



Building a Better Bournemouth

Selective Licensing Proposal for Boscombe East, Boscombe West and East Cliff & Springbourne

CONSULTATION REPORT

August 2017

Consultation & Research Team
BOURNEMOUTH BOROUGH COUNCIL

Table of contents

1. Executive Summary	1
Summary of main findings	1
Support and opposition for Selective Licensing	2
Support and opposition for the proposed area	3
Impact of proposal	4
Fees.....	5
License conditions	5
Suggested alternatives	6
2. Introduction.....	7
2.1. Background	7
2.2. Engagement and participation	7
2.3. Survey methodology	9
2.4. Understanding the report	9
3. About Boscombe, East Cliff and Springbourne.....	12
4. Impact.....	25
4.1. Support / Opposition of Selective Licensing	25
4.2. Impact of selective licensing on area	27
4.3. Impact of selective licensing on other areas	30
4.4. Comments about the impact of proposals on other areas	33
4.5. Impact on individuals, businesses, organisations	35
5. Fees	42
5.1. Standard fees	42
5.2. Discounts.....	44
5.3. Additional charges.....	49
5.4. Comments about fees	54
6. License conditions.....	56
6.1. Tenancy management	56
6.2. Property management.....	58
6.3. Anti-social behaviour	61
6.4. Comments	63
7. Proposed Selective Licensing Area	66
7.1. Comments	68
8. Additional comments and other correspondence.....	70
8.1. Additional comments	70
8.2. Equalities	71
8.3. Easy-Read.....	73
8.4. Written responses	75

9. Deliberative events.....	80
Executive Summary.....	81
The Consultation Process	86
Findings: Landlord Forums.....	90
Findings: Tenant and Resident Focus Groups.....	99
Overall Conclusions.....	106

1. Executive Summary

Summary of main findings

Consultation process

Bournemouth Borough Council undertook a consultation exercise on proposals to introduce a Selective Licensing scheme in an area covering parts of Boscombe East, Boscombe West and East Cliff & Springbourne wards. The consultation ran for 16 weeks. The consultation exercise used both qualitative and quantitative methodologies. The quantitative analysis provides an overview of the level of support and opposition to various aspects of the proposals while the qualitative exercises provide more detailed understanding of the nature and depth of opinion about the proposals. Both these aspects of the report should be considered.

The quantitative element included a household survey where a summary consultation document, survey and freepost reply envelope was sent to every address in the proposed licensing area. The data collected by this method has been weighted by age and tenure so that the data is representative of the population of the proposed licensing area. 826 responses were received to the household survey. On an observed statistic of 50%, a sample size of 826 is subject to a maximum standard error of +/- 3%.

An open questionnaire was also available on the council's website and paper copies of the full consultation document; summary document and questionnaire were available in libraries.

Main findings

The findings summarised below focus on those residents and Landlords currently living or owning properties in the proposed selective licensing area. The full report includes results from residents living outside of the proposed licensing area, businesses, Landlords with properties outside the proposed area and responses from the council's e-panel. The deliberative workshops were run by an independent research company Opinion Research Services (ORS). The analysis from the deliberative workshops included in this executive summary has been written by ORS.

About the area

Respondents were asked how much of a problem anti-social behaviour, crime, poor quality housing, deprivation and low demand for property were in the selective licensing area.

Household survey

The majority of residents said that anti-social behaviour (84%), crime (82%), poor quality housing (79%) and deprivation (76%) were a problem in the selective licensing area. Low demand for property in the selective licensing area wasn't particularly seen as a problem with just over a quarter (27%) stating that it was a problem in the selective licensing area.

Open survey

The majority of residents said that anti-social behaviour (72%), crime (72%), poor quality housing (69%) and deprivation (69%) were a problem in the selective licensing area. Low demand for property in the selective licensing area wasn't seen as a problem with only 15% stating that it was a problem in the selective licensing area.

Landlords

Landlords rated each of the problems lower than residents however the ordering of the problems was similar anti-social behaviour (64%), crime (62%), deprivation (46%) and poor quality housing (33%).

Support and opposition for Selective Licensing

Household survey

The majority of residents (77%) living in the proposed selective licensing area support the proposal with 15% opposed to it. This support did come with some reservations mainly around the possible rent increases.

Open questionnaire

Over half (59%) of residents living in the proposed selective licensing area who have responded to the open questionnaire support selective licensing and two fifths (40%) oppose the proposal.

The majority of Landlords (78%) oppose selective licensing whilst 20% support the proposal.

Landlords deliberative groups

Many landlords felt that Private Rented Sector (PRS) property licensing is simply a 'money-making scheme' for the Council and that the Council intends to use its licence fees for 'general purposes' (whereas the use to which such money can be put is strictly limited by legislation). Given their suspicions, these participants were keen for the Council to publish its predicted revenue and spending intentions under the proposed scheme.

As responsible landlords and agents, participants felt that any form of licensing scheme would inevitably burden the majority of landlords while trying to deal with a minority of rogue cases, who will not comply and will remain '*hidden away*'. In this context, there was much more support for the Council better resourcing its efforts to identify and sanction rogue landlords than for the introduction of licensing.

Furthermore, there was a strong perception that a licensing regime would have little impact on increasing the action taken against rogue landlords given that any income received from fees cannot be used for enforcement action. In terms of overcoming this perception if licensing is introduced, it was suggested that the Council should provide regular feedback to landlords on, for example, the number of prosecutions undertaken and, importantly, exactly who has been prosecuted and the consequences they suffered - a deterrent '*rogues gallery*' if you like.

Residents deliberative groups

Tenants had very variable experiences of living in the PRS: some described their '*excellent*' landlords whereas others said they and others they know had been treated '*very badly*' by theirs. The most common complaints among the latter were around: unfair evictions or eviction notices (often served after the tenant has made a complaint); poor property maintenance; unjustified retention of deposits (apparently most common when renting via a letting agent); and threatening behaviour. In light of these alleged issues, there was much initial support for Selective Licensing in principle, which participants felt could help raise standards and eliminate poor practice within the PRS.

However, even at this initial stage, many people's support came with reservations, chiefly around the possibility of rent rises. It was generally assumed that landlords would cover their licensing costs by passing them on to tenants, resulting in an additional financial burden that can be ill-afforded by many of those living in the proposed licensing area. Indeed, the need to retain cheap accommodation - even

if it is of a slightly lower than desirable standard - was stressed by several participants, who said that this is the only option open to some people on very low incomes.

Some tenants and residents also echoed the views of landlords that a licensing scheme would burden the majority of 'good' landlords while trying to deal with a minority of rogue cases, who will not comply and will remain hidden. Furthermore, it was said that a licensing regime would have little impact on increasing the action taken against poor landlords given the difficulties involved in enforcing it - and given the income received from fees cannot be used for enforcement action.

Support and opposition for the proposed area

Household survey

More than two thirds of residents (68%) responding to the household survey agreed with the defined selective licensing area proposed in the consultation document whilst 18% disagreed.

Open questionnaire

Almost seven out of ten (69%) landlords responding to the open questionnaire said that they disagree with the proposed area while only 16% agree. Over half of residents (54%) who completed the open questionnaire agreed with the proposed area for licensing.

Comments made by respondents regarding the selected area included that the scheme should apply to the whole borough or to other specific areas in the borough. There were also many respondents who questioned the way the boundaries were drawn up, suggesting that where boundaries ran along a particular road it should include both sides of the road not just one side as at present, or that certain roads should be included / excluded. Some felt that the area was too wide and should be concentrated around the most problematic areas. Others thought that the area was too small and should be expanded to take in all Boscombe and/or surrounding areas. Several other comments were received suggesting specific roads or properties that should be included or excluded.

Landlords deliberative groups

While none denied that ASB is a problem in the proposed area, many landlords contested the assumption that it is inherently connected to the PRS, questioning the data used by the Council to illustrate a correlation, and arguing that it is not sufficiently broken down or detailed to prove causation. Instead, it was said that increased ASB and crime is more closely related to Boscombe's night-time economy and large shopping centre, reduced policing levels and the number of 'special properties' such as halfway houses, night shelters and alcohol treatment centres there - and that PRS licensing will thus have little effect in this regard.

Residents deliberative groups

Most tenants and residents agreed that the proposed Selective Licensing area is a suitable one given the prevalence of ASB, crime (especially drug dealing) and poor quality housing there. In contrast to the landlord forums, there was also some recognition that much of this activity is caused by the PRS.

A minority, though, disagreed that the area is any more problematic than others in Bournemouth - and some agreed with the landlords that ASB and crime in the area is closely related to Boscombe's night-time economy, large shopping centre and the aforementioned 'special properties'.

Though most agreed that the proposed area is 'about right', there was some confusion as to why certain areas have been included or excluded - and one participant suggested the scheme should be much narrower in focusing only on the very problematic streets (they mentioned St Clements Road, Christchurch Road, Drummond Road and Ashley Road in particular).

Impact of proposal

Household survey

Just under half (49%) of residents think that the proposal will have a positive impact on the area, whilst 30% think there will be a mixture of positive and negative impacts and 13% think the proposal will have a negative impact on the area. Over one third (35%) of residents state that the proposals will have a mix of positive and negative impacts on nearby areas, 29% believe the proposals will have a positive impact on nearby areas and 12% believe the proposal will have a negative impact on nearby areas. Two fifths (40%) of residents believe the proposal will have a positive impact on them as individuals, 16% believe they will experience positive and negative impacts, 14% believe the proposal will have negative impacts on them and 18% believe the proposal will have no impact on them as individuals.

Open questionnaire

Just under half (48%) of Landlords or letting agents state that the proposal will have a negative impact on the area and just under one quarter (24%) state it will have no impact at all. Almost two fifths (38%) of Landlords or Letting agents in the selective licensing area think the proposal will have a negative impact on other nearby areas, 30% think it will have no impact at all, 18% think the proposal will have a mixed of positive and negative impact and 11% think the proposal will have a positive impact on other nearby areas. Most landlords (68%) believe the proposal will have a negative impact on them.

Over two fifths (42%) of residents think that the proposal will have a positive impact on the area, 22% believe there will be positive and negative impact and 28% believe there will be a negative impact. 29% of those residents think the proposal will have a positive impact on nearby areas. Just over one quarter (26%) think that the proposal will have a negative impact on other nearby areas, 26% state that they think it'll have a mixed positive and negative impact on other nearby areas. When residents were asked about the impact on them as an individual, responses are varied with two fifths (40%) stating the proposal will have a negative impact on them, 30% a positive impact and 17% a mix of positive and negative impacts.

Landlords deliberative groups

Ultimately, it was said that the rising cost of a licence will mean many landlords either have to sacrifice property maintenance or even leave the proposed Selective Licensing area, further exacerbating housing shortages.

Landlords' scepticism that a licensing scheme would help identify and enforce against bad landlords has already been noted. The suggested implication of this was that licensing could create an *'unfair'* and uneven playing field, with compliant landlords forced to pay higher costs while those who are in most need of regulation remain below the parapet.

Other suggested potential implications of introducing Selective Licensing were that: rent levels could increase; homelessness levels could increase as tenants are forced to leave unlicensed and unfit properties; and bad tenants and landlords could 'scatter' to other areas of Bournemouth.

Tenants and Residents deliberative groups

In addition to expressing significant concern that the cost of PRS licenses might increase rent levels, tenants and residents agreed with landlords that introducing Selective Licensing could lead landlords to leave the proposed area, further exacerbating housing shortages within the PRS and potentially leading to increased homelessness. Furthermore, it was again said that homelessness levels could increase as a result of tenants being forced to leave unlicensed and unfit properties - and participants sought reassurance that people would be taken care of in such circumstances.

Fees

Household survey

Over six out of ten residents (63%) answering the household survey believed the fees were about right. Residents also agreed with the proposal to offering discounts for early sign up and accredited landlords. Almost three quarters (71%) of residents agreed with the proposal to charge additional fees per unit in a block of flats and 78% agreed with the proposal to charge additional late payment fees.

Open questionnaire

Over four out of five (82%) landlords in the selective licensing area, responding to the open questionnaire say the proposed fee is too high. Although the majority of landlords are not in favour of the selective licensing proposal if it is introduced, 67% of Landlords agree that there should be discount for early sign up and 64% agree that a discount should be offered to accredited landlords. Just over half of Landlords (51%) agree with the proposal to charge additional fees per unit in a block of flats and 55% agree with the proposal to charge additional late payment fees

Just under half of residents responding to the open questionnaire (49%) state that the fees are too high, 39% state the fees are about right and 13% state they are too low. 61% of residents agree with the proposal to offer a discount for early sign-up to the scheme and 58% agree with the proposal to offer a discount for accredited landlords. 63% of residents agree with the proposal to charge additional fees per unit in a block of flats and 60% agree with the proposal to charge additional late payment fees.

The most common comment regarding fees suggested that additional fees should be used as a punitive measure for landlords who don't bring their properties up to standard (or vice versa that discounts should reward those whose properties do meet standards). Likewise, many people felt that 'good' landlords should be exempt and/or 'bad' landlords charged more.

Landlord deliberative groups

The suggested licence fee levels were not discussed extensively in any of the three landlord forums - though the principle of any kind of fee was raised many times in the context of the increased cost burden on landlords and possible increased rent levels for tenants. However, the proposed sliding scale for landlords who are freeholders of blocks of flats (£65 for each unit after the first) led to many questions and requests for clarification about what type of property would qualify for this - and particularly whether, say, four self-contained bedsits within a larger property would be eligible. There were also several comments along the lines of: *why does a large landlord with a block of flats get preferential treatment over the smaller landlord with bedsits or flats in a smaller property?*

Resident deliberative groups

Notwithstanding their concerns about rent rises (which should not be underestimated), tenants and residents agreed that if Selective Licensing is to be introduced, the licence fees are generally reasonable. There was, though, some feeling that they may be overly burdensome on smaller landlords - especially those with smaller properties and lower rental yields. The proposed discount for blocks of flats was also considered somewhat unfair in favouring larger, possibly commercial landlords over those with only a few properties.

License conditions

Household survey

Respondents were asked to what extent they support and oppose the licencing conditions that regulate tenancy management, property management and anti-social behaviour. There was strong support amongst residents for all the licensing conditions tenancy management (81% support), property management (84% support) and anti-social behaviour (85% support).

Open questionnaire

Around two fifths of landlords supported the licensing conditions tenancy management (39% support), property management (39% support) and anti-social behaviour (44% support). Around two thirds of residents completing the open questionnaire support the licencing conditions tenancy management (66% support), property management (68% support) and anti-social behaviour (68% support).

Landlord deliberative groups

There were objections to the draft licensing condition that requires landlords or agents to obtain references for potential tenants. Several landlords argued that they do not currently obtain references for fear that they are either inaccurately written by other landlords seeking to get rid of bad tenants - or forged by the latter. In any case, regardless of references, many participants said that landlords and agents have no effective powers to control their tenants' bad behaviour or ASB – nor should they be expected to.

