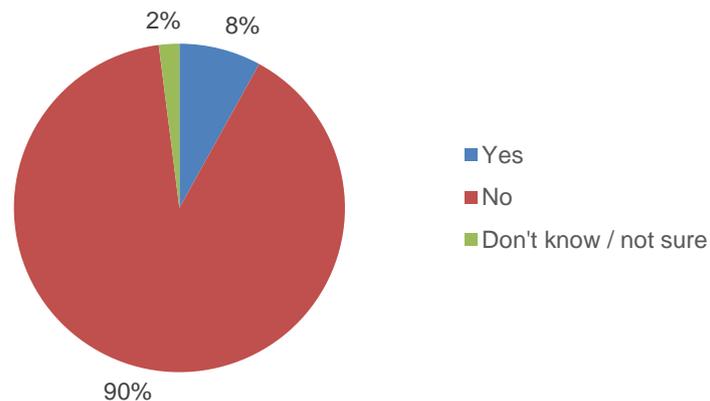
Response	Respondents	Percentage of respondents
1	125	81%
2 to 5	0	0%
5 to 10	8	5%
11 to 25	4	3%
26 – 49	5	3%
More than 50	12	8%
Total number of respondents	154	100%

3.2 Houses in Multiple Occupation in Barnet

3.2.1 Experiences of living in houses in multiple occupation

3.2.2 Respondents were asked if they lived in a House in Multiple Occupation. A total of 35 respondents said they did (shown in **Figure 6**).

Figure 6 - Do you live in a House of Multiple Occupation (HMO) in Barnet
Base - 436



3.2.3 Respondents were subsequently asked about their experience of living in houses in multiple occupation in Barnet. **Figure 7** shows the problems in order of seriousness (serious and very serious combined). *Poor noise/sound insulation* was rated as serious/very serious by just over half (52%), followed by *poor security* (42%) and *poor management of common parts* (39%). **Figures 8 – 19** show the results for each problem.

Figure 7 - Problems (serious and very serious combined) experienced by respondents for each problem type
Base - 31

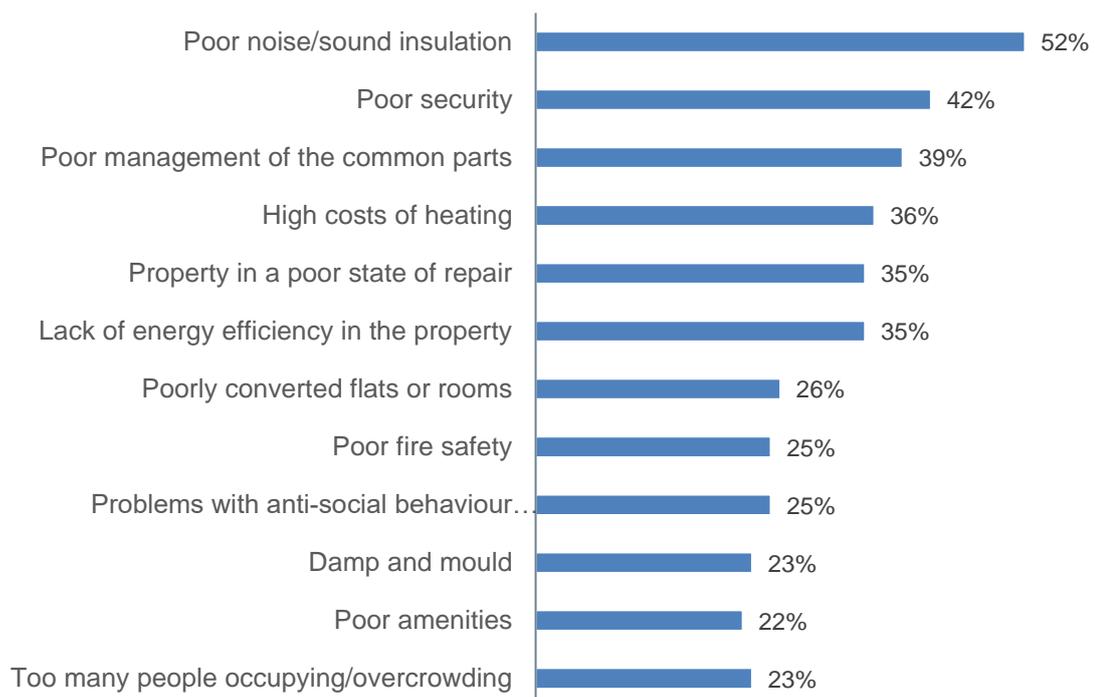
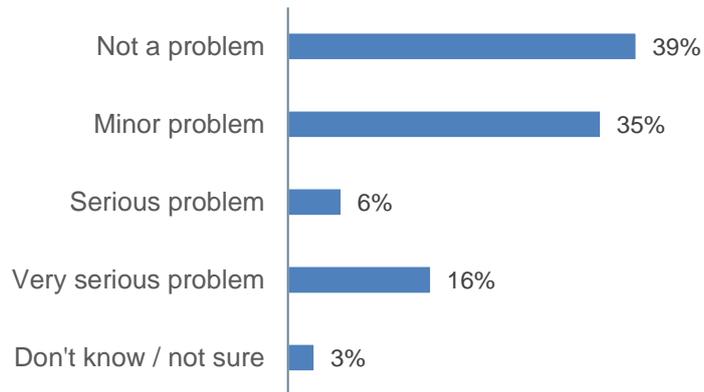
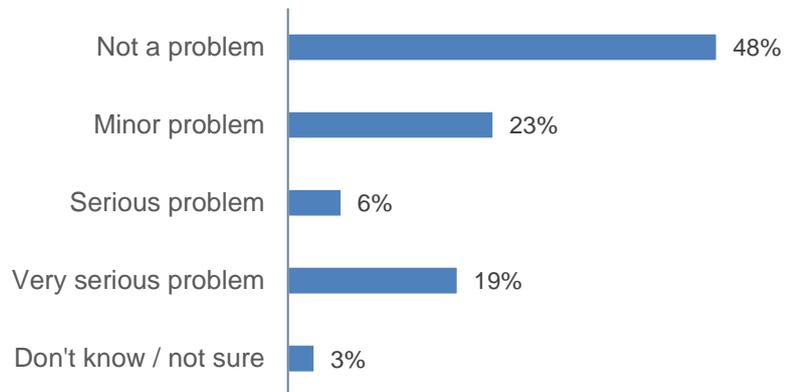


Figure 8 - Poor amenities (for example, toilet, bathroom, kitchen facilities)
Base - 31



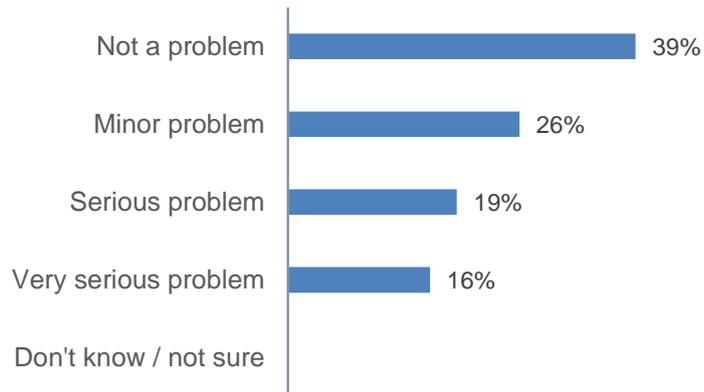
Response	Number of responses	Percentage
Not a problem	12	39%
Minor problem	11	35%
Serious problem	2	6%
Very serious problem	5	16%
Don't know / not sure	1	3%
TOTAL RESPONSES	31	100%

Figure 9 - Poor fire safety (for example, escape routes, fire doors, fire alarm)
Base - 31



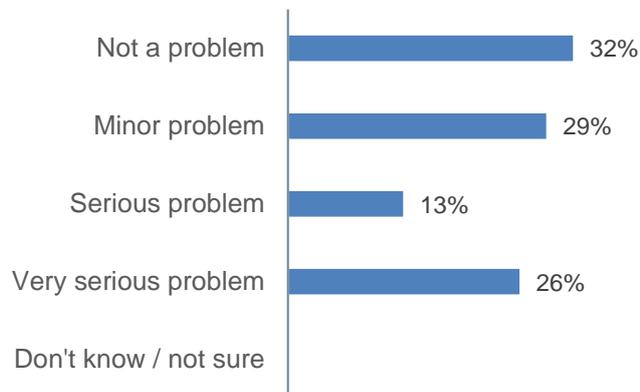
Response	Number of responses	Percentage
Not a problem	15	48%
Minor problem	7	23%
Serious problem	2	6%
Very serious problem	6	19%
Don't know / not sure	1	3%
TOTAL RESPONSES	31	100%

Figure 10 - Property in a poor state of repair
Base - 31



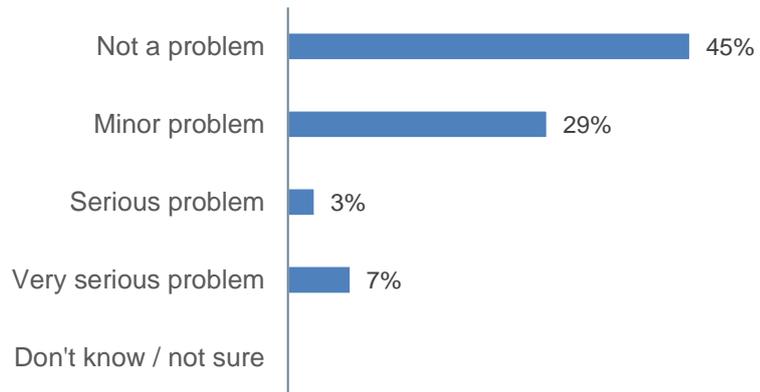
Response	Number of responses	Percentage
Not a problem	12	39%
Minor problem	8	26%
Serious problem	6	19%
Very serious problem	5	16%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 11 - Poor management of the common parts (for example, disrepair, cleanliness)
Base - 31



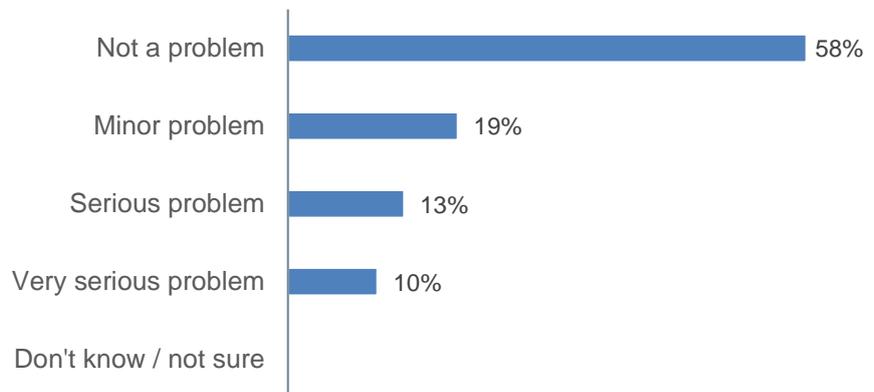
Response	Number of responses	Percentage
Not a problem	10	32%
Minor problem	9	29%
Serious problem	4	13%
Very serious problem	8	26%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 12 - Poorly converted flats or rooms
Base - 31



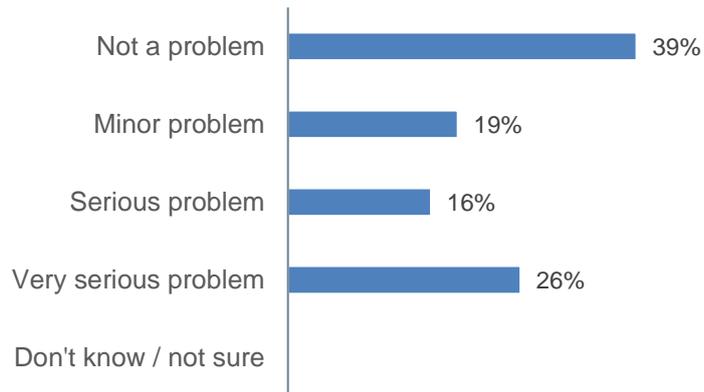
Response	Number of responses	Percentage
Not a problem	14	45%
Minor problem	9	29%
Serious problem	1	3%
Very serious problem	7	23%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 13 - Too many people occupying / overcrowding
Base - 31



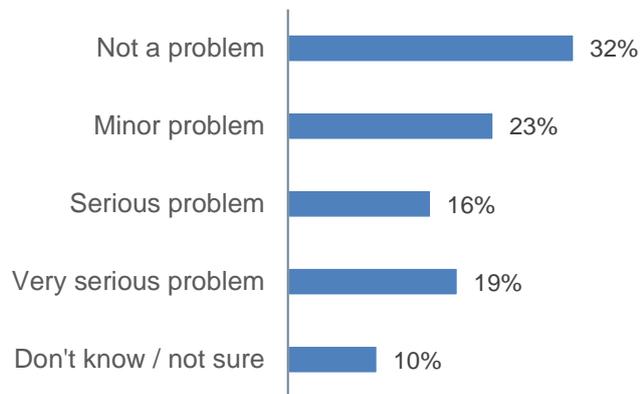
Response	Number of responses	Percentage
Not a problem	18	58%
Minor problem	6	19%
Serious problem	4	13%
Very serious problem	3	10%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 14 - Poor security
Base - 31



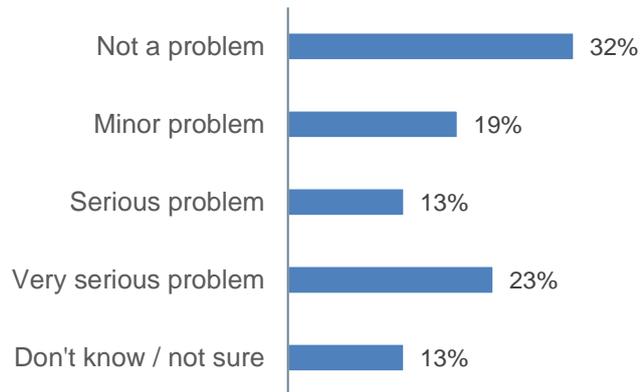
Response	Number of responses	Percentage
Not a problem	12	39%
Minor problem	6	19%
Serious problem	5	16%
Very serious problem	8	26%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 15 - Lack of energy efficiency in the property
Base - 31



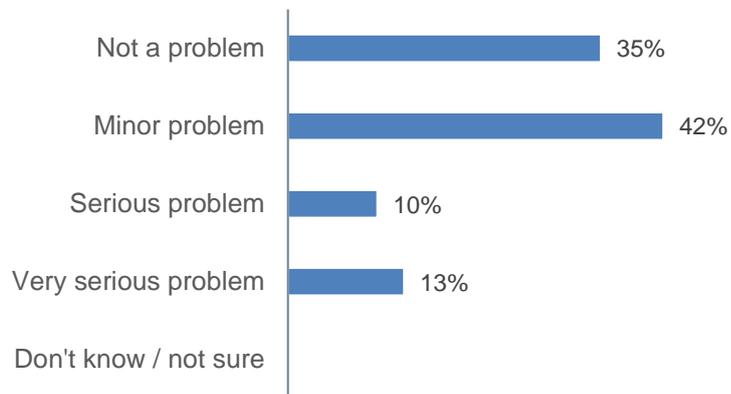
Response	Number of responses	Percentage
Not a problem	10	32%
Minor problem	7	23%
Serious problem	5	16%
Very serious problem	6	19%
Don't know / not sure	3	10%
TOTAL RESPONSES	31	100%

Figure 16 - High costs of heating
Base - 31



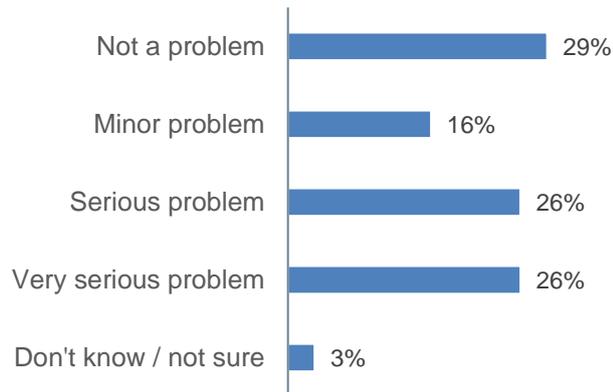
Response	Number of responses	Percentage
Not a problem	10	32%
Minor problem	6	19%
Serious problem	4	13%
Very serious problem	7	23%
Don't know / not sure	4	13%
TOTAL RESPONSES	31	100%

Figure 17 - Damp and mould
Base - 31



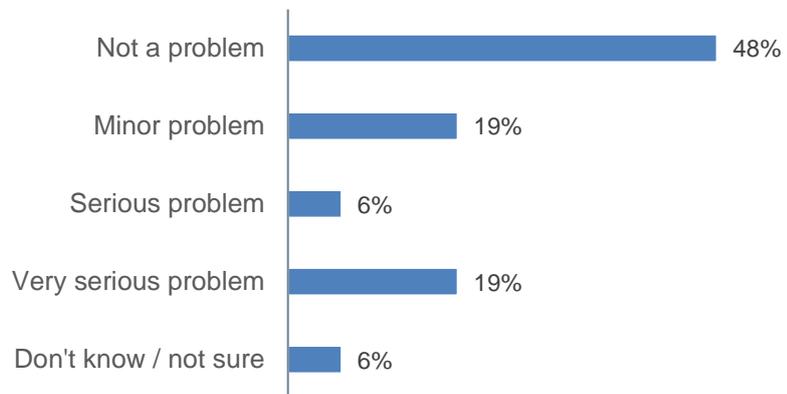
Response	Number of responses	Percentage
Not a problem	11	35%
Minor problem	13	42%
Serious problem	3	10%
Very serious problem	4	13%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

Figure 18 - Poor noise / sound insulation
Base - 31



Response	Number of responses	Percentage
Not a problem	9	29%
Minor problem	5	16%
Serious problem	8	26%
Very serious problem	8	26%
Don't know / not sure	1	3%
TOTAL RESPONSES	31	100%

Figure 19 - Problems with anti-social behaviour affecting your home
Base - 31

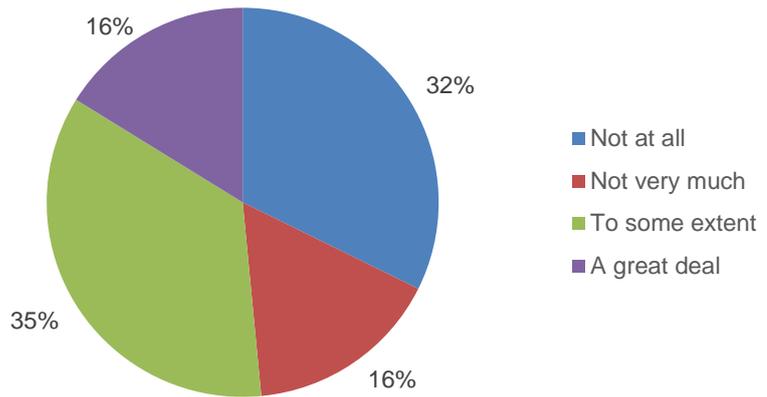


Response	Number of responses	Percentage
Not a problem	15	48%
Minor problem	6	19%
Serious problem	2	6%
Very serious problem	6	19%
Don't know / not sure	2	6%
TOTAL RESPONSES	31	100%

3.3 Health

3.3.1 Respondents were asked if they felt their health had been adversely affected by the condition of the property. As shown in **Figure 20**, one in six said it had been affected *a great deal*, and a further 35% *to some extent*. A third (32%) said it had *not been affected at all*.

Figure 20 - Do you feel your health has been adversely affected by the conditions of the property?
Base - 31



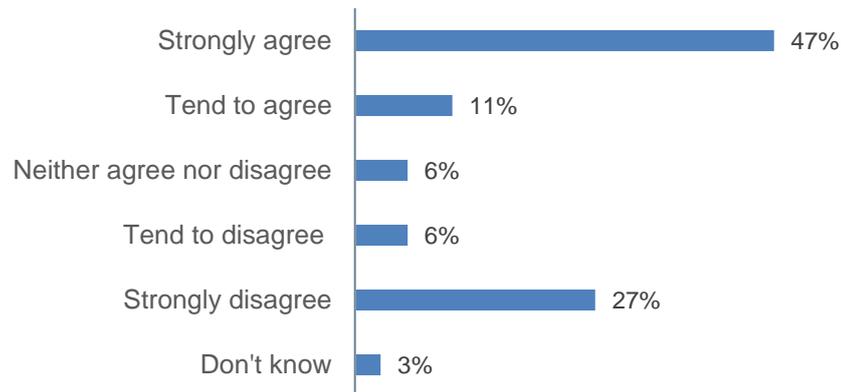
Response	Number of responses	Percentage
Not at all	10	32%
Not very much	5	16%
To some extent	11	35%
A great deal	5	16%
Don't know / not sure	-	-
TOTAL RESPONSES	31	100%

3.4 Proposals for what the additional licensing scheme will cover

3.4.1 The consultation asked respondents about their views on what type of HMO the new proposed additional licensing scheme should cover and were provided with three options. As shown in **Figures 21-23**, the results for each option were similar, with almost half *strongly agreeing* with each option (46%-47%) and just over a quarter (25%-28%) *strongly disagreeing*.

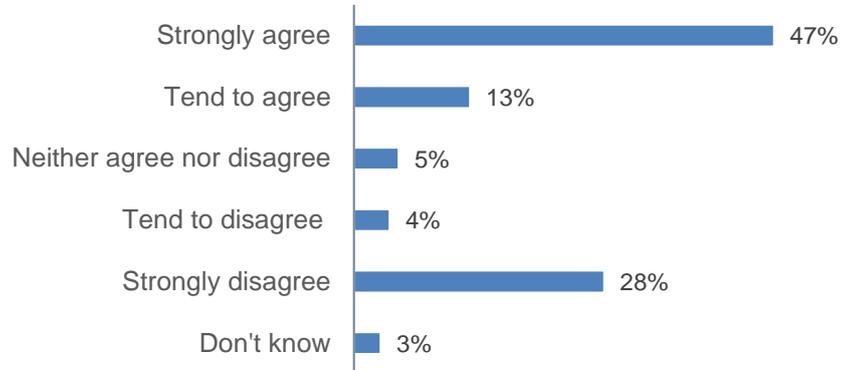
Figure 21 - To what extent do you agree or disagree that all HMOs borough-wide that are not included in the existing mandatory scheme, should be included in an additional licensing scheme?

Base - 258



Response	Number of responses	Percentage
Strongly agree	122	47%
Tend to agree	28	11%
Neither agree nor disagree	16	6%
Tend to disagree	16	6%
Strongly disagree	69	27%
Don't know	7	3%
TOTAL RESPONSES	258	100%

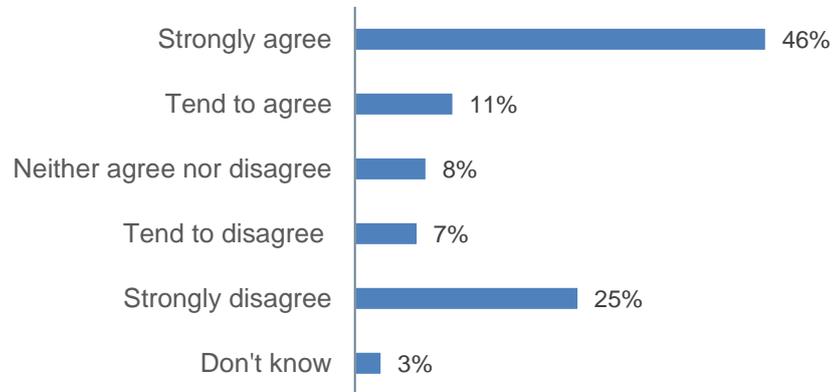
Figure 22 - To what extent do you agree or disagree that the new scheme should include HMOs rented to three or more occupiers in two or more households that share amenities?
Base - 258



Response	Number of responses	Percentage
Strongly agree	120	47%
Tend to agree	33	13%
Neither agree nor disagree	13	5%
Tend to disagree	11	4%
Strongly disagree	73	28%
Don't know	8	3%
TOTAL RESPONSES	258	100%

Figure 23 - To what extent do you agree or disagree that the new scheme should include HMOs in converted buildings falling under section 257 of the Housing Act 2004, as described in point 2 above?

Base - 258

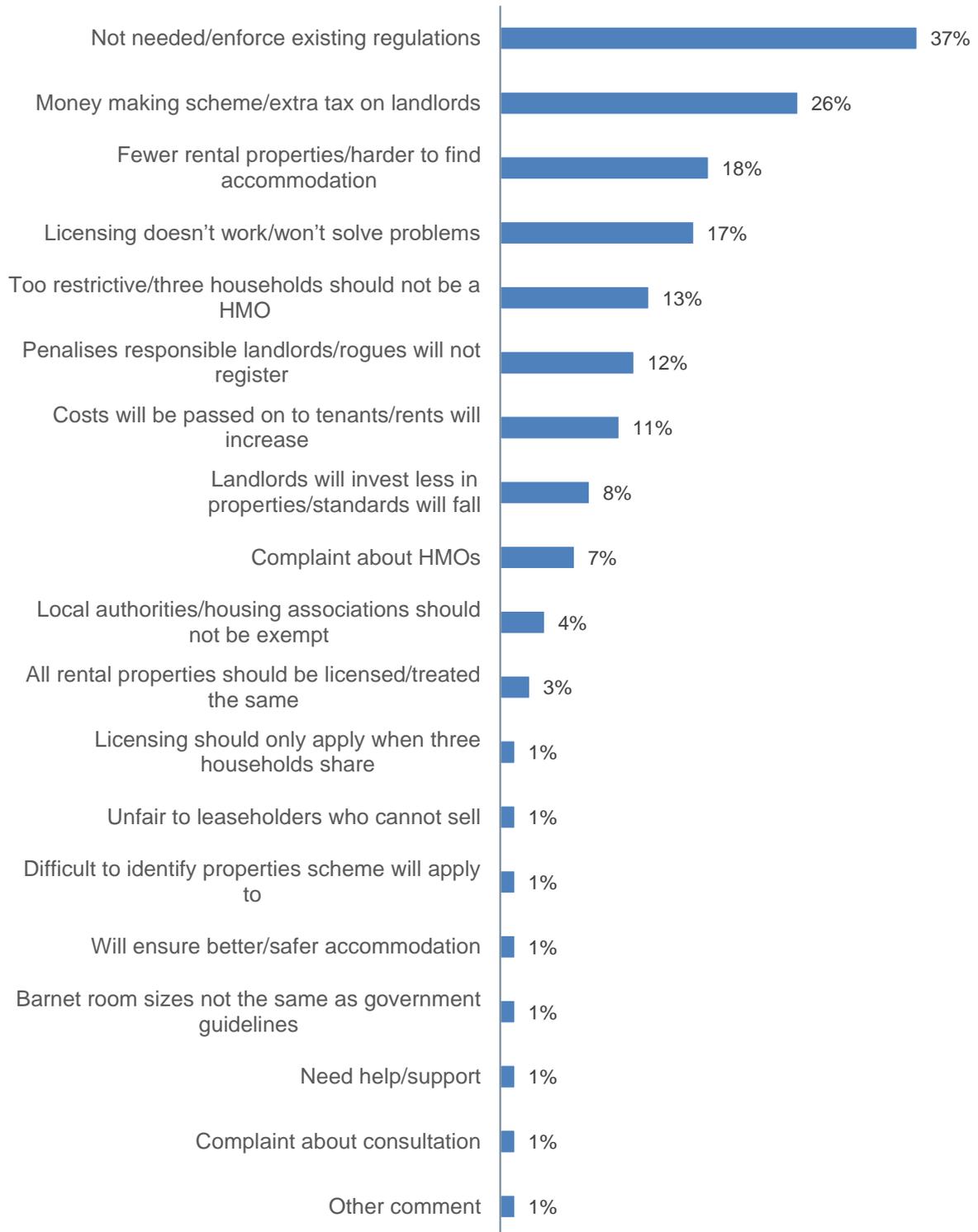


Response	Number of responses	Percentage
Strongly agree	118	46%
Tend to agree	28	11%
Neither agree nor disagree	20	8%
Tend to disagree	18	7%
Strongly disagree	65	25%
Don't know	9	3%
TOTAL RESPONSES	258	100%

3.4.2 Other responses (Q12)

3.4.3 Respondents disagreeing with any of the three options were given the opportunity to say why they disagreed. **Figure 24** shows the responses.

**Figure 24 - If you disagree with any of the above, please say why.
Base - 76 (Respondents could provide more than one response/reason)**



The table below shows all responses.

Response	Number of responses	Percentage
Not needed/enforce existing regulations	28	37%
Money making scheme/extra tax on landlords	20	26%
Fewer rental properties/harder to find accommodation	14	18%
Licensing doesn't work/won't solve problems	13	17%
Too restrictive/three households should not be an HMO	10	13%
Penalises responsible landlords/rogues will not register	9	12%
Costs will be passed on to tenants/rents will increase	8	11%
Landlords will invest less in properties/standards will fall	6	8%
Complaint about HMOs	5	7%
Local authorities/housing associations should not be exempt	3	4%
All rental properties should be licensed/treated the same	2	3%
Licensing should only apply when three households share	1	1%
Unfair to leaseholders who cannot sell	1	1%
Difficult to identify properties scheme will apply to	1	1%
Will ensure better/safer accommodation	1	1%
Barnet room sizes not the same as government guidelines	1	1%
Need help/support	1	1%
Complaint about consultation	1	1%
Other comment	1	1%

3.5 Views on the proposed additional HMO licence conditions

- 3.5.1 The proposed additional HMO licences will have conditions attached. Respondents were asked to what extent they agreed or disagreed with applying a range of conditions. **Figure 25** shows strongly agree and tend to agree responses combined.
- 3.5.2 Ensuring all *gas installation and appliances are safe* came out the highest, with almost nine in ten (88%) respondents saying they strongly or tend to agree with this condition being applied. This was followed by *security of a property should be of a satisfactory standard* (83%), *action to remedy disrepair* (82%) and *minimum standard of heating and energy efficiency are met* (81%). **Figures 26-35** show the responses for each condition in more detail.
- 3.5.3 Overall, private landlords (and in some cases letting agents), are less likely to strongly agree when compared to the overall result and in contrast, tenant and owner occupiers are likely to agree more. For example, overall, 82% of respondents agreed (strongly and tend to agree) that *license holder should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date*. However, this rating was lower amongst landlords (67%) but higher amongst owner occupiers (85%) and renting home from a private landlord (84%). These figures are shown in **Figure 26** (sub-group analysis).

Figure 25 - Proposed conditions to be included in the additional licencing scheme? (Strongly agree and tend to agree combined)
Base - 241

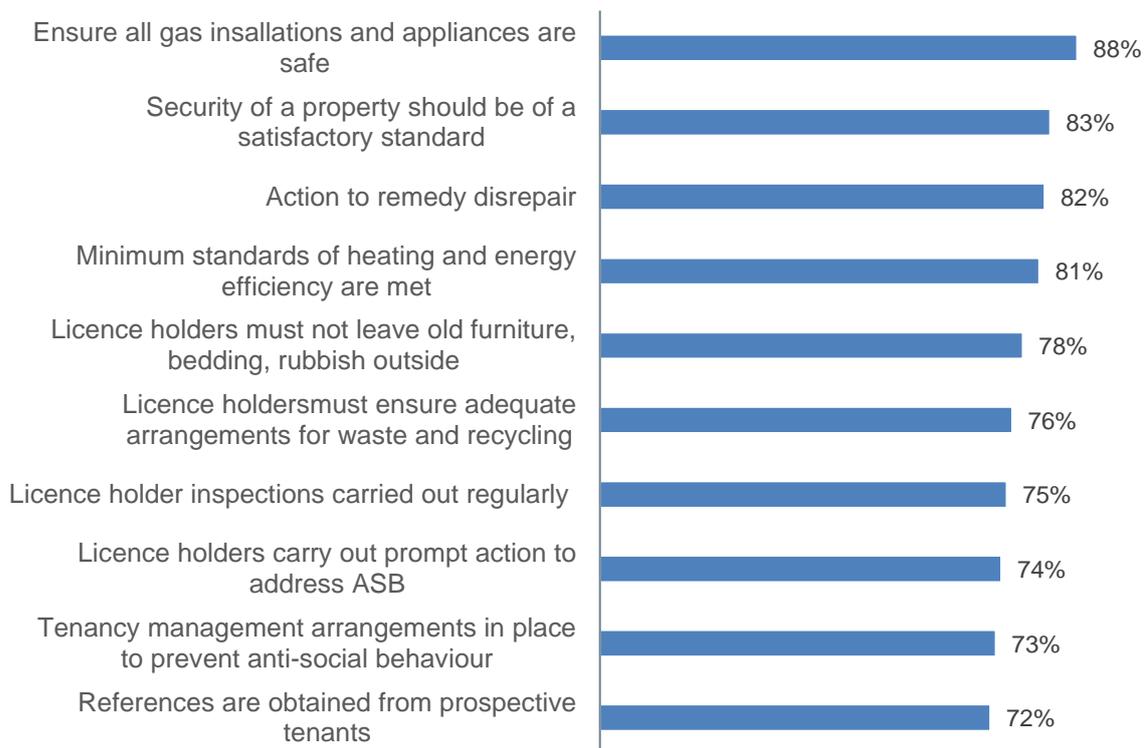
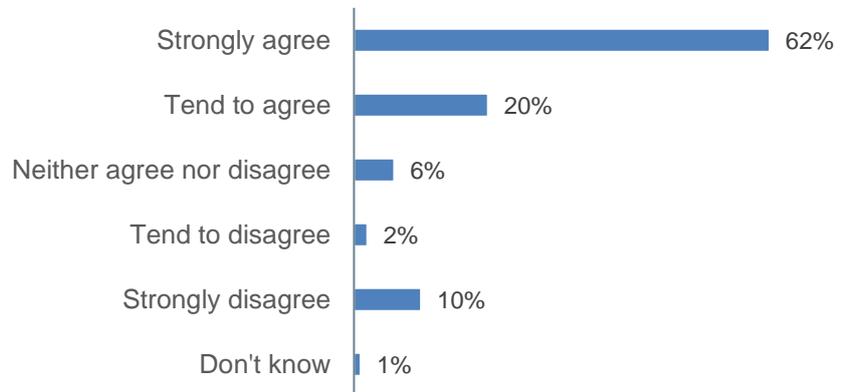


Figure 26 - To what extent do you agree or disagree that the license holder should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date?