Suggested alternatives

Landlords

The need to introduce private rented sector property licensing at all was questioned by landlords insofar as the Council apparently has adequate existing powers to deal with poor landlords - and could instead better utilise other resources such as benefits and council tax registers and Land Registry databases to access them in the first instance.

Other suggestions were around adaptations to the proposed licensing scheme itself - most notably: offering better fee reductions - or even exemption - to accredited landlords or those with *'property passports'*; lower costs for 'early bird' registration and higher charges for those who do not register within a given time period; 'good landlord' discounts or reduced insurance premiums for those who prove compliant; licensing landlords rather than properties or offering discounts to reduce the financial and administrative burden on large portfolio holders; an 'upward sliding scale' of charges according to the number of properties a landlord has; and licensing tenants as well as landlords.

2. Introduction

Between 9th January and 1st May 2017 Bournemouth Borough Council ran a consultation exercise about proposals to introduce a Selective Licensing scheme in an area covering parts of Boscombe East, Boscombe West and East Cliff & Springbourne wards. This report outlines the main findings of the consultation.

The consultation exercise used a mix of qualitative and quantitative methods (see **1.2 Engagement and participation** for more details about methods used). The quantitative results give an overview of the level of support and opposition to various aspects of the proposals while the qualitative responses provide more detailed understanding of the nature and depth of opinion about the proposals. Both of these aspects of the report should be considered.

2.1. Background

The Housing Act 2004 gives Councils the power to introduce Selective Licensing schemes for privately rented properties in selected areas for a period of up to five years. The Council can designate the whole or any part or parts of its area as subject to Selective Licensing, if the area meets certain criteria. (Section 2 of the Consultation Document provides more detail about this)

The purpose of such a scheme is to improve standards of property management in the private rented sector. If a landlord rents out property in a Selective Licensing area they will need to obtain a licence from the Council, subject to certain exemptions. The licence will require landlords to manage their properties in accordance with conditions that the Council specifies; failure to do so could lead to enforcement action.

2.2. Engagement and participation

A variety of methods were used to engage and consult with residents, landlords and businesses.

- Consultation packs were posted to every known residential address in the designated area (10,166 addresses taken from the Local Land & Property Gazetteer (LLPG)). The pack consisted of an 8-page summary consultation document, a printed consultation questionnaire and a letter encouraging participation. 826 responses were received.
- An open online survey was created using the same questions as the household questionnaire. A link to this survey and supporting documents was emailed to 956 landlords from across the Borough and wider area. 275 responses were received to the online survey.
- Letters were sent to 985 known business addresses (non-residential addresses from LLPG) inviting businesses to visit the dedicated web page (see below) to read more and to take part in the survey.
- On request, translated versions of the summary document and questionnaire were made available in Polish, Portuguese, Spanish and Hungarian. An easy-read version was also made available for people with learning difficulties.
- The consultation questionnaire was sent to the Council's e-panel – a group of approximately 1500 people from across the Borough and beyond who regularly participate in online surveys from the Council. 508 responses were received and have been merged with the responses to the open survey.
- A dedicated web page was created on the Bournemouth Borough Council website. This page was promoted using the scrolling banner on the Council's home page throughout the consultation period and also appeared on the Consultation Tracker. The web page included links to the online questionnaire, the summary consultation document, the full consultation document (including appendices), dates of meetings / events and a page of FAQs which were updated as questions arose throughout the consultation period. The page also gave details of a dedicated email address and telephone number should anyone have any questions.

- Neighbouring councils (Borough of Poole and Dorset County Council) were asked to promote the survey on their consultation tracker pages.
- The consultation was promoted on the London Property Licensing website in an attempt to reach landlords outside the area. It also appeared on the websites of the National Landlord Association and the Residential Landlord Association
- Posters were displayed in all Bournemouth libraries, where printed questionnaires and consultation documents could be picked up and returned. The responses received using these printed questionnaires are included in the analysis of the open online survey.
- A press release was issued at the start of the consultation, directing readers to the dedicated web page to find out more and have their say. The article appeared in the Bournemouth Daily Echo.
- The consultation was promoted on Bournemouth Council's and Boscombe Regeneration's social media pages.
- Eight roadshows were held in the Sovereign Centre, Boscombe, staffed by officers from the Community Development team. These were promotional events aimed at increasing awareness of the proposed scheme, answering basic questions and encouraging people to take part in the consultation. They were held on a mix of weekdays (usually Thursday to coincide with market day) and Saturdays. Approximately 250 people were engaged with at the roadshows, predominantly local residents.
- Nine drop-in events were held in local libraries (Boscombe, Springbourne, Southbourne). Each library hosted three sessions: one weekday daytime, one weekday evening and one weekend to ensure that they were accessible to as wide a range of people as possible. These sessions were staffed by Housing Officers who were able to answer more in-depth questions about the proposals. Approximately 100 individuals engaged with the drop-in sessions, predominantly landlords.
- Three independently facilitated deliberative events were held for landlords with 61 landlords attending – two were held during the day time and one in an evening. Landlords were given the opportunity to sign up for these events in the email they received with the questionnaire link. The events were also promoted on the website. These events were not attended by Council officers so that the participants could feel comfortable to speak openly.
- Three independently facilitated deliberative events were held for residents with 32 residents attending. Participants were recruited directly by the research company (ORS) who aimed to have a representative mix of tenants and owner / occupiers from different age groups and across the designated area. Participants were offered an incentive for their attendance. Again, these events were not attended by Council officers so that participants could feel able to speak freely. The findings of the deliberative events are reported separately by ORS
- Council officers attended meetings of several interested groups to promote the consultation and answer questions: Bournemouth Housing Forum (12/01/2017); the National Landlords' Association Branch meeting (26/01/2017); Boscombe Forum (16/03/2017) and Pokesdown Community Forum (30/03/2017)

A number of written representations have been received, by letter and by email. These are shown in Appendix B.

Both the Household Survey and the Open Survey (including e-panel) asked the same set of questions. These included a mix of quantitative (closed) questions and qualitative (open) questions. The Household Survey quantitative results are weighted by age, and tenure to be representative of the profile of the area. For both surveys, this report will show the percentage of responses to each quantitative question plus a summary of the literal (open) responses. The literal responses can be read in full in Appendix A.

Quantitative results are rounded to the nearest whole percentage point. Due to rounding, the results for some questions may add up to more than 100%

2.3. Survey methodology

The household survey was sent to 10,166 households within the designated area. Of these, 183 were returned to sender, most commonly because the address was unknown or the property was vacant. This means that 9,983 survey packs were delivered to residential households in the designated area.

The survey received 826 responses, a response rate of 8.5%. This is broadly in line with what we would expect in this area, especially given that no reminders were sent. A sample of this size provides us with a reasonable degree of confidence that the results accurately represent the opinions of the population. On an observed statistic of 50%, a sample size of 826 is subject to a maximum standard error of +/- 3%. This means that we can be reasonably certain that, if we had responses from everyone in the area, the actual result would be between 47% and 53%.

Statistics from the 2011 Census provide us with a profile of the population of the proposed area. The results of the survey are weighted to ensure that they are representative of the population in terms of age and tenure.

The open survey was available to anyone, including landlords, businesses and residents from surrounding areas. Because access to the survey was not limited, the base population number is not known so we cannot report a response rate or calculate a standard margin of error. Combining the results of the open survey and the e-panel gives us a total of 783 responses which gives us enough responses to be able to compare different groups of respondents e.g. landlords, tenants, homeowners, etc.

2.4. Understanding the report

Each section of the report presents the responses to the corresponding section in the questionnaires. Results are presented separately for the household survey and the open survey.

All of the views received are important. However the household survey provides the best guide to the views of residents in the area. The open survey provides the best guide to the views of landlords.

The household results are broken down by respondent type, tenure and property. The open survey is broken down by respondent type. Some respondents fall in to more than one category; for example, a landlord might also be a resident of the proposed selective licensing area. Where this is the case, the response is included in each of the relevant categories.

The open survey results include responses received from our e-panel members. E-panel respondents who are resident in the proposed area have been included in the 'SL residents' category. Non-SL e-panel responses are reported separately as their views differ quite significantly from those of non-SL residents responding via the open survey.

Terminology

For brevity, particularly when labelling charts, residents and landlords have been referred to as 'SL' or 'non-SL'. SL residents are those resident in the proposed selective licensing area and non-SL residents are those resident outside the proposed area. Likewise, SL landlords are those who rent out properties within the proposed selective licensing area and non-SL landlords are those whose rental properties are outside the proposed area.

Throughout the report proposed fees, conditions and area are referred to many times. To make the report a little easier to read, the word 'proposed' is not used every time we refer to the different

elements of the proposal. This does not mean that any decisions have been made about these proposals at this stage. At the time of reporting no decision has been made regarding the adoption of the proposed selective licensing scheme and the elements within it are open to change should the scheme go ahead.

Charts

Each of the charts shows the percentage of each category of respondent that selected a particular option. Figures are rounded to the nearest whole number; due to rounding, some charts may not add up exactly to 100%.

The vertical axis shows the categories. The number in brackets after each category is the number of respondents in that category who gave a response to that question. These base numbers vary throughout the report as not every respondent gave an answer to every question.

Readers should be aware that where the number of respondents is very low, the results will have a much wider margin of error; for example, if there are only ten respondents then each respondent accounts for 10% of the results so what appears to be quite a wide difference of opinion in comparison to other groups could be down to just one or two respondents. Results for categories with a low base number should be treated with caution.

Number of respondents

Each question in the survey is analysed by respondent type. The total number of respondents in each respondent type can be seen in the tables below. The numbers will vary throughout the report depending on how many respondents chose to answer a question.

Open survey

Respondent type	Number of respondents
SL resident	167
Non- SL resident	98
E panel non SL resident	459
SL Landlord or letting agent	111
Non SL Landlord or letting agent	124
Business / Organisation	25

Household survey

Respondent type	Number of respondents
SL resident	751
SL Landlord or letting agent	57
Non SL Landlord or letting agent	13
Business / Organisation	25

Comments

Each section of the questionnaire provided a space for respondents to provide feedback about that element of the proposal and suggest alternative approaches. The report endeavours to identify any themes arising from those comments. Each section of the report covers these themes and provides a number of examples. The comments have proved to be very wide-ranging and it is not possible to report them all in this way. The full list of comments can be found in Appendix A.

Deliberative events

Reporting of survey results has been carried out by Bournemouth Borough Council's Consultation Team. The reporting of the deliberative events (section 8 of the report) was produced by ORS, the independent facilitators appointed to carry out the events.

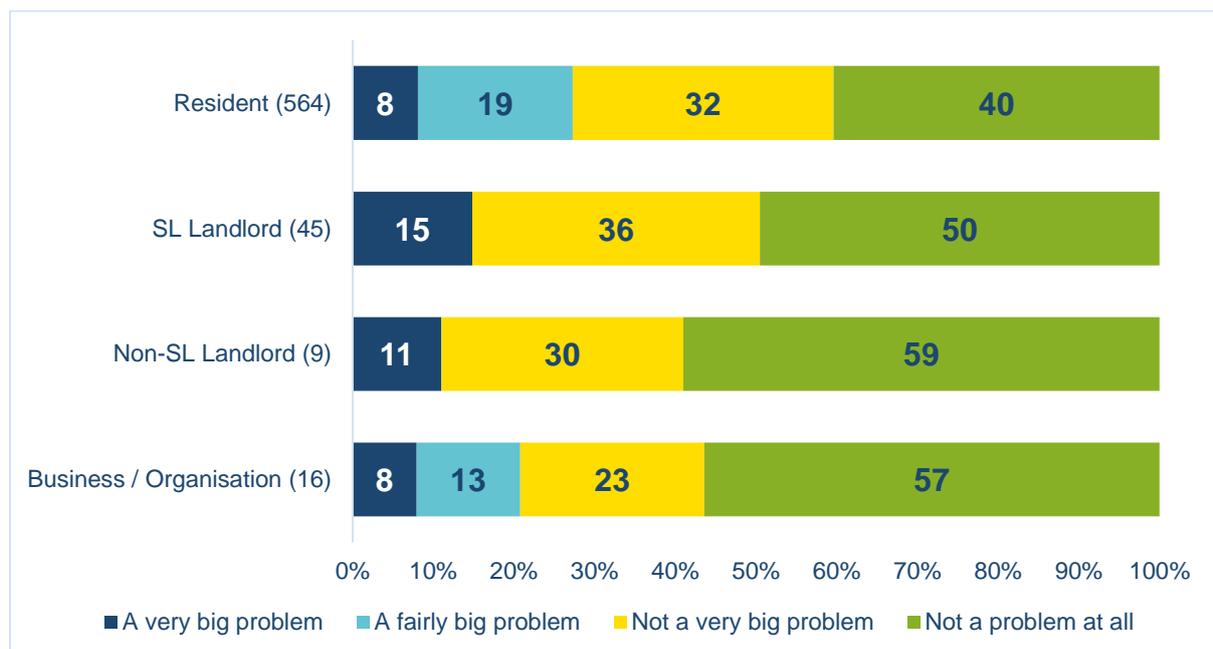
3. About Boscombe, East Cliff and Springbourne

The Council has identified an area covering parts of Boscombe East, Boscombe West and East Cliff & Springbourne wards which could potentially be improved by introducing a selective licensing scheme. This particular area was chosen because of evidence drawn from a number of sources which indicates that the area experiences higher than average levels of anti-social behaviour and deprivation together with a higher than average percentage of homes in the private rented sector (PRS). (Section 5 of this report deals in more detail with the definition of the area boundaries)

Our consultation surveys sought to supplement this evidence with information about how respondents perceive the area and some of the issues they may be experiencing.

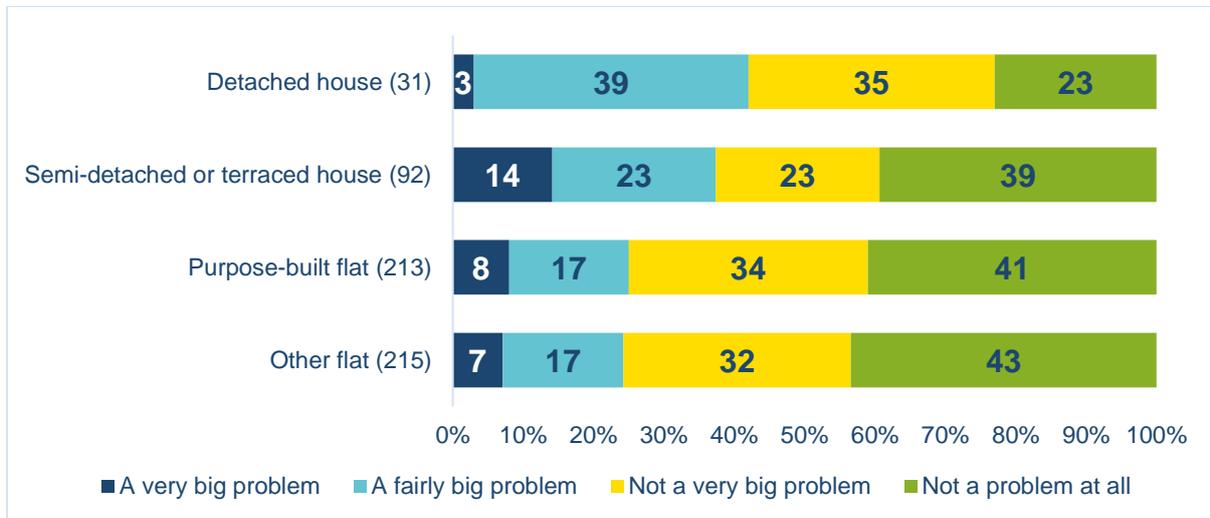
Respondents were asked how much of a problem they think low demand for property is in the Selective Licensing area. It's worth noting that although the analysis below excludes 'don't know' responses, one fifth of residents said that they don't know if low demand for property in the selective licensing was a problem or not. There is consistently amongst the respondent groups that low demand for property is not a problem in the proposed area. 27% of residents, 15% of landlords in the selective licensing area, 11% of landlords not in the selective licensing area and 21% of businesses say that low demand for property is a problem in the selective licensing area.

Figure 1: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... Low demand for property, household questionnaire by respondent



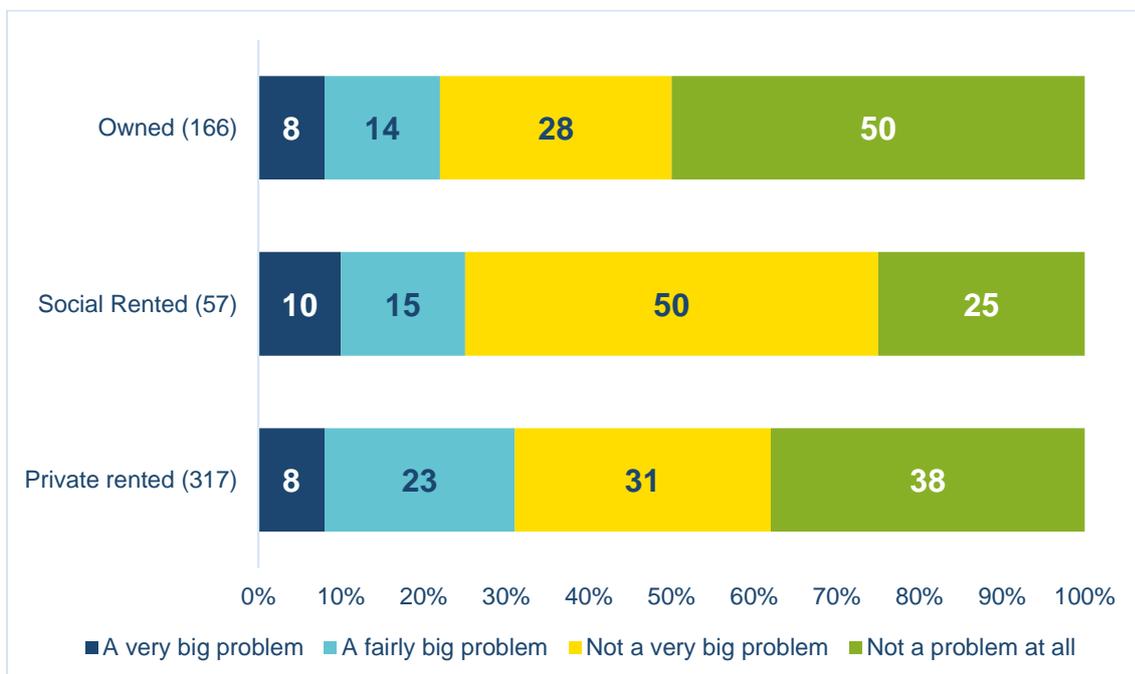
The majority of respondents across all accommodation types felt that low demand for property is not a problem in the selective licensing area. Residents living in a purpose built flat and other types of flat are significantly more likely to say that low demand for property isn't a problem compared to those living in a detached house.

Figure 2: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... Low demand for property, household questionnaire by property type



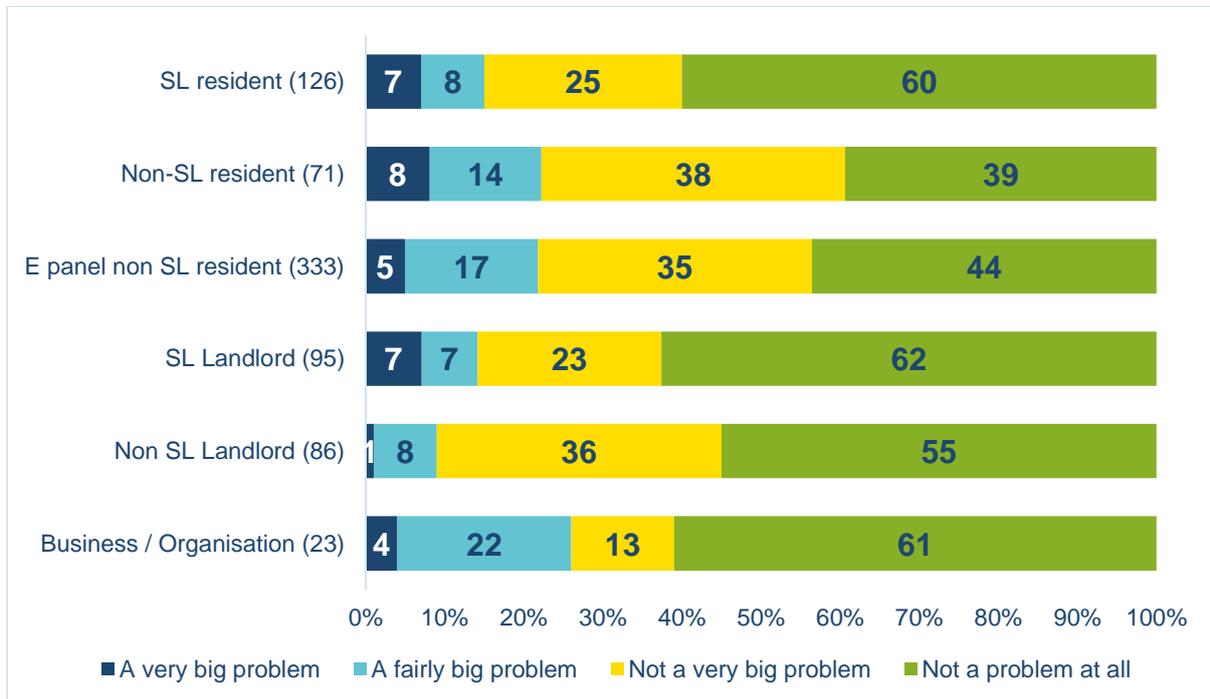
Respondents who privately rent their home are significantly more likely to say low demand for property is a problem in the selective licensing area compared to those who own or are buying their property on mortgage. 31% of respondents who privately rent a property say that low demand for property is a problem compared to 22% of respondents who own their property.

Figure 3: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... Low demand for property, household questionnaire by tenure



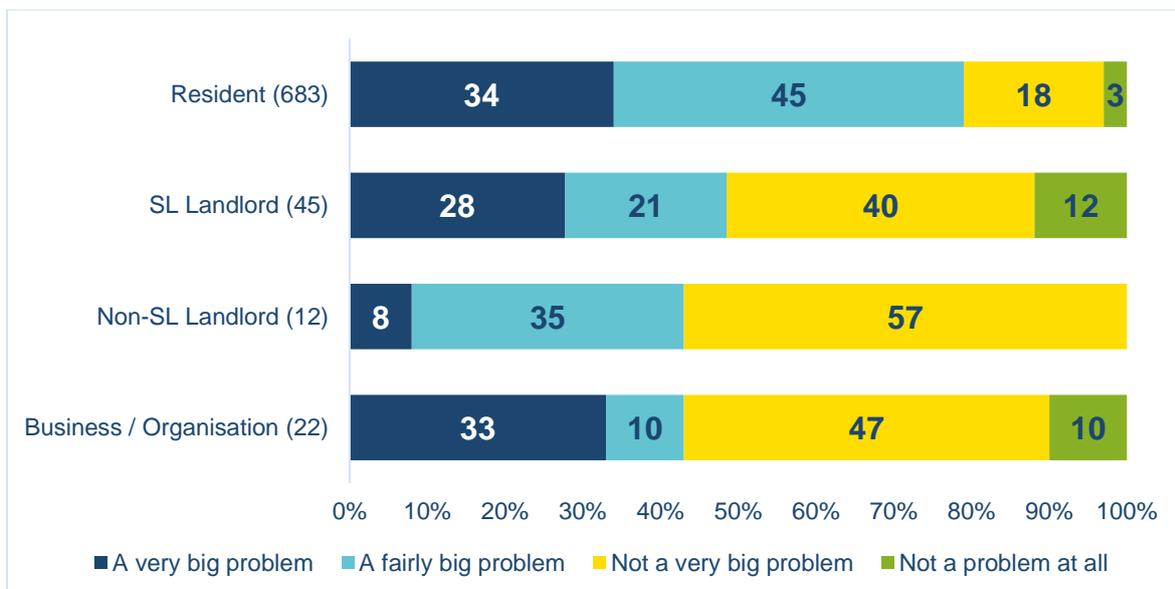
Low demand for property is not seen as a problem in the selective licensing area by respondents who completed the open questionnaire.

Figure 4: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... Low demand for property, open questionnaire by respondent



Almost 4 out of 5 residents (79%) state that poor quality housing is a problem in the selective licensing area. Just under half (49%) of Landlords with properties in the selective licensing area believe that poor quality housing is a problem.

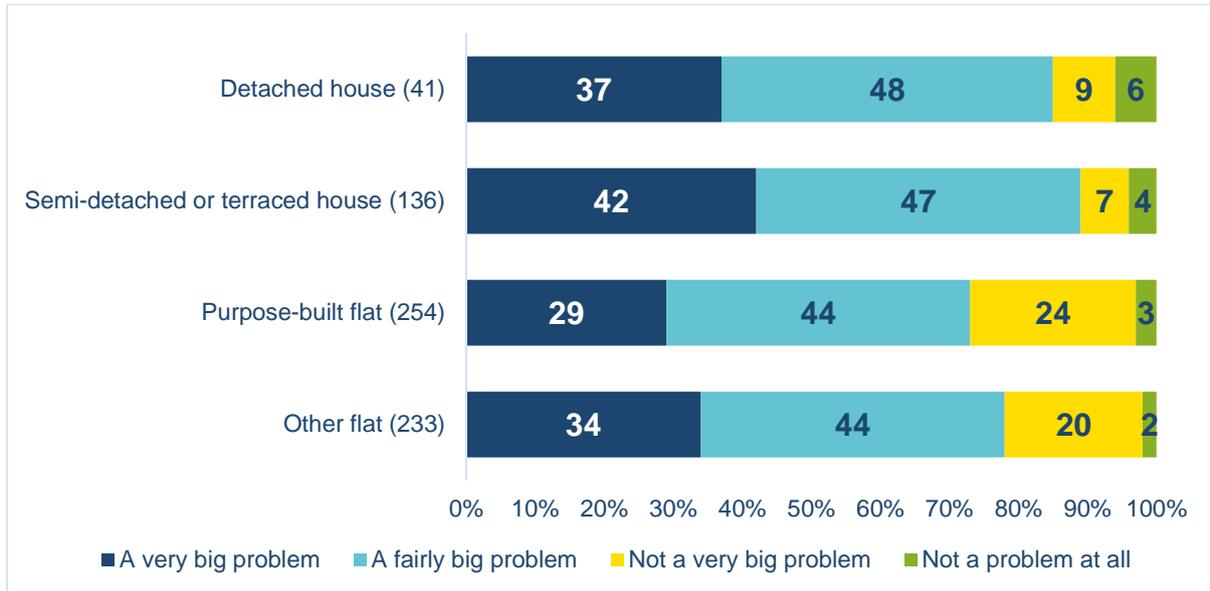
Figure 5: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...poor quality housing household questionnaire by respondent



The vast majority of respondents in all accommodation types felt that poor quality housing is a problem in the selective licensing area. Respondents living in a detached, semi-detached or terraced

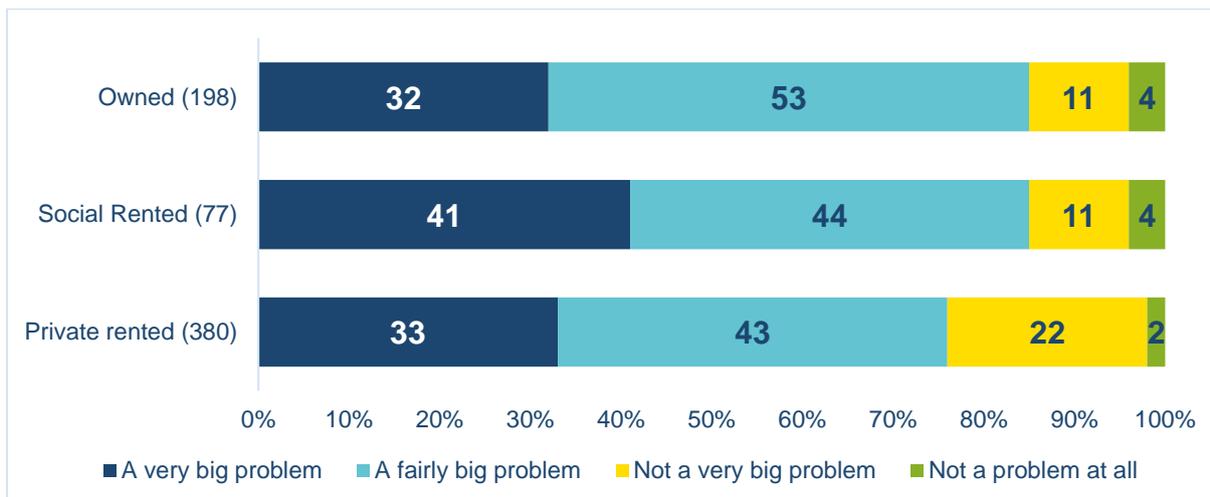
house are more likely to say poor quality housing is a problem compared to those living in purpose built flat and other types of flats.