Base - 241



Response	Number of responses	Percentage
Strongly agree	149	62%
Tend to agree	47	20%
Neither agree nor disagree	14	6%
Tend to disagree	5	2%
Strongly disagree	24	10%
Don't know	2	1%
TOTAL RESPONSES	241	100%

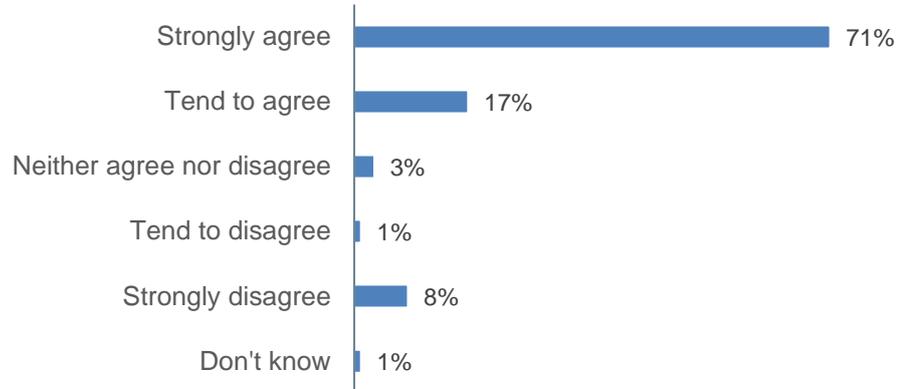
Sub-group analysis shows that:

Compared with overall agree - 82% (strongly and tend to agree):

- Letting agent agree - 93%
- Private landlords agree - 67%
- Owner occupiers agree - 85%
- Renting home from private landlord agree - 84%

Figure 27 - To what extent do you agree or disagree that the license should ensure all gas installations and appliances are in a safe condition and have valid safety certificates available and if provided, that carbon monoxide and smoke alarms provided are working?

Base - 241



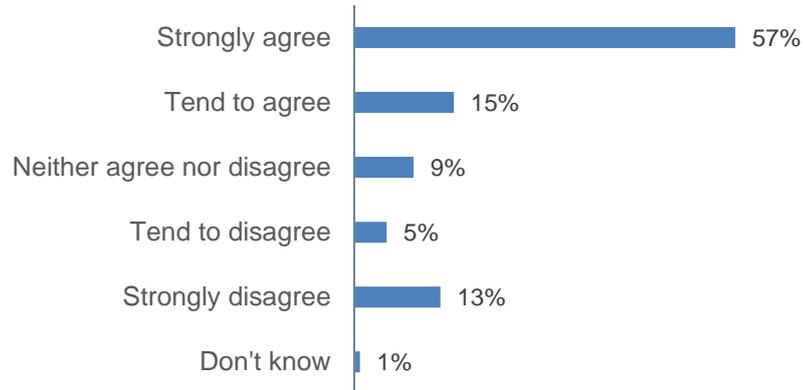
Response	Number of responses	Percentage
Strongly agree	170	71%
Tend to agree	40	17%
Neither agree nor disagree	7	3%
Tend to disagree	2	1%
Strongly disagree	20	8%
Don't know	2	1%
TOTAL RESPONSES	241	100%

Sub-group analysis shows that:

Compared with overall agree – 87% (strongly and tend to agree):

- Private landlords agree - 77%
- Letting agent agree – 93%
- Renting home from private landlord agree - 93%
- Owner occupiers agree - 88%

Figure 28 - To what extent do you agree or disagree that references are obtained from prospective tenants?
Base - 241



Response	Number of responses	Percentage
Strongly agree	138	57%
Tend to agree	36	15%
Neither agree nor disagree	21	9%
Tend to disagree	11	5%
Strongly disagree	32	13%
Don't know	3	1%
TOTAL RESPONSES	241	100%

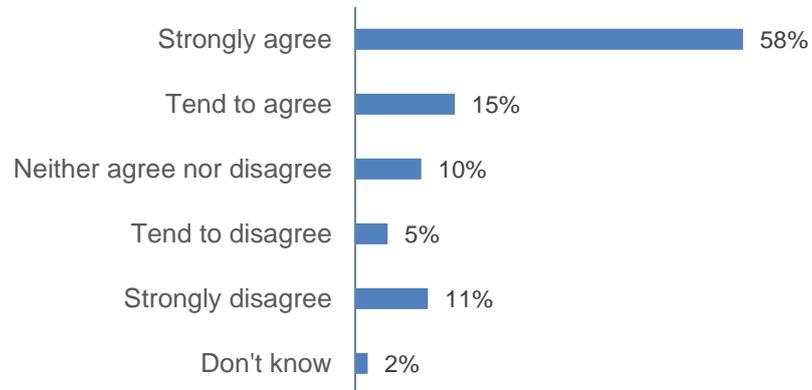
Sub-group analysis shows that:

Compared with overall agree - 72% (strongly and tend to agree):

- Private landlords agree - 61%
- Letting agent agree – 67%
- Renting home from private landlord agree - 61%
- Owner occupiers agree - 83%

Figure 29 - To what extent do you agree or disagree that there should be tenancy management arrangements in place to prevent or reduce anti-social behaviour by persons occupying or visiting the property?

Base - 241



Response	Number of responses	Percentage
Strongly agree	140	58%
Tend to agree	35	15%
Neither agree nor disagree	23	10%
Tend to disagree	12	5%
Strongly disagree	26	11%
Don't know	5	2%
TOTAL RESPONSES	241	100%

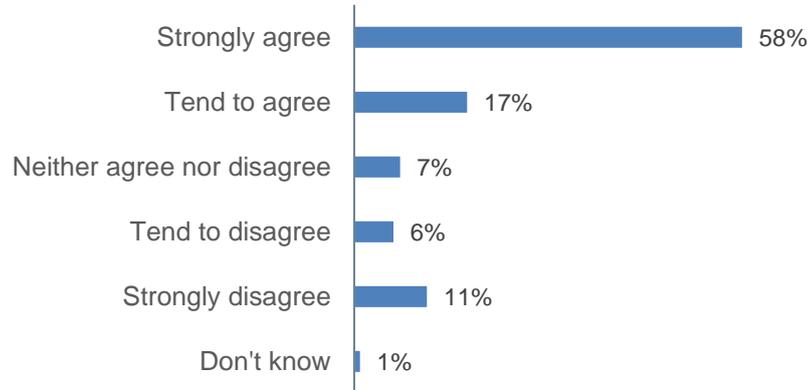
Sub-group analysis shows that:

Compared with overall agree - 73% (strongly and tend to agree):

- Private landlords agree - 56%
- Letting agent agree – 67%
- Renting home from private landlord agree - 64%
- Owner occupiers agree - 85%
- Work for a local authority agree – 90%

Figure 30 - To what extent do you agree or disagree that licence holder inspections of the property are carried out regularly to identify any problems relating to the condition and management of the property?

Base - 241



Response	Number of responses	Percentage
Strongly agree	139	58%
Tend to agree	41	17%
Neither agree nor disagree	17	7%
Tend to disagree	41	6%
Strongly disagree	15	11%
Don't know	2	1%
TOTAL RESPONSES	241	100%

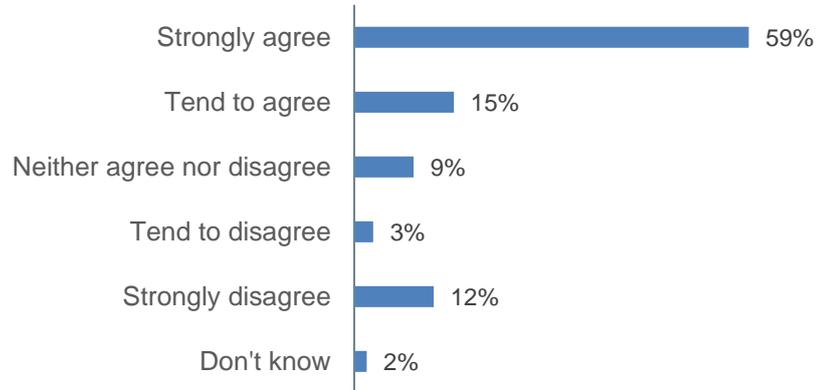
Sub-group analysis shows that:

Compared with overall agree - 75% (strongly and tend to agree):

- Private landlords agree - 61%
- Letting agent agree – 67%
- Renting home from private landlord agree - 64%
- Owner occupiers agree - 85%

Figure 31 - To what extent do you agree or disagree that licence holders carry out prompt action to address problems of ASB resulting from the conduct of, or visitors to, the property is taken?

Base - 241



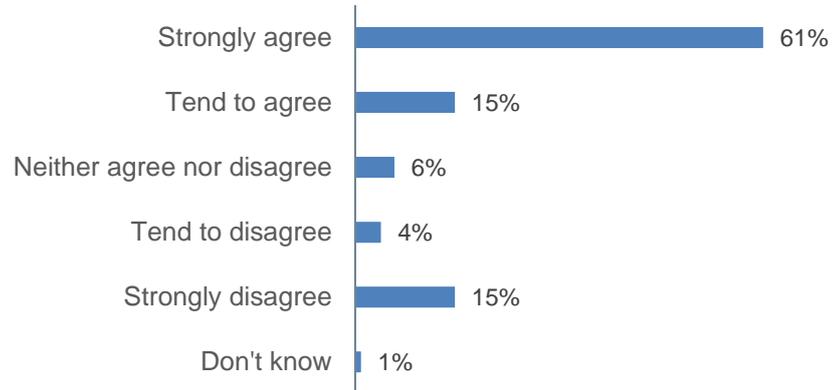
Response	Number of responses	Percentage
Strongly agree	141	59%
Tend to agree	37	15%
Neither agree nor disagree	21	9%
Tend to disagree	8	3%
Strongly disagree	30	12%
Don't know	4	2%
TOTAL RESPONSES	241	100%

Sub-group analysis shows that:

Compared with overall agree - 74% (strongly and tend to agree):

- Private landlords agree - 59%
- Letting agent agree – 67%
- Renting home from private landlord agree - 68%
- Owner occupiers agree - 85%

**Figure 32 - To what extent do you agree or disagree that licence holders must ensure adequate arrangements for waste and recycling and that these are used appropriately?
Base - 241**



Response	Number of responses	Percentage
Strongly agree	146	61%
Tend to agree	36	15%
Neither agree nor disagree	14	6%
Tend to disagree	9	4%
Strongly disagree	36	15%
Don't know	2	1%
TOTAL RESPONSES	241	100%

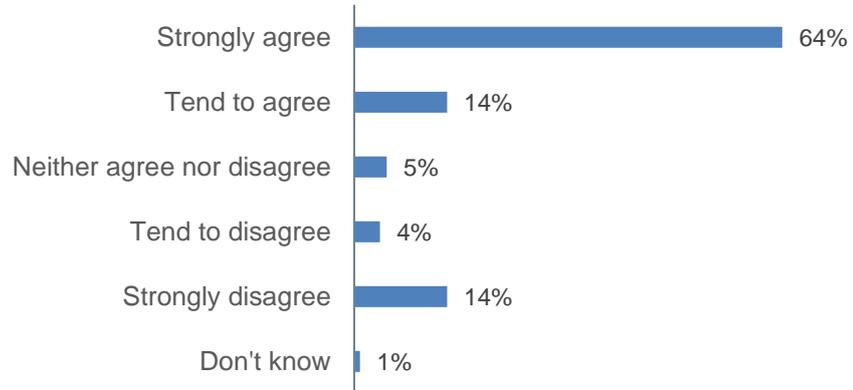
Sub-group analysis shows that:

Compared with overall agree - 75% (strongly and tend to agree):

- Private landlords agree - 52%
- Letting agent agree – 73%
- Renting home from private landlord agree - 75%
- Owner occupiers agree - 85%

Figure 33 - To what extent do you agree or disagree that licence holders must not leave old furniture, bedding, rubbish or refuse from the property immediately outside the property or private land?

Base - 241



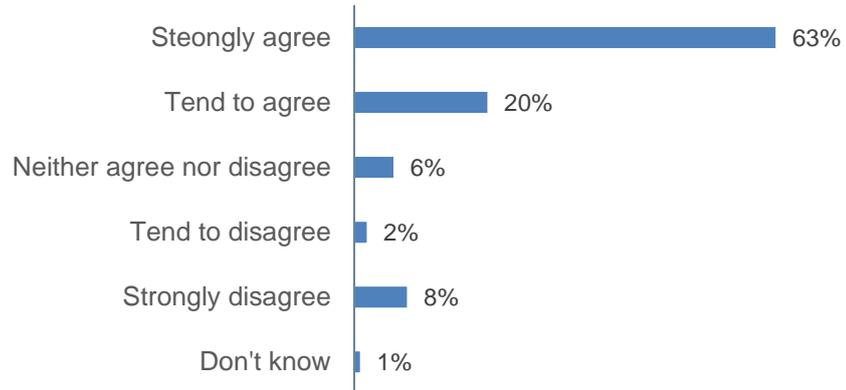
Response	Number of responses	Percentage
Strongly agree	155	64%
Tend to agree	34	14%
Neither agree nor disagree	12	5%
Tend to disagree	9	4%
Strongly disagree	29	14%
Don't know	2	1%
TOTAL RESPONSES	241	100%

Sub-group analysis shows that:

Compared with overall agree - 78% (strongly and tend to agree):

- Private landlords agree - 67%
- Letting agent agree – 73%
- Renting home from private landlord agree - 75%
- Owner occupiers agree - 85%

Figure 34 - To what extent do you agree or disagree that the security of a property should be of a satisfactory standard (for example, to prevent burglaries)?
Base - 241



Response	Number of responses	Percentage
Strongly agree	152	63%
Tend to agree	47	20%
Neither agree nor disagree	15	6%
Tend to disagree	5	2%
Strongly disagree	20	8%
Don't know	2	1%
TOTAL RESPONSES	241	100%

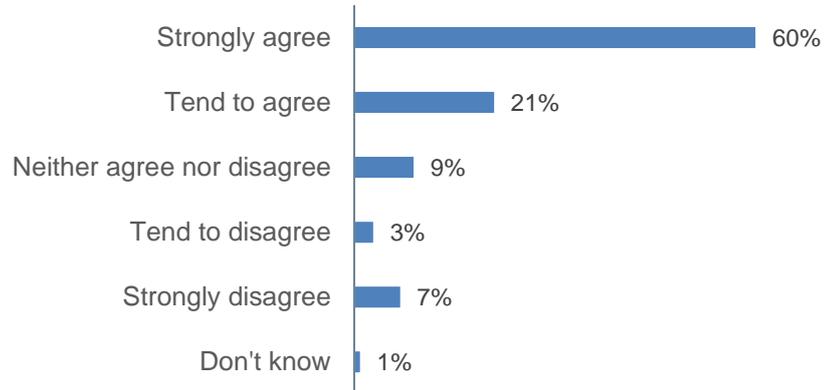
Sub-group analysis shows that:

Compared with overall agree - 83% (strongly and tend to agree):

- Private landlords agree - 69%
- Letting agent agree – 87%
- Renting home from private landlord agree - 89%
- Owner occupiers agree - 83%

Figure 35 - To what extent do you agree or disagree that minimum standards of heating and energy efficiency are met?

Base - 241



Response	Number of responses	Percentage
Strongly agree	144	60%
Tend to agree	50	21%
Neither agree nor disagree	21	9%
Tend to disagree	7	3%
Strongly disagree	17	7%
Don't know	2	1%
TOTAL RESPONSES	241	100%

Sub-group analysis shows that:

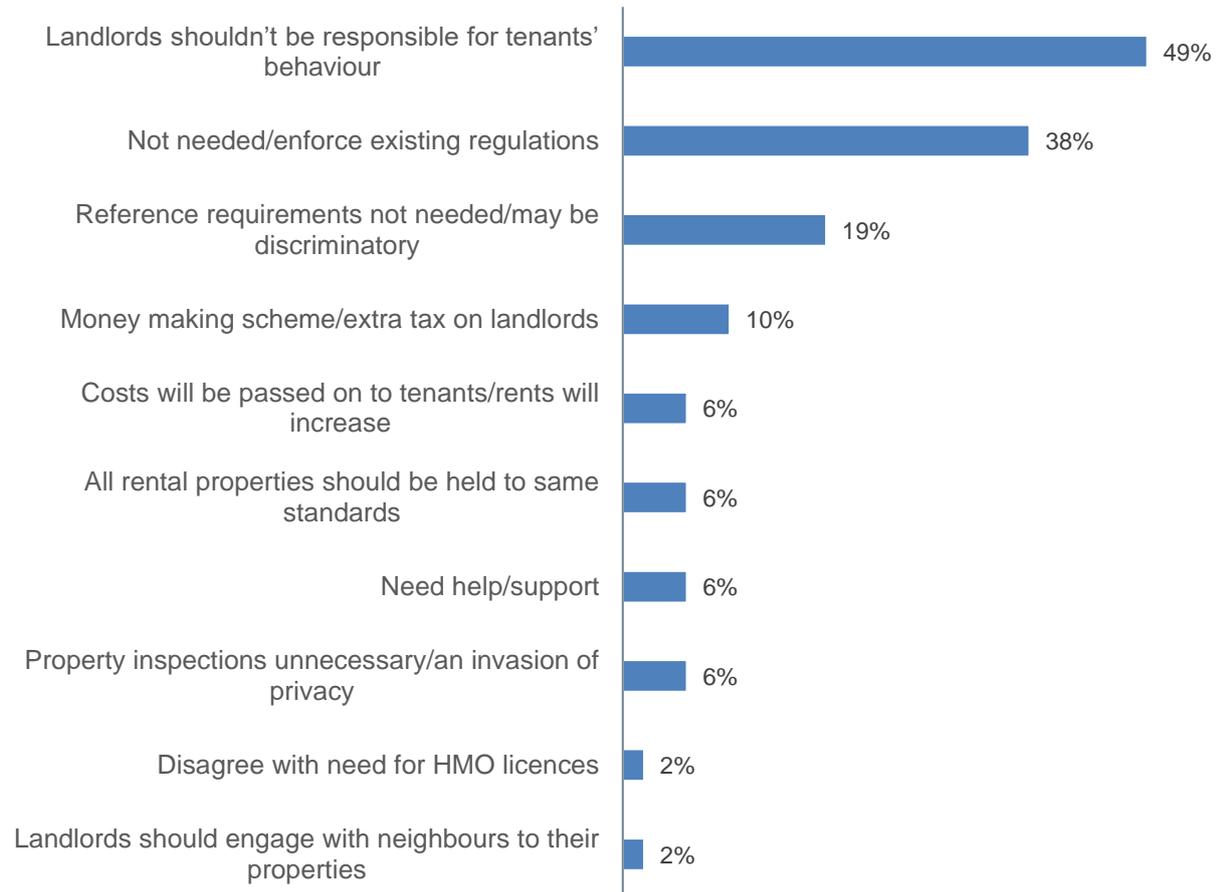
Compared with overall agree - 81% (strongly and tend to agree):

- Private landlords agree - 69%
- Letting agent agree – 87%
- Renting home from private landlord agree - 84%
- Owner occupiers agree - 80%

3.5.4 Other responses (Q14)

3.5.5 Respondents disagreeing with any of the conditions were given the opportunity to say why they disagreed. **Figure 36** shows the responses.

Figure 36 - If you disagree with any of the above, please say why.
Base - 63 (Respondents provided more could provide more than one response/reason)



The table below shows all responses.

Response	Number of responses	Percentage
Landlords shouldn't be responsible for tenants' behaviour	31	49%
Not needed/enforce existing regulations	24	38%
Reference requirements not needed/may be discriminatory	12	19%
Money making scheme/extra tax on landlords	6	10%
Costs will be passed on to tenants/rents will increase	4	6%
All rental properties should be held to same standards	4	6%
Need help/support	4	6%
Property inspections unnecessary/an invasion of privacy	4	6%
Disagree with need for HMO licences	1	2%
Landlords should engage with neighbours to their properties	1	2%

3.6 Proposed licence fees

- 3.6.1 The law allows for the council to recover the full costs of the administration and enforcement of the scheme. Barnet Council is proposing offering a range of discounts. Respondents were asked to what extent they agreed or disagreed with applying a range of fees. **Figure 37** shows strongly agree and tend to agree responses combined.
- 3.6.2 *Reduced fees for renewal of existing fees*, was the discount most strongly agreed with (55%), followed by *reduced fees for online applications* (51%). **Figures 38-43** show the responses for each condition in more detail.
- 3.6.3 *Reduced fees for renewal of existing licences* and was the most popular amongst private landlords and letting agents, with 61% and 80% respectively (compared with 55% strongly and tend to agree overall). This is shown in **Figure 43**.

Figure 37 - Proposed elements of the licence fees included in the new additional licencing scheme? (Strongly agree and tend to agree combined)
Base - 228

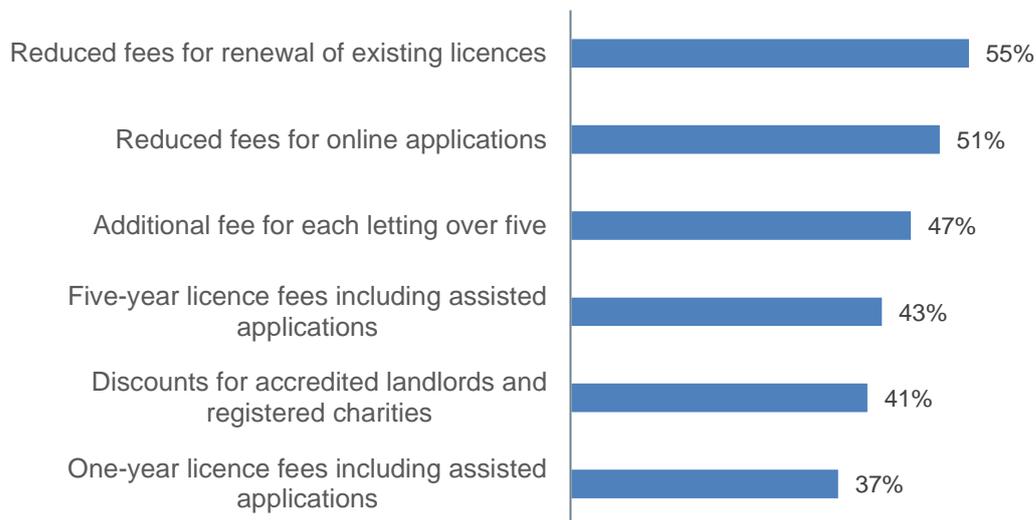
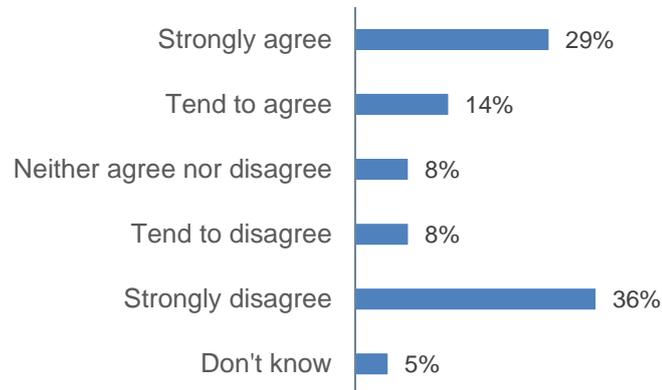


Figure 38 - To what extent do you agree or disagree with the five-year licence fees including assisted applications?

Base - 228



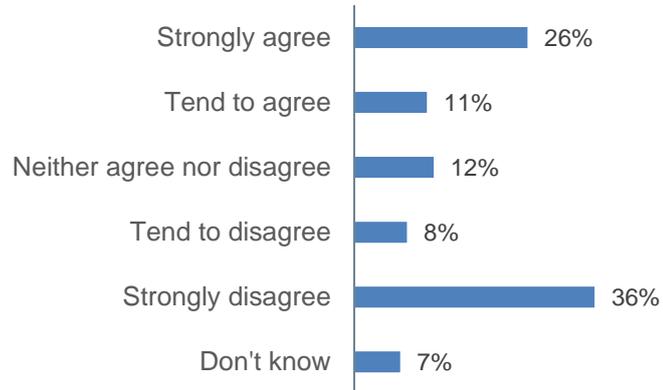
Response	Number of responses	Percentage
Strongly agree	66	29%
Tend to agree	31	14%
Neither agree nor disagree	19	8%
Tend to disagree	18	8%
Strongly disagree	82	36%
Don't know	12	5%
TOTAL RESPONSES	228	100%

Sub-group analysis shows that:

Compared with overall agree - 43% (strongly and tend to agree):

- Private landlords agree - 15%
- Letting agent agree – 20%
- Renting home from private landlord agree - 50%
- Owner occupiers agree - 52%

Figure 39 - To what extent do you agree or disagree with one year licence fees including assisted applications?
Base - 228



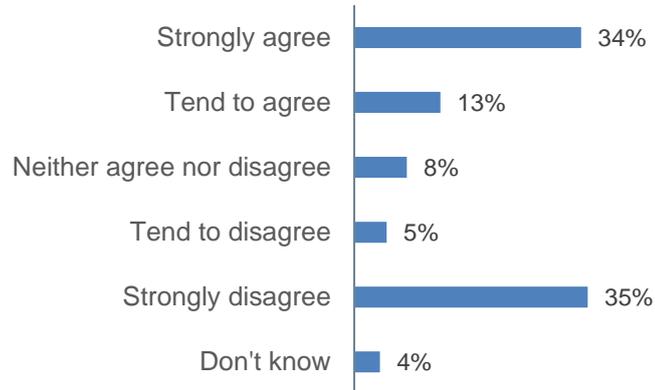
Response	Number of responses	Percentage
Strongly agree	60	26%
Tend to agree	25	11%
Neither agree nor disagree	28	12%
Tend to disagree	18	8%
Strongly disagree	81	36%
Don't know	16	7%
TOTAL RESPONSES	228	100%

Sub-group analysis shows that:

Compared with overall agree - 37% (strongly and tend to agree):

- Private landlords agree - 10%
- Letting agent agree – 13%
- Renting home from private landlord agree - 45%
- Owner occupiers agree - 50%

**Figure 40 - To what extent do you agree or disagree with additional fees for each letting over five?
Base - 228**



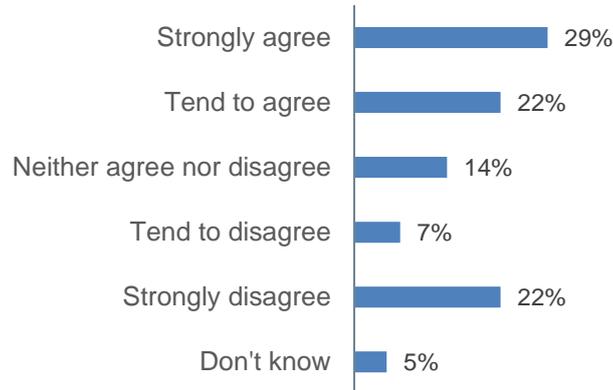
Response	Number of responses	Percentage
Strongly agree	78	34%
Tend to agree	30	13%
Neither agree nor disagree	18	8%
Tend to disagree	12	5%
Strongly disagree	80	35%
Don't know	10	4%
TOTAL RESPONSES	228	100%

Sub-group analysis shows that:

Compared with overall agree - 47% (strongly and tend to agree):

- Private landlords agree - 21%
- Letting agent agree – 20%
- Renting home from private landlord agree - 52%
- Owner occupiers agree - 59%

Figure 41 - To what extent do you agree or disagree about reduced fees for online applications?
Base - 228



Response	Number of responses	Percentage
Strongly agree	66	29%
Tend to agree	51	22%
Neither agree nor disagree	32	14%
Tend to disagree	16	7%
Strongly disagree	51	22%
Don't know	12	5%
TOTAL RESPONSES	228	100%

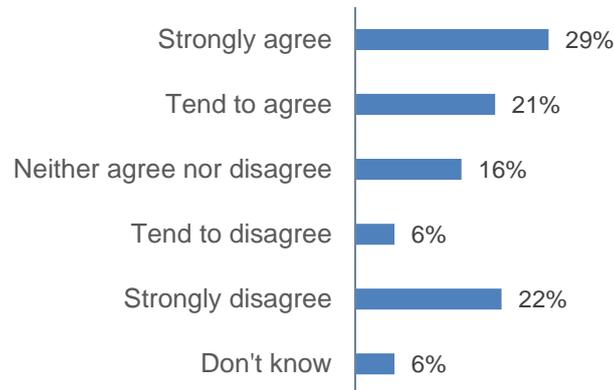
Sub-group analysis shows that:

Compared with overall agree - 51% (strongly and tend to agree):

- Private landlords agree - 57%
- Letting agent agree – 60%
- Renting home from private landlord agree - 43%
- Owner occupiers agree - 47%

Figure 42 - To what extent do you agree or disagree about discounts for accredited landlords and registered charities?

Base - 228



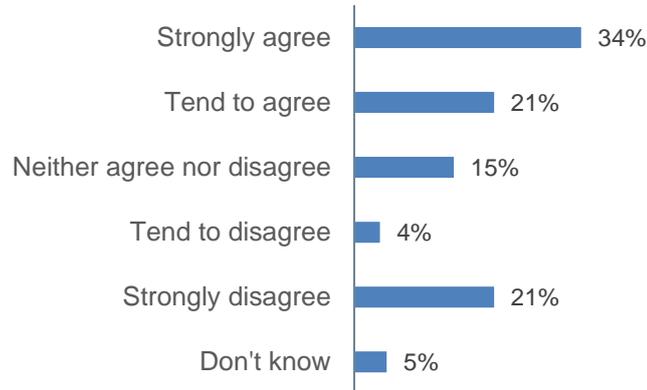
Response	Number of responses	Percentage
Strongly agree	67	20%
Tend to agree	47	21%
Neither agree nor disagree	36	16%
Tend to disagree	14	6%
Strongly disagree	51	22%
Don't know	13	6%
TOTAL RESPONSES	228	100%

Sub-group analysis shows that:

Compared with overall agree - 50% (strongly and tend to agree):

- Private landlords agree - 48%
- Letting agent agree – 53%
- Renting home from private landlord agree - 52%
- Owner occupiers agree - 42%

Figure 43 - To what extent do you agree or disagree about reduced fees for renewal of existing licences?
Base - 228



Response	Number of responses	Percentage
Strongly agree	77	34%
Tend to agree	48	21%
Neither agree nor disagree	34	15%
Tend to disagree	10	4%
Strongly disagree	47	21%
Don't know	12	5%
TOTAL RESPONSES	228	100%

Sub-group analysis shows that:

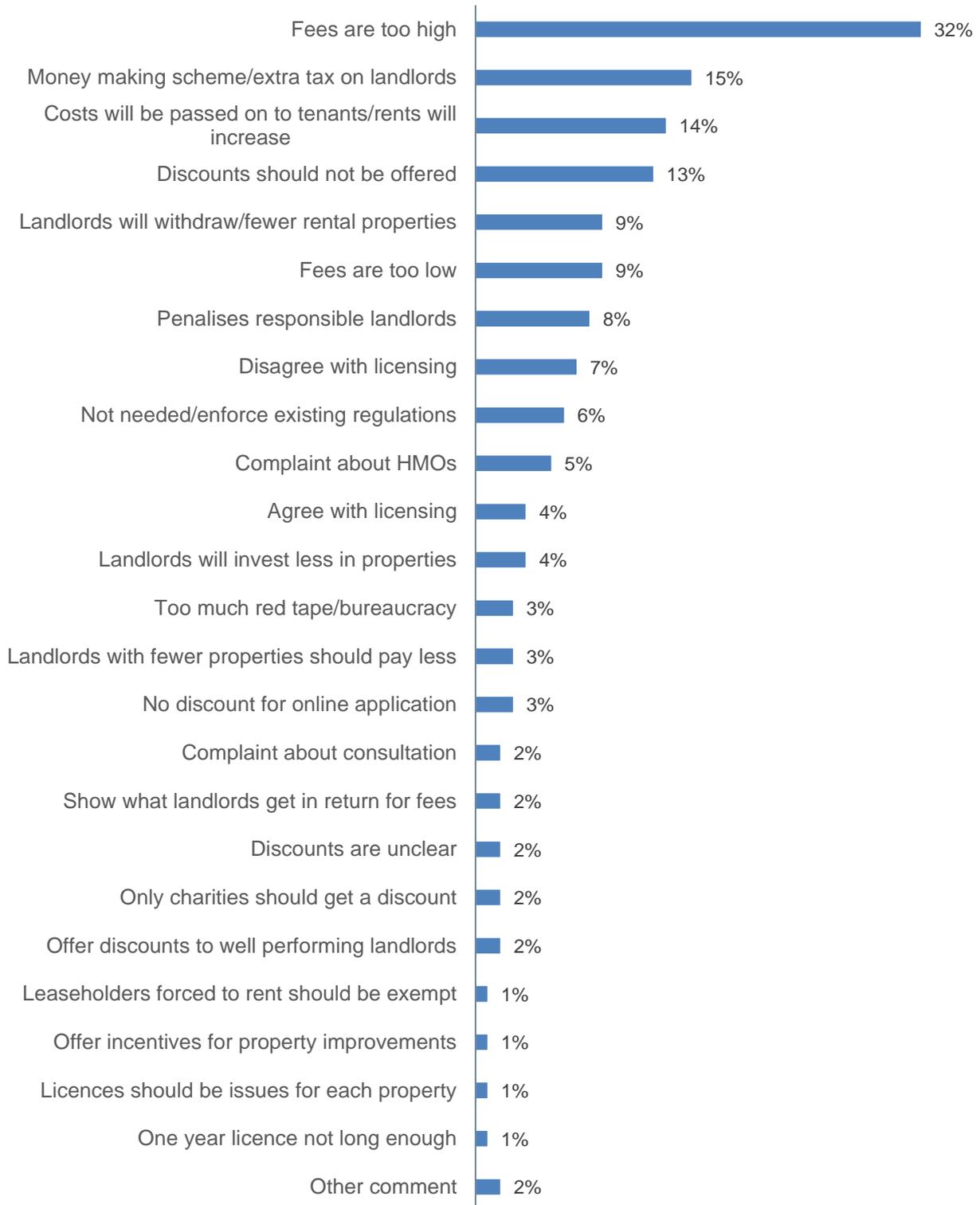
Compared with overall agree - 55% (strongly and tend to agree):

- Private landlords agree - 61%
- Letting agent agree – 80%
- Renting home from private landlord agree - 45%
- Owner occupiers agree - 39%

3.6.4 Other responses (Q16)

3.6.5 Respondents disagreeing with any of the proposed license fees were given the opportunity to say why they disagreed. **Figure 44** shows the responses.

**Figure 44 - If you disagree with any of the above, please say why.
Base - 110 (Respondents could provide more than one response/reason)**



The table below shows all responses.

Response	Number of responses	Percentage
Fees are too high	35	32%
Money making scheme/extra tax on landlords	17	15%
Costs will be passed on to tenants/rents will increase	15	14%
Discounts should not be offered	14	13%
Landlords will withdraw/fewer rental properties	10	9%
Fees are too low	10	9%
Penalises responsible landlords	9	8%
Disagree with licensing	8	7%
Not needed/enforce existing regulations	7	6%
Complaint about HMOs	6	5%
Agree with licensing	4	4%
Landlords will invest less in properties	4	4%
Too much red tape/bureaucracy	3	3%
Landlords with fewer properties should pay less	3	3%
No discount for online application	3	3%
Complaint about consultation	2	2%
Show what landlords get in return for fees	2	2%
Discounts are unclear	2	2%
Only charities should get a discount	2	2%
Offer discounts to well performing landlords	2	2%
Leaseholders forced to rent should be exempt	1	1%
Offer incentives for property improvements	1	1%
Licences should be issues for each property	1	1%
One year licence not long enough	1	1%
Other comment	2	2%

3.7 Views on the benefits of the proposed additional HMO licensing scheme

- 3.7.1 Introduction of the proposed licensing scheme will benefit the local community. Respondents were provided with seven benefits and asked if they agreed or disagreed with them. **Figure 45** shows strongly agree and tend to agree responses combined.
- 3.7.2 Almost three in five (57%) of respondents strongly agree or tend to agree the proposed additional licensing scheme will *help ensure that HMOs are better maintained and managed* and *identify poorer performing landlords of HMOs*. In comparison, fewer respondents (42%) strongly agreed or tended to agree the scheme would *help reduce neighbourhood problems (noise, nuisance and rubbish)*.
- 3.7.3 Two in five private landlords (41%) strongly and tend to agree that the additional licensing *will help identify the poorer performing landlords of HMOs*. **This is shown in Figure 49.**

Figure 45 - Potential benefits of the additional licensing scheme for HMOs (strongly agree and tend to agree combined)

Base - 224

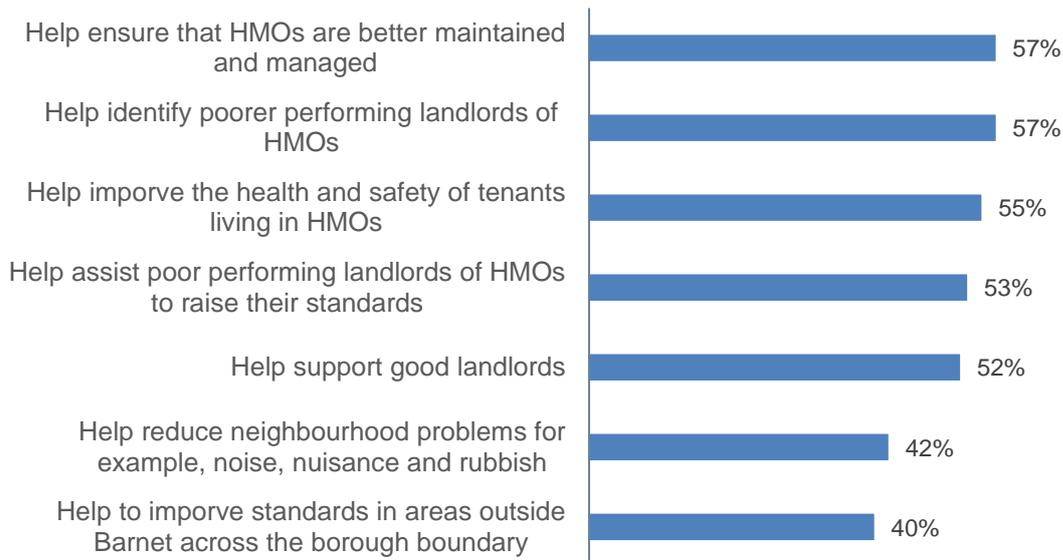
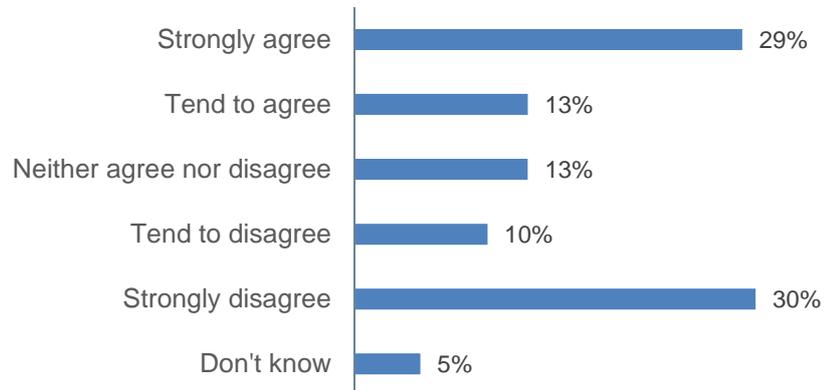


Figure 46 - To what extent do you agree or disagree additional licencing will help reduce neighbourhood problems, for example, noise, nuisance and rubbish?

Base - 224



Response	Number of responses	Percentage
Strongly agree	66	29%
Tend to agree	30	13%
Neither agree nor disagree	30	13%
Tend to disagree	22	10%
Strongly disagree	67	30%
Don't know	9	5%
TOTAL RESPONSES	224	100%

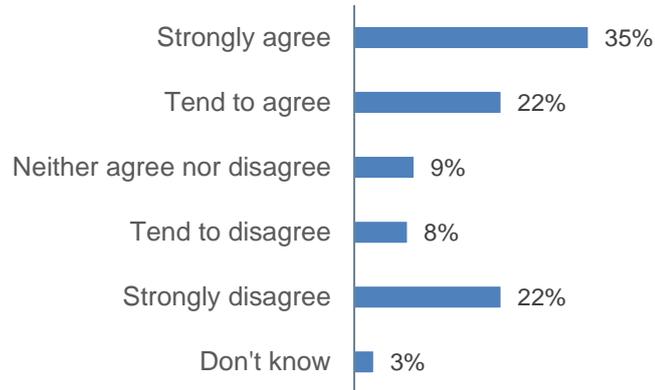
Sub-group analysis shows that:

Compared with overall agree - 43% (strongly and tend to agree):

- Private landlords agree - 21%
- Letting agent agree – 20%
- Renting home from private landlord agree - 44%
- Owner occupiers agree - 52%

Figure 47 - To what extent do you agree or disagree additional licencing will ensure that HMOs are better maintained and managed?

Base - 224



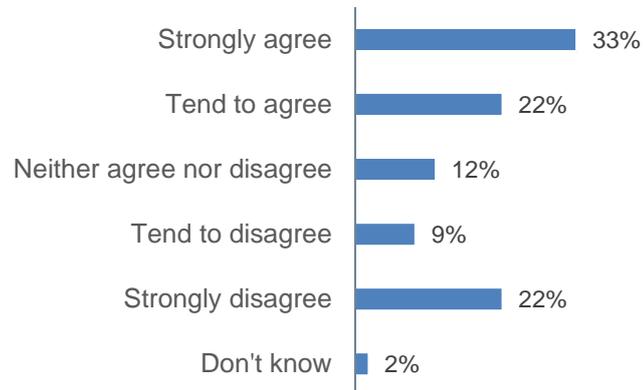
Response	Number of responses	Percentage
Strongly agree	78	35%
Tend to agree	50	22%
Neither agree nor disagree	21	9%
Tend to disagree	19	8%
Strongly disagree	49	22%
Don't know	7	3%
TOTAL RESPONSES	224	100%

Sub-group analysis shows that:

Compared with overall agree - 67% (strongly and tend to agree):

- Private landlords agree - 36%
- Letting agent agree – 67%
- Renting home from private landlord agree - 63%
- Owner occupiers agree - 58%

Figure 48 - To what extent do you agree or disagree additional licencing will help improve the health and safety of tenants living in HMOs?
Base - 224



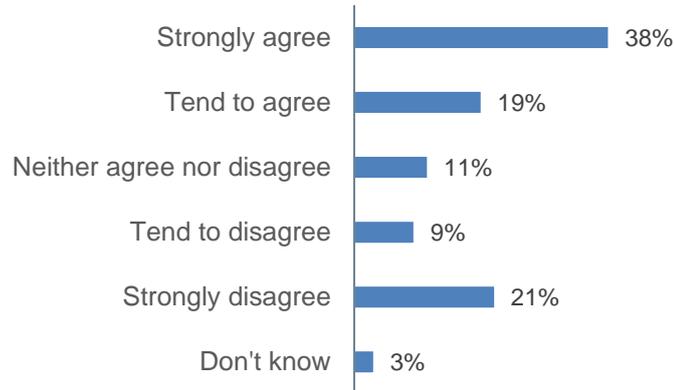
Response	Number of responses	Percentage
Strongly agree	75	33%
Tend to agree	49	22%
Neither agree nor disagree	26	12%
Tend to disagree	21	9%
Strongly disagree	49	22%
Don't know	4	2%
TOTAL RESPONSES	224	100%

Sub-group analysis shows that:

Compared with overall agree - 55% (strongly and tend to agree):

- Private landlords agree - 31%
- Letting agent agree - 47%
- Renting home from private landlord agree - 63%
- Owner occupiers agree - 71%

Figure 49 - To what extent do you agree or disagree additional licencing will help identify the poorer performing landlords of HMOs?
Base - 224



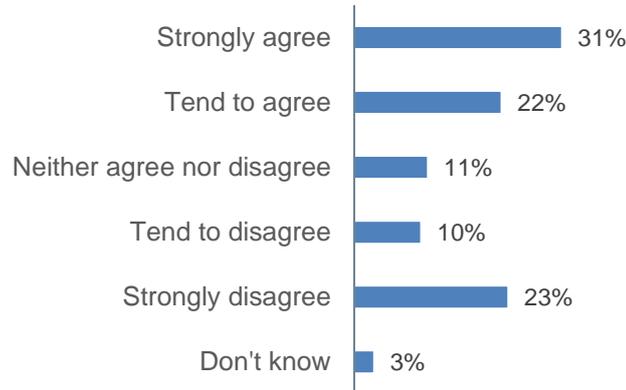
Response	Number of responses	Percentage
Strongly agree	84	38%
Tend to agree	43	19%
Neither agree nor disagree	24	11%
Tend to disagree	20	9%
Strongly disagree	47	21%
Don't know	6	3%
TOTAL RESPONSES	224	100%

Sub-group analysis shows that:

Compared with overall agree - 57% (strongly and tend to agree):

- Private landlords agree - 41%
- Letting agent agree - 40%
- Renting home from private landlord agree - 55%
- Owner occupiers agree - 64%

Figure 50 - To what extent do you agree or disagree additional licencing will help to assist poor performing landlords of HMOs to raise their standards?
Base - 224



Response	Number of responses	Percentage
Strongly agree	69	31%
Tend to agree	49	22%
Neither agree nor disagree	24	11%
Tend to disagree	23	10%
Strongly disagree	52	23%
Don't know	7	3%
TOTAL RESPONSES	224	100%

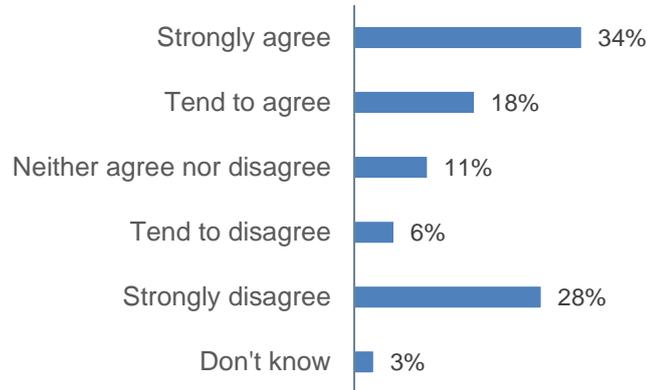
Sub-group analysis shows that:

Compared with overall agree - 53% (strongly and tend to agree):

- Private landlords agree - 33%
- Letting agent agree – 53%
- Renting home from private landlord agree - 59%
- Owner occupiers agree - 53%

Figure 51 - To what extent do you agree or disagree additional licencing will help to support good landlords of HMOs?

Base - 224



Response	Number of responses	Percentage
Strongly agree	77	34%
Tend to agree	40	18%
Neither agree nor disagree	24	11%
Tend to disagree	14	6%
Strongly disagree	62	28%
Don't know	7	3%
TOTAL RESPONSES	224	100%

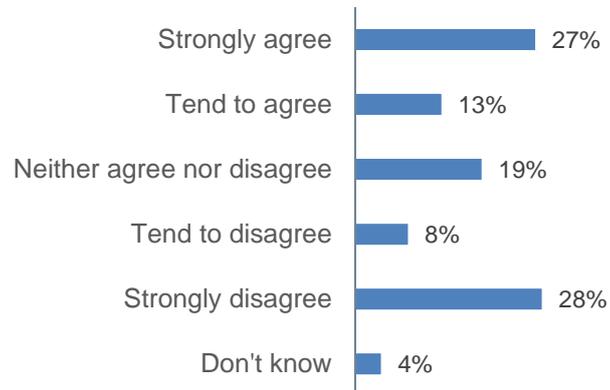
Sub-group analysis shows that:

Compared with overall agree - 52% (strongly and tend to agree):

- Private landlords agree - 36%
- Letting agent agree – 40%
- Renting home from private landlord agree - 61%
- Owner occupiers agree - 58%

Figure 52 - To what extent do you agree or disagree additional licencing will help to improve standards in areas outside Barnet across the borough boundary?

Base - 224



Response	Number of responses	Percentage
Strongly agree	60	27%
Tend to agree	30	13%
Neither agree nor disagree	43	19%
Tend to disagree	19	8%
Strongly disagree	62	28%
Don't know	10	4%
TOTAL RESPONSES	224	100%

Sub-group analysis shows that:

Compared with overall agree - 40% (strongly and tend to agree):

- Private landlords agree - 21%
- Letting agent agree – 27%
- Renting home from private landlord agree - 32%
- Owner occupiers agree - 48%

3.8 Impact the new HMO additional licensing scheme will have on you and the borough

3.8.1 Barnet Council wanted to explore what impact respondents thought the proposed additional licensing scheme would have on them and the borough. **Figure 53** shows the *positive impact* responses. The benefit with the highest number of positive impact responses was the *whole borough of Barnet* (42%) and *your local area* (40%).

3.8.2 As shown in **Figures 54-59**, respondents renting their home from a private landlord and owner occupiers were more positive overall than private landlords and letting agents.

Figure 53 - Impact of the new HMO additional licensing scheme on the borough (positive impact)
Base - 117-219

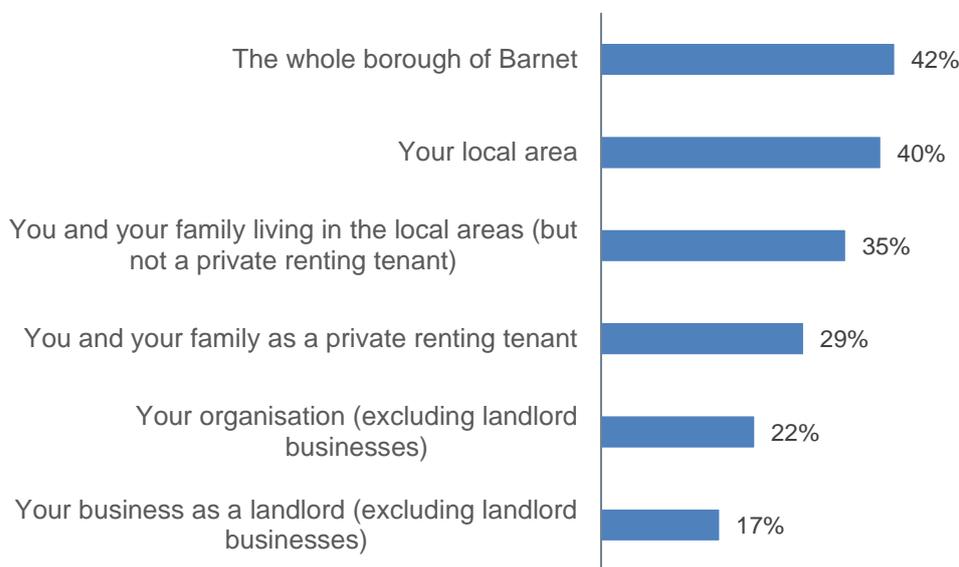
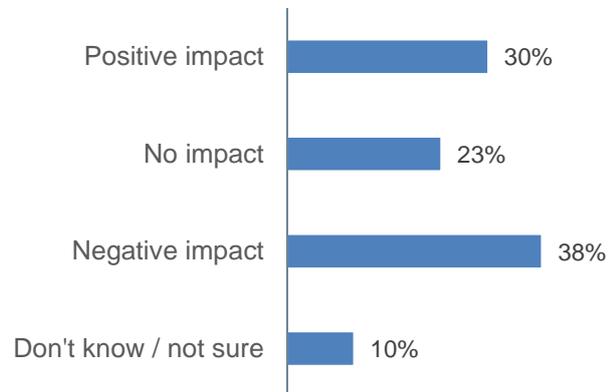


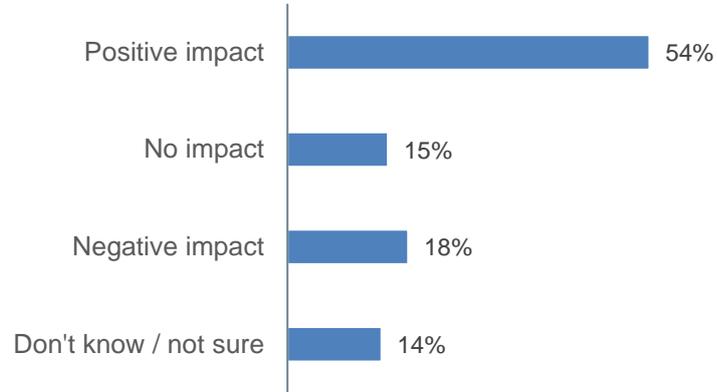
Figure 54 - What impact, if any, do you think the proposed scheme will have on you and your family as a private renting tenant?
Base - 40 (Please note, only those that are renting privately from a landlord have been displayed)



Response	Number of responses	Percentage
Positive impact	12	30%
No impact	9	23%
Negative impact	15	38%
Don't know / not sure	4	10%
TOTAL RESPONSES	40	100%

Figure 55 - What impact, if any, do you think the proposed scheme will have on you and your family living in the local area (but not a private renting tenant)? (Please note, all respondents except private renting tenants are displayed)

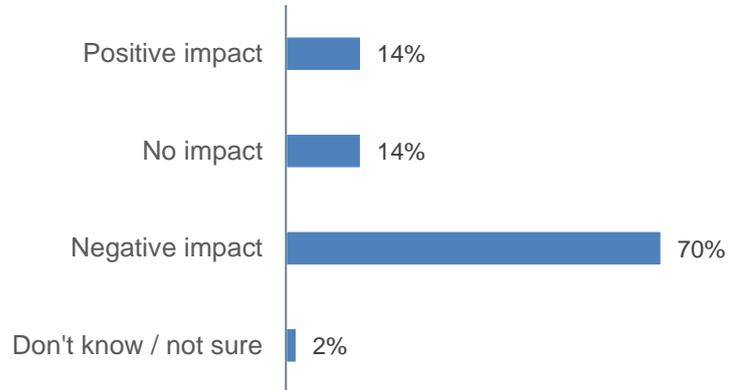
Base - 74



Response	Number of responses	Percentage
Positive impact	40	54%
No impact	11	15%
Negative impact	13	18%
Don't know / not sure	10	14%
TOTAL RESPONSES	74	100%

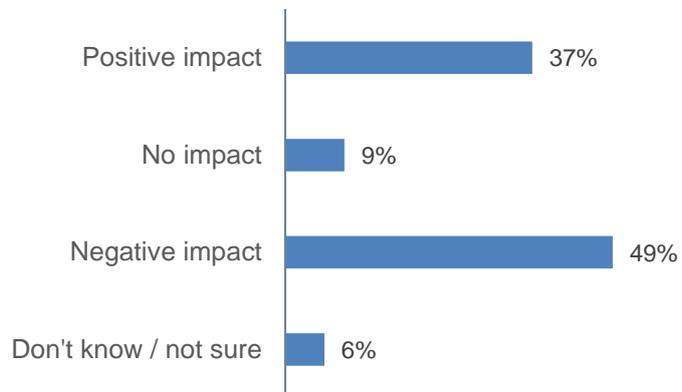
Figure 56 - What impact, if any, do you think the proposed scheme will have on your business as a landlord?

Base - 57 (Please note, only responses from landlords have been displayed)



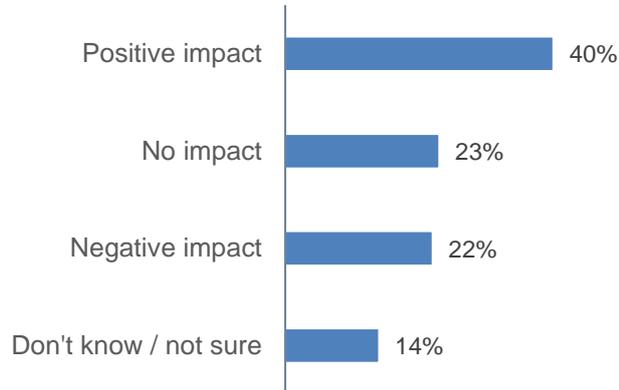
Response	Number of responses	Percentage
Positive impact	8	14%
No impact	8	14%
Negative impact	40	70%
Don't know / not sure	1	2%
TOTAL RESPONSES	57	100%

Figure 57 - What impact, if any, do you think the proposed scheme will have on your organisation (excluding landlord businesses)
Base - 35 (Please note, only responses from organisations (excluding landlord businesses) have been displayed)



Response	Number of responses	Percentage
Positive impact	13	37%
No impact	3	9%
Negative impact	17	49%
Don't know / not sure	2	6%
TOTAL RESPONSES	35	100%

**Figure 58 - What impact, if any, do you think the proposed scheme will have on your local area?
Base - 208**



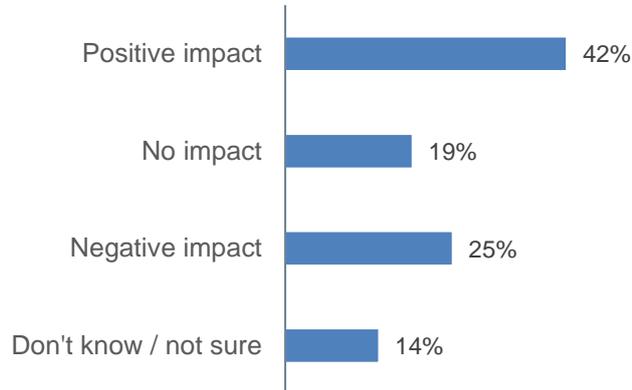
Response	Number of responses	Percentage
Positive impact	84	40%
No impact	48	23%
Negative impact	46	22%
Don't know / not sure	30	14%
TOTAL RESPONSES	208	100%

Sub-group analysis shows that:

Compared with overall (40%):

- Private landlords (positive impact) - 19%
- Letting agent (positive impact) – 14%
- Renting home from private landlord (positive impact) - 49%
- Owner occupiers (positive impact) - 48%

Figure 59 - What impact, if any, do you think the proposed scheme will have on the whole borough of Barnet?
Base - 219



Response	Number of responses	Percentage
Positive impact	93	42%
No impact	42	19%
Negative impact	54	25%
Don't know / not sure	30	14%
TOTAL RESPONSES	219	100%

Sub-group analysis shows that:

Compared with overall (42%):

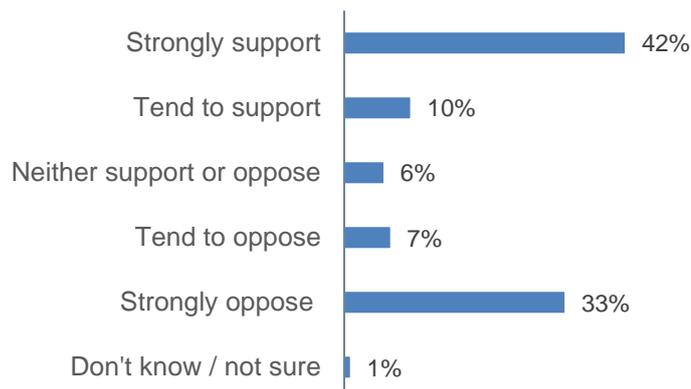
- Private landlords (positive impact) - 20%
- Letting agent (positive impact) – 20%
- Renting home from private landlord (positive impact) - 45%
- Owner occupiers (positive impact) - 46%
- Work for local authority – 93%

3.9 Support or oppose the re-introduction of an additional licensing scheme for HMOs in Barnet?

3.9.1 Respondents were asked to what extent they supported or opposed the re-introduction of an additional licensing scheme for HMOs in Barnet. Overall, just over two in five (42%) *strongly supported* it and a further 10% *tend to support* it (providing a combined response 43%). A third (33%) said *strongly oppose* and 7% *tend to oppose* (providing a combined response of 41%. This is shown in **Figure 60**.

Figure 60 - Overall, to what extent do you support or oppose the re-introduction of an additional licensing scheme for HMOs in Barnet?

Base - 222



Response	Number of responses	Percentage
Strongly support	94	42%
Tend to support	23	10%
Neither support nor oppose	13	6%
Tend to oppose	16	7%
Strongly oppose	74	33%
Don't know / not sure	2	1%
TOTAL RESPONSES	222	100%

Sub-group analysis shows that:

Compared with overall support - 53% (strongly and tend to support):

- Private landlords (support) - 25%
- Letting agent (support) – 13%
- Renting home from private landlord (support) - 61%
- Owner occupiers (support) - 67%
- Work for local authority (support) – 80%

Figure 61 - Support or oppose the re-introduction of an additional licensing scheme for HMOs in Barnet by ward (live, rent a property work or have a business in)?**Base - 222**

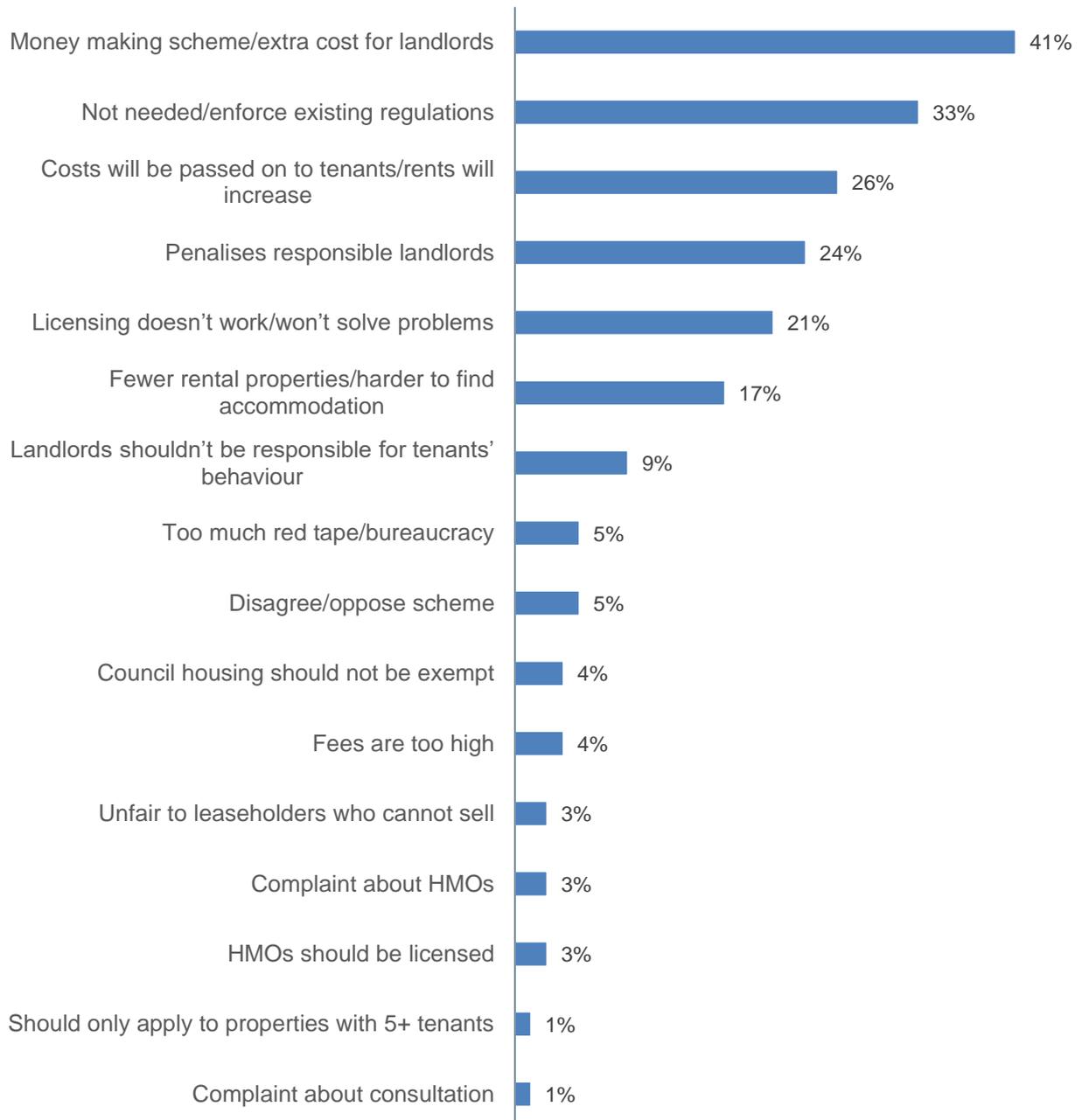
Ward	Support	Oppose	Neither support nor oppose
Brunswick Park ward	4	4	-
Burnt Oak ward	8	-	1
Childs Hill ward	13	1	-
Colindale ward	7	8	1
Coppetts ward	3	-	-
East Barnet ward	2	2	-
East Finchley ward	2	1	-
Edgware ward	1	1	1
Finchley Church End ward	4	4	1
Garden Suburb ward	2	2	-
Golders Green ward	10	7	2
Hale ward	-	4	1
Hendon ward	6	15	-
High Barnet ward	2	2	-
Mill Hill ward	3	2	1
Oakleigh ward	2	-	-
Totteridge ward	2	1	-
Underhill ward	2	1	-
West Finchley ward	4	1	-
West Hendon ward	4	-	-
Woodhouse ward	2	-	-
Other	4	4	-

3.9.2 Other responses (Q20)

3.9.3 Respondents opposing the re-introduction of the additional licensing scheme. **Figure 62** shows the responses.

Figure 62 - If you oppose the re-introduction of the additional licencing scheme, please give reasons for your answer.

Base - 76 (Respondents could provide more than one response/reason)



The table below shows all responses.