Figure 6: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...poor quality housing, household questionnaire by property type



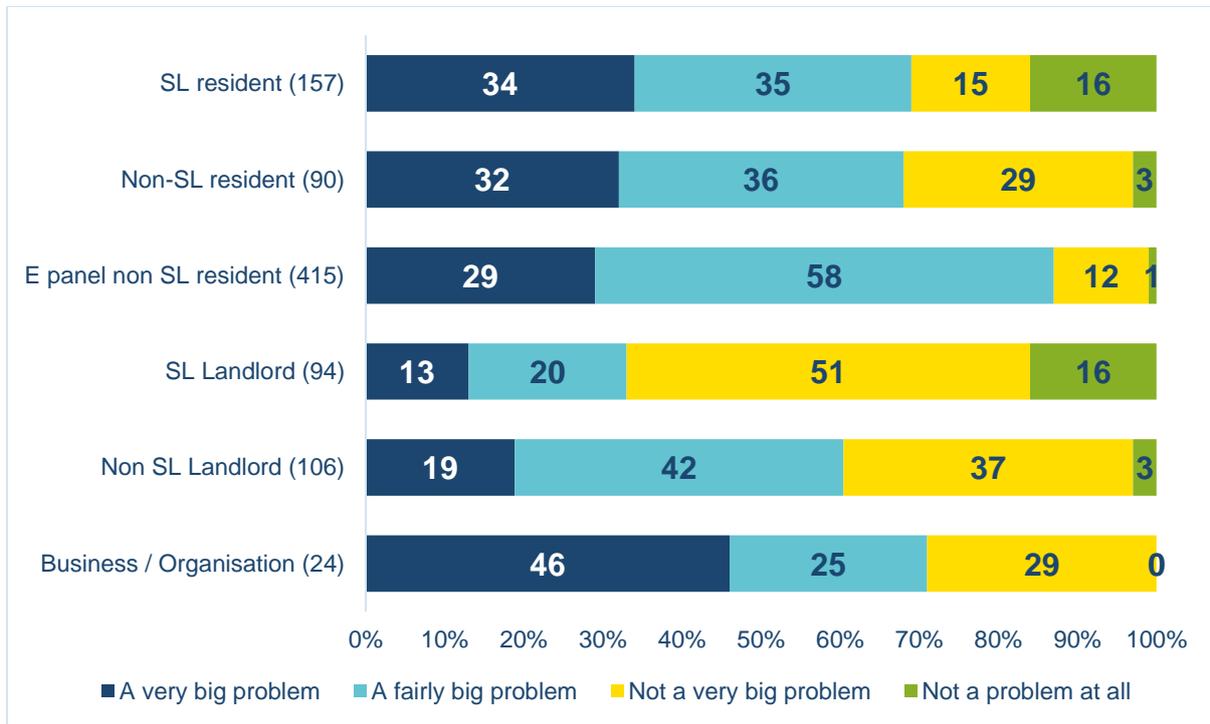
The vast majority of respondents across all tenure types are more likely to say poor quality housing is a problem in the selective licensing area. Residents living in private rented accommodation are more likely to say poor quality housing is not a problem compared to those in social rented accommodation or who own their properties.

Figure 7: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...poor quality housing, household questionnaire by tenure



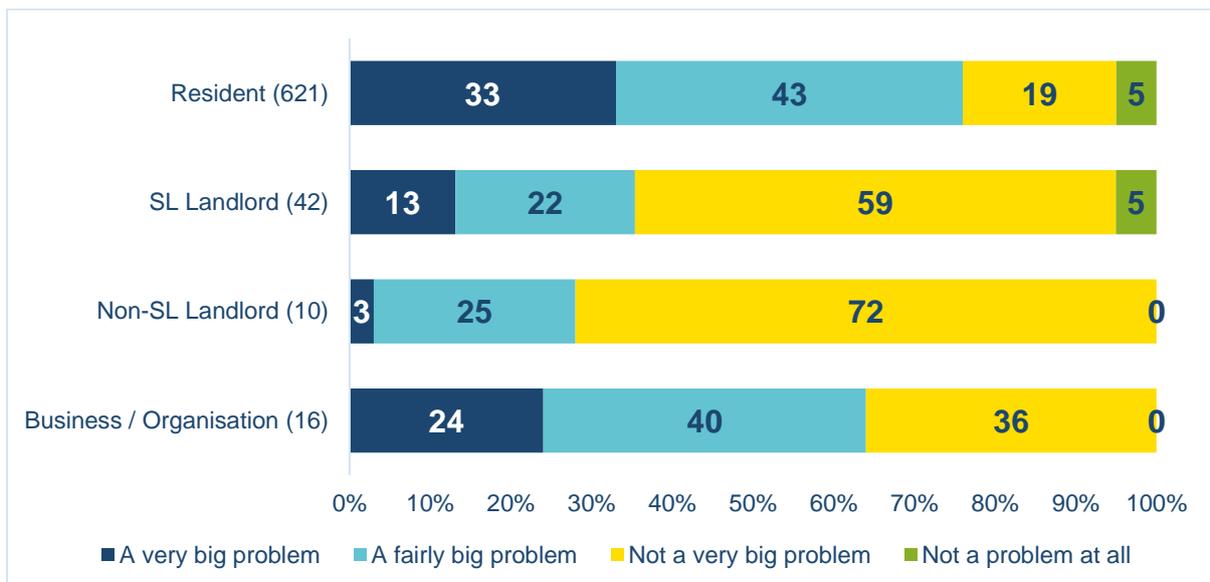
Almost 7 out of 10 residents (69%) responding to the open questionnaire say that poor quality housing is a problem in the selective licensing area. One third of landlords (33%) believe that poor quality housing is a problem in the selective licensing area.

Figure 8: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...poor quality housing open questionnaire by respondent



Over three quarters (76%) of residents and 35% of Landlords believe deprivation is a problem in the selective licensing area.

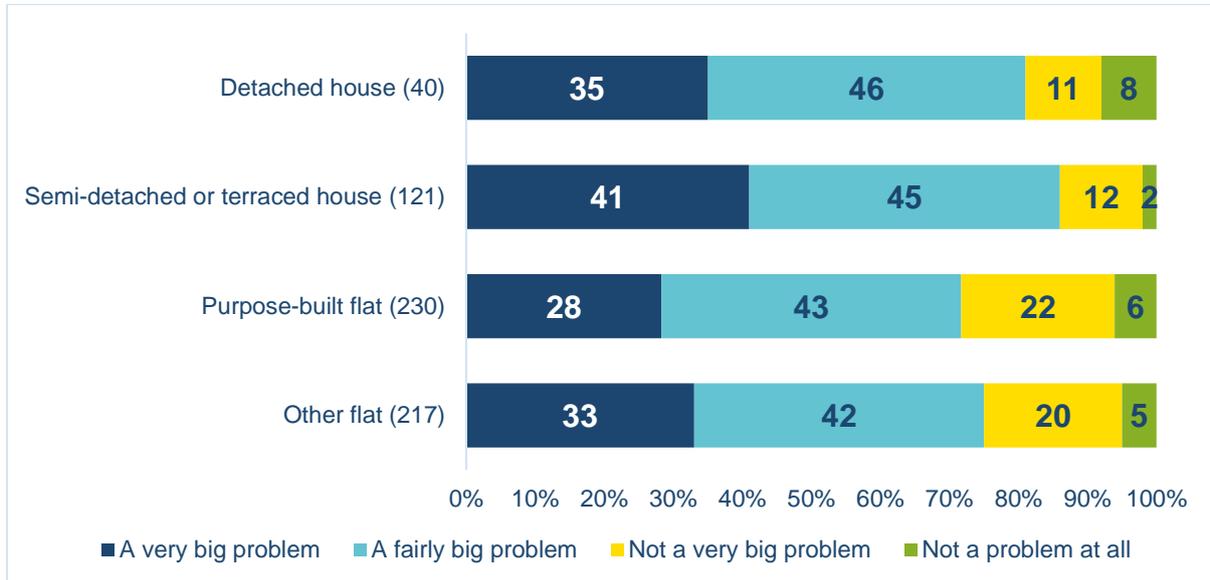
Figure 9: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... deprivation, household questionnaire by respondent



The vast majority of residents living in all accommodation types are more likely to say that deprivation is a problem in the area. Residents living in a semi-detached or terraced house are significantly more likely to say that deprivation in the area is a 'very big problem' compared to those living in a purpose-

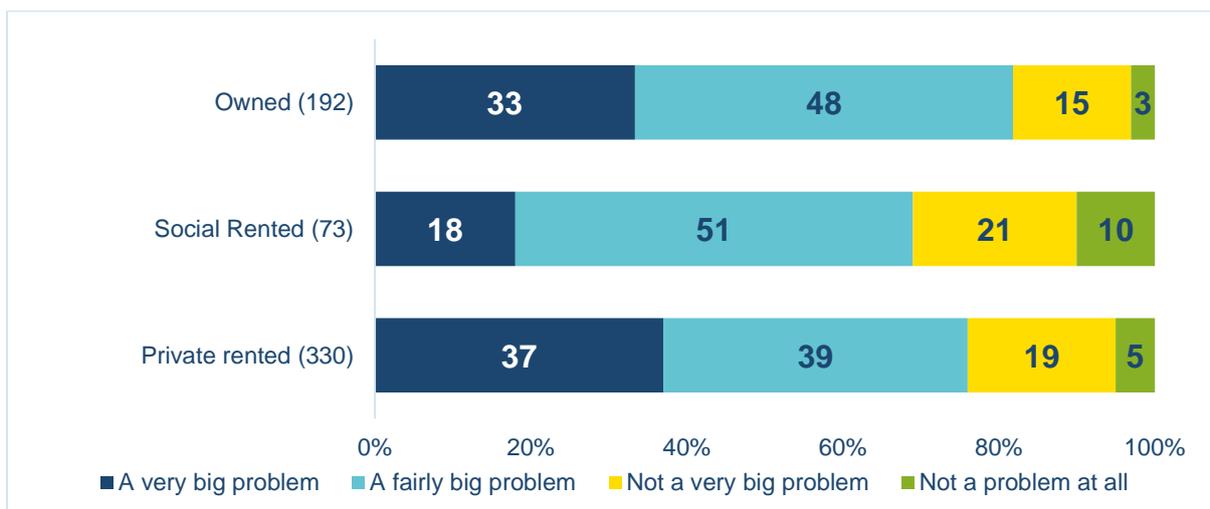
built flat. Residents living in a purpose built flat or other type of flat are significantly more likely to say deprivation is 'not a very big problem' compared to those living in a semi-detached or terraced house.

Figure 10: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... deprivation, household questionnaire by property type



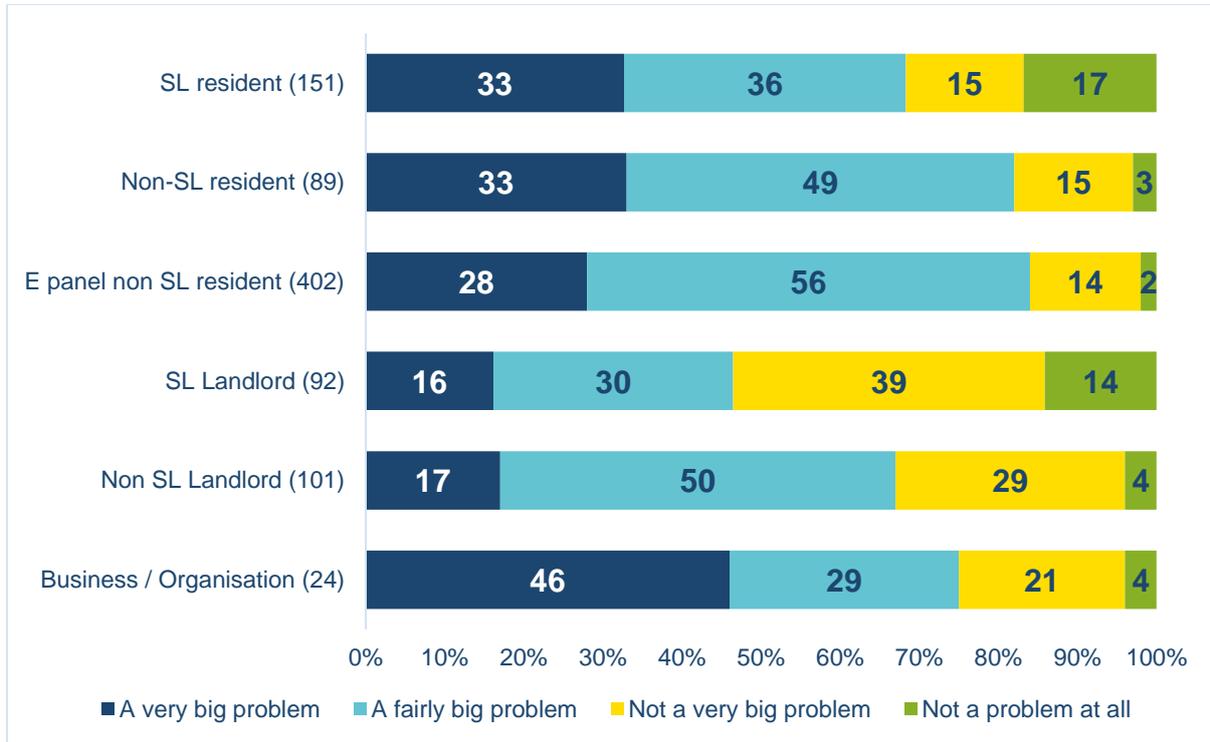
The vast majority of residents living in all tenure types are likely to say that deprivation is a problem in the area. Those residents who own or are buying their home on a mortgage or who privately rent are significantly more likely to say deprivation is a problem in the local area compared to those who socially rent their homes.

Figure 11: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... deprivation, household questionnaire by tenure



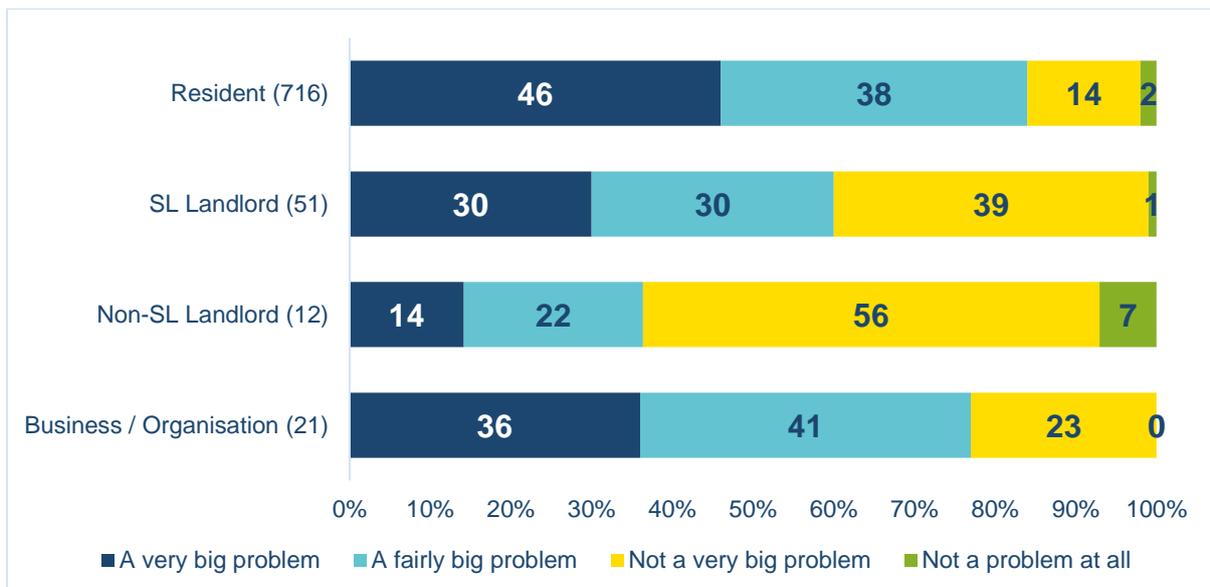
69% of residents living in the proposed selective licensing area completing the open questionnaire state that deprivation is a problem in the local area. Just less than half (46%) of landlords who have properties within the proposed selective licensing area think that deprivation is a problem in the area.