Response	Number of responses	Percentage
Money making scheme/extra cost for landlords	31	41%
Not needed/enforce existing regulations	25	33%
Costs will be passed on to tenants/rents will increase	20	26%
Penalises responsible landlords	18	24%
Licensing doesn't work/won't solve problems	16	21%
Fewer rental properties/harder to find accommodation	13	17%
Landlords shouldn't be responsible for tenants' behaviour	7	9%
Too much red tape/bureaucracy	4	5%
Disagree/oppose scheme	4	5%
Council housing should not be exempt	3	4%
Fees are too high	3	4%
Unfair to leaseholders who cannot sell	2	3%
Complaint about HMOs	2	3%
HMOs should be licensed	2	3%
Should only apply to properties with 5+ tenants	1	1%
Complaint about consultation	1	1%

3.10 Other privately rented properties (selective licensing)

As shown in **Figure 63**, 26% of respondents that answered this question said they lived in a privately rented property that is not an HMO. The breakdown of respondent type is shown in **Figure 64**.

Figure 63 - Do you live in a privately rented property that is NOT a House in Multiple Occupation (HMO) in Barnet?

Base - 329

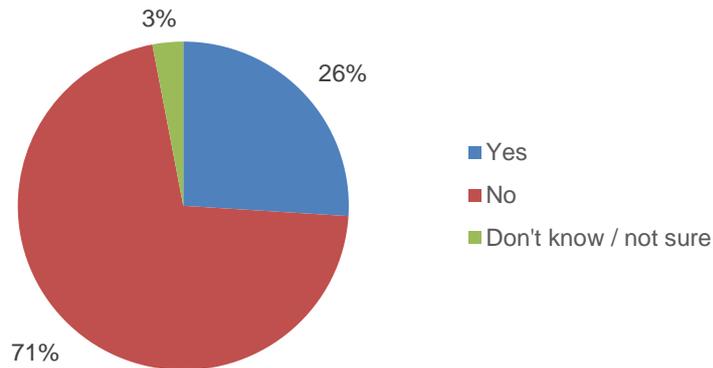


Figure 64 - Breakdown of respondents living in a privately rented property that is NOT an HMO

Base - 85

Respondent type	Number of responses	Percentage
Rent my home from a private landlord	48	56%
I am a private landlord	21	25%
I am an owner occupier	5	6%
I am a managing or letting agent or work for a managing or letting agent	4	5%
Rent my home from the Council	3	4%
I work for a local authority	2	2%
I work for an organisation that has an interest in private renting	1	1%
Other interested party	1	1%

3.10.1 Experiences of living in other private properties

3.10.2 Respondents were asked about their experience of living in other private rented properties (not HMOs) in Barnet. **Figure 65** shows the problems in order of seriousness (serious and very serious combined). *High cost of heating* was rated as serious/very serious by 41%, followed by *damp and mould* (34%) and *lack of energy efficiency* in the property (29%). **Figures 66 – 77** show the results for each problem.

Figure 65 - Problems (serious and very serious combined) experienced by respondents for each problem type
Base - 76

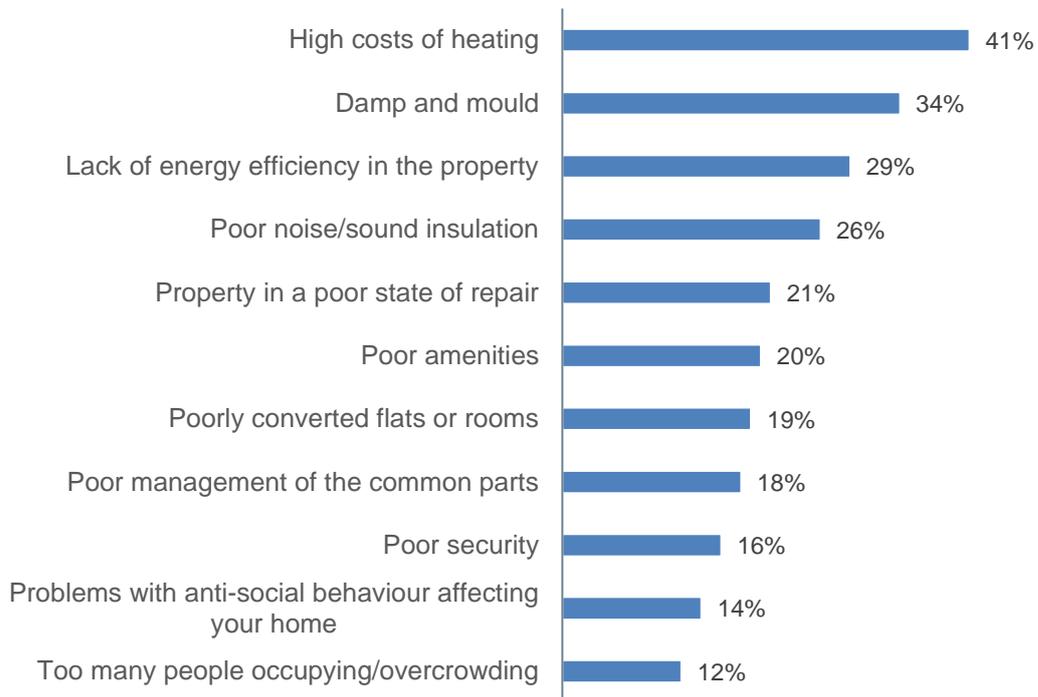
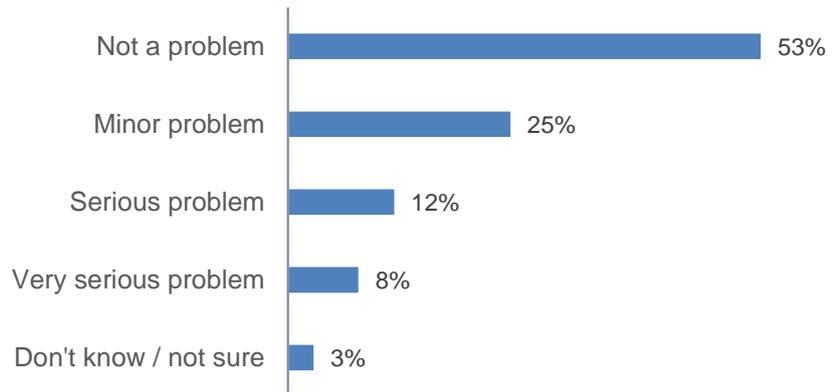
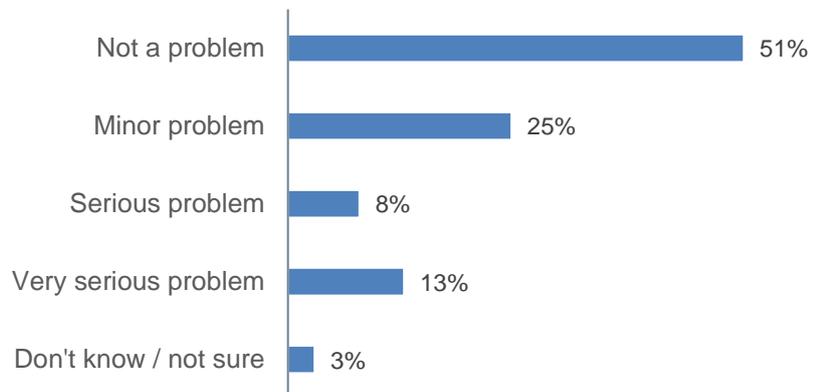


Figure 66 - Poor amenities (for example, toilet, bathroom, kitchen facilities)
Base - 76



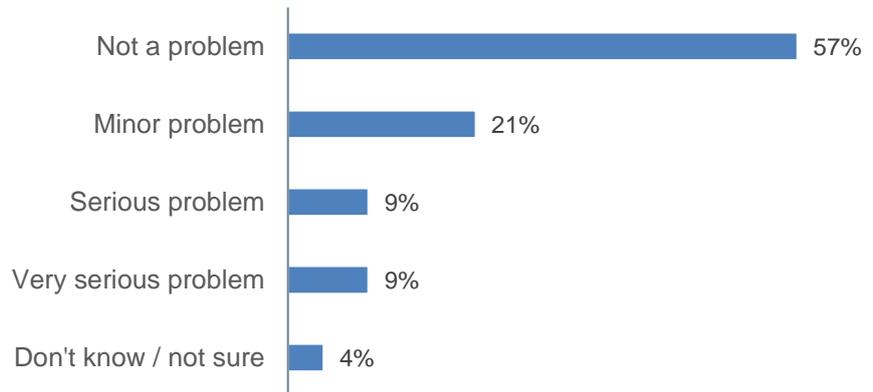
Response	Number of responses	Percentage
Not a problem	40	53%
Minor problem	19	25%
Serious problem	9	12%
Very serious problem	6	8%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 67 - Property in a poor state of repair
Base - 76



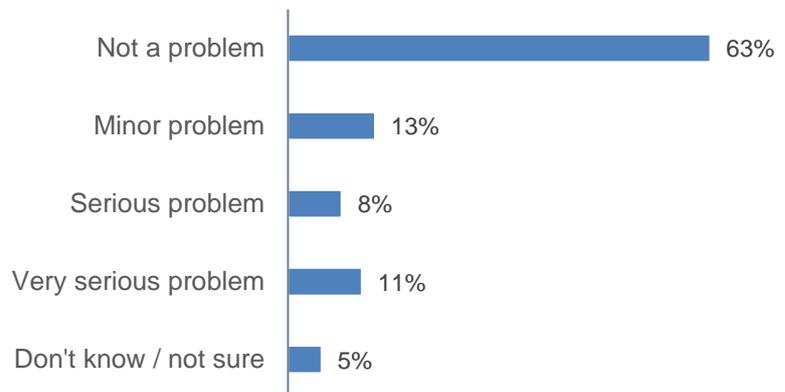
Response	Number of responses	Percentage
Not a problem	39	51%
Minor problem	19	25%
Serious problem	6	8%
Very serious problem	10	13%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 68 - Poor management of the common parts (for example, disrepair, cleanliness)
Base - 76



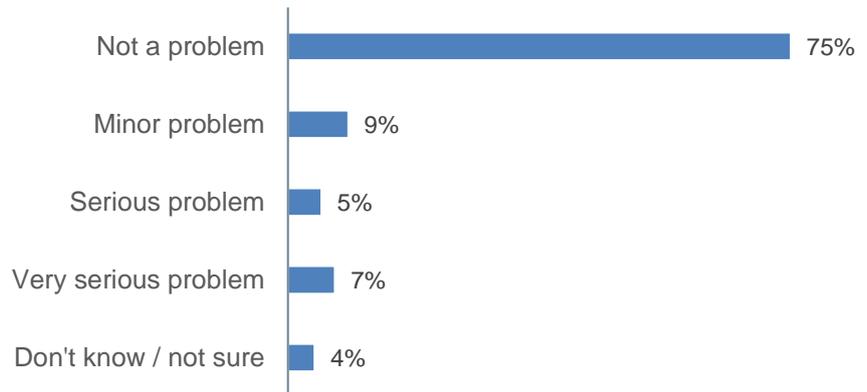
Response	Number of responses	Percentage
Not a problem	43	57%
Minor problem	16	21%
Serious problem	7	9%
Very serious problem	7	9%
Don't know / not sure	3	4%
TOTAL RESPONSES	76	100%

Figure 69 - Poorly converted flats or rooms
Base - 76



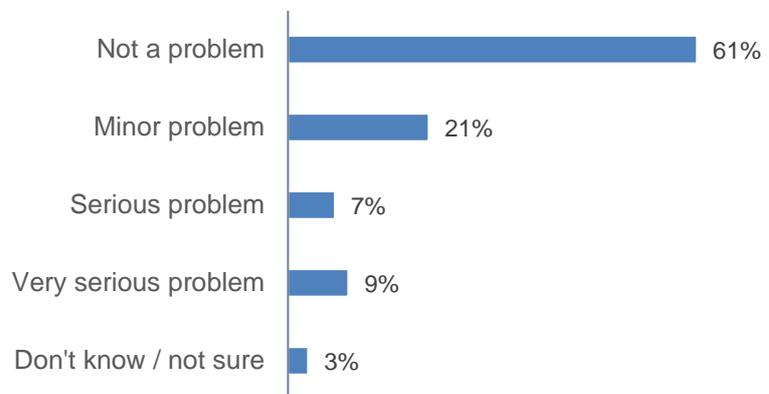
Response	Number of responses	Percentage
Not a problem	48	63%
Minor problem	10	13%
Serious problem	6	8%
Very serious problem	8	11%
Don't know / not sure	4	5%
TOTAL RESPONSES	76	100%

Figure 70 - Too many people occupying / overcrowding
Base - 76



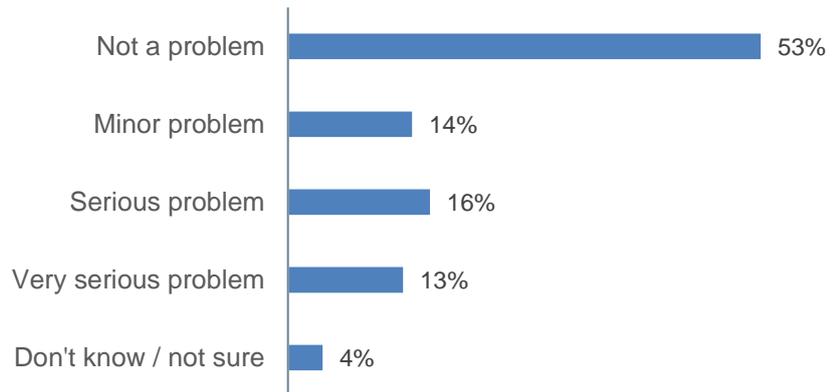
Response	Number of responses	Percentage
Not a problem	57	75%
Minor problem	7	9%
Serious problem	4	5%
Very serious problem	5	7%
Don't know / not sure	3	4%
TOTAL RESPONSES	76	100%

Figure 71 - Poor security
Base - 76



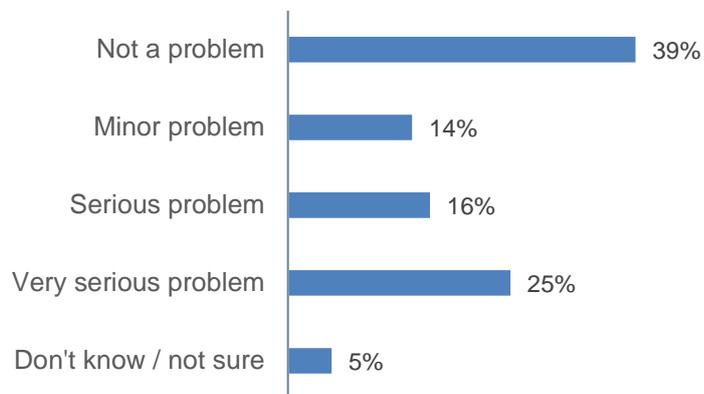
Response	Number of responses	Percentage
Not a problem	46	61%
Minor problem	16	21%
Serious problem	5	7%
Very serious problem	7	9%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 72 - Lack of energy efficiency in the property
Base - 76



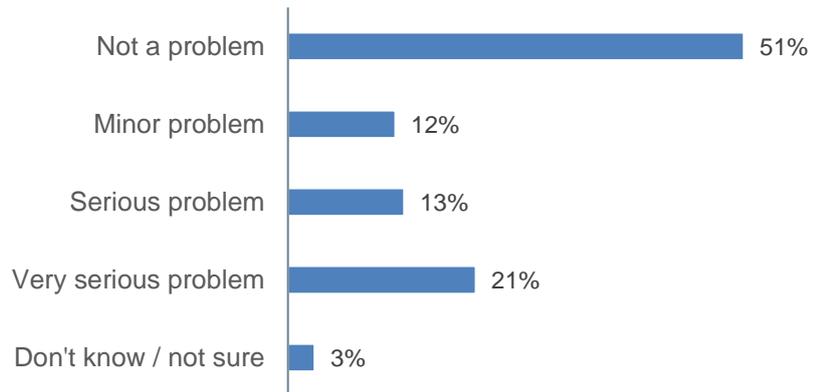
Response	Number of responses	Percentage
Not a problem	40	53%
Minor problem	11	14%
Serious problem	12	16%
Very serious problem	10	13%
Don't know / not sure	3	4%
TOTAL RESPONSES	76	100%

Figure 73 - High costs of heating
Base - 76



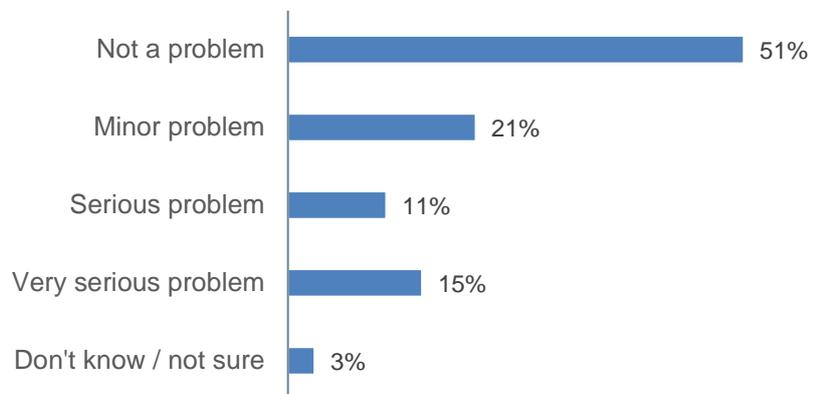
Response	Number of responses	Percentage
Not a problem	30	39%
Minor problem	11	14%
Serious problem	12	16%
Very serious problem	19	25%
Don't know / not sure	4	5%
TOTAL RESPONSES	76	100%

Figure 74 - Damp and mould
Base - 76



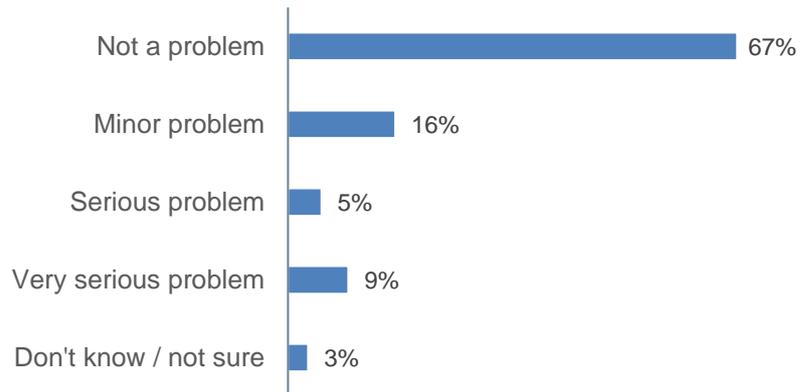
Response	Number of responses	Percentage
Not a problem	39	51%
Minor problem	9	12%
Serious problem	10	13%
Very serious problem	16	21%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 75 - Poor noise / sound insulation
Base - 76



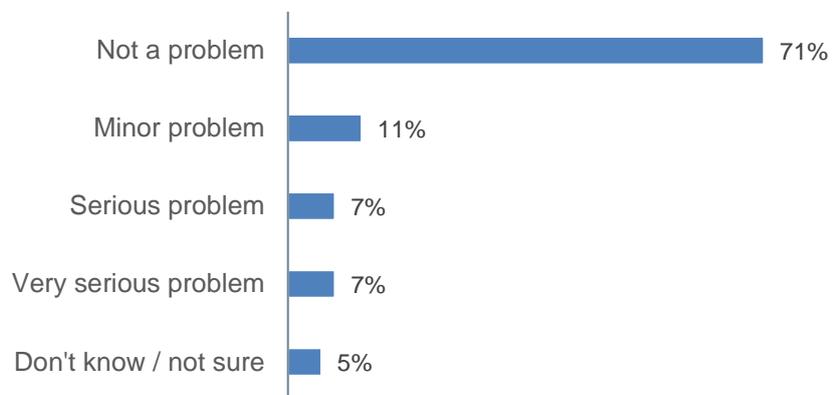
Response	Number of responses	Percentage
Not a problem	38	51%
Minor problem	16	21%
Serious problem	8	11%
Very serious problem	11	15%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 76 - Problems with anti-social behaviour affecting your home
Base - 76



Response	Number of responses	Percentage
Not a problem	51	67%
Minor problem	12	16%
Serious problem	4	5%
Very serious problem	7	9%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

Figure 77 - Crime affecting your home
Base - 76

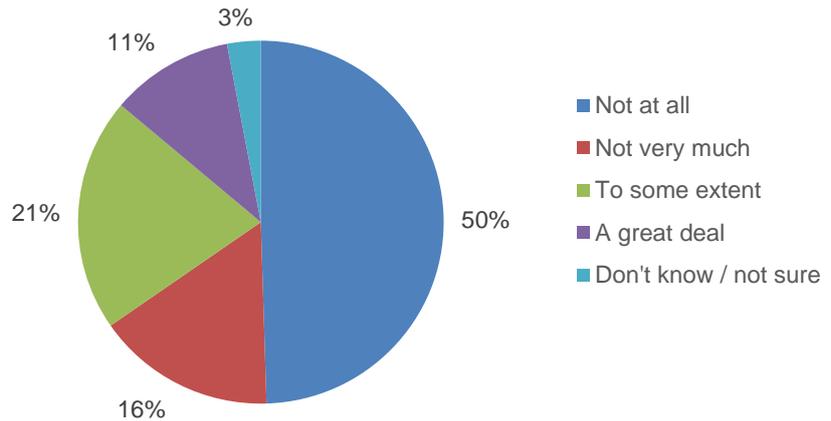


Response	Number of responses	Percentage
Not a problem	54	71%
Minor problem	8	11%
Serious problem	5	7%
Very serious problem	5	7%
Don't know / not sure	4	5%
TOTAL RESPONSES	76	100%

3.11 Health

3.11.1 Respondents were asked if they felt their health had been adversely affected by the condition of the property. As shown in **Figure 78**, 11% said it had been affected *a great deal*, and a further 21% *to some extent*. Half (50%) said it had *not been affected at all*.

Figure 78 - Do you feel your health has been adversely affected by the conditions of the property?
Base - 76



Response	Number of responses	Percentage
Not at all	38	50%
Not very much	12	16%
To some extent	16	21%
A great deal	8	11%
Don't know / not sure	2	3%
TOTAL RESPONSES	76	100%

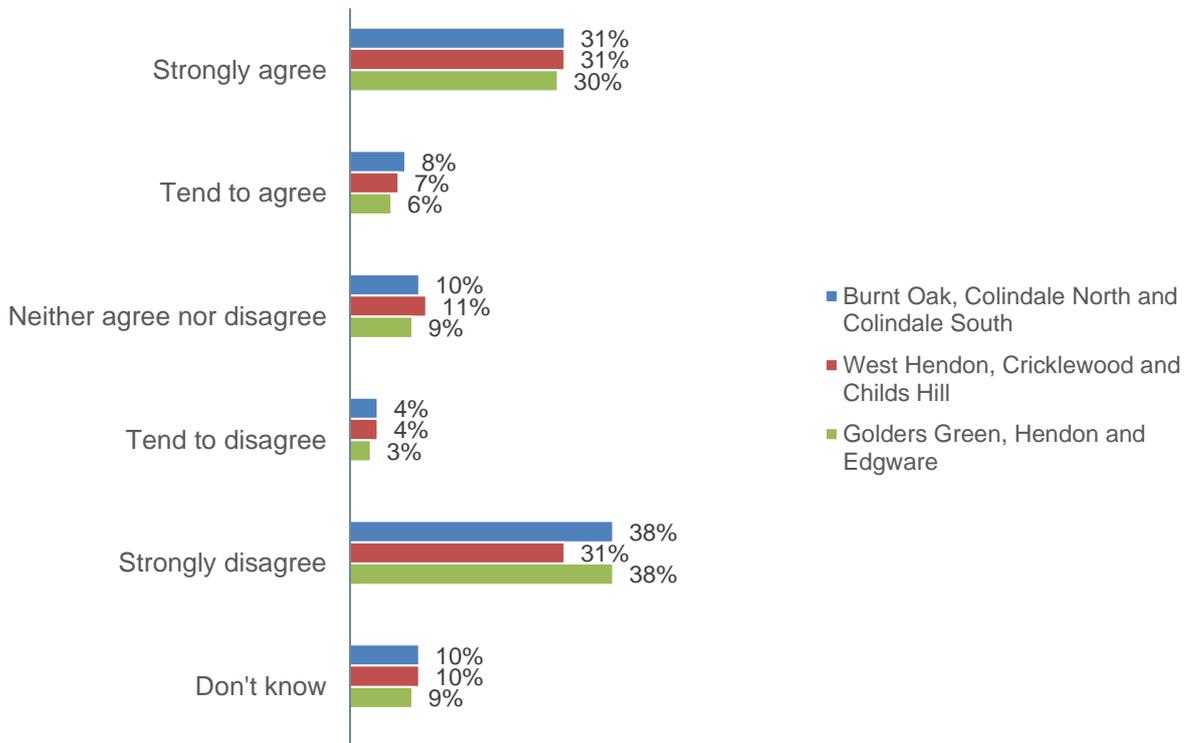
3.12 Areas selected by the Council for Selective Licensing

3.12.1 The consultation asked respondents about their views the proposed areas that the selective licencing schemes will cover. As shown in **Figure 79**, there was little difference in how respondents answered this question. 36%-39% of respondents *agreed* with the proposals (strongly agree and tend to agree). Three in ten (31%) *strongly disagreed* with West Hendon, Cricklewood and Childs Hill, and 38% *strongly disagreed* with the other two areas.

3.12.2 Over two in five (45%) respondents said they agreed (strongly agree and tend to agree) with the three phased approach. It should be noted that the base for this question a significantly lower than the preceding three questions.

Figure 79 - To what extent do you agree or disagree with the areas selected by the Council for selective licensing?

Base - 238



Sub-group analysis shows that:

Burnt Oak, Colindale North and Colindale South

Compared with overall agree (38%):

- Private landlords – 14%
- Letting agent strongly agree – 15%
- Renting home from private landlord agree – 48%
- Owner occupiers agree – 49%

West Hendon, Cricklewood and Childs Hill

Compared with overall agree (38%):

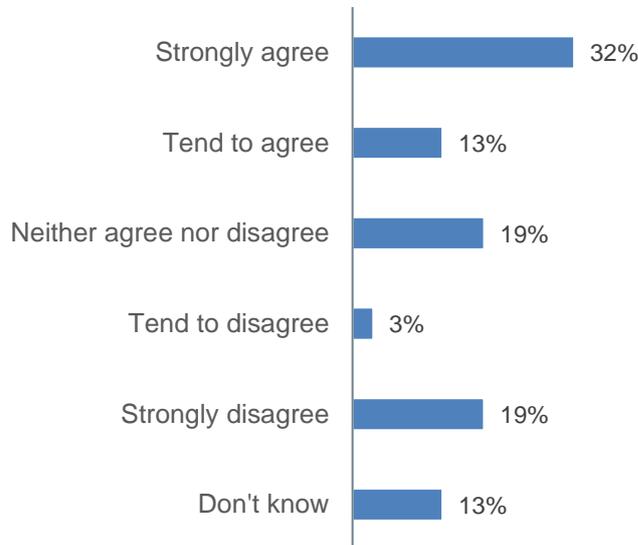
- Private landlords – 13%
- Letting agent strongly agree – 15%
- Renting home from private landlord agree – 44%
- Owner occupiers agree – 52%

Golders Green, Hendon and Edgware

Compared with overall agree (38%):

- Private landlords – 10%
- Letting agent strongly agree – 8%
- Renting home from private landlord agree – 48%
- Owner occupiers agree – 52%

**Figure 80 - To what extent do you agree or disagree with the three phased approach to the introduction of the schemes?
Base - 31**



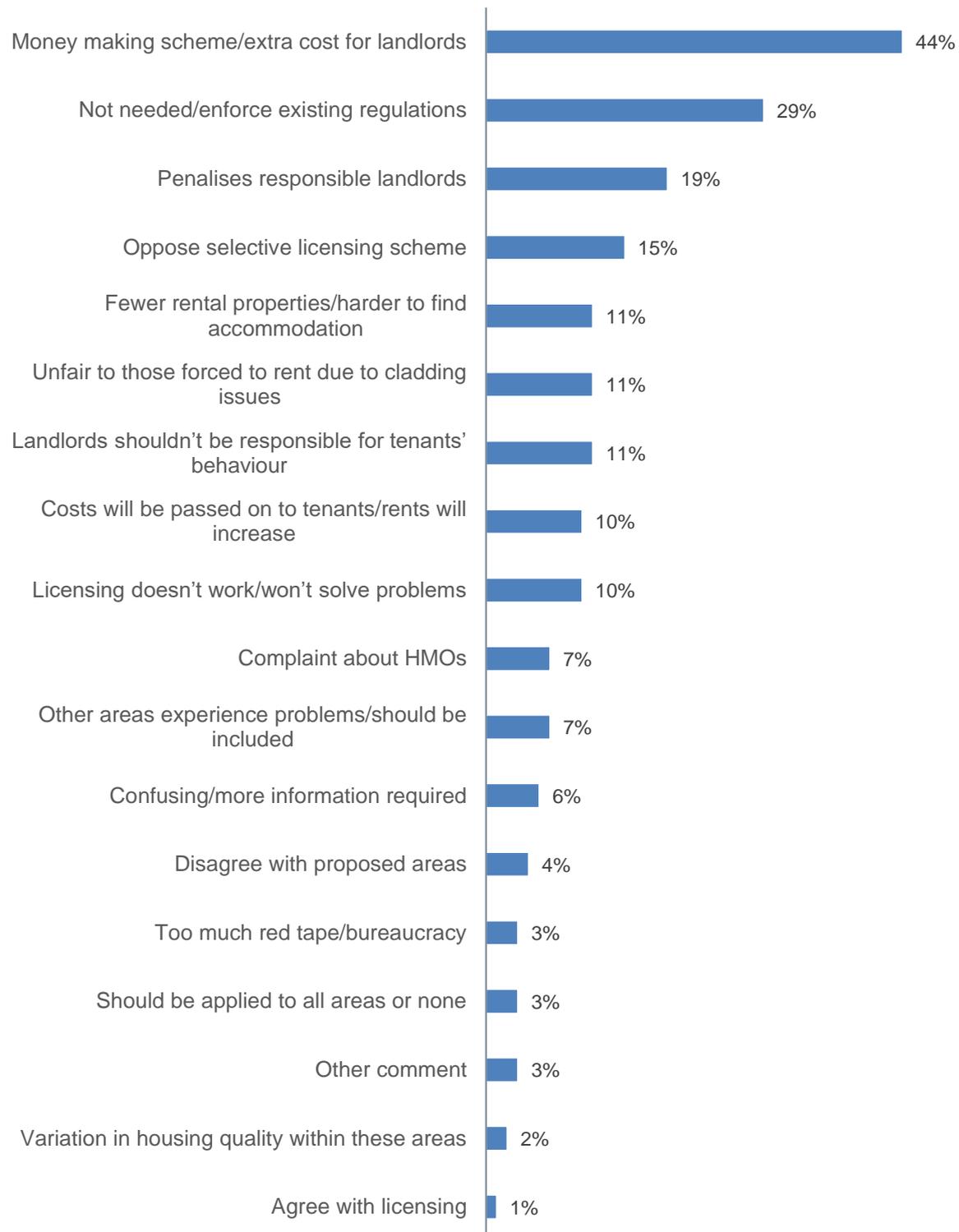
Response	Number of responses	Percentage
Strongly agree	10	32%
Tend to agree	4	13%
Neither agree nor disagree	6	19%
Tend to disagree	1	3%
Strongly disagree	6	19%
Don't know	4	13%
TOTAL RESPONSES	31	100%

3.12.3 Other responses (Q25)

3.12.4 Respondents disagreeing with the areas selected by the Council for selective licensing were given the opportunity to say why they disagreed. **Figure 81** shows the responses.

Figure 81 - If you disagree with the areas we are proposing to include in the new selective licensing schemes, please say why.

Base - 89 (Respondents could provide more than one response/reason)



The table below shows all responses.

Response	Number of responses	Percentage
Money making scheme/extra cost for landlords	39	44%
Not needed/enforce existing regulations	26	29%
Penalises responsible landlords	17	19%
Oppose selective licensing scheme	13	15%
Fewer rental properties/harder to find accommodation	10	11%
Unfair to those forced to rent due to cladding issues	10	11%
Landlords shouldn't be responsible for tenants' behaviour	10	11%
Costs will be passed on to tenants/rents will increase	9	10%
Licensing doesn't work/won't solve problems	9	10%
Complaint about HMOs	6	7%
Other areas experience problems/should be included	6	7%
Confusing/more information required	5	6%
Disagree with proposed areas	4	4%
Too much red tape/bureaucracy	3	3%
Should be applied to all areas or none	3	3%
Other comment	3	3%
Variation in housing quality within these areas	2	2%
Agree with licensing	1	1%

3.13.1 Views on the proposed selective licence scheme conditions

3.13.1 The proposed selective licencing will have conditions attached. Respondents were asked to what extent they agreed or disagreed with applying a range of conditions. **Figure 82** shows *strongly agree* and *tend to agree* responses combined.

3.13.2 Ensuring all *gas installation and appliances are safe* came out the highest, with almost nine in ten (75%) respondents saying they strongly or tend to agree with this condition being applied. This was followed by *security of a property should be of a satisfactory standard* (71%), *action to remedy disrepair* (69%) and *minimum standard of heating and energy efficiency are met* (69%). **Figures 83-92** show the responses for each condition in more detail.

3.13.3 Overall, private landlords and letting agents are less likely to strongly agree compared with overall. For example, overall, 69% of respondents agreed (strongly and tend to agree) that *licence holder should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date*. However, this rating was lower amongst landlords (52%) but slightly higher for letting agents (77%), as shown in **Figure 83**.

Figure 82 - Proposed conditions to be included in the selective licencing scheme? (Strongly agree and tend to agree combined)
Base - 272

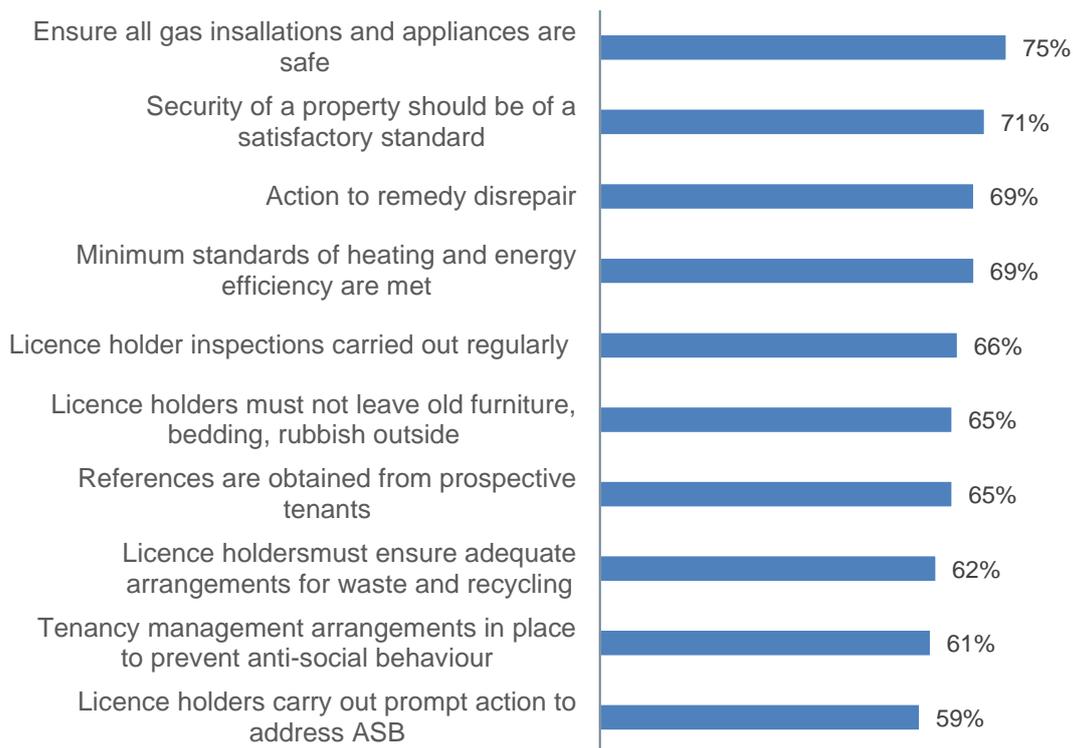
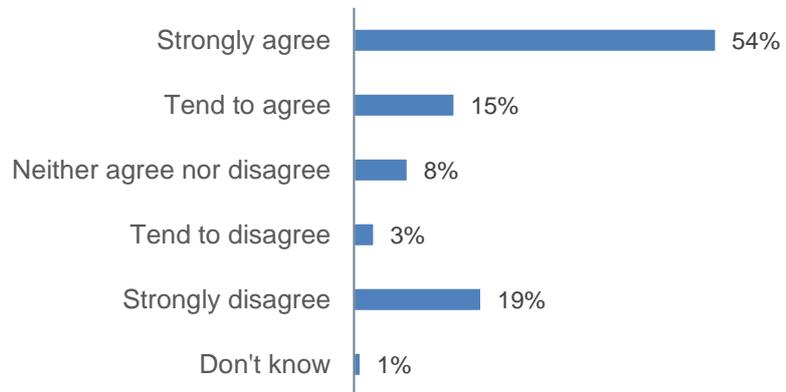


Figure 83 - To what extent do you agree or disagree that the license holder should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date?

Base - 271



Response	Number of responses	Percentage
Strongly agree	147	54%
Tend to agree	40	15%
Neither agree nor disagree	23	8%
Tend to disagree	7	3%
Strongly disagree	51	19%
Don't know	4	1%
TOTAL RESPONSES	272	100%

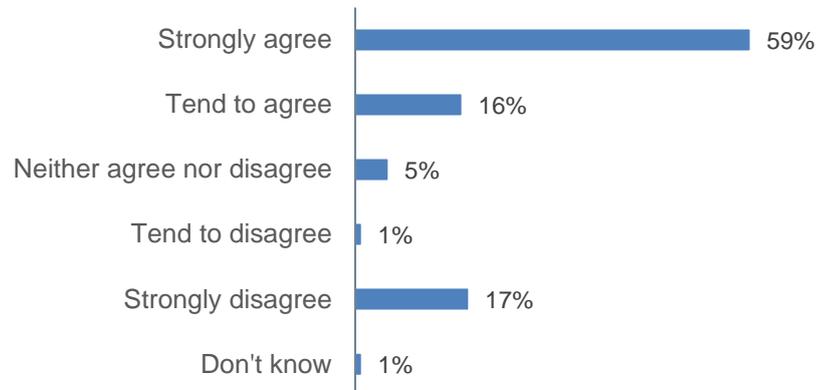
Sub-group analysis shows that:

Compared with overall agree - 69% (strongly and tend to agree):

- Private landlords agree - 52%
- Letting agent agree – 77%
- Renting home from private landlord agree - 72%
- Owner occupiers agree - 76%

Figure 84 - To what extent do you agree or disagree that the license should ensure all gas installations and appliances are in a safe condition and have valid safety certificates available and if provided, that carbon monoxide and smoke alarms provided are working?

Base - 271



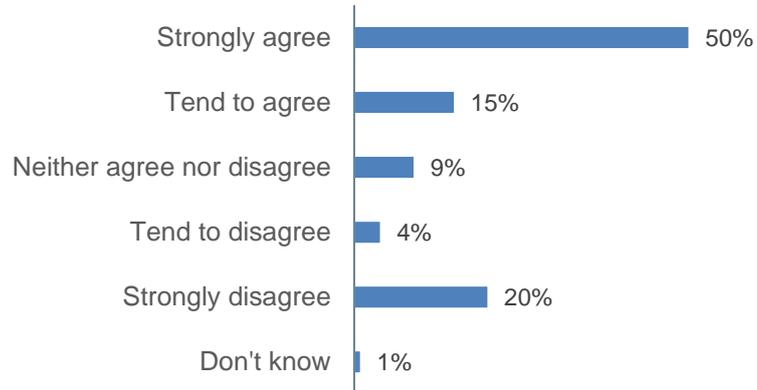
Response	Number of responses	Percentage
Strongly disagree	161	59%
Tend to disagree	44	16%
Neither agree nor disagree	14	5%
Tend to disagree	4	1%
Strongly disagree	46	17%
Don't know	3	1%
TOTAL RESPONSES	272	100%

Sub-group analysis shows that:

Compared with overall agree - 75% (strongly and tend to agree):

- Private landlords agree - 61%
- Letting agent agree – 87%
- Renting home from private landlord agree - 80%
- Owner occupiers agree - 80%

Figure 85 - To what extent do you agree or disagree that references are obtained from prospective tenants?
Base - 271



Response	Number of responses	Percentage
Strongly agree	137	50%
Tend to agree	41	15%
Neither agree nor disagree	25	9%
Tend to disagree	11	4%
Strongly disagree	54	20%
Don't know	4	1%
TOTAL RESPONSES	272	100%

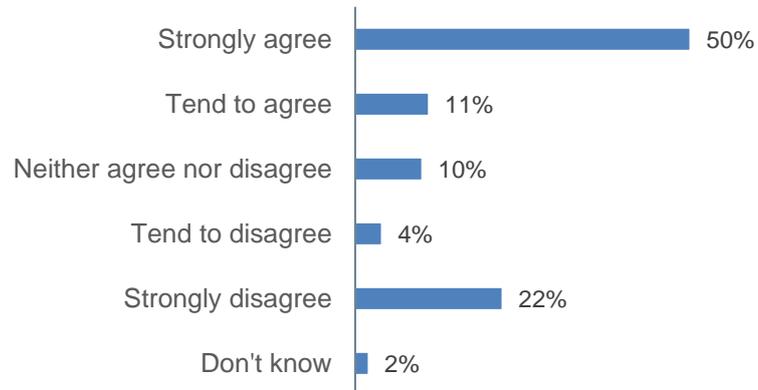
Sub-group analysis shows that:

Compared with overall agree - 65% (strongly and tend to agree):

- Private landlords agree - 41%
- Letting agent agree – 67%
- Renting home from private landlord agree - 61%
- Owner occupiers agree - 80%

Figure 86 - To what extent do you agree or disagree that there should be tenancy management arrangements in place to prevent or reduce anti-social behaviour by persons occupying or visiting the property?

Base - 271



Response	Number of responses	Percentage
Strongly agree	137	50%
Tend to agree	30	11%
Neither agree nor disagree	26	10%
Tend to disagree	12	4%
Strongly disagree	61	22%
Don't know	6	2%
TOTAL RESPONSES	272	100%

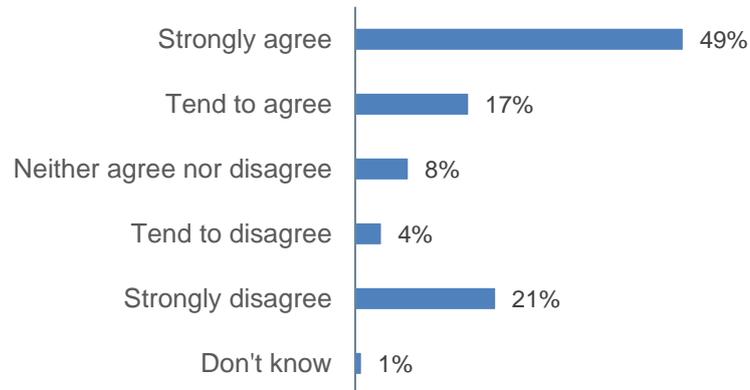
Sub-group analysis shows that:

Compared with overall agree - 61% (strongly and tend to agree):

- Private landlords agree - 43%
- Letting agent agree – 60%
- Renting home from private landlord agree - 56%
- Owner occupiers agree - 74%

Figure 87 - To what extent do you agree or disagree that licence holder inspections of the property are carried out regularly to identify any problems relating to the condition and management of the property?

Base - 272



Response	Number of responses	Percentage
Strongly agree	133	49%
Tend to agree	47	17%
Neither agree nor disagree	21	8%
Tend to disagree	12	4%
Strongly disagree	56	21%
Don't know	3	1%
TOTAL RESPONSES	272	100%

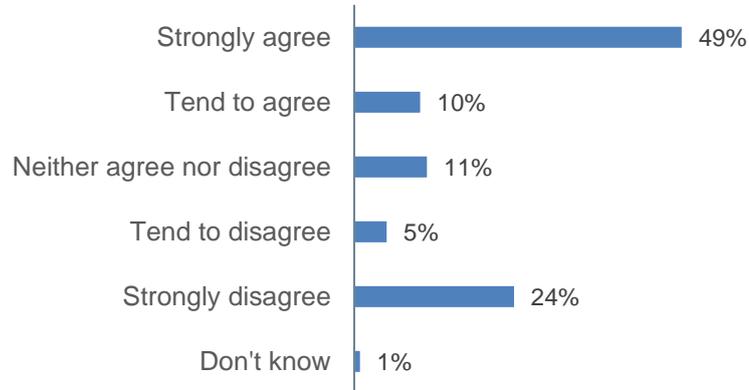
Sub-group analysis shows that:

Compared with overall agree - 66% (strongly and tend to agree):

- Private landlords agree - 45%
- Letting agent agree – 67%
- Renting home from private landlord agree - 72%
- Owner occupiers agree - 77%

Figure 88 - To what extent do you agree or disagree that licence holders carry out prompt action to address problems of ASB resulting from the conduct of, or visitors to, the property is taken?

Base - 271



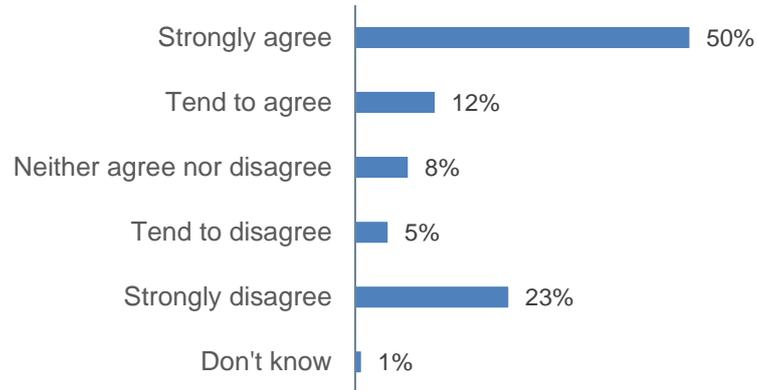
Response	Number of responses	Percentage
Strongly agree	133	49%
Tend to agree	28	10%
Neither agree nor disagree	29	11%
Tend to disagree	13	5%
Strongly disagree	65	24%
Don't know	4	1%
TOTAL RESPONSES	272	100%

Sub-group analysis shows that:

Compared with overall agree - 59% (strongly and tend to agree):

- Private landlords agree - 39%
- Letting agent agree – 40%
- Renting home from private landlord agree - 63%
- Owner occupiers agree - 72%

**Figure 89 - To what extent do you agree or disagree that licence holders must ensure adequate arrangements for waste and recycling and that these are used appropriately?
Base - 271**



Response	Number of responses	Percentage
Strongly agree	136	50%
Tend to agree	33	12%
Neither agree nor disagree	23	8%
Tend to disagree	13	5%
Strongly disagree	63	23%
Don't know	4	1%
TOTAL RESPONSES	272	100%

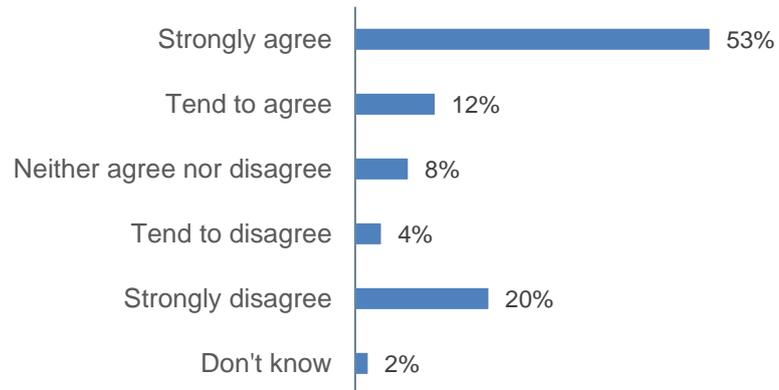
Sub-group analysis shows that:

Compared with overall agree - 62% (strongly and tend to agree):

- Private landlords agree - 37%
- Letting agent agree – 60%
- Renting home from private landlord agree - 70%
- Owner occupiers agree - 76%

Figure 90 - To what extent do you agree or disagree that licence holders must not leave old furniture, bedding, rubbish or refuse from the property immediately outside the property or private land?

Base - 271



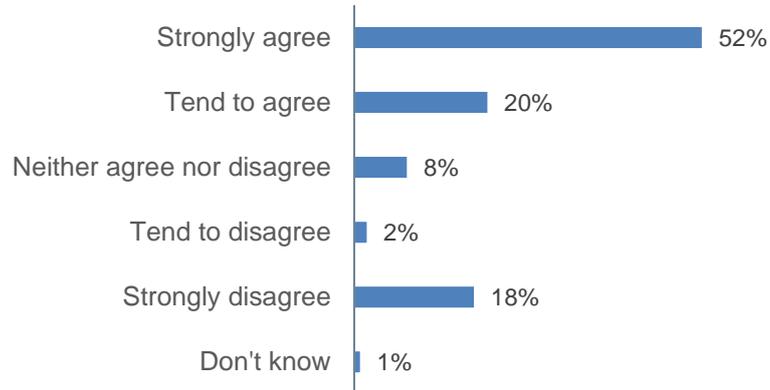
Response	Number of responses	Percentage
Strongly agree	145	53%
Tend to agree	33	12%
Neither agree nor disagree	22	8%
Tend to disagree	12	4%
Strongly disagree	55	20%
Don't know	5	2%
TOTAL RESPONSES	272	100%

Sub-group analysis shows that:

Compared with overall agree - 65% (strongly and tend to agree):

- Private landlords agree - 50%
- Letting agent agree – 60%
- Renting home from private landlord agree - 63%
- Owner occupiers agree - 77%

Figure 91 - To what extent do you agree or disagree that the security of a property should be of a satisfactory standard (for example, to prevent burglaries)?
Base - 271



Response	Number of responses	Percentage
Strongly agree	142	52%
Tend to agree	53	20%
Neither agree nor disagree	21	8%
Tend to disagree	5	2%
Strongly disagree	48	18%
Don't know	3	1%
TOTAL RESPONSES	272	100%

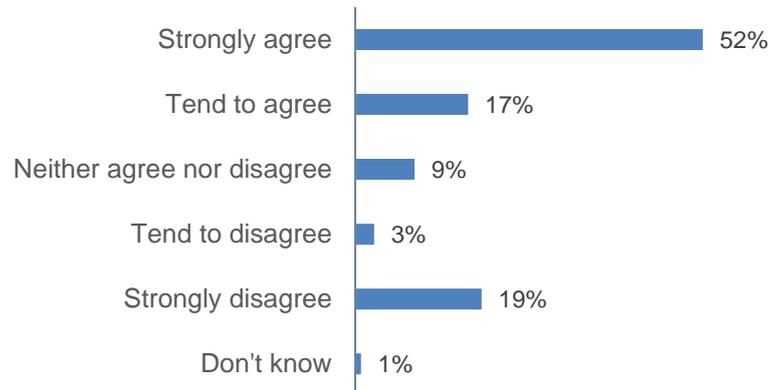
Sub-group analysis shows that:

Compared with overall agree - 72% (strongly and tend to agree):

- Private landlords agree - 57%
- Letting agent agree – 73%
- Renting home from private landlord agree - 78%
- Owner occupiers agree - 76%

Figure 92 - To what extent do you agree or disagree that minimum standards of heating and energy efficiency are met?

Base - 271



Response	Number of responses	Percentage
Strongly agree	141	52%
Tend to agree	46	17%
Neither agree nor disagree	24	9%
Tend to disagree	7	3%
Strongly disagree	51	19%
Don't know	3	1%
TOTAL RESPONSES	272	100%

Sub-group analysis shows that:

Compared with overall agree - 69% (strongly and tend to agree):

- Private landlords agree - 53%
- Letting agent agree – 73%
- Renting home from private landlord agree - 74%
- Owner occupiers agree - 74%

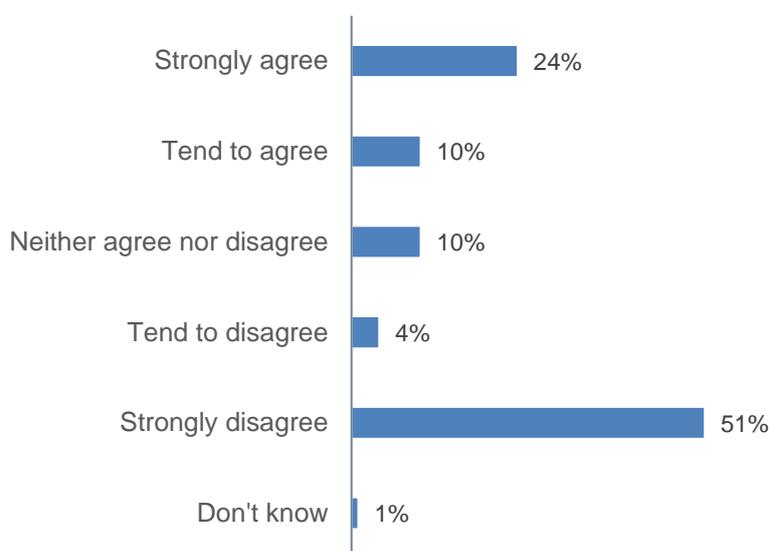
3.14 Proposed licence fees

3.14.1 Licence applicants will be required to pay a fee for each property that needs a licence. The fees are used to cover the council’s costs in running and administering the licence scheme. Respondents were asked to what extent they agree or disagree with the proposed licence fees for the new selective licence scheme.

3.14.2 As shown in **Figure 93** half (51%) of respondents *strongly disagreed* with a further 4% saying they *tend to disagree*. In comparison, 24% said they strongly agree and 10% tend to agree (33% combined).

Figure 93 - To what extent do you agree or disagree with the proposed licence fees for the new selective licence scheme?

Base - 269



Response	Number of responses	Percentage
Strongly agree	63	24%
Tend to agree	26	10%
Neither agree nor disagree	27	10%
Tend to disagree	12	4%
Strongly disagree	137	51%
Don't know	4	1%
TOTAL RESPONSES	269	100%

Sub-group analysis shows that:

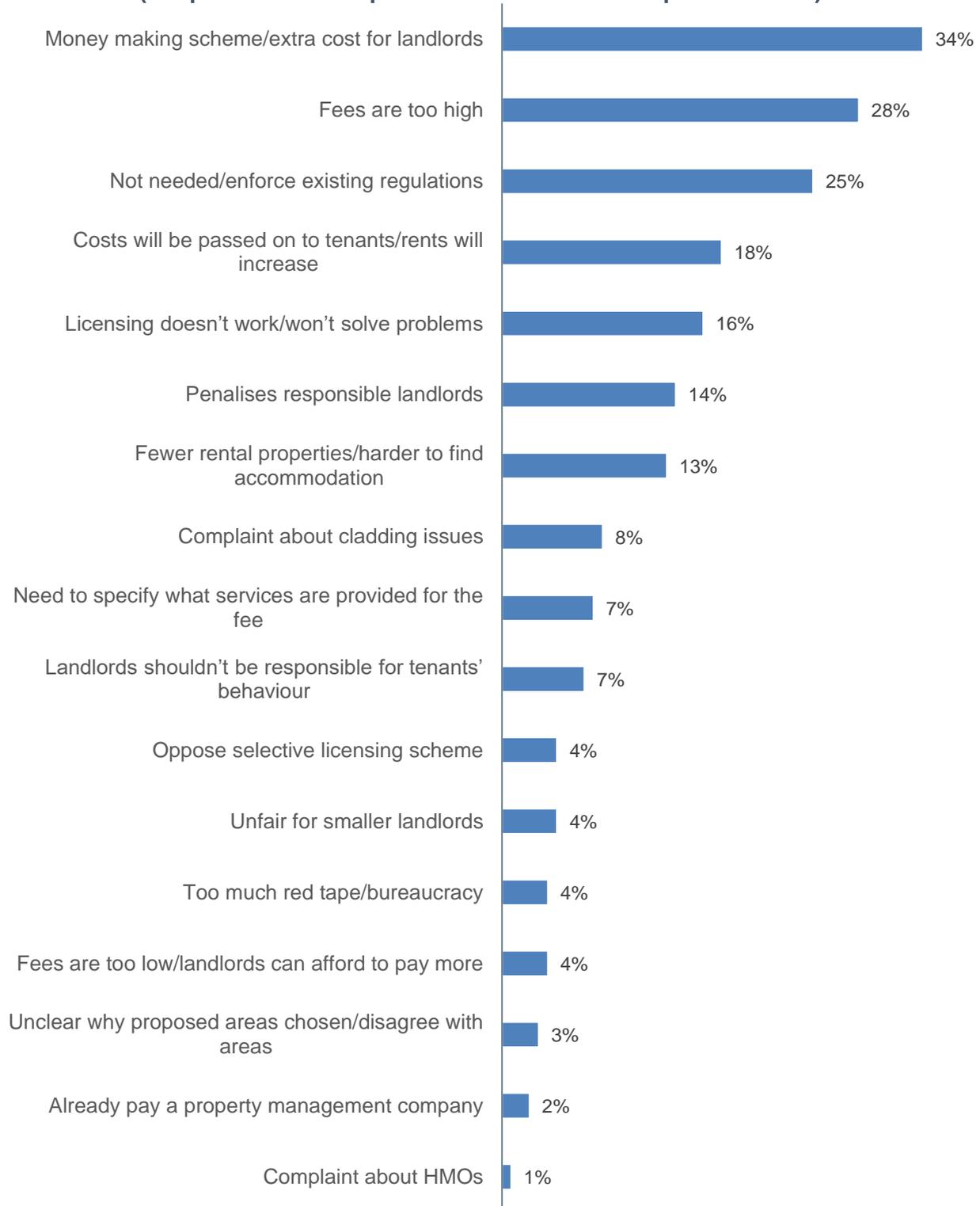
Compared with overall agree - 33% (strongly and tend to agree):

- Private landlords agree – 11%
- Letting agent agree – 7%
- Renting home from private landlord agree - 43%
- Owner occupiers agree - 43%

3.14.3 Other responses (Q28)

3.14.4 Respondents disagreeing with the proposed license fees were given the opportunity to say why they disagreed. **Figure 94** shows the responses.

Figure 94 - If you disagree, please say why.
Base - 127 (Respondents could provide more than one response/reason)



The table below shows all responses.

Response	Number of responses	Percentage
Money making scheme/extra cost for landlords	46	34%
Fees are too high	39	28%
Not needed/enforce existing regulations	34	25%
Costs will be passed on to tenants/rents will increase	24	18%
Licensing doesn't work/won't solve problems	22	16%
Penalises responsible landlords	19	14%
Fewer rental properties/harder to find accommodation	18	13%
Complaint about cladding issues	11	8%
Need to specify what services are provided for the fee	10	7%
Landlords shouldn't be responsible for tenants' behaviour	9	7%
Oppose selective licensing scheme	6	4%
Unfair for smaller landlords	6	4%
Too much red tape/bureaucracy	5	4%
Fees are too low/landlords can afford to pay more	5	4%
Unclear why proposed areas chosen/disagree with areas	4	3%
Already pay a property management company	3	2%
Complaint about HMOs	1	1%

3.15 Views on the benefits of the proposed selective licensing scheme

3.15.1 Introduction of the proposed selective licensing scheme will benefit the local community. Respondents were provided with six benefits and asked if they agreed or disagreed with them. **Figure 95** shows *strongly agree* and *tend to agree* responses combined.

3.15.2 Just over two in five (43%) of respondents *strongly agree* or *tend to agree* the proposed selective licensing scheme will *help ensure that privately rented properties are better maintained and managed, identify poorer performing landlords of privately rented properties and help improve the health and safety of tenants*. In comparison, fewer respondents (36%) strongly agreed or tended to agree the scheme would *help reduce neighbourhood problems (noise, nuisance and rubbish)*.

3.15.3 Overall, private landlords and letting agents are less likely to strongly agree compared with overall responses.

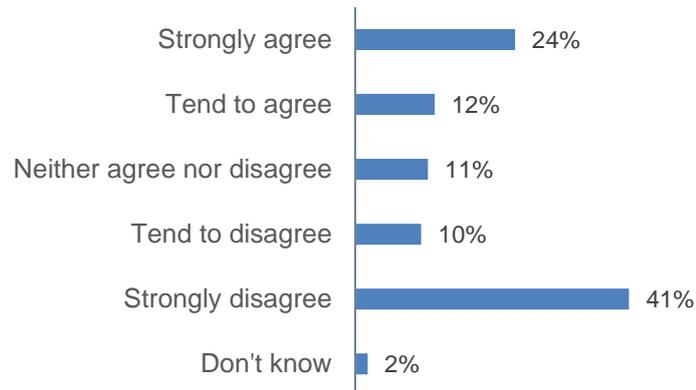
Figure 95 - Potential benefits of the selective licensing scheme (strongly agree and tend to agree combined)

Base - 262



Figure 96 - To what extent do you agree or disagree selective licencing will help reduce neighbourhood problems, for example, noise, nuisance and rubbish?

Base - 261



Response	Number of responses	Percentage
Strongly agree	63	24%
Tend to agree	32	12%
Neither agree nor disagree	29	11%
Tend to disagree	26	10%
Strongly disagree	107	41%
Don't know	5	2%
TOTAL RESPONSES	262	100%

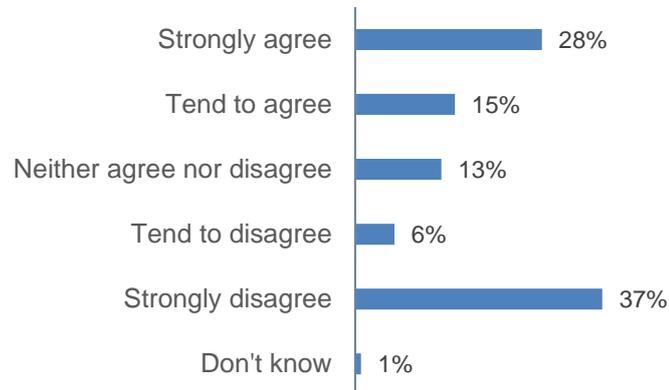
Sub-group analysis shows that:

Compared with overall agree - 36% (strongly and tend to agree):

- Private landlords agree - 14%
- Letting agent agree – 13%
- Renting home from private landlord agree - 38%
- Owner occupiers agree - 44%

Figure 97 - To what extent do you agree or disagree selective licencing will ensure that properties are better maintained and managed?

Base - 261



Response	Number of responses	Percentage
Strongly agree	74	28%
Tend to agree	39	15%
Neither agree nor disagree	33	13%
Tend to disagree	16	6%
Strongly disagree	97	37%
Don't know	3	1%
TOTAL RESPONSES	262	100%

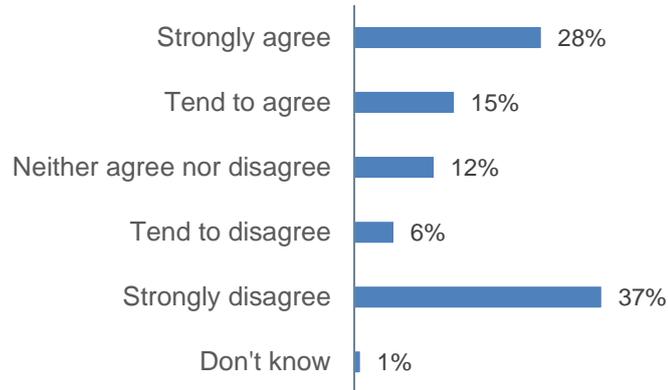
Sub-group analysis shows that:

Compared with overall agree - 43% (strongly and tend to agree):

- Private landlords agree - 17%
- Letting agent agree – 33%
- Renting home from private landlord agree - 59%
- Owner occupiers agree - 49%

Figure 98 - To what extent do you agree or disagree selective licencing will help improve the health and safety of tenants living in privately rented properties?

Base - 261



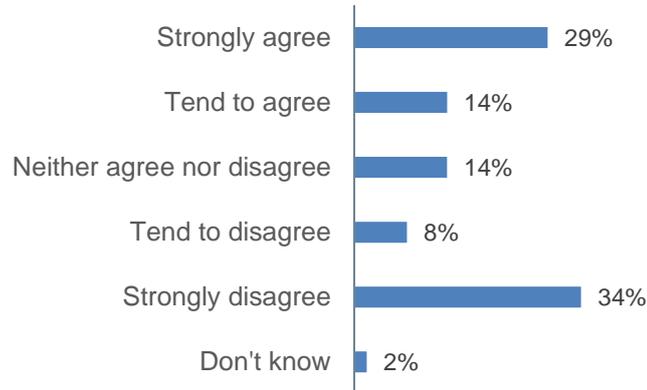
Response	Number of responses	Percentage
Strongly agree	73	28%
Tend to agree	40	15%
Neither agree nor disagree	32	12%
Tend to disagree	17	6%
Strongly disagree	97	37%
Don't know	3	1%
TOTAL RESPONSES	262	100%

Sub-group analysis shows that:

Compared with overall agree - 43% (strongly and tend to agree):

- Private landlords agree - 18%
- Letting agent agree – 33%
- Renting home from private landlord agree - 55%
- Owner occupiers agree - 49%

Figure 99 - To what extent do you agree or disagree selective licencing will help identify the poorer performing landlords of privately rented properties?
Base - 261



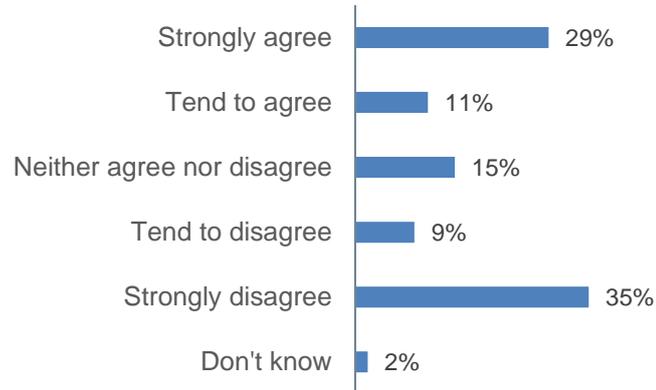
Response	Number of responses	Percentage
Strongly agree	75	29%
Tend to agree	36	14%
Neither agree nor disagree	36	14%
Tend to disagree	21	8%
Strongly disagree	89	34%
Don't know	5	2%
TOTAL RESPONSES	262	100%

Sub-group analysis shows that:

Compared with overall agree - 43% (strongly and tend to agree):

- Private landlords agree - 18%
- Letting agent agree – 27%
- Renting home from private landlord agree - 55%
- Owner occupiers agree - 49%

**Figure 100 - To what extent do you agree or disagree selective licencing will help to assist poor performing landlords of privately rented properties to raise their standards?
Base - 261**



Response	Number of responses	Percentage
Strongly agree	75	29%
Tend to agree	29	11%
Neither agree nor disagree	38	15%
Tend to disagree	24	9%
Strongly disagree	91	35%
Don't know	5	2%
TOTAL RESPONSES	262	100%

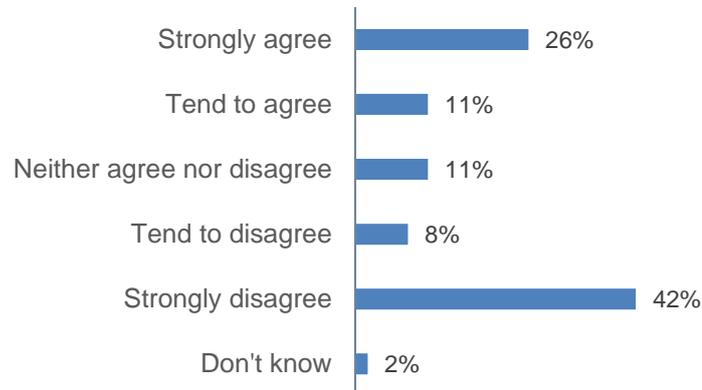
Sub-group analysis shows that:

Compared with overall agree - 39% (strongly and tend to agree):

- Private landlords agree - 17%
- Letting agent agree – 33%
- Renting home from private landlord agree - 48%
- Owner occupiers agree - 46%

Figure 101 - To what extent do you agree or disagree selective licencing will help to support good landlords privately rented properties?