Figure 12: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are... deprivation open questionnaire by respondent



The majority of residents (84%) say that there is a problem with anti-social behaviour in the selective licensing area. Six out of 10 landlords responding to the household survey said that anti-social behaviour was a problem in the local area.

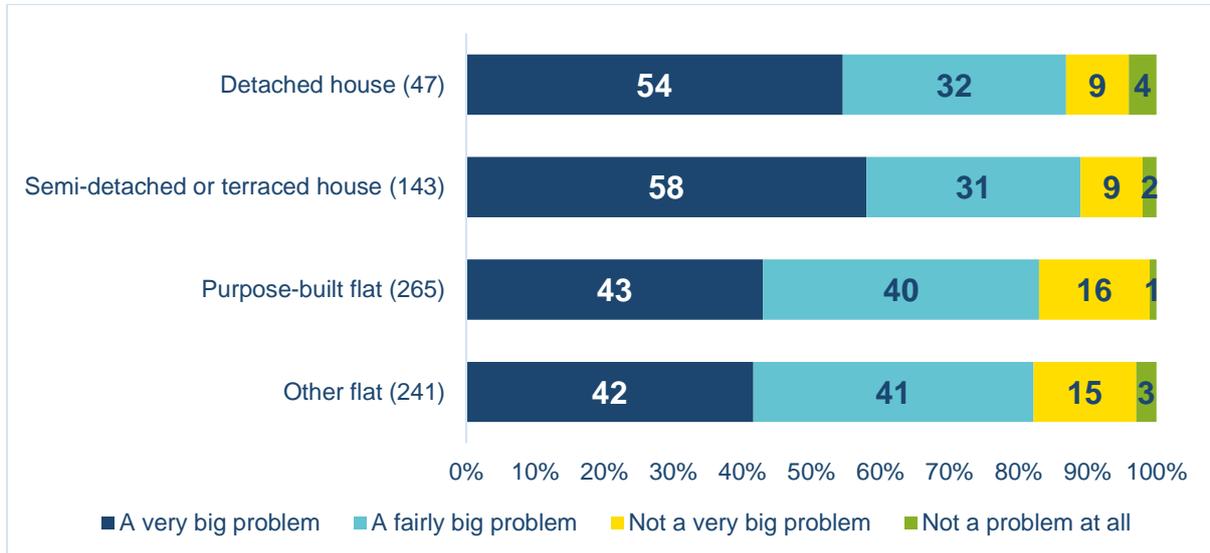
Figure 13: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...anti-social behaviour household questionnaire by respondent



The majority of residents living in all accommodation types state that anti-social behaviour is a problem in the proposed selective licensing area. Residents living in a semi-detached or terraced

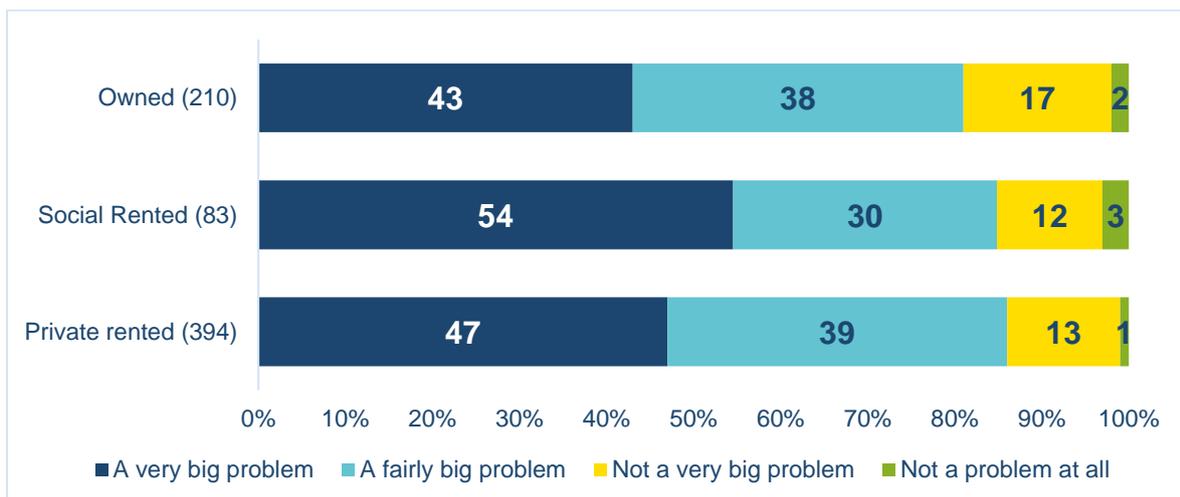
house are significantly more likely to say that anti-social behaviour is a 'very big problem' in the area compared to those living in a purpose built flat or another type of flat.

Figure 14: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...anti-social behaviour household questionnaire by property type



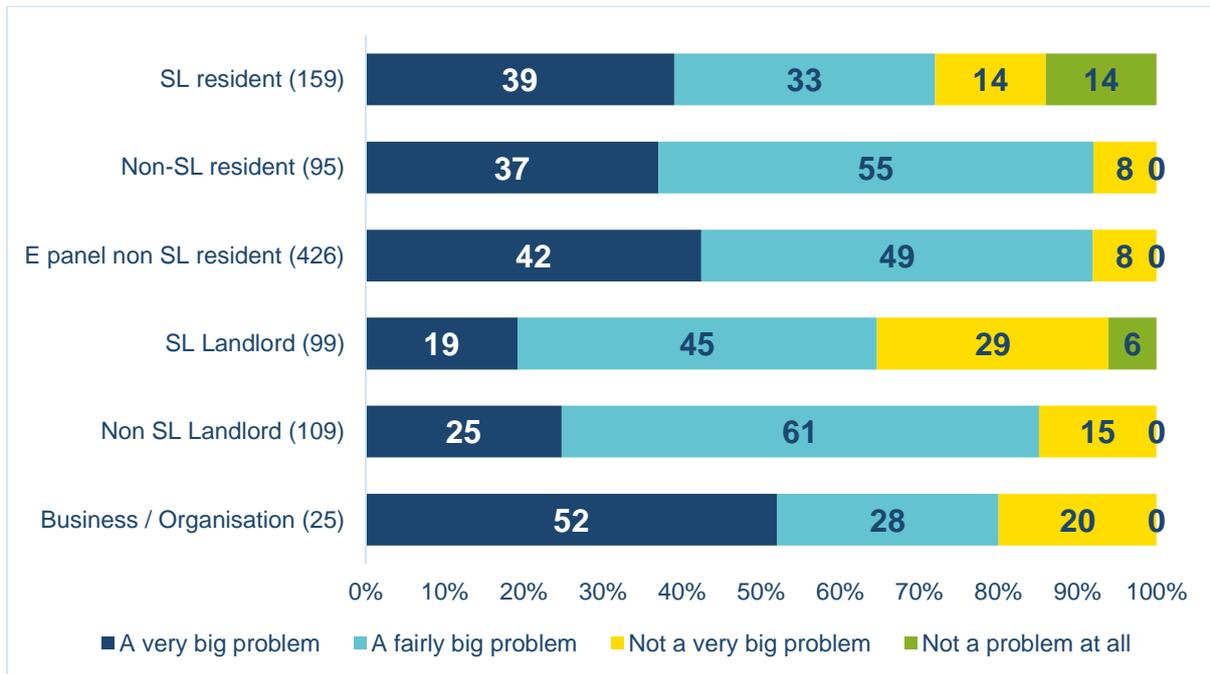
No significant differences are found when this question is analysed by tenure type. 86% of those respondents who live in private rented accommodation believe that anti-social behaviour is a problem in the area and 81% of respondents who own their property believe it is a problem in the area.

Figure 15: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...anti-social behaviour household questionnaire by tenure



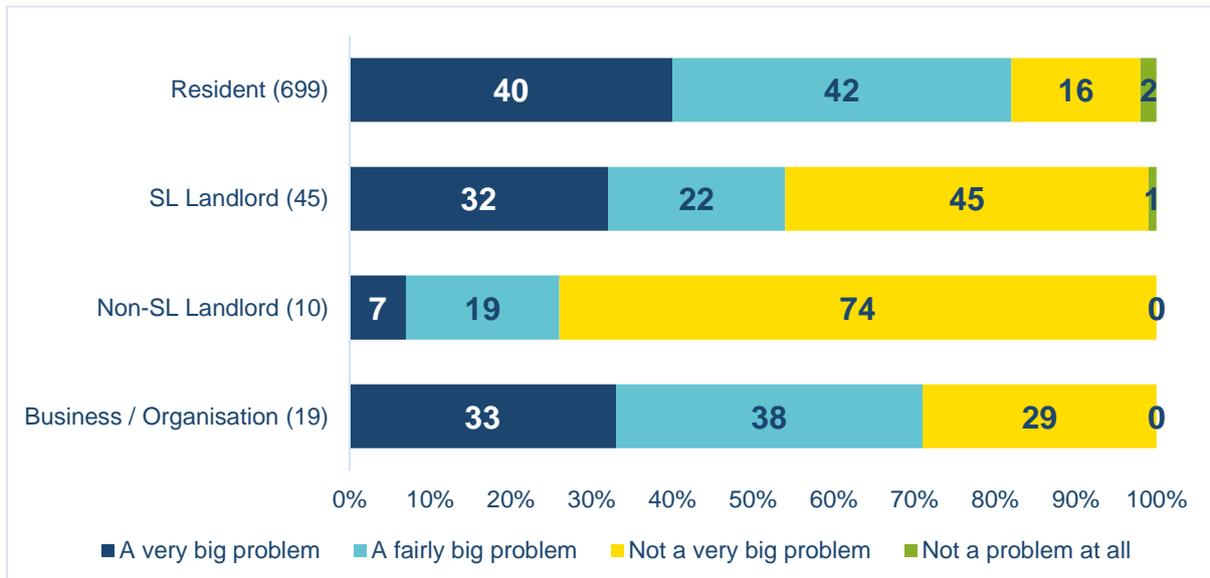
Almost three quarters (72%) of residents responding to the open questionnaire state that anti-social behaviour is a problem in the proposed selective licensing area. Those residents who live outside the proposed selective licensing area or who are members of the e-panel are more likely to say that anti-social behaviour is a problem in the selective licensing area compared to residents living in the area. 64% of landlords renting properties in the selective licensing area believe there is a problem with anti-social behaviour in the area.

Figure 16: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...anti-social behaviour open questionnaire by respondent



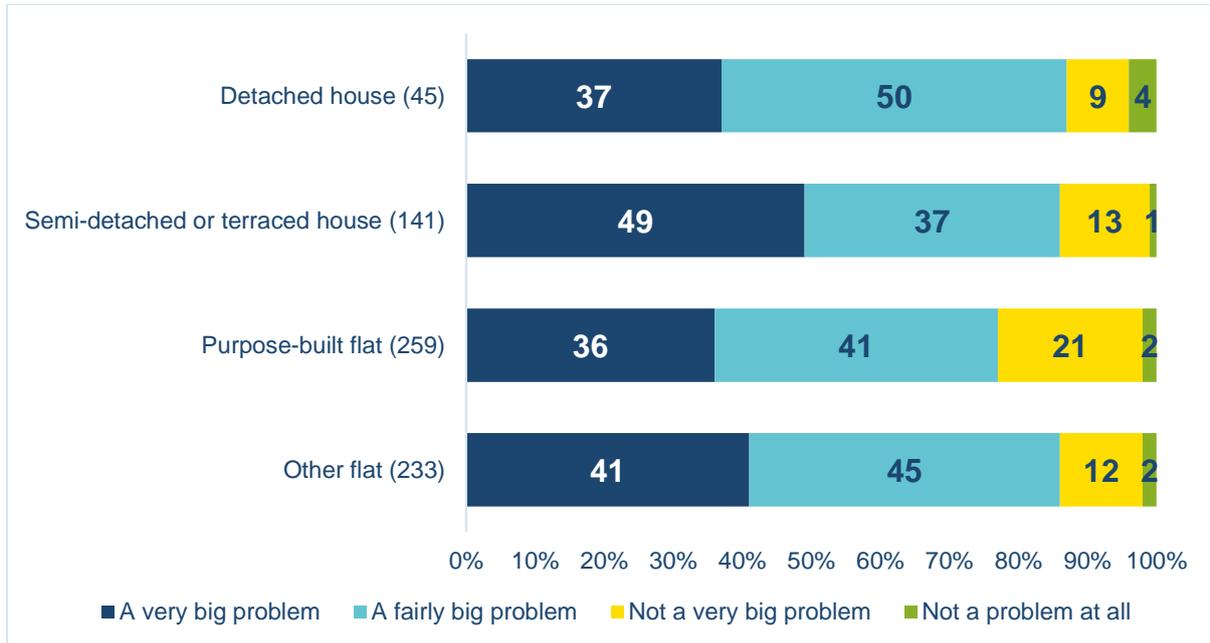
The majority of residents (82%) and 54% of landlords state that crime is a problem in the selective licensing area.