Base - 261



Response	Number of responses	Percentage
Strongly agree	68	26%
Tend to agree	29	11%
Neither agree nor disagree	29	11%
Tend to disagree	21	8%
Strongly disagree	111	42%
Don't know	4	2%
TOTAL RESPONSES	262	100%

Sub-group analysis shows that:

Compared with overall agree - 37% (strongly and tend to agree):

- Private landlords agree - 15%
- Letting agent agree – 20%
- Renting home from private landlord agree - 50%
- Owner occupiers agree - 40%

3.16 Impact the new selective licensing scheme will have on you and the borough

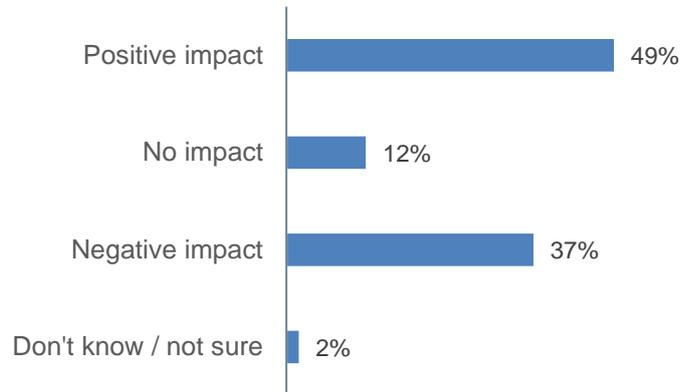
3.16.1 Barnet Council wanted to explore what impact respondents thought the proposed selective licensing scheme would have on them and the borough. **Figure 102** shows the *positive impact* responses. The benefit with the highest number of positive impact responses was the *whole borough of Barnet* (36%) and *your local area* (33%).

3.16.2 As shown in **Figures 103-108**, respondents renting their home from a private landlord and owner occupiers were more positive overall than private landlords and letting agents.

Figure 102 - Impact of the new HMO selective licensing scheme on the borough – (positive impact)
Base - See individual figures (Figures 103-108)



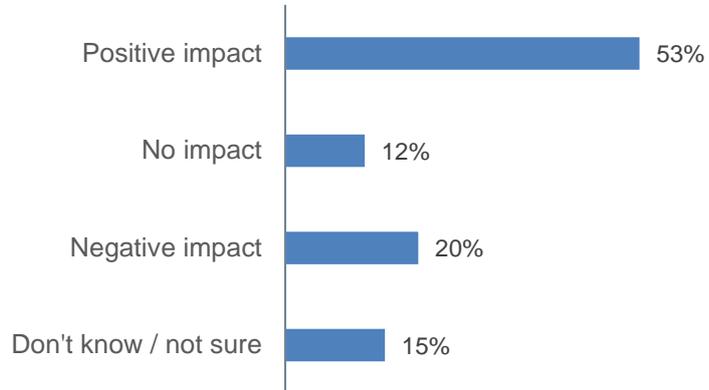
Figure 103 - What impact, if any, do you think the proposed selective licensing scheme will have on you and your family as a private renting tenant?
Base - 41



Response	Number of responses	Percentage
Positive impact	20	49%
No impact	5	12%
Negative impact	15	37%
Don't know / not sure	1	2%
TOTAL RESPONSES	41	100%

Figure 104 - What impact, if any, do you think the proposed selective licensing scheme will have on you and your family living in the local area (but not a private renting tenant)?

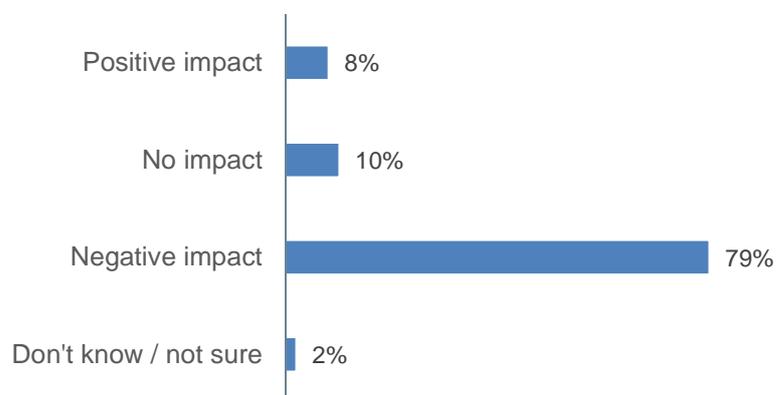
Base - 75



Response	Number of responses	Percentage
Positive impact	40	53%
No impact	9	12%
Negative impact	15	20%
Don't know / not sure	11	15%
TOTAL RESPONSES	75	100%

Figure 105 - What impact, if any, do you think the proposed selective licensing scheme will have on your business as a landlord?

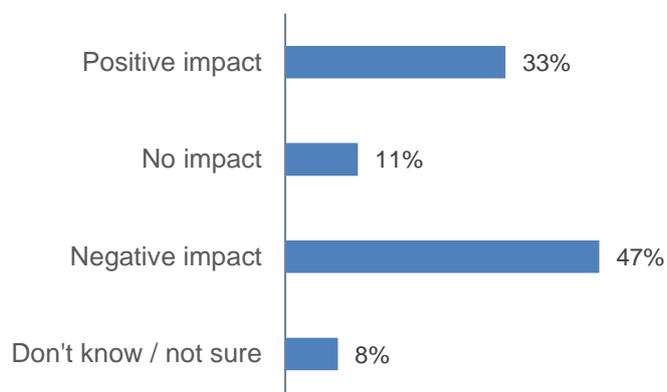
Base - 86



Response	Number of responses	Percentage
Positive impact	7	8%
No impact	9	10%
Negative impact	68	79%
Don't know / not sure	2	2%
TOTAL RESPONSES	86	100%

Figure 106 - What impact, if any, do you think the proposed selective licensing scheme will have on your organisation (excluding landlord businesses)

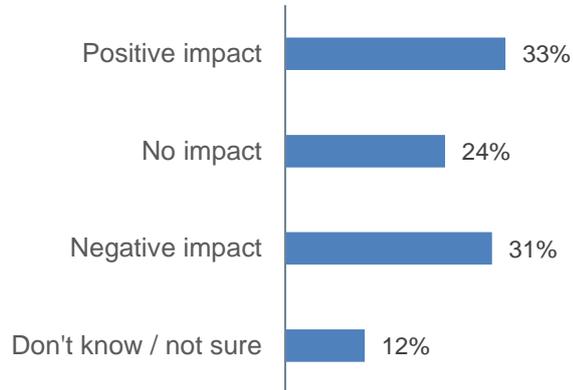
Base - 36



Response	Number of responses	Percentage
Positive impact	12	33%
No impact	4	11%
Negative impact	17	47%
Don't know / not sure	3	8%
TOTAL RESPONSES	36	100%

Figure 107 - What impact, if any, do you think the proposed selective licensing scheme will have on your local area?

Base - 235



Response	Number of responses	Percentage
Positive impact	78	33%
No impact	57	24%
Negative impact	72	31%
Don't know / not sure	28	12%
TOTAL RESPONSES	235	100%

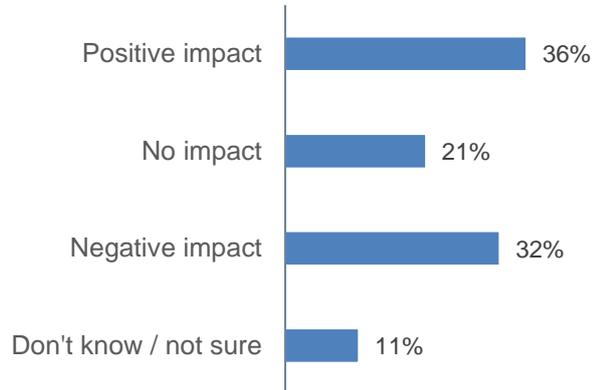
Sub-group analysis shows that:

Compared with overall - 33%, said positive impact:

- Private landlords (positive impact) - 11%
- Letting agent (positive impact) – 14%
- Renting home from private landlord (positive impact) - 44%
- Owner occupiers (positive impact) - 43%

Figure 108 - What impact, if any, do you think the proposed selective licensing scheme will have on the whole borough of Barnet?

Base - 247



Response	Number of responses	Percentage
Positive impact	90	36%
No impact	51	21%
Negative impact	79	32%
Don't know / not sure	27	11%
TOTAL RESPONSES	247	100%

Sub-group analysis shows that:

Compared with overall - 36%, said positive impact:

- Private landlords (positive impact) - 14%
- Letting agent (positive impact) – 20%
- Renting home from private landlord (positive impact) - 43%
- Owner occupiers (positive impact) - 44%

3.17 Support or oppose the selective licensing schemes

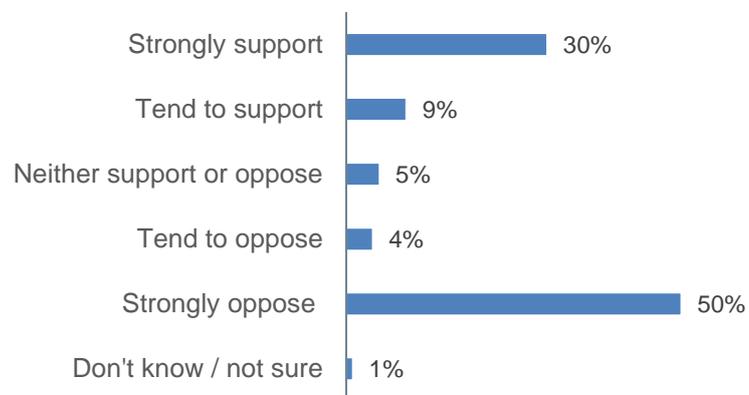
3.17.1 Respondents were asked to what extent they supported or opposed the introduction of the selective licencing scheme for privately rented properties in Barnet. Overall, 30% *strongly supported* it and a further 9% *tend to support* it (a combined 40%). Half (50%) said *strongly disagree* and a further 4% said *tend to oppose*. This is shown in **Figure 109**.

3.17.2 One in ten private landlords (11%) and 13% of letting agents support (strongly and tend to support) the selective licensing scheme.

3.17.3 A breakdown by ward is shown in **Figure 110**.

Figure 109 - Overall, to what extent do you support or oppose the introduction of the selective licencing schemes for privately rented properties in Barnet?

Base - 257



Response	Number of responses	Percentage
Strongly support	78	30%
Tend to support	24	9%
Neither support nor oppose	12	5%
Tend to oppose	11	4%
Strongly oppose	129	50%
Don't know / not sure	3	1%
TOTAL RESPONSES	257	100%

Sub-group analysis shows that:

Compared with overall support - 40% (strongly and tend to support):

- Private landlords support - 11%
- Letting agent support – 13%
- Renting home from private landlord support - 56%
- Owner occupiers support - 55%

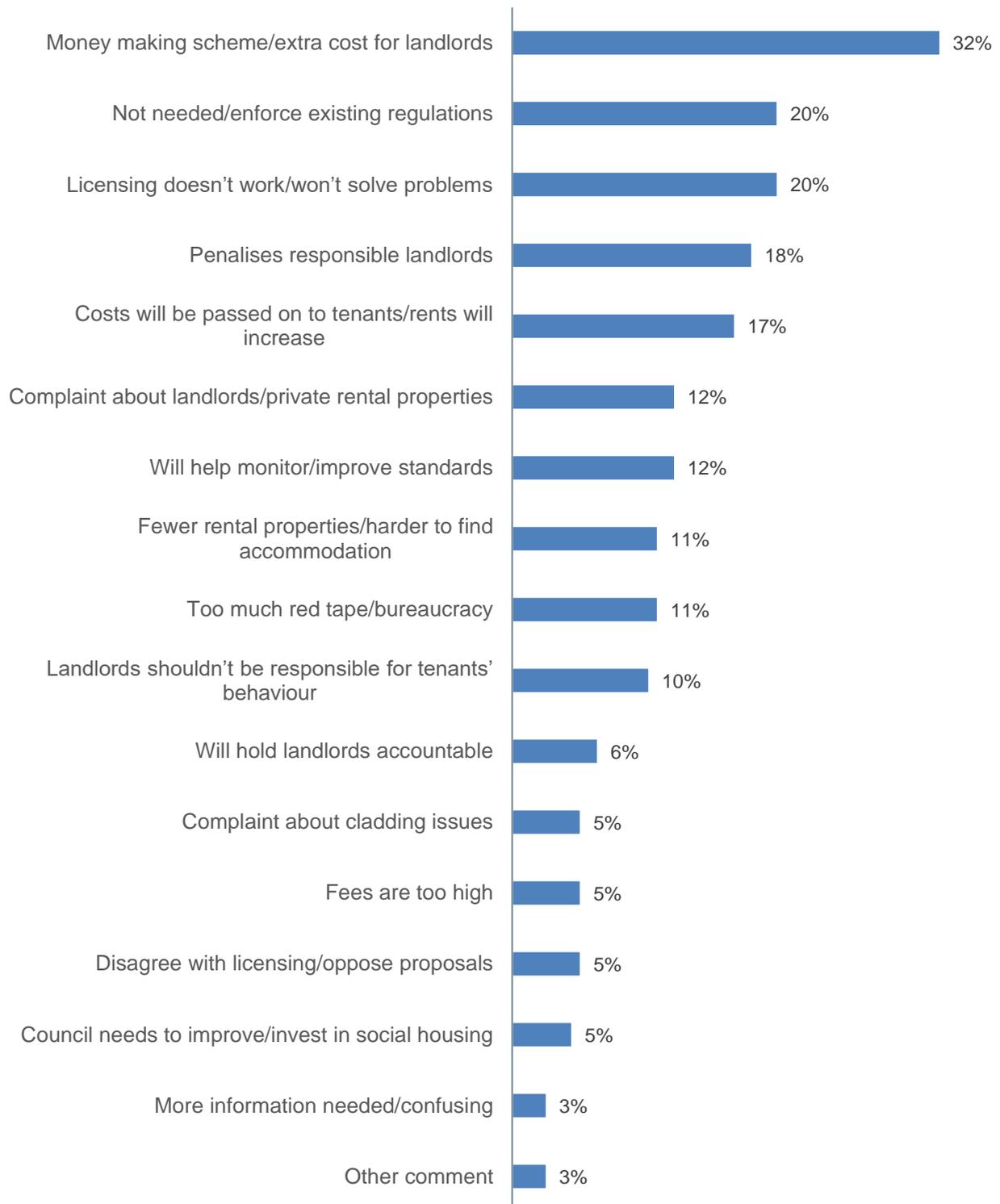
Figure 110 - Support or oppose the introduction of the selective licencing schemes for privately rented properties in Barnet by ward (live, rent a property work or have a business in)?
Base - 257

Ward	Support	Oppose	Neither support nor oppose
Brunswick Park ward	1	1	-
Burnt Oak ward	6	3	1
Childs Hill ward	14	3	1
Colindale ward	7	19	-
Coppetts ward	1	-	1
East Barnet ward	2	3	-
East Finchley ward	2	1	-
Edgware ward	2	1	-
Finchley Church End ward	6	5	-
Garden Suburb ward	3	3	-
Golders Green ward	10	21	-
Hale ward	-	4	-
Hendon ward	6	14	1
High Barnet ward	3	2	-
Mill Hill ward	1	6	1
Oakleigh ward	2	-	-
Totteridge ward	2	2	-
Underhill ward	2	1	-
West Finchley ward	3	2	-
West Hendon ward	4	2	-
Woodhouse ward	2	1	1
Other	2	9	1

3.17.4 Other responses (Q32)

3.17.5 Respondents were provided with the opportunity to give reasons for their response. **Figure 111** shows the responses.

**Figure 111 - Please give your reasons for your answer.
Base - 154 (Respondents could provide more than one response/reason)**



The table below shows all responses.

Response	Number of responses	Percentage
Money making scheme/extra cost for landlords	50	32%
Not needed/enforce existing regulations	31	20%
Licensing doesn't work/won't solve problems	31	20%
Penalises responsible landlords	28	18%
Costs will be passed on to tenants/rents will increase	26	17%
Complaint about landlords/private rental properties	19	12%
Will help monitor/improve standards	19	12%
Fewer rental properties/harder to find accommodation	17	11%
Too much red tape/bureaucracy	17	11%
Landlords shouldn't be responsible for tenants' behaviour	16	10%
Will hold landlords accountable	10	6%
Complaint about cladding issues	8	5%
Fees are too high	8	5%
Disagree with licensing/oppose proposals	8	5%
Council needs to improve/invest in social housing	7	5%
More information needed/confusing	4	3%
Other comment	4	3%

3. Qualitative research findings

4.1 Issues experienced when renting a property and the amenities

Tenants are concerned about the lack of repairs and maintenance

Tenants are concerned about poor quality accommodation and amenities, and landlords not acting on issues raised. They provided examples of how they have continually asked the landlord or agent to make repairs, but nothing has been done. Examples included damp, general repairs and lack of, or poor heating.

I've lived for 14 years in the same flat, and for 14 years I've asked my landlord to help with the damp in the flat. In my opinion, this flat shouldn't even be on the market.

Private tenant, East Finchley

This landlord has got a whole list of things that need fixing. He's getting top money, and I think he's taking liberties against the council and the government to make as much money as he can whilst I'm stuck here with no money.

Private tenant, Golders Green

A few years ago, for two winters I had to be in a flat with a small child without heating. When I was referring that to Barnet Council...nothing happened. The situation was only sorted out when my landlord was called to court and he couldn't provide an energy certificate, and licensing, anything. That's when he sorted out the heating. So, I would like Barnet Council to take more responsibility and do their job better.

Private tenant, East Finchley

Tenants are worried that landlords will evict them if they raise concerns

There was genuine concern displayed by some tenants that they were concerned that if they complained to the landlord about the property and asked for something to be repaired or sorted, that they may be evicted, or that rent would be increased.

I don't feel like I can go to my landlord, because my landlord could basically shove me out at any time.

Private tenant, Childs Hill

I suppose pushing up the prices on the rent is also a problem, because for the owners to do any maintenance on a house it's always a risk of them putting up the rent shortly afterwards, and that makes things very difficult. In my previous property that I rented for five years, my husband was reluctant to ask for any help from the landlord to repair stuff or change things.

Private tenant, Edgware

Subletting and overcrowding is a problem

There was discussion around the amount of subletting that occurred in rented property, which added to the issues of not being able to report problems with accommodation as there was no direct contact with landlords or agents. Furthermore, there was concern about overcrowding,

which is made worse by subletting as there is no control from the landlord or agents' perspective.

There's a lot of subletting of crowded properties, you have two-bedroom flats with six people living in them. These are my neighbours – the landlord has rented to one person, and he's now subletting to other people. The landlord can't do anything or takes too long.

Resident, West Hendon

Often, they're trying to crowd too many people into too small a space.

Resident, East Barnet

Tenants have a lack of trust with Barnet Council, as they feel unsupported

Tenants spoke about a general lack of support from Barnet Council for the tenants and landlords. If there is a reported problem has not been fixed, tenants said there is little help from Barnet Council. This is also the case when tenants have tried to sort out anti-social behaviour and crime, as the police point the tenant towards the Council.

I like the area, but I don't like the way the landlord is not looking after the property, and it's very difficult to get help from the council. So, if there's an issue, as a tenant I'm left to basically deal with that by myself.

Private tenant, East Barnet

Barnet [Council] doesn't help either....[It] doesn't really listen to the tenants. I had problems with my landlord and Barnet Council was always blaming me, although in the end I won the case in the court.

Private tenant, East Finchley

Mine is to do with antisocial behaviour and crime. When I've reported it to the police they've told me there's only so much they can do and that I need to work with Barnet Council, and when I work with Barnet Council they say, 'There's nothing we can do, we can't move you, there's no accommodation, we only help people who are homeless, if you leave we can't help you'. I've been placed here, I'm now privately rented but I can't afford to go anywhere else at the minute, I'm kind of stuck.

Private tenant

There's not enough people [at the Council] that can [come and carry out inspections]. This has been going on since before COVID started, so you can see how long I've been dealing with this...There's not enough people in the department.

Private tenant, Childs Hill

Antisocial behaviour is a big problem for tenants

Antisocial behaviour was an increasing problem being experienced by tenants and residents. They spoke about other tenants being antisocial and causing problems, but not being dealt with by the landlord. This has made living in the accommodation very difficult, particularly when children are involved.

I occupy a property with a mortgage in Hendon. In the area there's quite a lot of various types of rented accommodation, and there's antisocial behaviour topics which spill out onto the streets and impact the character of the area in which we live. So, landlords kind of regulating and controlling the HMO sector does have an impact on other people in the borough.

Resident

Regarding the surrounding area, there are a lot of antisocial behaviours.

Housing association tenant, Colindale

Certainly, the antisocial behaviour. I've had a mum and two children who've been placed in a HMO where other tenants are smoking weed, they're not locking the front door when they're going out...not turning the gas off in the kitchen. Just basically making a mockery of other people living there.

Private tenant, Colindale

My experience has been good in terms of that the area is good, but with people who don't own the property there is some antisocial behaviour, and there's no-one to go to. That's one of my concerns and an issue I have.

Resident Edgware

It's been nothing but a nightmare since I moved in. There's antisocial behaviour virtually on a weekly basis. The police are here all the time. I've had my door kicked in twice.

Private tenant, Golders Green

High rental costs but poor value for money

Tenants and residents were concerned about the significant cost of rental in London generally, and that it was pricing a lot of people out of the area, or making them live in smaller accommodation with very poor facilities. They did not believe they were getting value for money.

I live in a private rental with my husband and four children. We've had to move house I think about six times. Staying in one place has been quite difficult – long term renting is not easy at all. Because of the prices, it's very hard to find adequate rental property.

Private tenant, Edgware

I'm luckily an owner-occupier, but I've been in the rental sector several times...Per square metre, the UK is the most expensive out of the major countries, and we're just getting very bad value. I think the sector needs to provide better value for money. People pay more than anywhere else; they should be getting a better service.

Resident

4.2 Licencing conditions to be applied

There are various licencing conditions that Barnet Council could apply to properties as part of the licencing conditions. These were discussed in all discussion groups.

Action to remedy disrepair and/or infestation and ensure that property maintenance is up to date

Tenants and residents were keen to see license holders undertake maintenance properly and make necessary repairs. Furthermore, landlords in the discussion groups also believed it was key to undertake maintenance, which in turns means tenants are happy and not continually calling them to complain.

It's all about property maintenance and making sure that the landlords are following the highest possible standards for maintenance.

Resident, East Barnet

As a landlord, the best thing for me is my tenants not calling me, not pestering me, because what that means to me is that everything is fine, nothing is broken, everything is safe, and everyone's okay. They're living there and everything's okay...So the maintenance and the repairs are kind of really the key thing.

Landlord

If I had to kind of pick which are the most important ones here, I'd probably say just number one, honestly....If tenants need to speak to a landlord, the first one is the main one. If a tenant is moving in and something is broken, the heating isn't working, or the fridge isn't working...I think everything else kind of falls as a secondary check for them.

Landlord

Safe gas installations and appliances

There was some concern from an organisation that responded via email, that Barnet Council cannot impose a licence condition requiring a mains-wired smoke detector in single family lets, nor should it require landlords and agents to submit annual gas safety certificates, as this would be a significant administrative burden that it could not manage.

We would encourage the council not to require automatic annual submission of gas safety certificates. It will lead to submission of thousands of documents that the council must log, process and file. This micro-management creates the risk of a criminal offence if the gas safety check has been done, but the licence holder forgets to forward a copy to the council, or it gets misplaced in the post.

We would encourage the council to seek advice from other councils such as Newham who have adopted a more effective and streamlined approach. Instead of requesting automatic submission of documents, they undertake intelligence-led document audits and require information to be provided on request.

Feedback provided via email

*The council cannot impose a licence condition requiring a mains-wired smoke detector in single family lets. The proposed condition exceeds the mandatory licence condition imposed by the Smoke and Carbon Monoxide Alarm (England) Regulations 2015. It also breaches the Court of Appeal decision *Brown vs Hyndburn Borough Council**

(2018). The court ruled that selective licence conditions are restricted to management, use and occupation of the property, and cannot include 'condition and contents'.

Feedback provided via email

One thing that you are missing is electricity. Because there are standard minimum requirements for electricity to be checked.

Private tenant, Childs Hill

You go on about safe gas installations and appliances, but there's also safe electrical installation as well, which is obviously Housing Act, and it is law now. But that should really be on there.

Letting agent

What it is about at the end of the day is the fire safety aspect. HMOs are, I think, 16 times more likely to have a fire, if I remember rightly. So, bringing the property up to a standard where there are sufficient smoke alarms, that are there to alert and wake up the tenants at night, and to ensure that they get out. And ensuring that there are sufficient fire doors that prevent and have the right smoke seals and the right intumescent strips.

Letting agent

There was, however, agreement that there should be a condition that requires landlords and agent to maintain and service existing fire safety equipment.

We have no objections to a general condition requiring the maintenance of existing fire precautions. However, if the condition requires the installation of a mains wired fire alarms system or alternations to the existing fire alarm system, this needs to be a property specific condition with a reasonable timescale for compliance. If all properties are inspected before the licence is granted, the officer can specify any necessary works when they visit.

Feedback provided via email

It would seem appropriate to combine the two 'fire precaution' conditions which have similar and overlapping requirements. As mentioned above, if specific works are required, this should be a property specific condition with a reasonable timescale for compliance.

Feedback provided via email

References taken for prospective tenants

There was some uncertainty amongst landlords about the condition to take references for prospective tenants as it may be difficult to obtain them, but also the references may not reflect what the tenant is like, so there may be anti-social behaviour after they move into the property.

There are a couple of things which I have noticed in the documents around tenants' references etc. I don't think that's necessary, and I don't think it should be included. For example, with my current property I didn't provide a tenant reference. And I think a lot of the time it would dissuade perhaps the good tenants, who for some reason don't have the tenancy references from renting a good, licenced accommodation.

Private tenant, West Hendon

Things like antisocial behaviour...You can reference a tenant, and on paper, they can be the best tenant ever. But a month down the line, there's absolutely no way to assume whether this person is going to cause a lot of issues for you or not.

Landlord

Prevention of antisocial behaviour of tenants and their visitors

Anti-social behaviour was seen as a significant issue for tenants, residents, landlords and letting agents. It also links with taking references from prospective tenants to ensure the suitability of tenants being housed with women and vulnerable people. For example, one tenant expressed concern about their property where one tenant had recently come out of prison and questioned whether proper checks had been taken.

Around the antisocial behaviour, is it prescriptive what kind of action can be taken? One person's normal is someone else's antisocial behaviour. So, there's grey areas...It's not necessarily clear what's expected of licensed landlords in that regard.

Resident

The prevention of antisocial behaviour...In terms of what do you consider as antisocial behaviour? Are we talking about violence, or drunkenness outside the house? What is considered that area? Because it is quite a broad subject, I would suggest.

Letting agent

My most important thing now is antisocial behaviour. My landlord...never really did a background check. I don't know what sorts of background checks they can do on other tenants, but clearly, we've got a bad mix here in a small, shared house with ten rooms. One guy's just got out of prison on a life sentence...It's not necessarily about whether they paid their rent on time over the last five years, but it's like maybe where have they been over the last five years? Maybe they do need to do a background check.

Private tenant, Golders Green

It's certainly important. I know there are cases where vulnerable women have ended up being placed with people who have recently been released from prison and have expressed concerns about their safety. And landlords aren't doing any checks against whether they're putting suitable tenants together. Obviously, even people released from prison will need somewhere to live, but the landlord surely has a responsibility to ensure the personal safety of everybody to whom they're renting, and making sure that they're not placed in a vulnerable situation.

Private tenant, Childs Hill

'Prevention of antisocial behaviour of tenants and their visitors' – I would expect that regardless of HMO or not, any managing agent or landlord doesn't want antisocial behaviour at all.

Letting agent

Noise is a big thing...I guess because I don't get so many issues with this area is because of the type of tenant that I tend to get...They generally don't do this sort of stuff. But if they start acting up, it's about the effective management. You deal with it, or they're not staying, it's as simple as that.

Letting agent

We've mentioned prevention of and prompt action on antisocial behaviour. But as a landlord, all you can really do is have a conversation, and if that doesn't lead anywhere you need to potentially evict them.

Landlord

License holder property inspections are carried out regularly

There was concern that inspections would not achieve what the Council wants them to achieve, as notice needs to be given to tenants, so properties can be tidied before they get inspected.

If you look at number five, 'Licence holders property inspections', you ring up your tenants and as you know, you've got to give them 24 hours' notice, they tidy the place up. Today I went to my properties and it was an absolute pigsty. I went absolutely mad...But unfortunately, what can you do? You can't make people live how you want them to live. So, I think that's quite a tricky one to be honest with you.

Letting agent

Adequate arrangements for waste and recycling

License holders must ensure adequate arrangements for waste and recycling and that these are used properly by tenants. One participant spoke about the problems trying to arrange new bins to be delivered to a tenant. With the new licensing, this would create a problem for the landlord.

I have been asking the Council for new bins for a long time, many months, but I just can't get it sorted.

Landlord

It was suggested that Barnet Council could provide promotional literature about recycling waste that landlords could provide to tenants, which could help the situation.

To help licence holders provide written information in a clear and easy format about household recycling, residual and bulky waste, we would encourage the council to develop a clear and simple pamphlet that could be used for that purpose. It would help to ensure tenants receive accurate and consistent information.

We would ask the council to define the requirement for 'regular checks' on the tenants' refuse and recycling and what this means in practice. For example, it would be an invasion of privacy for the landlord or agent to sort through the tenant's bins to check waste material has been correctly sorted. Any requirements imposed should not exceed the approach adopted by social landlords.

Feedback provided via email

Security of property should be of a satisfactory standard

Participants only briefly spoke about security. Although tenants were keen to have good security in properties, landlords and tenants were keen to ensure that security did not come before fire safety, and that tenants needed to know they could vacate their property quickly in the event of a fire.

Regarding security of the property...the ability to get out of the property in the event of fire is higher priority than it is to secure the property. If there is a fire, you've got to get

out quickly...I think it's a higher priority to get out of a property than to try and secure someone in it.

Letting agent

Most homes tend to have a basic security at a certain level. That's kind of enforced already across like 99.9% of properties.

Landlord

Minimum standards of heating and energy efficiency are met

More information was needed by participants regarding what the minimum standards for heating and energy efficiency are and how it fits with the EPC rating. One concern was that landlords and letting agents do not want tenants to use other heating appliances such as electric fires and electric blankets, as there could cause a fire risk if not properly used or maintained by the tenant.

I'm not sure that I understand the 'Minimum standards of heating and energy efficiency are met'. What is that meant to mean?

Letting agent

Minimum standards of heating and energy efficiency...one of the things that I certainly ensure to have is that there is adequate heating...What I don't want them doing is bringing in electric fires, electric blankets, electric items that could be used improperly to create a fire in a property.

Letting agent

I am of the understanding that rental houses in Barnet are falling short in the EPC rating. With us being in a climate emergency it is your minimum duty to ensure properties are insulated to the highest standards and properties should be clean and sustainable. Let's be brave and think long term if we want to survive as a species and do the right thing by ensuring all property are in the top half of EPC rating.

Feedback provided via email

I'm writing with one huge request for HMOs. As it stands rented properties need a minimum EPC rating of E. Which means rented properties need to be at least "really inefficient". This is exactly the kind of mechanism the Council should be using to reduce pollution in Barnet. This is also exactly the mechanism which successfully slashed our household emissions when they were applied to fridges, and later other white goods. If Barnet is serious about its "sustainability" claims, why are you not raising the minimum EPC level - which would directly, quickly and easily reduce pollution in Barnet. The only question is who should pay for it - landlords themselves or with grants from the council. Please make the minimum level at least something green, then you can claim to be "green".

Feedback provided by email

4.3 Impact (positive and negative) of conditions

Participants in the discussion groups were asked what impact they thought the licensing schemes, and the conditions applied, would have. Both negative and positive impacts were discussed. Several benefits that we listed in the consultation questionnaire were displayed to act as discussion points.

Help reduce neighbourhood problems e.g., noise, nuisance and rubbish

Tenants and residents were more inclined to think that the introduction of the licenses would have a positive impact on the local area, as they thought standards would generally increase with better housing standards, more tenant references requested and less antisocial behaviour.