Figure 17: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...Crime, household questionnaire by respondent



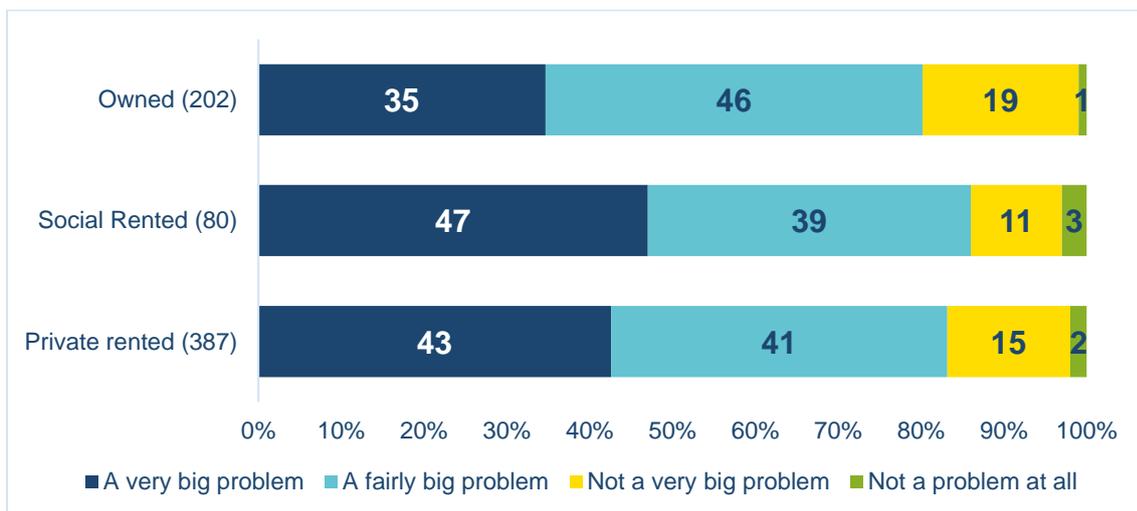
The majority of residents living in all accommodation types state that crime is a problem in the proposed selective licensing area. Those living in a semi-detached or terraced property are more likely to say crime is 'a very big problem' compared to those living in a purpose built flat.

Figure 18: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...Crime, household questionnaire by property type



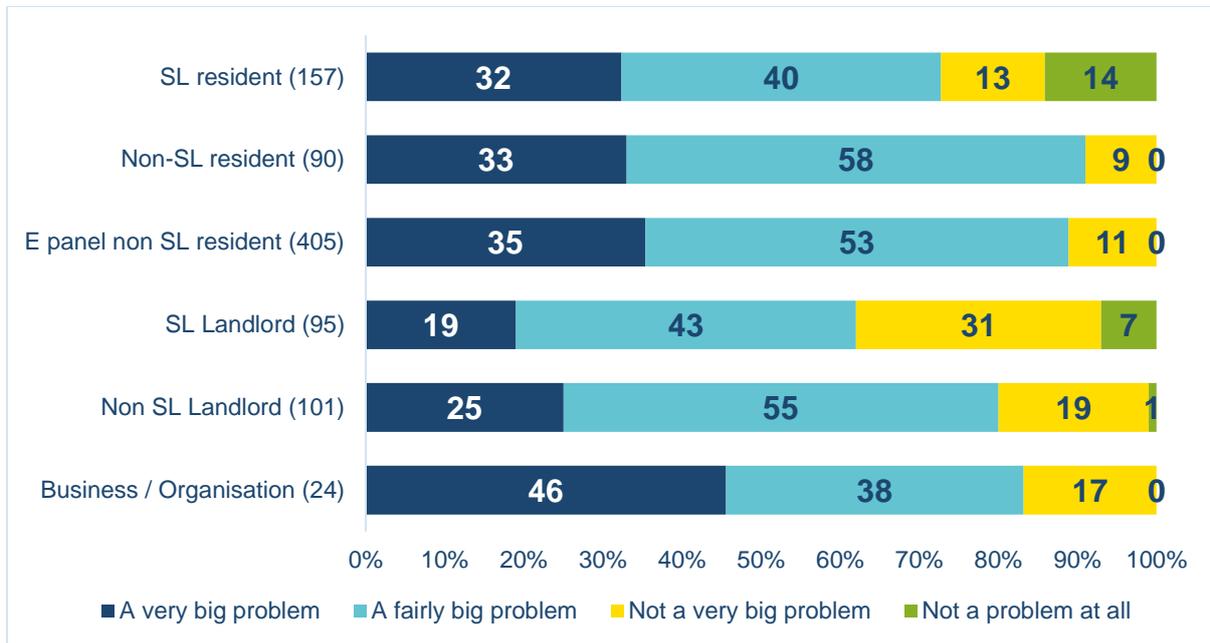
Those respondents who live in social rented accommodation and private rented accommodation are more likely to say that crime is a ‘very big problem’ compared to those who own their own property or who are buying on mortgage.

Figure 19: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...Crime household questionnaire by tenure



Almost three quarters (72%) of residents responding to the open questionnaire state that crime is a problem in the proposed selective licensing area. Those residents who live outside the proposed selective licensing area or who are members of the e-panel are more likely to say that crime is a problem in the selective licensing area compared to residents living in the area. 62% of landlords with properties in the selective licensing area believe there is a problem with crime in the area.

Figure 20: Thinking about the proposed Selective Licensing area, how much of a problem do you think each of the following are...Crime open questionnaire by respondent



Summary tables

When looking at all the potential problems within the selective licensing area, although residents responding to the household questionnaire were more likely to rate each of the elements as a problem compared to the residents completing the open questionnaire, the ordering of each of the problems was the same for both groups. Although landlords rated each of the problems lower than residents the ordering of the problems was similar.

Resident Household	
	% very big / fairly big problem
Anti-social behaviour	84%
Crime	82%
Poor quality housing	79%
Deprivation	76%
Low demand for property	27%

Resident open	
	% very big / fairly big problem
Anti-social behaviour	72%
Crime	72%
Poor quality housing	69%
Deprivation	69%
Low demand for property	15%

SL Landlord open	
	% very big / fairly big problem
Anti-social behaviour	64%
Crime	62%
Deprivation	46%
Poor quality housing	33%
Low demand for property	14%

3.1. Quality of accommodation

In addition to asking about perceptions of the area, respondents were asked about the quality of their own accommodation using a rating scale 1 – 10 where 1 is very poor and 10 is excellent. The question was only asked to those responding as a resident, not those responding solely as a landlord or business.

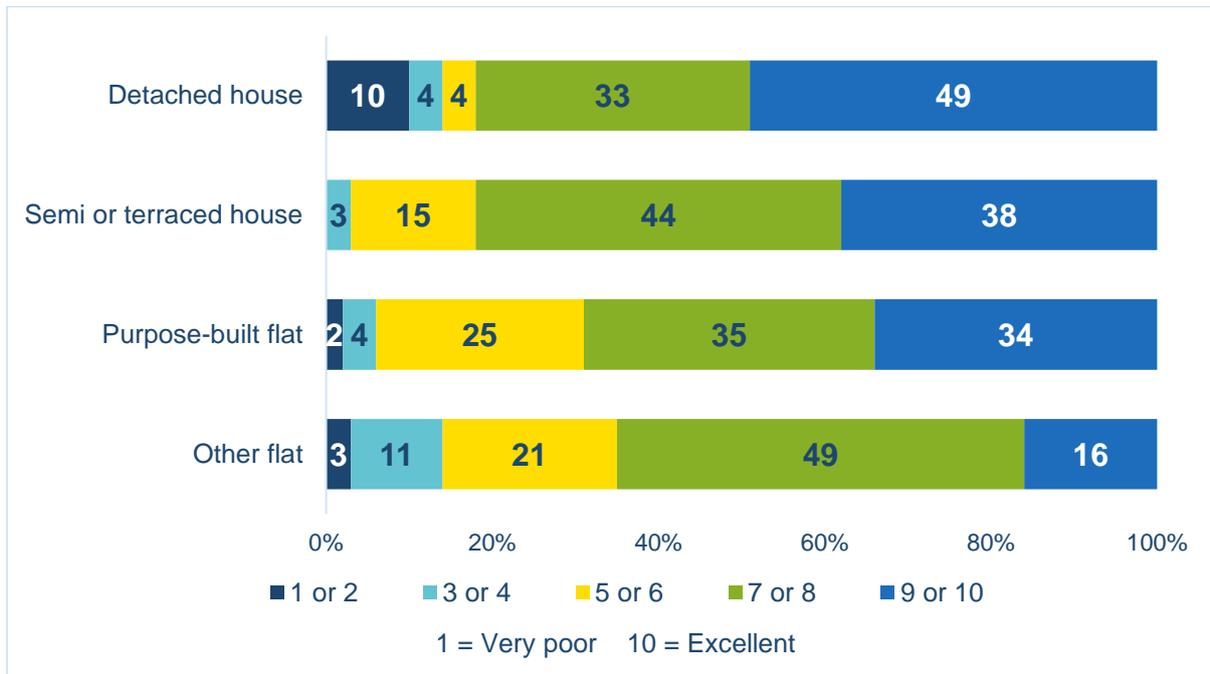
Seven out of ten household survey respondents gave their own homes a rating of 7 or more with only 8% giving a rating of 4 or less.

People living in houses were more likely (82%) to rate the quality of the accommodation as 7 or more than those living in flats (69% in purpose built flats and 65% in 'other' flats). Residents of detached houses were the most likely to give a high rating with 49% rating their accommodation as 9 or 10 compared to 38% in semi-detached or terraced houses.

People living in 'other flats' – typically those in converted houses or above shops – were the least likely to give a rating of 9 or 10 (16%) but were more likely to rate their quality of accommodation as 7

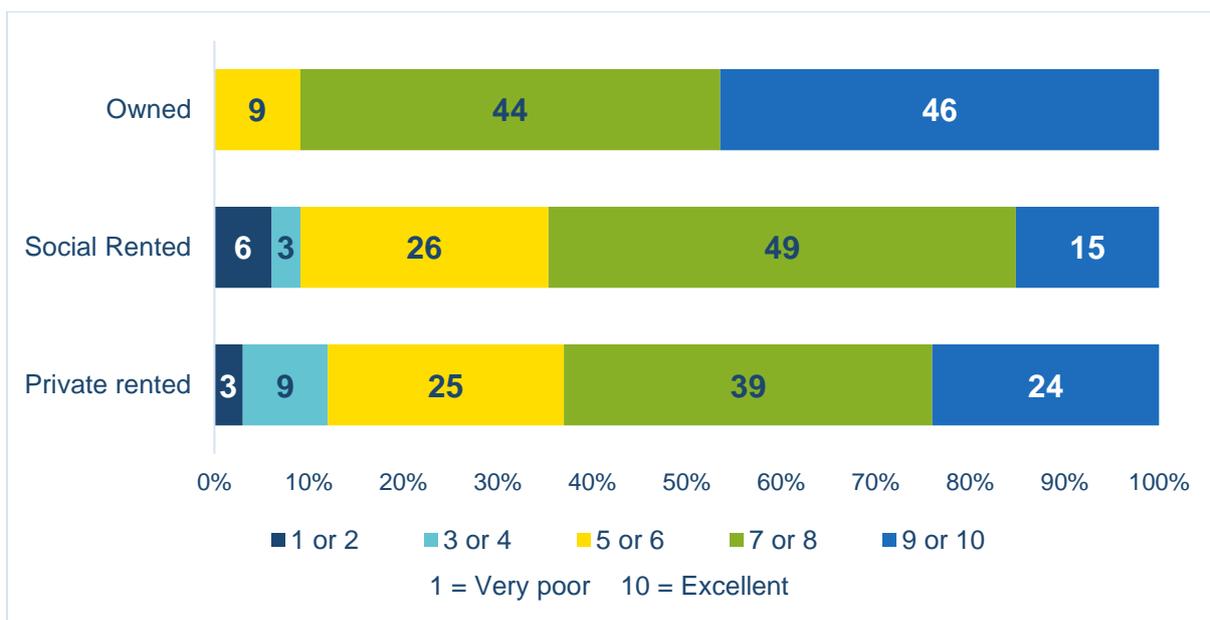
or 8 (49%). People living in purpose built flats were more likely to give a higher rating of 9 or 10 (34%).

Figure 21: How would you rate the quality of your accommodation, household survey by property type



People who own their own homes give the highest rating to the quality of their homes. Nine out of ten homeowners rated their homes 7 or more and none gave a rating less than 5. People living in private rented or social rented accommodation were equally likely to rate the quality of their homes as 7 or more (63% and 64% respectively) but those in private rented were more likely to give a rating of 9 or 10 (24%) than those in social rented (15%).

Figure 22: How would you rate the quality of your accommodation, household survey by tenure