Clearly if the quality of the housing will improve for people, more people, families...there will be better community forming around.

Private tenant, Coppetts

On a wider scale, I think things like neighbourhood problems, noise nuisance and rubbish, eventually this will trickle out.

Private tenant, Childs Hill

You'd hope that would have a knock-on effect on the community as well, wouldn't you? If there's less antisocial behaviour, then that would be not just for the tenants but also the people in surrounding properties.

Resident, Edgware

I think if it works well for Barnet as an area, everybody involved, like the council, the tenant, the landlord, the wider community and environment itself, if some of it works, not all of it, then it's got to have a better effect than what's going on right now.

Private tenant, Childs Hill

Barnet's Public Health department also believed that the introduction of the licenses would, overall, have a positive impact by reducing the incidences of anti-social behaviour.

At Barnet Public Health we believe that these schemes can help improving existing housing by improving condition, maintenance and management of HMOs across the whole borough and also all other privately rented properties in the areas identified for selective licensing, as well as by reducing the incidence of anti-social behaviour arising from the private rented sector....and will also contribute in the reduction of deprivation in our most deprived wards.

Public Health, Barnet Council (letter)

However, letting agents, were less inclined to believe licenses would help reduce neighbourhood problems. They acknowledged that no landlord wants an antisocial tenant and they take references to minimise the possibility of a bad tenant, but they did not see how having licences would reduce problems.

The only thing is that I don't understand how it would reduce neighbourhood problems by having a HMO licence. I can't see how that would help. Because, in all fairness, if you were to get a HMO licence and three friends share, one leaves and another comes in, it's just another tenant. And obviously, they're vetted and they're referenced. Every

landlord doesn't want a problem tenant, but I just don't see how having a HMO would reduce the neighbourhood issues.

Letting agent

How can you expect a landlord to stop antisocial behaviour? If you've got a disruptive tenant, there's nothing you can do. If a tenant's smoking dope and drugs or whatever, how are you going to stop that?... Trying to evict a tenant now is going to take you 12 months plus with the backlog that the courts have got. Having a licence is not going to stop it [antisocial behaviour]. We all know – you've either got a good tenant or you've got a bad one.

Letting agent

No landlord or agent wants an antisocial tenant at all whatsoever, but the fact that there's a HMO licence in effect, does that mean that you'd rather go after a landlord, because they can't get them out? I mean, the landlord doesn't want them there. They must wait for the courts.

Letting agent

Help improve health and safety of tenants living in privately rented accommodation

Tenant participants spoke favourably that the health and safety of tenants could be improved because of the property licensing, however, one letting agent complained that in most cases, some of the conditions in properties such as pests and damp are because of how the tenants treat the property.

I think the health and safety of the tenants living in privately rented accommodation is good.

Private tenant, Childs Hill

Hopefully it will improve the life of the tenants. Because if the house is in good shape, and they have nice people living and around, then people will be happier and safer in these places.

Private tenant, West Hendon

Pests, nine times out of ten, are due to the fact that tenants don't keep the property clean enough. I have it repeatedly. Damp, condensation: people don't vent the properties properly.

Letting agent

Help identify and assist the poorer performing landlords to raise standards

Tenant participants were keen to see a positive outcome from property licensing was that poorer performing landlords could be identified and assisted to raise standards. They spoke about landlords having to ensure that they need to meet minimum standards on a range of conditions which will help raise the overall standard of properties.

You can identify landlords. That's a huge benefit for me, to know that I'm negotiating or speaking with the actual landlord of the property. So there will hopefully be less scams going around. And also for large HMOs I think it will probably help the tenants to know who to contact if there are actual issues with the landlords.

Private tenant, West Hendon

I think by having this licence, it sort of gives a list of things that landlords need to tick off, to make sure that they meet the minimum standards. So I think it is a good idea because it will bring up the standards, and avoid slum landlords and stuff in the borough.

Resident, Edgware

People who are good landlords, it's going to help them keep going...and the people who aren't performing very well, it's holding them accountable and making sure their property is up to a good standards. Because at the end of the day, if the property's suffering then it's going to cost them in the long term a lot more money if the property goes into disrepair, compared to if it was done short term.

Private tenant, Childs Hill

Not everybody understands everything they need to know to bring a property up to a certain standard, so they need help. So there's education there.

Letting agent

Points four and five...This idea of identifying poorer landlords and helping them out, the way we kind of see it is, well, why are the good landlords kind of responsible for paying for the assistance for the low performing landlords? Shouldn't that be their responsibility? If I can do it, why can't they? So that's a bit of a negative one there for me.

Landlord

Help support good landlords of privately rented accommodation

It was also interesting that landlords and tenants alike were encouraged that the property licensing would help support good landlords, as overall, property conditions would improve, which would lead to better competition within the market, and that there is some level of reassurance for landlords that support it there if needed.

I do like point seven...If it raises the whole standards in the borough, then that will make the market more competitive.

Landlord

It also provides a bit of safety and comfort to the landlords, looking at it from that point of view as well. Because they also can get a bit of comfort that they know who they can engage with, and who is going to take on the property. But it also, if you are a landlord as well...I would be comfortable to invest knowing that that property is going to be in good hands as well. It's kind of like a two-sided coin. It's not just tenants, but it's also landlords, giving them the comfort that the property is going to remain in good shape.

Private tenant

Concern about rent increases and costs being passed on to tenants

There was a lot of concern from tenants and residents, that any license scheme that costs the landlord, will have a detrimental effect on rent, as the costs will be simply passed onto the tenant.

I'm in a private rental, and over the last couple of years I've had to move houses because the rents were increasing and I couldn't afford it. I'm a little bit worried that if this comes in, as we have seen in the past, that this change will be passed on to us as tenants. That's my main concern.

Housing association tenant, Colindale

I really want Barnet to take people seriously, helping people, listening to people and sorting out problems instead of setting out new fees for the landlords, because, as everyone says, it will be us paying more, not them.

Private tenant, East Finchley

For the heating and energy efficiency, obviously if the property's not energy efficient and we've got drafts coming through the windows and stuff, then it means that we must pay more towards our electricity bill or gas bill because we're using more of it, so the cost ends up coming back to us. And if all these licences come into place...they [landlords] could just increase the rent...Any increase on top of everything else just mounts up for us as tenants.

Private tenant, Edgware

I was just going to mention again about the cost of it. That's the only negative thing I can think of, because the landlords probably will want to recover those costs because they don't want to put their hands in their pockets, and they'll probably find a way to pass it on to the tenants by raising the rent.

Private tenant, Edgware

Rent increases, or transfer of the fees onto the tenants...Especially those worse landlords. I'm not talking about decent landlords. Decent landlords expect to have some costs when running property. But those that are really slum kind of landlords, they would probably pass the cost on to tenants.

Private tenant, West Hendon

Will these charges be passed to tenants?

Private tenant, Woodhouse

But surely if the landlord is paying out more, he will be trying to recover it from the rent?

Resident

I think at £12.50 a month the increase will be the minimum but also easier to incorporate into rents.

Resident, West Hendon

Tenants concerns about costs being passed onto tenants was confirmed by a landlord who said that any additional costs they have will simply be passed onto the tenant, and that this is something he has heard of with other landlords.

Another concern is do landlords simply pass on this cost to the tenants?... 'If I'm paying more to manage this property, I'm going to raise my costs' – that's something I've seen or heard from a lot of other landlords.

Landlord

Furthermore, Barnet Council's Public Health department also expressed concern that any additional licensing scheme will result in higher costs for landlords, who may pass the cost onto tenants, which could have a significant impact if they are already struggling financially.

...more concerning would be increasing the rent in order to cover the costs incurred. The latter can have a detrimental effect on tenants, especially if they are struggling financially already. There may even tenants who are unable to afford the housing if rent prices change, and these may end up in poorer housing elsewhere, or possibly even suffer homelessness.

Public Health, Barnet Council (letter)

However, Public Health also suggested that Barnet Council needs to implement systematic monitoring and control measures which would help in the preventing landlords from passing on the cost to tenant and increasing costs rent.

Preventing landlords/owners from increasing rental costs by systematic monitoring and control measures.

Public Health, Barnet Council (letter)

May encourage landlords to sell properties/leave the rental market

Some participants thought that property licenses may impact the number of landlords providing rental properties, as some may simply sell their property as there are too many constraints and costs are too high.

Just kind of pushing landlords into either selling up and then there would be less property, or act brazenly and just not get a licence.

Resident

If you keep adding more and more costs, how many landlords are going to start exiting the market?...There aren't a massive amount of commercial landlords in North London. You've got so many landlords that have one or two properties, and them getting hit with these sort of expensive bills, they're going to say, 'It's not for us, we'll invest in something else'.

Letting agent

Rents are spiking to unimaginable levels already. There is an acute shortage of available rental properties in London, the worst we've seen in the last five years. The demand is soaring...There are significant barriers to entry for landlords entering the private sector. Borrowing is virtually impossible now, unless you have very large deposits of 50% or more due to the stress testing that mortgage lenders are now introducing...Licensing has a place, and I think it's very important that we assess everything we are addressing now, landlords, tenants, local neighbourhoods. At the same time, if we introduce yet another hurdle for landlords who provide the very much needed housing in the private rental sector, we're going to create a bigger problem than we already have.

Letting agent

Costs may deter landlords from registering/landlords will avoid registering

Participants were concerned that another negative impact from the additional costs that landlords will have to pay, is that some landlords may not manage their property properly and cut corners to reduce costs, or even not register for a property license, which would impact on the quality of properties and could put tenants at risk.

It would probably put some landlords off actually doing everything in a legal way, they would just go behind the back renting out properties to private individuals without any trace, without doing it legally.

Resident, Edgware

There are a lot of things to pay for a landlord. So...it shouldn't be an extra burden.

Resident, Colindale

Surely there will be a two-tier system where some tenants get to live in a regulated HMO, and then there will be a parallel system of unregulated, which will presumably be a bit cheaper. And so it could have unintended consequences where a large fee will just push more landlords to be in the unregulated sector instead of regulated.

Resident

It might increase the slum landlords. There will probably be more slum landlords and more illegally rented properties, which will probably be in a worse state.

Private tenant, Childs Hill

How will you be able to track those who don't bother to register and those subletting?

Resident, West Hendon

4.4 HMOs licensing scheme

The rules of HMOs and definition of HMOs are confusing and may create difficulties as tenants can change and landlords may be unaware

It was felt amongst landlords and letting agents that the rules around what constitutes an HMO and how tenants can change, with individuals and families, is confusing and is difficult to monitor if the tenant does not update the landlord or letting agent. There was concern that these changes could put the landlord at risk as their property may not be correctly registered after a change of tenants. Landlords and lettings agents were keen to know if there would be some flexibility for this, or if this element of the scheme could be reviewed and amended.

Coming back to the numbers of three, do you not feel that you're just going to create so many HMOs in this area? Every single person has got a friend that can't afford the rent. And half the time, us as agent don't even know that...You go round and it's like, 'Oh, who are you?' 'I live here.' It happens all the time. And it's something that will always happen because rent is so high.

Letting agent

Do you not feel that if you've got three friends that know each other very well, the rules should be different from if you've got three strangers?

Letting agent

That affects people who are students, who want to share a house together who are friends. What it is effectively doing is shutting off properties that they could rent. There are landlords who don't want to do the HMO, because it is an exorbitant price...A normal house, that's just being rented as a normal house and not a HMO, they're [landlords] obliged to go down the HMO route.

Private tenant

What's the difference in having a family of six or seven people...in one family dwelling, but you can't have three friends?

Letting agent

It can't be right that today you can rent to three people, a couple and a single, but you can't rent to three individuals that know each other. How can that be right?

Letting agent

With the selective licensing, a landlord might license it but then if they have a change of tenants they might not be aware that they have multiple occupants of three people and above. Because maybe it was a brother and sister in that particular property with another friend – then that would not come under the HMO additional licensing because they're related. But if one of them left and then somebody else comes in then it becomes a HMO by default. So, I'm hoping that the selective licensing will accommodate maybe that situation there...I hope that there may be some leeway in that for landlords...It's quite easy to cross over the line if you have three occupants...So the landlord may not know they've crossed the line into a HMO, which then gets him into a different territory.

Letting agent

There was also the suggestion that rather than spending time and resources on the number of tenants in a property and how it is classified, that attention needs to be on the quality of

accommodation and making sure amenities such as bathrooms and kitchens are to an acceptable standard.

I think you need to spend more time on bringing the properties up to standard than the numbers of people in the properties. You know, kitchens are not good enough, bathrooms are not good enough, there's leaks in these properties. That's what the council should be focusing on. It's not a question of let's go from five to four to three, because that's not going to make the properties better. You need to focus on the quality of the properties.

Letting agent

Proposed areas for selective licensing

Participants were asked if they agreed with the proposed areas for selective licensing. Some participants did agree with them, but others believed the licensing should apply to all areas across Barnet.

I cover all these areas...and you can really see the difference between Grahame Park and Mill Hill. It's unfortunate, and these landlords are just getting away with terrible things. So yeah, I agree.

Private tenant, Colindale

I've been living here for 15, 20 years, and certainly the growth of HMOs would indicate that as a proposed area it makes sense. I can't speak to the other areas of Barnet, but I've certainly seen an increased rate of growth of HMOs.

Private tenant, Childs Hill

Should apply across all areas of Barnet/all rented properties should be licensed

*The more licensed the better. I think every home should be licenced. I mean, how else are we going to enforce the standards?
Resident*

I don't think they should be just limited to HMOs, I think all rented properties.

Private tenant

In my opinion, all rented accommodation should be licensed. Because at the end of the day, landlords are running businesses, and tenants need to live in accommodations which are safe and secure, and properly cared for.

Private tenant, Childs Hill

Barnet Council's Public Health department suggested that it should be included in the decision-making process when considering any selective licensing designation.

Including Public Health into the process when considering a selective licensing designation.

Public Health, Barnet Council (letter)

Better incentives for landlords and implement fines for breaking the rules instead of license fees

Some participants suggested taking a different approach and offering incentives to good landlords, such as refunding some of the fee back if there are no problems after five years and implementing fines to those landlords that break the rules, so it is the poorer performing landlords that are essentially paying most of the costs to administer the license scheme.

I do agree with where you're trying to go to, with the aim of licensing. You want to bring up standards across the borough. I definitely agree that we need to do that, but I think that could be done in a different way where the landlords who are actually doing a good job are not kind of affected by it....Just say, 'We're applying this licensing, you don't have to do anything, just subscribe, and just do what you're doing, there's no cost to you'. But obviously if you were to not stick to the standards or start falling behind, that's the point where maybe you get some kind of fine to say, 'Since you're not doing X, Y and Z, we'll be fining you until you sort it out'...So therefore the landlords who are poorer performing will kind of be the ones responsible for paying for the service that they're going to use.

Landlord

I think the incentives to kind of sign up and take part need to be better. Because if you say, 'If you don't register it's a criminal act and you'll be fined £20,000', I think that gives the wrong impression of the licensing scheme. It's a negative impact...I think the incentives need to be a bit better. So maybe something along the lines of, 'Pay the £750, register, after five years if you've been a good landlord and you've stayed up to the standards, we'll give you half of it back'. If you give it as a positive like that, I think that will make more people register.

Landlord

It was also suggested that landlords who already achieve the standards may feel resentment towards to the scheme as they must pay the licencing fee when they are already managing their properties well.

Another risk is that good landlords who already achieve standards required for license, but would be required to pay the fee for the license, could feel that they are being punished by the scheme, as they are already managing their properties well. This could lead to resentment, and reduced social cohesion.

Public Health, Barnet Council (letter)

4.5 Licence fees

The license fee for properties is to cover the cost of administering the scheme. The licence fee will not change in the first year but will be subject to annual review as part of the Council's usual fee setting process. A fee paid for a five-year licence at the beginning covers the whole five years. Participants in the discussion groups were asked if they thought the fees were fair. Some participants believed it was a fair charge. There was some concern from tenants, however, that this charge would simply be passed onto tenants.

This is for the five years? I think that's fair enough.

Resident, Edgware

I think it's fair because the rent is very expensive.

Private tenant, West Hendon

I guess because I'm quite used to the cost of this, it doesn't really bother me that much in terms of what the costs are. Because in general, across London, it's normally around sort of the £1,200 mark anyway. If you go outside of London...I license a property in Epsom in Surrey, and their licensing cost is £600 for five years, so there is a big difference.

Letting agent

I'm worried that any extra costs like the license fee will just be passed to tenants and rents will go up.

Tenant

In contrast, some letting agents and landlords believed the fees were too expensive and would cause problems for landlords that had several properties. There were also some comparisons made with other London local authorities, stating that the license fees in other borough was less than the proposed cost by Barnet Council and, therefore the authority should review the charges and bring them in line with other London authorities.

I just think the fees are too high. To have the fee is just ridiculous for three sharers.

Letting agent

I think that licence fee is very high. I operate HMOs in seven different boroughs. And Enfield is, I think with five or six lettable rooms, about £1,100. Camden is about £1,100 as well for three people. So is Haringey. So, coming in at £1,400 is expensive.

Letting agent

Because I'm a small-time landlord who's growing their portfolio, commonly for me cash flow is extremely low. On one of my properties I pretty much break even at zero at the end of the year. I know quite a few other landlords who have one or two properties who are in the same position. So, £12.50 doesn't sound a lot, but it can essentially push you into negative by the end of the year. So that's one kind of concern.

Landlord

The selective licensing fee is a surprise, I've got to say. If I look at Croydon, for example, when they had their selective licensing scheme, which was borough-wide, that was about £500. I think most landlords didn't seem too bothered about that. This seems to be a lot more overall, because it's a one-time fee that they would have to pay, and all it really does is it just identifies them as a landlord. It doesn't do too much for them.

Letting agent

We recognise that the council need to charge a reasonable fee to cover the cost of administering and enforcing the licensing scheme.

It is important that the council implement an efficient and streamlined license application processing system. This will help to minimise costs and keep fees at a reasonable level, thereby minimising upward pressure on the rent that is charged to tenants.

For HMOs, we understand the standard license fee will be £14,04 for up to five units of accommodation.

For selective licenses, we understand the standard fee will be £750 per property.

We would encourage the council to set licensing fees much closer to the London average. The average selective licensing fee in London is currently £640. The average mandatory HMO licensing fee for five rooms is currently £1,293. This is based on research by London Property Licensing. As most additional licenses will have a limit of just three or four people, the fee should be lower than the mandatory HMO licenses.

Feedback provided via email

Offering a discount to landlords where there were no problems

Participants were asked if discounts should be offered to landlords for specific reasons such as being an accredited landlord, timely renewal of existing licences, or where no complaints have been made against them. There were mixed opinions about whether Barnet Council should offer discounts to landlords and letting agents where all licensing conditions were successfully met. In contrast, some participants and those emailing their comments, did not think discounts would work, or that discounts would need to be significant to have an impact.

Maybe if there were no issues. Like as a reward for complete compliance.

Resident

I don't know what the discounts are. But in my experience, with great respect, I don't think they're good enough to make a major impact to a landlord to go through the actual work they have to do to become more accredited. That's just my opinion on it. I think it's something like £50. It's just not enough really, in my view, to make it a motivation for a landlord to do it.

Letting agent

And if you've got a good track record, and you've had no complaints for several years, you should get a discount for that as well. Accepting that they're a landlord that knows what they're doing, and they're doing everything by the book.

Letting agent

Whilst we are pleased the council is proposing a discount for accredited landlords, we note the 10% discount equates to just £37.60 for each selective license and £64.80 for each additional license. We think a 20% discount would be more appropriate, and act as a bigger incentive.

Feedback provided via email

Further, we would request that the accreditation discount is widened to include landlords who use an accredited managing agent. This will help to professionalise the lettings industry and should include accredited safeagent members. As highlighted in the introduction, safeagent is a not-for-profit accrediting organisation for lettings and management agents. All our members are required to deliver defined standards of customer service, operate within strict client accounting standards, maintain a separate client bank account and be included in a Client Money Protection Scheme,

We would be very happy to answer any questions the council may have about the benefits of using an accredited safeagent member.

Feedback provided via email

One participant suggested that instead of paying the full license cost, the Council could encourage landlords to use some of the fee to invest in the property instead.

Have we considered providing this as an opportunity to consider this as an investment in the property which then can provide them a reduced fee? So instead of paying £1,400 to the council, can they invest that in the property and then they pay a smaller fee then? I think that would work out better for the tenant as well, because the tenant doesn't see anything out of this £1,400, or sees very little...I think if there's a process in place for the landlord to demonstrate that investment in upgrading the property, then I think tenants would be happy with that.

Private tenant, High Barnet

Barnet Council's Public Health department also suggested that landlords and owners could be encouraged to license their property correctly if incentives are offered to them, such as discounts.

Encouraging landlords/owners to license their property with incentives, license discounts and support during the process.

Public Health, Barnet Council (letter)

Allowing payment in instalments may help some landlords

It was suggested that the fees could be paid in instalments to help some landlords management payment of the fees.

I mean, they seem big if you look at it in one go. Although you can say a week it costs 'this', a month it costs 'that'...It might be better if they can pay in more instalments rather than in one go. So it might make it easier.

Private tenant, Childs Hill

5. Respondent Profile and Protected Characteristics

5.1 The following figures show the respondent profile and protected characteristics. Respondents were able to skip these questions which means that the base sizes vary for each question.

Ward where the properties are located

Figure 112 - [Question 7] – Which wards are these properties?

Base - 139

Ward	Number of respondents	Percentage of respondents
Brunswick Park ward	1	1%
Burnt Oak ward	8	6%
Childs Hill ward	9	6%
Colindale ward	22	16%
Coppetts ward	2	1%
East Barnet ward	3	2%
East Finchley ward	3	2%
Edgware ward	4	3%
Finchley Church End ward	5	4%
Garden Suburb ward	7	5%
Golders Green ward	20	14%
Hale ward	-	-
Hendon ward	24	17%
High Barnet ward	1	1%
Mill Hill ward	10	7%
Oakleigh ward	1	1%
Totteridge ward	2	1%
Underhill ward	-	-
West Finchley ward	1	1%
West Hendon ward	12	9%
Woodhouse ward	4	3%
Other (please specify)	-	-

Ward where respondent lives in

Figure 113 - [Question 35] – Which ward do you live, rent a property, work or have a business in?

Base - 215

Ward	Number of respondents	Percentage of respondents
Brunswick Park ward	2	1%
Burnt Oak ward	11	5%
Childs Hill ward	19	9%
Colindale ward	29	13%
Coppetts ward	4	2%
East Barnet ward	5	2%
East Finchley ward	3	1%
Edgware ward	8	4%
Finchley Church End ward	12	6%
Garden Suburb ward	6	3%
Golders Green ward	34	16%
Hale ward	5	2%
Hendon ward	24	11%
High Barnet ward	5	2%
Mill Hill ward	8	4%
Oakleigh ward	2	1%
Totteridge ward	4	2%
Underhill ward	3	1%
West Finchley ward	7	3%
West Hendon ward	6	3%
Woodhouse ward	4	2%
Other (please specify)	14	7%

Employment

Figure 114 - [Question 36] – Are you currently employed, self-employed, retired or otherwise not in paid work?

Base - 227

Employment status	Number of respondents	Percentage of respondents
An employee in a full-time job (31+ hours)	105	46%
An employee in a part time job (less than 31 hours)	21	9%
Self-employed	34	15%
In full-time education at school, college or university	3	1%
Unemployed and available for work	4	2%
Permanently sick or disabled	3	1%
Wholly retired from work	24	11%
Not in work and not available for work (e.g., in a carer role)	3	1%
Doing something else	6	3%
Prefer not to say	24	11%

Age

Figure 115 - [Question 38] What is your age?

Base - 225

Age	Number of respondents	Percentage of respondents
18-24	1	0%
25-34	25	11%
35-44	57	25%
45-54	41	18%
55-64	39	17%
65-74	23	10%
75+	3	1%
Prefer not to say	36	16%

Gender

Figure 116 - [Question 39] Which of the following options best describes how you think about your gender?

Base - 223

Gender	Number of respondents	Percentage of respondents
Male	89	40%
Female	94	42%
Prefer not to say	38	17%
Other	2	1%

Pregnancy / maternity leave

Figure 117 - [Question 20] Are you pregnant?

Base - 133

Pregnant	Number of respondents	Percentage of respondents
Yes	-	-
No	98	74%
Prefer not to say	35	26%

Figure 118 - [Question 20] Are you on maternity leave?

Base - 125

Maternity leave	Number of respondents	Percentage of respondents
Yes	-	-
No	94	75%
Prefer not to say	31	25%

Gender identity

Figure 119 - [Question 21] Is your gender identity the same as the sex you were registered at birth?

Base - 225

Gender identity	Number of respondents	Percentage of respondents
Yes, it's the same	183	81%
No, it's different	3	1%
Prefer not to say	39	17%

Figure 120 - [Question 37] – Would you say any of these statements describes your household?

Base - 226

Household	Number of respondents	Percentage of respondents
A family with one or two dependent children	69	31%
A family with three or more children	21	9%
A lone parent household	7	3%
A carer	1	0%
A household with full and/or part time workers	32	14%
A household that includes someone who is disabled or severely mentally impaired	8	4%
A single person household or a couple without children living in household	61	27%
None of the above	27	12%

Ethnicity

**Figure 121 - [Question 42] – What is your ethnic origin?
Base - 224**

Ethnicity	Number of respondents	Percentage of respondents
Asian – Bangladeshi		
Asian– Chinese	8	3.6%
Asian – Indian	16	7.1%
Asian – Pakistani	2	0.9%
Any other Asian background (please specify)		
Black - African	3	1.3%
Black – British	1	0.4%
Black – Caribbean	2	0.9%
Any other Black / African / Caribbean background (please specify)		
Mixed – White and Asian	1	0.4%
Mixed – White and Black African		
Mixed – White and Black Caribbean	1	0.4%
Mixed – Any other mixed / multiple ethnic background (please specify)	1	0.4%
White - British	91	40.6%
White – Greek or Irish Cypriot	1	0.4%
White - Gypsy or Irish Traveller	1	0.4%
White – Irish	7	3.1%
White – Turkish / Turkish Cypriot		
White – any other	32	14.3%
Other Arab		
Prefer not to say	51	22.8%
Any other ethnic group	6	2.7%

Disability

**Figure 122 - [Question 43] – Do you consider that you have a disability?
Base - 224**

Disability	Number of respondents	Percentage of respondents
Yes	25	11%
No	157	70%
Prefer not to say	42	19%

**Figure 123 - [Question 43] – Please select the definition of disability?
Base - Respondents that considered themselves to have a disability – 25**

Disability	Number of respondents	Percentage of respondents
Hearing	4	16%
Vision	1	4%
Speech	-	-
Mobility	9	36%
Physical co-ordination	-	-
Reduced physical capacity	5	20%
Severe disfigurement	-	-
Learning difficulties	6	24%
Mental illness	11	44%
Prefer not to say	4	16%
Other	2	8%

Figure 124 - [Question 43] – Please select the definition of disability? Other responses

Disability	Number of respondents
Epilepsy	1
Long term illness (more than 10 years)	1

Religion

**Figure 125 - [Question 44] – What is your religion or belief?
Base - 223**

Religion / belief	Number of respondents	Percentage of respondents
Buddhist	2	1%
Christian	41	18%
Hindu	10	4%
Humanist	4	2%
Jain	1	0%
Jewish	24	11%
Muslim	5	2%
No religion	47	21%
Other religion / belief		1%
Prefer not to say	88	39%

**Figure 126 - Other religion / belief
Base - 79**

Religion / belief	Number of respondents
Zoroastrians	1

Sexual orientation

**Figure 127 – [Question 45] – What is your sexual orientation?
Base - 224**

Sexual orientation	Number of respondents	Percentage of respondents
Heterosexual	125	60%
Gay or lesbian	3	1%
Bisexual	3	1%
Other	2	1%
Prefer not to say	81	36%

Other responses: Asexual (1 response) and none of your business (2 responses)

Appendices

Appendix 1: Questionnaire / consultation document

Property licensing schemes in Barnet consultation

Draft Consultation Questionnaire

Introduction

We would like your views on the proposed renewed additional licensing scheme and the new selective licensing schemes. The questions ask if you are a landlord or live in a privately rented property, about problems with rented properties, if you agree with our proposed licence conditions and fees and agree with the proposed licensing schemes. For more information on the detailed proposals, please take the time to read our [summary consultation document](#) and then complete the following questions.

Thank you for your time – your participation in this important consultation is greatly appreciated. Your responses will help the council to make the correct decision for the benefit of all our communities.

SurveyMonkey and data protection

Barnet Council uses SurveyMonkey to host questionnaires, and to store and analyse the data collected through these questionnaires. The council has investigated SurveyMonkey and is satisfied with its data assurance and legal framework.

The council does not collect personal information in this questionnaire, which means the information you provide is anonymous. We do not ask for your name, address, email address, telephone number, full post code or any other information that would allow us to identify you. The information you choose to give us in the equalities questions is also anonymous so we cannot identify you from it.

Since the data we collect is anonymous, it is not considered to be personal data under data protection legislation (such as the General Data Protection Regulation or the Data Protection Act 2018).

If you have any questions about this statement please email first.contact@barnet.gov.uk

Instructions for completing questionnaire

We have tried to make the questionnaire as easy as possible to complete.

Please read these instructions carefully before answering the questions.

Many of the questions have a range of options for you to choose from. Please choose the option closest to your opinion and tick the relevant option or options. Some questions ask you to give your views.

Some of the questions provide links to the summary consultation document to assist you completing the questionnaire.

Please check that you have answered all the questions that apply to you.

Before completing this questionnaire

- Please read the information provided in the [summary consultation document](#).
- You can also view Frequently Asked Questions [here](#) and the full Consultation Outline Business Case Report and detailed evidence gathered is available [here](#).

Please select 'Next' to continue on to the next page.

What is your interest in this consultation?

The following questions about you will help us understand the views of our different stakeholders.

1. Which of the following best describes why you are completing this questionnaire? PLEASE TICK ✓ ONE OPTION ONLY)

- | | | |
|---|--------------------------|-------------|
| I rent my home from a private landlord | <input type="checkbox"/> | Route to Q2 |
| I rent my home from the council | <input type="checkbox"/> | Route to Q2 |
| I rent my home from a housing association | <input type="checkbox"/> | Route to Q2 |
| I am an owner occupier (with or without a mortgage) | <input type="checkbox"/> | Route to Q2 |
| I am a private landlord | <input type="checkbox"/> | Route to Q4 |
| I am a managing or letting agent or work for a managing or letting agent | <input type="checkbox"/> | Route to Q4 |
| I work for a local authority | <input type="checkbox"/> | Route to Q2 |
| I work for or own a business | <input type="checkbox"/> | Route to Q2 |
| I work for an organisation that represents landlords, or managing or letting agents | <input type="checkbox"/> | Route to Q2 |
| I work for an organisation that represents private tenants | <input type="checkbox"/> | Route to Q2 |
| I work for an organisation that has an interest in private renting in Barnet or the surrounding areas | <input type="checkbox"/> | Route to Q2 |
| Other interested party or organisation (please state type of organisation in the box below) | <input type="checkbox"/> | Route to Q2 |

If you are or work for an organisation or another interested party, you may wish to specify below (please type in below)

Location of where you live, work or do business in the borough

2. Depending on your answer to Q1, in which area do you live, work, have a business, own, or rent a property? (PLEASE TICK ✓ ONE OPTION ONLY)

- The London Borough of Barnet
- In an area bordering (next to) the London Borough of Barnet (for example, Camden, Brent, Harrow, Enfield, Haringey, Hertsmere etc)
- Don't know/Not sure
- Other area

If other area, please type in below

3. If you ticked in Question 2 that you are in Barnet, please specify which area of Barnet? For example, Edgware, Cricklewood, Hampstead Garden Suburb, North Finchley, High Barnet, Whetstone etc. (Please type in)

NOW Route to section 3 in Survey Monkey

Section 2: Landlords, managing and letting agents

Questions for landlords, managing or letting agents for a property in the borough

4. Are you completing this questionnaire as a: (PLEASE TICK ✓ ONE OPTION ONLY)

- Business/Company
- Individual
- Other (Please specify)

5. Is your business based inside or outside the London Borough of Barnet? (PLEASE TICK ✓ ONE OPTION ONLY)

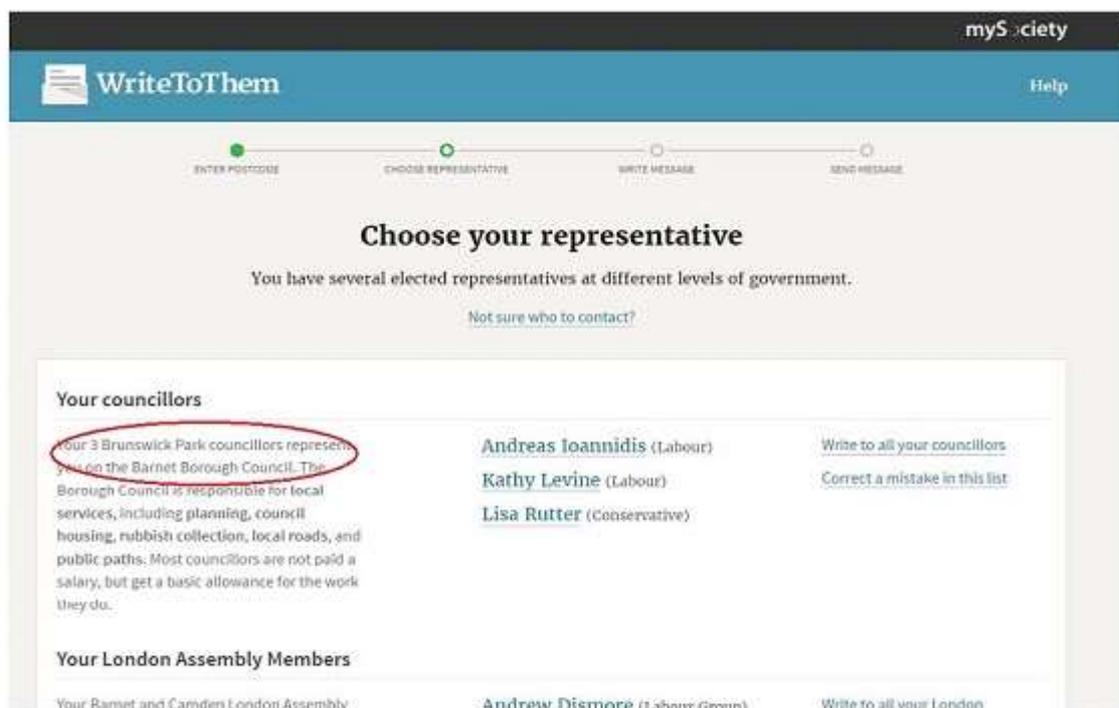
- Within the borough of Barnet
- Outside the borough of Barnet

6. How many private rented properties do you let or manage in Barnet?

- 1
- 2-5
- 5-10
- 10-25
- 25-50
- More than 50

7. In which wards are these properties? (Please tick all that apply)

If you do not know the Barnet ward that the property is in you can find it by clicking [here](#) and entering your postcode. You should then see a page like the image below - you will find the name of your ward on the left-hand side of the page under the heading "Your councillors". In this example, the name of the ward is Brunswick Park.



All wards

Brunswick Park
Burnt Oak
Childs Hill
Colindale
Coppetts
East Barnet
East Finchley
Edgware
Finchley Church End
Garden Suburb
Golders Green
Hale
Hendon
High Barnet
Mill Hill
Oakleigh
Totteridge
Underhill
West Finchley
West Hendon
Woodhouse
Other

Houses in Multiple Occupation in Barnet

HMOs are houses or flats occupied by different households as their main residence and include shared accommodation, bedsits and certain poorly converted blocks of flats.

8. Do you live in a House in Multiple Occupation (HMO) in Barnet? (PLEASE TICK ✓ ONE OPTION ONLY)

- Yes Go to question 9
- No Go to question 11
- Don't know/not sure Go to question 11

Experience of living in houses in multiple occupation in Barnet

It is important for us to know if you have any problems in relation to your home.

9. Listed below are problems that have been experienced in HMOs. Please indicate if and to what extent these have been a problem for you (PLEASE TICK ✓ ONE OPTION ONLY)

Very serious problem Serious problem Minor problem Not a problem Don't know

Poor amenities (for example, toilet, bathroom, kitchen facilities)	<input type="checkbox"/>				
Poor fire safety (for example, escape routes, fire doors, fire alarm)	<input type="checkbox"/>				
Property in a poor state of repair	<input type="checkbox"/>				
Poor management of the common parts (for example, disrepair, cleanliness)	<input type="checkbox"/>				
Poorly converted flats or rooms	<input type="checkbox"/>				
Too many people occupying/overcrowding	<input type="checkbox"/>				
Poor security	<input type="checkbox"/>				
Lack of energy efficiency in the property	<input type="checkbox"/>				
High costs of heating	<input type="checkbox"/>				
Damp and mould	<input type="checkbox"/>				
Poor noise/sound insulation	<input type="checkbox"/>				
Problems with anti-social behaviour affecting your home	<input type="checkbox"/>				

**10. Do you feel that your health has been adversely affected by the condition of the property?
(PLEASE TICK ✓ ONE OPTION ONLY)**

A great deal	To some extent	Not very much	Not at all	Don't know
<input type="checkbox"/>				

Barnet's proposals on renewing its additional licensing scheme for Houses in Multiple Occupation (HMOs)

Barnet Council, like all other councils across the country, must operate a mandatory licensing scheme for larger HMOs. The existing mandatory licensing scheme ensures that the management of these larger HMOs meets safety standards and that conditions are

satisfactory. However, the council is aware that the problems with HMOs in the borough are not confined to those to where the existing mandatory scheme applies.

To ensure a greater number of different types and smaller HMOs across Barnet meet safety standards, and that conditions are satisfactory, the council has been operating a borough wide additional licensing scheme since 2016, however this scheme ended in July 2021. We are therefore proposing to re-introduce an additional licensing scheme in early 2022 that will again apply to all wards in the borough and run for a further five years.

The purpose of this proposed scheme is to ensure that smaller HMOs in the borough and converted buildings, that don't come under the mandatory scheme are: properly managed and maintained; that they provide accommodation of a decent standard, without hazards that create a risk to the health, safety or welfare of the occupants; and that landlords act in a responsible manner. In addition, the scheme should assist in ensuring that HMOs are not the source of anti-social behaviour or have a negative effect on the local neighbourhood.

We want to know if you think the council should renew its additional licensing scheme in Barnet, and if you think we should, is there anything within the proposals that we should change.

The following questions ask your views on what we are proposing to include in the new additional licensing scheme. We will then ask you overall to what extent you support or oppose the introduction of an additional licensing scheme in Barnet.

Your views on type of HMOs the proposed additional licensing scheme will cover

It is proposed that the new additional licensing scheme will cover:

1. HMOs rented to **three** or more occupiers in two or more households that share (or lack) toilet, washing and cooking facilities. This excludes HMOs that require a mandatory HMO licence.
2. All HMOs in converted buildings falling under section 257 of the Housing Act 2004, where the building or part of a building is of three or more storeys that have been converted into **three** or more self-contained flats and where both the building and self-contained flats it contains are under the same ownership or considered by the council to be effectively under the same control.

In summary this means the following types of HMOs across the whole borough will be included in the new additional licensing scheme:

- shared houses and flats
- bedsits
- hostels
- student accommodation
- bedsits with a resident landlord
- houses poorly converted into self-contained flats or studios

The scheme excludes HMOs that already require a mandatory HMO licence.

There are some types of buildings which are exempt from HMO licensing by law. These include buildings controlled by public sector bodies (for example, housing associations), some buildings occupied by students, and some owner-occupied buildings. A full list of exemptions can be found [here](#).

11. To what extent do you agree or disagree that the proposed HMO additional scheme should include? (PLEASE TICK ✓ ONE OPTION ON EACH ROW)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
All HMOs borough-wide that are not included in the existing mandatory scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMOs rented to three or more occupiers in two or more households that share amenities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All HMOs in converted buildings falling under section 257 of the Housing Act 2004, as described in point 2 above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. If you disagree with any of the above, please say why: (Please type in your answer below)

Your views on the proposed additional HMO licence conditions

Additional HMO licences will have conditions attached. The Housing Act requires several specific conditions to be included in a licence. The other conditions are discretionary, and the council will apply these where applicable to the property in accordance with legal requirements.

Further information on these conditions are outlined in the question below and can also be found in our summary consultation document at Section 4.3.

13. To what extent do you agree or disagree that licences under the proposed additional licensing scheme should contain the following conditions? (PLEASE TICK ✓ ONE OPTION ON EACH ROW)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Licence holder should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Licence holder should ensure all gas installations and appliances and electrical appliances are in a safe condition and have valid safety certificates available and if provided, that carbon monoxide and smoke alarms provided are working

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

References are obtained from prospective tenants

<input type="checkbox"/>						
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There are tenancy management arrangements in place to prevent or reduce anti-social behaviour by persons occupying or visiting the property

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Licence holder inspections of the property are carried out regularly to identify any problems relating to the condition and management of the property

<input type="checkbox"/>						
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Licence holders carry out prompt action to address problems of ASB resulting from the conduct of occupants of, or visitors to, the property is taken

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Licence holders must ensure adequate arrangements for waste and recycling and that these are used appropriately

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Licence holders must not leave old furniture, bedding, rubbish or refuse from the property on the immediately outside the property or private land

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

The security of a property should be of a satisfactory standard (for example, with appropriate, working door and window locks, to prevent burglaries)

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Minimum standards of heating and energy efficiency are met

<input type="checkbox"/>						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

14. If you disagree with any of these conditions, please specify by typing in below:

Your views on the proposed additional HMO licence fees

Licence applicants will be required to pay a fee for each property that needs a licence, which are outlined below:

HMOs consisting of bedsits, bedrooms or studios:

- new 5-year licence - up to five lettings - £1,404.02
- new 5-year assisted licence - up to five lettings - £1,496.20

- new 1-year licence – up to five lettings - £944.94
- new 1-year assisted licence – up to five lettings - £981.60
- additional fee of £26.84 for each extra letting over five.

We are also proposing to offer the following discounts:

- reduced fees for online applications
- a 10% discount on Part 1 of the fee (application processing) for accredited landlords.
- A 10% discount on Part 1 of the fee (application processing) for registered charities.
- reduced fees for renewal of existing licences

Fees will be split into two parts. The part 1 fee is paid as part of the submission of the complete application, and part 2 is paid once a decision has been made that the licence applicant is a fit and proper person and the property is licensable. If the council refuses to grant a licence the part 2 fee will not be required to be paid.

The law allows for the council to recover the full costs of the administration and enforcement of the schemes. However, case law has stated that the fee for an application should only cover the cost of dealing with the application and issuing of the licence. The second part of the fee, for enforcing the scheme, only becomes payable once a decision has been made to issue the licence. We will require full payment of the first part of the fee with the application.

A full list of property licensing fees can be found in Section 6 and Appendix 2 of our Full Consultation Outline Business Case Report.

15. To what extent do you agree or disagree with the various elements of the proposed licence fees included in the new additional licensing scheme? Please tick one option on each line)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The proposed level of five-year licence fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The proposed level of one-year licence fees including assisted applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application of additional fees for each letting above five lettings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced fees for online applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounts for accredited landlords and registered charities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced fees for renewal of existing licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If you disagree with any of these conditions, please specify by typing in below:

Your views on the benefits of the proposed additional HMO licensing scheme

The proposed scheme will place the responsibility on the landlord to inform the council that they have a property that is in scope of the scheme and so is licensable. The schemes will encourage them, with the council's support, to ensure that they meet the required minimum standards that should be expected in their properties.

The scheme will enable the council to prioritise its resources effectively. The highest risk properties of most concern will be prioritised, and enforcement action targeted to those landlords who either fail to licence their properties at all and/or breach the conditions of their licence.

The scheme will benefit the local community and it will ensure that all HMOs within the borough is managed to a satisfactory standard.

For further information on the benefits, aims and objectives of the scheme please refer to Section 6 in the summary consultation document.

17. To what extent do you agree or disagree that the additional licensing scheme for HMOs will help improve the following within in Barnet? (PLEASE TICK ✓ ONE OPTION ONLY)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Reduction of neighbourhood problems for example, noise, nuisance and rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That HMOs are better maintained and managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The health and safety of tenants living in HMOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of the poorer performing landlords of HMOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standards of poorer performing landlords of HMOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support of good landlords of HMOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

sStandards in areas outside
Barnet across the borough
boundary

Your views on what impact the new HMO additional licensing scheme will have on you and the borough.

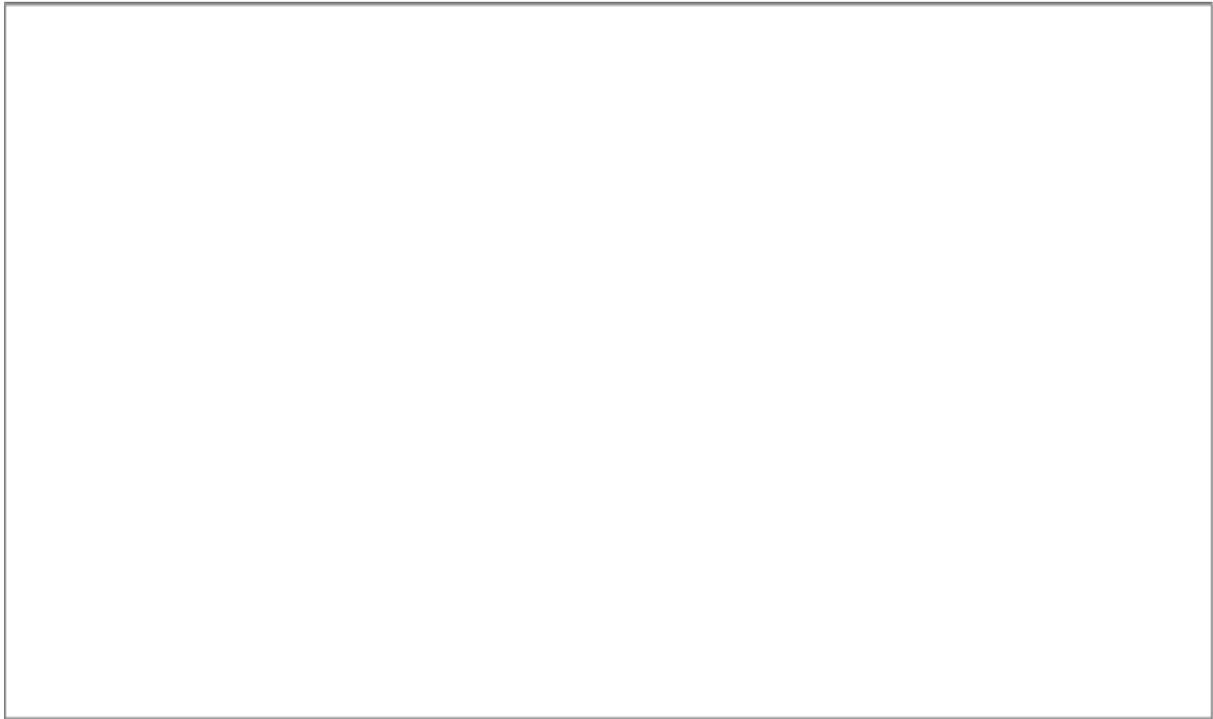
18. What impact, if any, do you think the proposed scheme will have on the following (Please tick ✓ one option on each line. If the category doesn't apply to you, please tick ✓ 'Not applicable')

	Positive impact	No Impact	Negative impact	Don't know/Not sure	Not applicable
You and your family as a private renting tenant	<input type="checkbox"/>				
You and your family living in the local area (but not a private renting tenant)	<input type="checkbox"/>				
Your business as a landlord	<input type="checkbox"/>				
Your organisation (excluding landlord businesses)	<input type="checkbox"/>				
Your local area	<input type="checkbox"/>				
The whole borough of Barnet	<input type="checkbox"/>				
Other (please specify by typing in below)	<input type="checkbox"/>				

19. Overall, to what extent do you support or oppose the re-introduction of an additional licensing scheme for HMOs in Barnet? (Please tick ✓ one box).

Strongly Support	Tend to support	Tend to oppose	Strongly oppose	Don't know
<input type="checkbox"/>				

20. If you oppose the re-introduction of the additional licensing scheme please give reasons for your answer by typing below:



Other private rented properties (that are not HMOs) in Barnet

Other private rented properties are houses or flats occupied by single families, or by one person or two persons who may or may not share facilities.

21. Do you live in a privately rented property that is NOT a House in Multiple Occupation (HMO) in Barnet? (PLEASE TICK ✓ ONE OPTION ONLY)

- Yes Go to question 22
- No Go to question 24
- Don't know/not sure Go to question 25

Experience of living in other private rented properties in Barnet

It is important for us to know if you have any problems in relation to your home

22. Listed below are problems that have been experienced in private rented properties. How big a problem, if any, have these been for you? (PLEASE TICK ✓ ONE OPTION ONLY)

	Very serious problem	Serious problem	Minor problem	Not a problem	Don't know
Poor amenities (for example, toilet, bathroom, kitchen facilities)	<input type="checkbox"/>				

Property in a poor state of repair	<input type="checkbox"/>				
Poor management of the common parts (for example, disrepair, cleanliness)	<input type="checkbox"/>				
Poorly converted flats or rooms	<input type="checkbox"/>				
Too many people occupying/overcrowding	<input type="checkbox"/>				
Poor security	<input type="checkbox"/>				
Lack of energy efficiency in the property	<input type="checkbox"/>				
High costs of heating	<input type="checkbox"/>				
Damp and mould	<input type="checkbox"/>				
Poor noise/sound insulation	<input type="checkbox"/>				
Problems with anti-social behaviour affecting your home	<input type="checkbox"/>				
Problems with crime affecting your home	<input type="checkbox"/>				

**23. Do you feel that your health has been adversely affected by the condition of the property?
(PLEASE TICK ✓ ONE OPTION ONLY)**

A great deal	To some extent	Not very much	Not at all	Don't know
<input type="checkbox"/>				

Barnet's proposals on introducing selective licensing schemes for other privately rented properties

Whilst HMO licensing schemes ensure the management of HMOs meets safety standards and that conditions are satisfactory, the council are aware that the problems with privately rented properties in the borough are not confined to those to HMOs and propose to introduce selective licensing schemes for a greater number and type of privately rented property in some parts of Barnet.

We are therefore also proposing to introduce new selective licensing schemes. The purpose of the proposed selective licensing schemes is to ensure that the large numbers of privately rented properties in the proposed selected areas, and that are not HMOs, are properly managed and maintained.

Before any local authority can decide to introduce selective licensing, certain considerations need to be met. For further information please refer to section 5 in our summary consultation document.

Where and what type of private rented properties will the new selective licensing scheme cover?

We are proposing to introduce new selective licensing schemes that will cover the following parts of the borough, running for five years. There are three proposed selective licensing schemes that will cover all privately rented properties in the new wards¹ of:

- Burnt Oak, Colindale North and Colindale South
- West Hendon, Cricklewood and Childs Hill
- Golders Green, Hendon and Edgware.

The selective licensing will apply to all privately rented properties in the above areas. HMOs covered by either the mandatory licensing scheme or the proposed additional licensing scheme will not require licensing under this scheme.

Exemptions from selective licensing include tenancies granted by public bodies (for example housing associations), holiday homes and some business tenancies. A full list of exemptions can be found [here](#)

It is proposed that the scheme will be introduced in three phases. The first phase involves three wards: Burnt Oak, Colindale North and Colindale South. The second and this phase is phase for the remaining wards for West Hendon, Cricklewood and Childs Hill Wards and for Golders Green, Hendon and Edgware Wards will come into affect later as these will need to seek consent from the Secretary of State following

24. To what extent do you agree or disagree with the areas selected by the council for selective licensing (PLEASE TICK ✓ ONE OPTION ON EACH ROW)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The new wards of Burnt Oak, Colindale North and Colindale South	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The new wards of West Hendon, Cricklewood and Childs Hill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The new wards of Golders Green, Hendon and Edgware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹ New ward boundaries and names come into effect May 2022, further details can be found in our FAQ document

The three-phase approach to introduction of the schemes

25. If you disagree with the areas we are proposing to include in the new selective licensing schemes, please say why: (Please type in your answer below)

Your views on the proposed selective licence conditions

Selective licences will have conditions attached. The Housing Act requires several specific conditions to be included in a licence. The other conditions are discretionary, and the council will apply these where applicable to the property in accordance with legal requirements.

Further information on these conditions are outlined in our summary consultation document at Section 5.3

26. To what extent do you agree or disagree that licences under the proposed selective licensing schemes should contain the following conditions? (PLEASE TICK ✓ ONE OPTION ON EACH ROW)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Licence holders should take action to remedy disrepair and/or infestation and ensure that property maintenance is up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licence holders should ensure all gas installations and appliances and electrical appliances are in a safe condition and have valid safety certificates available and if provided, that carbon monoxide and smoke alarms provided are working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
References are obtained from prospective tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are tenancy management arrangements in place to prevent or reduce anti-social behaviour by persons occupying or visiting the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licence holder inspections of the property are carried out regularly to identify any problems relating to the condition and management of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Licence holders carry out prompt action to address problems of ASB resulting from the conduct of occupants of, or visitors to, the property is taken

Licence holders must ensure adequate arrangements for waste and recycling and that these are used appropriately

Licence holders must not leave old furniture, bedding, rubbish or refuse from the property on the immediately outside the property or private land

The security of a property should be of a satisfactory standard (for example, with appropriate, working door and window locks, to prevent burglaries)

Minimum standards of heating and energy efficiency are met

<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Your views on the proposed selective licence fees

Licence applicants will be required to pay a fee for each property that needs a licence. For selective licensing, the proposed fee is £754 per property.

Licence fees must be charged in two parts. There will be an initial fee which is charged to cover the cost of processing the application. Once the application is successful, the remainder of the fee will be charged before the full licence is issued. This part of the fee is used to cover the council's costs in running and administering the licensing scheme. Licence fees cannot be used elsewhere in the council or used to generate a profit.

A full list of property licensing fees can be found in Appendix 2 in our [Full Consultation Outline Business Case Report](#).

27. To what extent do you agree or disagree with the proposed licence fees for the new selective licence scheme? (PLEASE TICK ✓ ONE OPTION ONLY)

Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. If you disagree please say why: (Please type in below).

Your views on the benefits of the proposed selective licensing scheme

These proposed schemes will place the responsibility on the landlord to inform the council that they have a property that is in scope of the schemes and so is licensable. The schemes will encourage them, with the council's support, to ensure that they meet the required minimum standards that should be expected in their properties.

The schemes will enable the council to prioritise its resources effectively. The highest risk properties of most concern will be prioritised and enforcement action targeted to those landlords who either fail to licence their properties at all and/or breach the conditions of their licence.

The schemes will benefit the local community and it would ensure that all private rented property within the designated areas is managed to a satisfactory standard.

For further information on the benefits, aims and objectives of the scheme please refer to Section 6 in the summary consultation document.

29. To what extent do you agree or disagree that the selective licensing schemes will help improve the following within the proposed wards in Barnet? (PLEASE TICK ✓ ONE OPTION on each row)

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Selective licensing will help reduce neighbourhood problems, for example, noise, nuisance and rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selective licensing will help ensure that privately rented properties are better maintained and managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selective licensing will help to improve the health and safety of tenants living in privately rented properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selective licensing will help to identify the poorer performing landlords of privately rented properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selective licensing will help to assist poor performing landlords of privately rented properties to raise their standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Selective licensing will help to support good landlords of privately rented properties

How will the new selective licensing scheme impact on you and the borough

30. What impact, if any, do you think the proposed selective licensing scheme would have on the following (Please tick one option on each line, If the category doesn't apply to you, please tick ✓ 'Not applicable')

	Positive impact	No Impact	Negative impact	Don't know/Not sure	Not applicable
You and your family as a private renting tenant	<input type="checkbox"/>				
You and your family living in the local area (but not a private renting tenant)	<input type="checkbox"/>				
Your business as a landlord	<input type="checkbox"/>				
Your organisation (excluding landlord businesses)	<input type="checkbox"/>				
Your local area	<input type="checkbox"/>				
The whole borough of Barnet	<input type="checkbox"/>				
Other (please specify by typing in below)	<input type="checkbox"/>				

Overall support for the selective licensing schemes

31. Overall, to what extent do you support or oppose the introduction of the selective licensing schemes for privately rented properties in Barnet? (PLEASE TICK ✓ ONE OPTION ONLY)

Strongly Support	Tend to support	Tend to oppose	Strongly oppose	Don't know
<input type="checkbox"/>				

32. Please give reasons for your answer by writing below:



About you

So that we can route you to the right demographics questions we just want to ask a short question about you again.

33. Are you responding as: (Please tick one option only)

A Barnet resident	<input type="checkbox"/>	Go to Q35
A Barnet business (other than a landlord or letting agent)	<input type="checkbox"/>	Go to Q35
A person who works in the London Borough of Barnet area	<input type="checkbox"/>	Go to Q35
A person representing a voluntary/community organisation	<input type="checkbox"/>	Go to Q34
A person representing a public-sector organisation	<input type="checkbox"/>	Go to Q34
A person representing a tenant's organisation	<input type="checkbox"/>	Go to end
A person representing a landlord's or letting agent's organisation	<input type="checkbox"/>	Go to end
Other (please specify) (including residents of other boroughs)	<input type="checkbox"/>	Go to Q 35

34. Please specify the type of stakeholders or residents your organisation represents or deals with: (Please type in your answer)

Community Group, Voluntary, Public-Sector, Landlords or Letting Agents Organisations – route to the end of this questionnaire

About you (continued)

When consulting with our residents and service users Barnet Council needs to understand the views of our different communities.

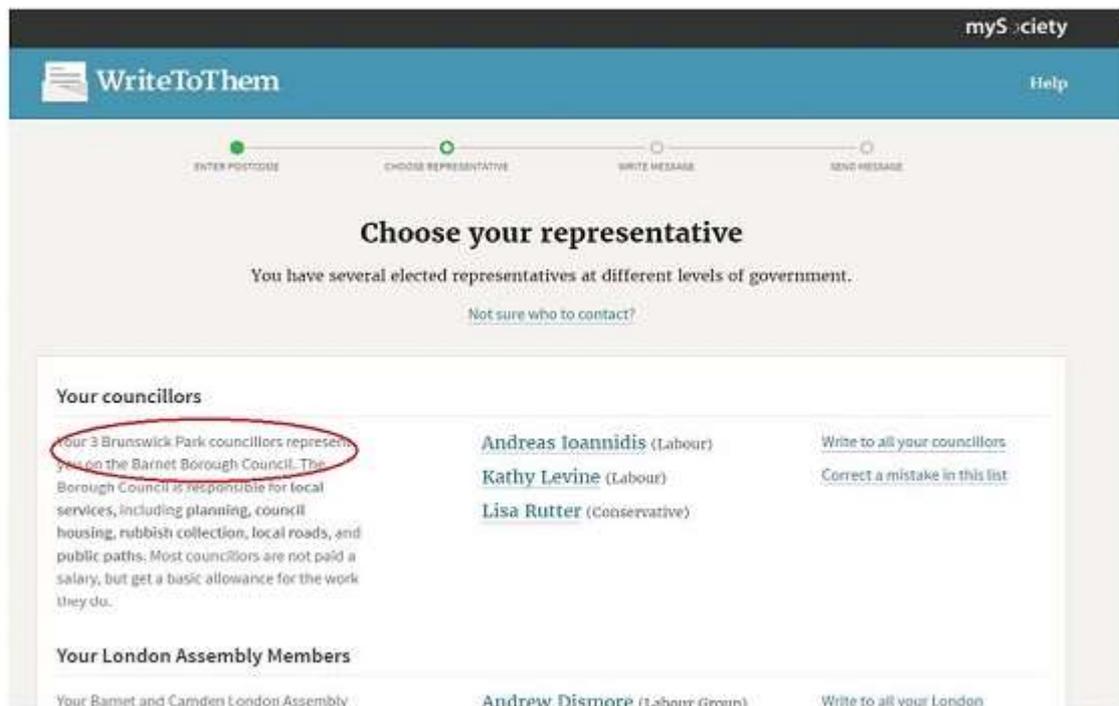
Please be assured that all your answers will be treated in the strictest of confidence and will be stored securely in an anonymous format.

We have taken every care to ensure that questionnaires are carried out and the information stored in compliance with all relevant legal and regulatory requirements, including the General Data Protection Regulation 2018.

So that we can analyse the findings by different locations in the borough, please can you provide the Barnet ward that you live, work or let a property in.

If you do not know the Barnet ward that you live in you can find it by clicking [here](#) and entering your postcode. You should then see a page like the image below - you will find

the name of your ward on the left-hand side of the page under the heading "Your councillors". In this example, the name of the ward is Brunswick Park.



35. Which ward do you live, rent a property, work or have a business in? (Please select one option only)

Brunswick Park
Burnt Oak
Childs Hill
Colindale
Coppetts
East Barnet
East Finchley
Edgware
Finchley Church End
Garden Suburb
Golders Green
Hale
Hendon
High Barnet
Mill Hill
Oakleigh
Totteridge
Underhill
West Finchley
West Hendon
Woodhouse

36. Are you currently employed, self-employed, retired or otherwise not in paid work? (PLEASE TICK ✓ ONE OPTION ONLY)

- An employee in a full-time job (30 hours or more per week)
- An employee in a part-time job (Less than 30 hours per week)
- Self- employed (full or part-time)
- On a Government supported training programme (for example, Modern Apprenticeship or Training for Work)
- In full time education at school
- A student at college or university
- Unemployed and available for work
- Permanently sick or disabled
- Wholly retired from work
- Looking after the home
- Prefer not to say
- Doing something else (please specify by writing below)

37. Would you say any of these statements describe your household? (PLEASE TICK ✓ ONE OPTION ONLY)

- A family with one or two dependent children
- A family with three or more children
- A lone parent household
- A carer

A household with full and/or part time workers

A household that includes someone who is disabled or severely mentally impaired

A single person household or a couple without children living in household

None of the above

Diversity monitoring

The Equality Act 2010 identifies nine protected characteristics: age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, and requires the council to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups. We ask questions about the groups so that we can assess any impact of our services and practices on different groups. The information we collect helps the council to check that our policies and services are fair and accessible.

Collecting this information will help us understand the needs of our different communities and we encourage you to complete the following questions.

All your answers will be treated in confidence and will be stored securely in an anonymous format. All information will be stored in accordance with our responsibilities under the Data Protection Act 1998.

For the purposes of this questionnaire we are asking nine of the protected characteristics included in the Equality Act 2010.

38. What is your age group? (PLEASE TICK ✓ ONE OPTION ONLY)

- 16-17 Please go to the end of the questionnaire
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

39. Are you male or female? (PLEASE TICK ✓ ONE OPTION ONLY)

Female	<input type="checkbox"/>	Male	<input type="checkbox"/>	Go to Q 22	Prefer not to say	<input type="checkbox"/>	Go to Q 45
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Females only: Pregnant and on maternity leave

As part of the Equality Act 2010 the council has a statutory requirement to collect information in relation to 'protected characteristics' which includes information on women who are pregnant and on maternity leave. Answering this question will assist us in meeting our legal obligations. It will also help us understand the different needs of our communities.

40. Are you pregnant and/or on maternity leave? (PLEASE TICK ✓ ONE OPTION ON EACH ROW)

	Yes	No	Prefer not to say
I am pregnant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am currently on maternity leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As part of the Equality Act 2010 the council has a statutory requirement to collect information and pay due regard in relation to 'protected characteristics' which includes gender re assignment. Answering this question will assist us in meeting our legal obligations. It will also help us understand the different needs of our communities.

41. Is your gender identity the same as the gender you were assigned at birth? (PLEASE TICK ✓ ONE OPTION ONLY)

Yes	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42. What is your ethnic origin? (PLEASE TICK ✓ ONE OPTION ONLY)

Asian / Asian British		Other ethnic group	
Bangladeshi	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Any other ethnic group (✓ AND TYPE BELOW)	<input type="checkbox"/>
Indian	<input type="checkbox"/>	White	
Pakistani	<input type="checkbox"/>	British	<input type="checkbox"/>
Any other Asian background (✓ AND TYPE BELOW)	<input type="checkbox"/>	Greek / Greek Cypriot	<input type="checkbox"/>
Black / African / Caribbean / Black British		Gypsy or Irish Traveller	<input type="checkbox"/>

African	<input type="checkbox"/>	Irish	<input type="checkbox"/>
British	<input type="checkbox"/>	Turkish / Turkish Cypriot	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Any other White background (✓ AND TYPE BELOW)	<input type="checkbox"/>
Any other Black / African / Caribbean background (✓ AND TYPE BELOW)	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Mixed / Multiple ethnic groups		
White & Asian	<input type="checkbox"/>		
White & Black African	<input type="checkbox"/>		
White & Black Caribbean	<input type="checkbox"/>		
Any other Mixed / Multiple ethnic background (✓ AND WRITE BELOW)	<input type="checkbox"/>		

Disability

The Equality Act 2010 defines disability as ‘a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities’.

In this definition, long- term means more than 12 months and would cover long-term illness such as cancer and HIV or mental health problems.

43. Do you consider that you have a disability as outlined above? (PLEASE TICK ✓ ONE OPTION ONLY)

Yes No (Please go to Q 48)

If you have answered ‘yes’, please select the definition(s) from the list below that best describes your disability/disabilities:

Hearing (such as deaf, partially deaf or hard of hearing)	<input type="checkbox"/>	Reduced Physical Capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath energy or stamina, asthma, angina or diabetes)	<input type="checkbox"/>
Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	<input type="checkbox"/>	Severe Disfigurement	<input type="checkbox"/>
		Learning Difficulties (such as dyslexia)	<input type="checkbox"/>
Speech (such as impairments that can cause communication problems)	<input type="checkbox"/>	Mental Illness (substantial and lasting more than a year, such as severe depression or psychoses)	<input type="checkbox"/>
Mobility (such as wheelchair user, artificial lower limb(s), walking aids,	<input type="checkbox"/>	Physical Co-ordination (such as manual dexterity, muscular	<input type="checkbox"/>

rheumatism or arthritis)		control, cerebral palsy)	
Other disability, please specify			
.....			
Prefer not to say <input type="checkbox"/>			

44. What is your religion or belief? (PLEASE TICK ✓ ONE OPTION ONLY)

Agnostic	<input type="checkbox"/>	Jain	<input type="checkbox"/>
Atheist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Baha'i	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Christian	<input type="checkbox"/>	No Religion	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Other religion/belief (Please specify).....	<input type="checkbox"/>
Humanist	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

45. What is your sexual orientation? (PLEASE TICK ✓ ONE OPTION ONLY)

Bisexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
Gay	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Heterosexual	<input type="checkbox"/>		

Thank you for taking the time to complete this questionnaire.



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