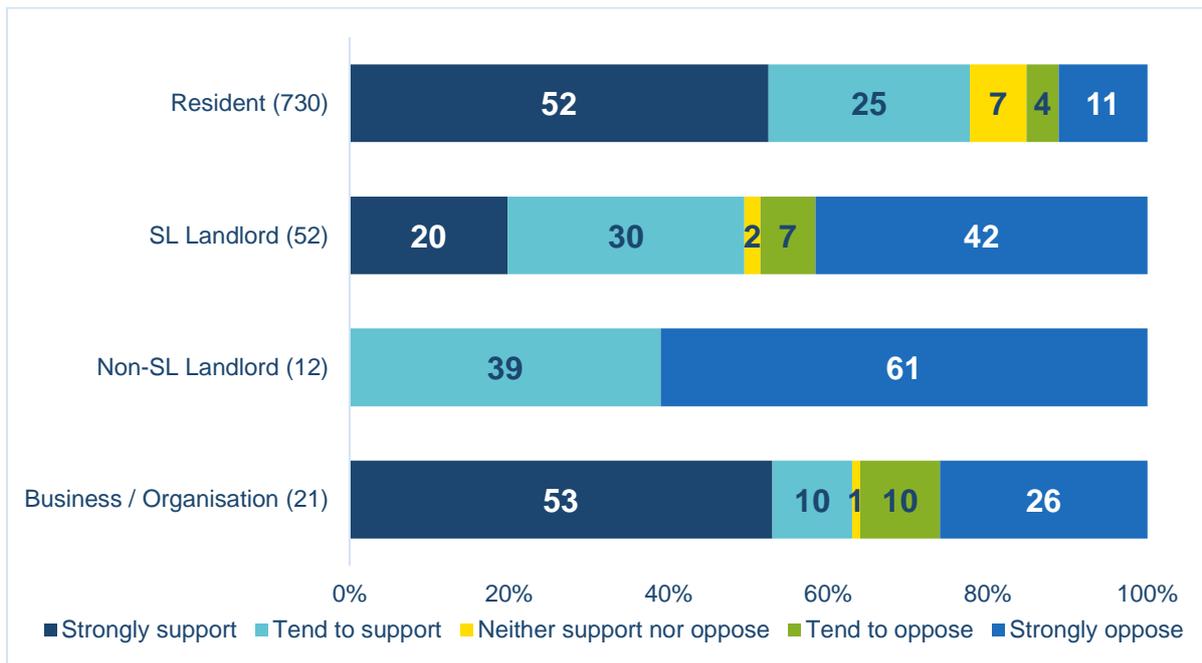
4. Impact

4.1. Support / Opposition of Selective Licensing

Household survey

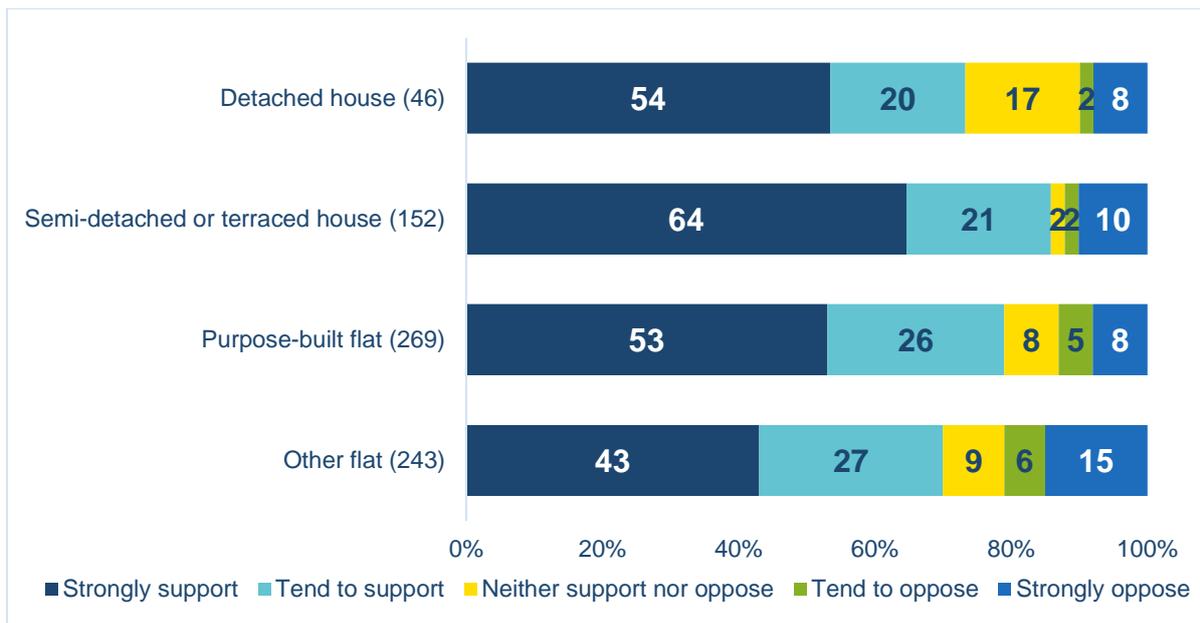
Respondents were asked having read the consultation document, to what extent they oppose or support selective licensing. Over three quarters (77%) of residents living in the proposed selective licensing area support the proposal whereas 15% oppose the proposal. Half (50%) of respondents who are landlords in the proposed licensing area, responding to the household survey were supportive of the proposal and nearly half 49% were opposed to the proposal.

Figure 23: To what extent do you support or oppose Selective Licensing, household questionnaire by respondent type (%)



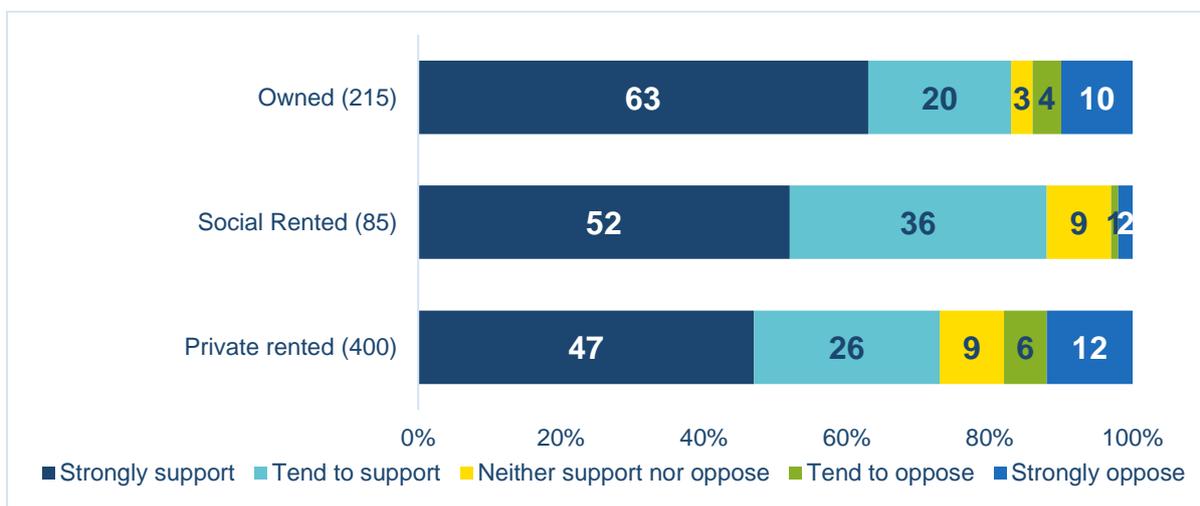
Respondents across all accommodation types are more likely to support the proposal rather than oppose it. Respondents living in a semi-detached or terraced house are significantly more likely to support the proposal compared to those living in a detached house or those respondents living in an other type of flat. Seven out of ten respondents (70%) living in an other type of flat support and just over one fifth (21%) oppose the proposal. Respondents living in a purpose built flat are significantly more likely to support the proposal compared to those living in an other type of flat.

Figure 24: To what extent do you support or oppose Selective Licensing, household questionnaire by accommodation (%)



Just over seven out of ten (73%) respondents who privately rent their home in the area support and 18% oppose the proposal. 83% of those respondents who own their home or are buying on a mortgage support and 14% oppose the proposal. 88% of those respondents who socially rent their home support the proposal with 3% opposing it.

Figure 25: To what extent do you support or oppose Selective Licensing, household questionnaire by tenure (%)



Open questionnaire

Over half (59%) of residents living in the proposed selective licensing area who have responded to the open questionnaire support selective licensing and two fifths (40%) oppose the proposal for selective licensing.

Three fifths (60%) of residents living outside of the selective licensing support the proposal with 36% opposing the proposal.

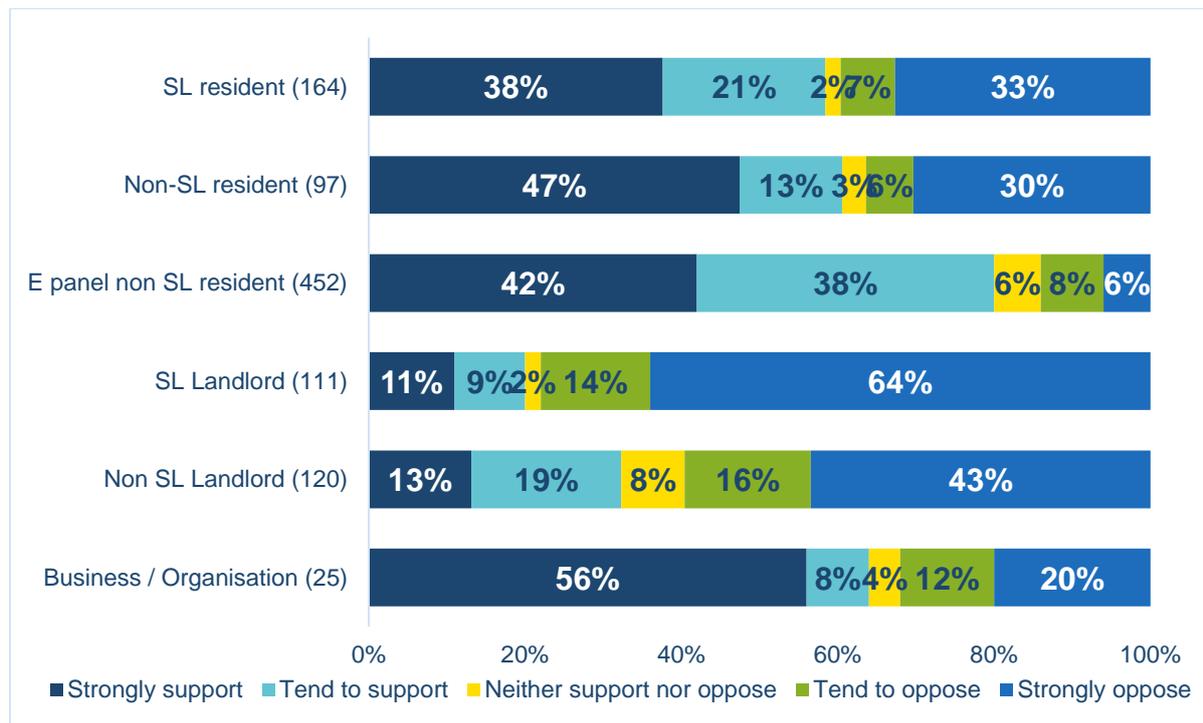
There was strong support for selective licensing by respondents who are on the Bournemouth epanel with 80% stating that they support the proposal and 14% opposing the proposal.

Over three quarters (78%) of Landlords or letting agents with properties in the selective licensing area oppose selective licensing with 64% strongly opposing it and 14% tending to oppose the scheme.

Almost three fifths (59%) of Landlords or letting agents with properties outside the proposed area oppose the proposal with just under one third (32%) supporting the proposal.

A small sample of businesses responded to the consultation. Almost two thirds (64%) supported the proposal with just under one third (32%) opposing it.

Figure 26: To what extent do you support or oppose Selective Licensing, open questionnaire by respondent type (%)

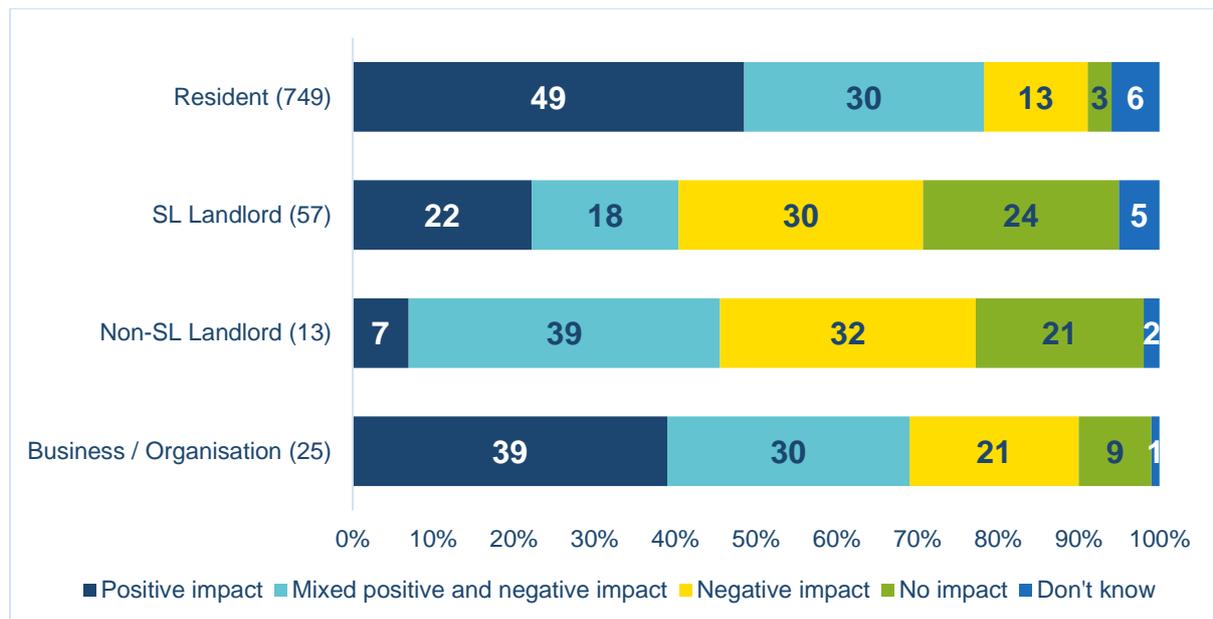


4.2. Impact of selective licensing on area

Household survey

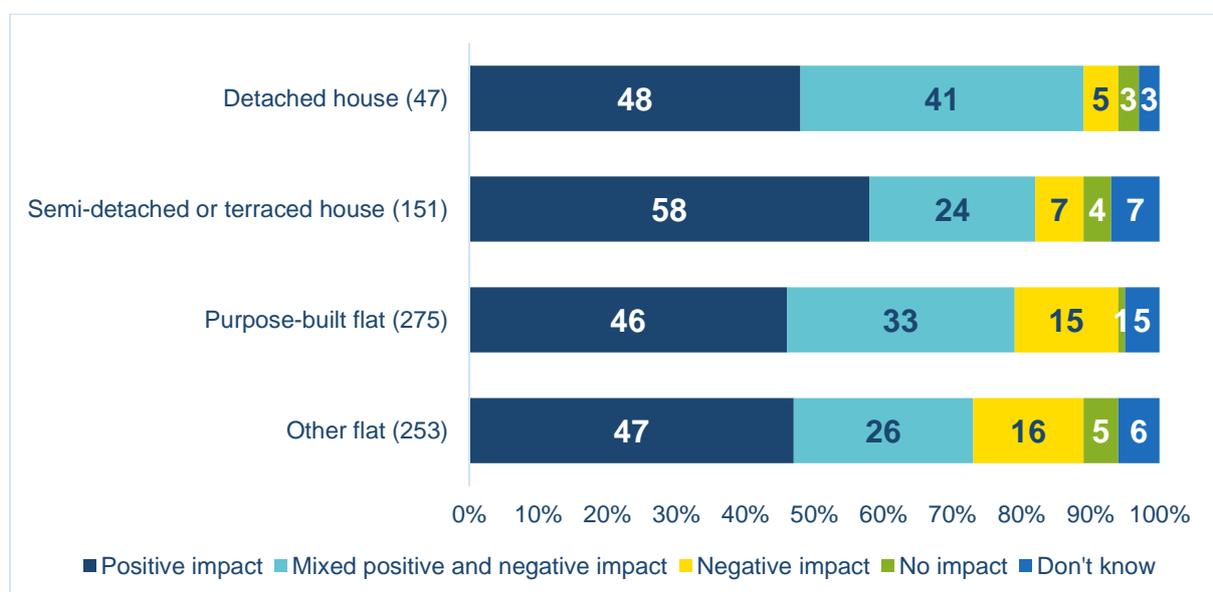
Just under half (49%) of residents think that the proposal will have a positive impact on the area, whilst 30% think there will be a mixture of positive and negative impacts and 13% think the proposal will have a negative impact on the area. Landlords are more likely to say the proposal will have a negative impact on the area.

Figure 27: What impact, if any do you think this proposal would have on the proposed Selective Licensing area, household survey by respondent?



Over half (58%) of residents living in a semi-detached or terraced house think that the proposal will have a positive impact on the area, 48% of those living in a detached house, 46% of those living in a purpose built flat and 47% of those living in other types of flat think that the proposal will have a positive impact on the area. Residents living in a purpose built flat or other type of flat are significantly more likely to say that the proposal will have a negative impact on the area compared to those living in a detached, semi-detached or terraced house.

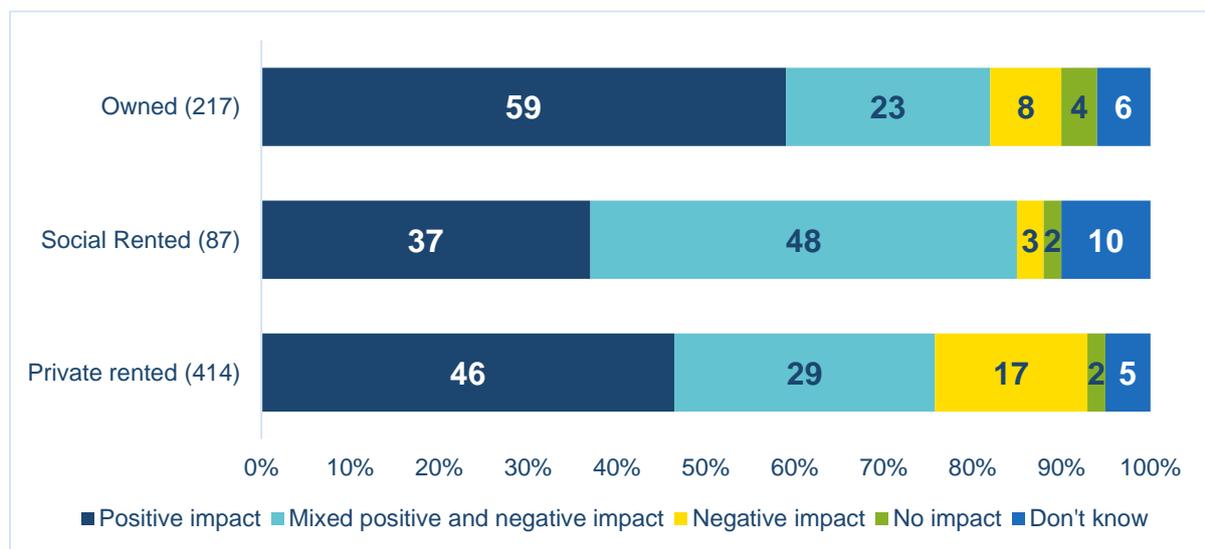
Figure 28: What impact, if any do you think this proposal would have on the proposed Selective Licensing area, household survey by accommodation



Residents who own or are buying their home on a mortgage are significantly more likely to think the proposal will have a positive impact on the area compared to those who are renting either socially or privately. Residents who are renting socially are significantly more likely to say the proposal will have a mix of positive and negative impacts on the area compared to those who own or privately rent their

home. Just fewer than half (46%) of residents living in privately rented homes think the proposal will have a positive impact on the area and 29% think that the proposal will have a positive and negative impact on the area. 17% of residents who privately rent say that the proposal will have a negative impact on the area. Residents living in a private rented property are significantly more likely to say the proposal will have a negative impact on the area compared to those who own their properties or who are renting socially.

Figure 29: What impact, if any do you think this proposal would have on the proposed Selective Licensing area, household survey by tenure



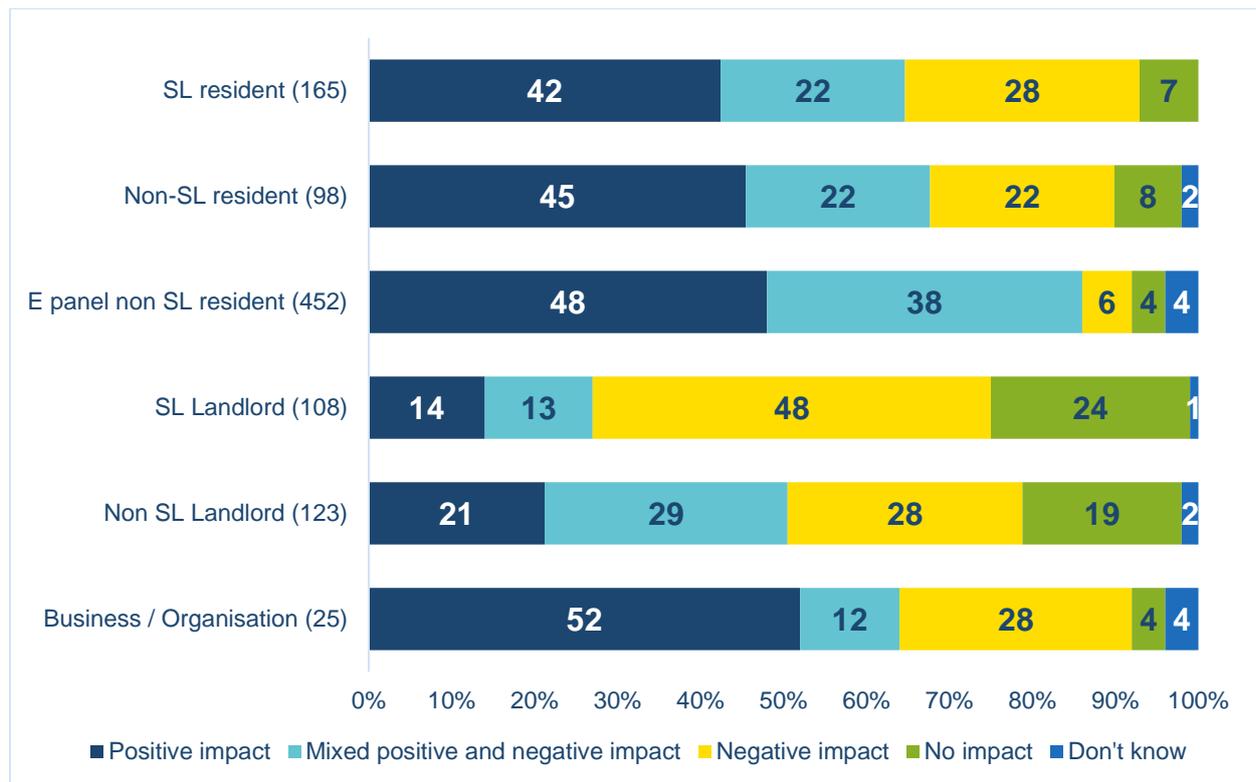
Open questionnaire

Residents living inside and outside of the selective licensing area, members of the e panel and businesses are more likely to say that the proposal will have a positive impact on the selective licensing area.

Just under half (48%) of Landlords and letting agents with properties in the proposed Selective Licensing area state that the proposal will have a negative impact on the area and just under one quarter (24%) state it will have no impact at all.

There is a split in opinion of the views from landlords and letting agents who have properties outside of the selective licensing area with 29% stating it will have a mixture of positive and negative impacts, 28% stating it will have a negative impact, 21% stating it will have a positive impact and 19% stating it will have no impact on the area.

Figure 30: What impact, if any do you think this proposal would have on the proposed Selective Licensing area, open questionnaire, by respondent



4.3. Impact of selective licensing on other areas

Household survey

Over one third (35%) of residents state that the proposals will have a mix of positive and negative impacts on nearby areas, 29% believe the proposals will have a positive impact on nearby areas and 12% believe the proposal will have a negative impact on nearby areas. Landlords in the selective licensing area responding to the household survey are more likely to say the proposal will have no impact on nearby areas with 27% providing this answer.

Figure 31: What impact, if any, do you think this proposal would have on other nearby areas? Household survey, by respondent

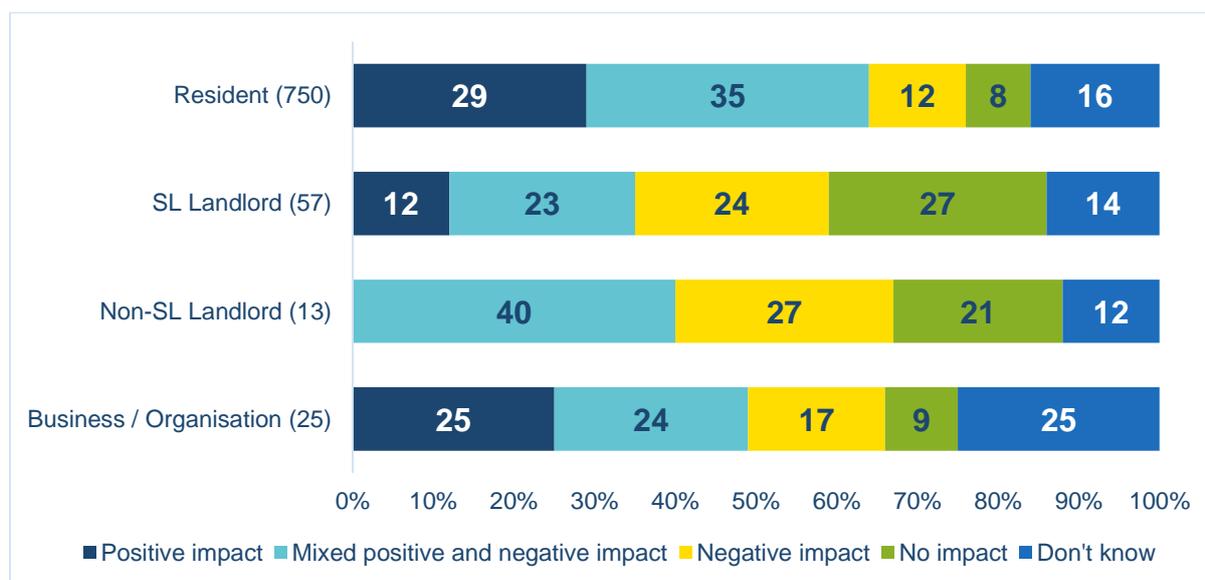
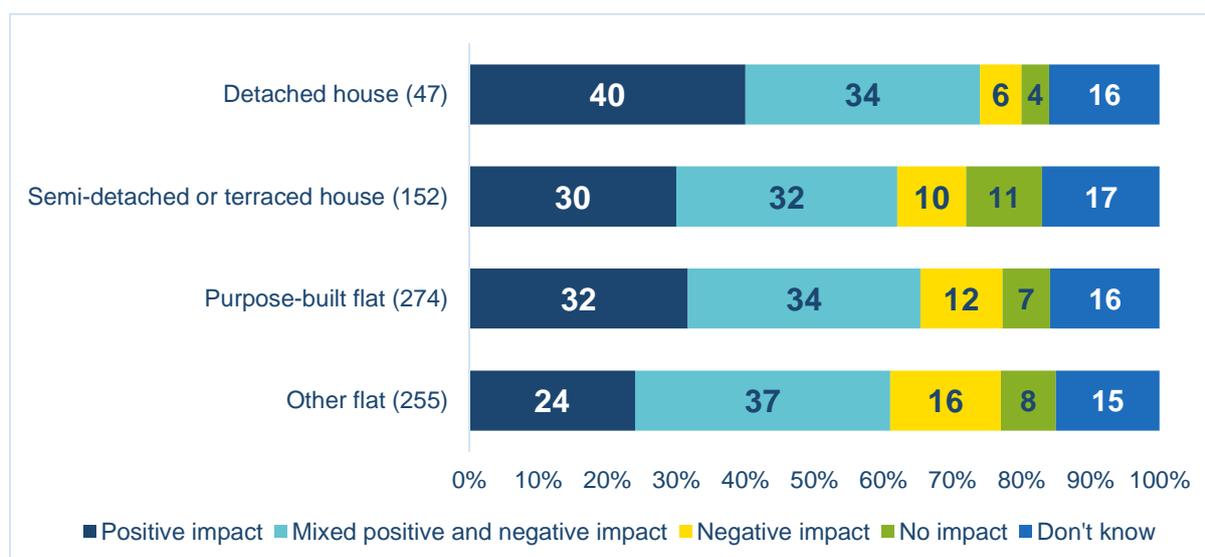


Figure 32: What impact, if any, do you think this proposal would have on other nearby areas? Household survey, by accommodation

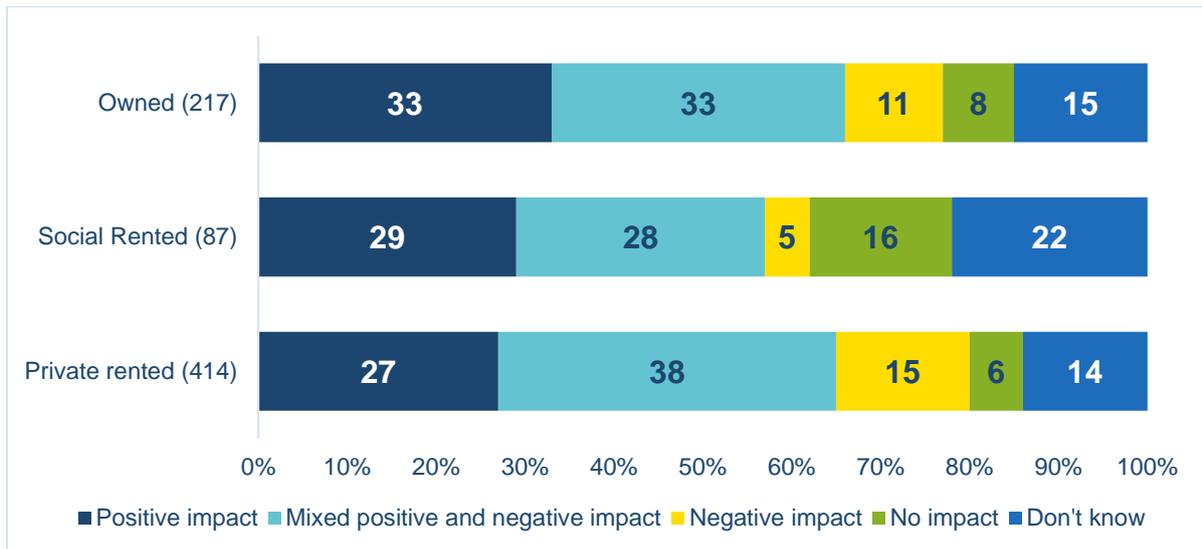


Two fifths (40%) of respondents who live in a detached house think the selective licensing proposal will have a positive impact on nearby areas. Residents who live in a semi-detached, terrace, purpose built flat or another type of flat are more likely to say that the proposal will have a positive and negative impact on other nearby areas.

Of those residents who are currently in private rented accommodation, 38% state that the proposal will have positive and negative impacts on nearby areas, 27% state the proposal will have a positive impact and 15% state the proposal will have a negative impact on nearby areas. One third of those respondents who own or are buying their home on mortgage think the proposal will have a positive impact on nearby areas, one third think the proposal will have a mix of positive and negative impacts and 11% think the proposal will have a negative impact. Of those respondents who say that they are currently living in social rented accommodation 29% think the proposal will have a positive impact,

28% a mix of positive and negative impacts, 5% negative impacts and 16% think the proposal will have no impact at all on nearby areas.

Figure 33: What impact, if any, do you think this proposal would have on other nearby areas? Household survey, by tenure



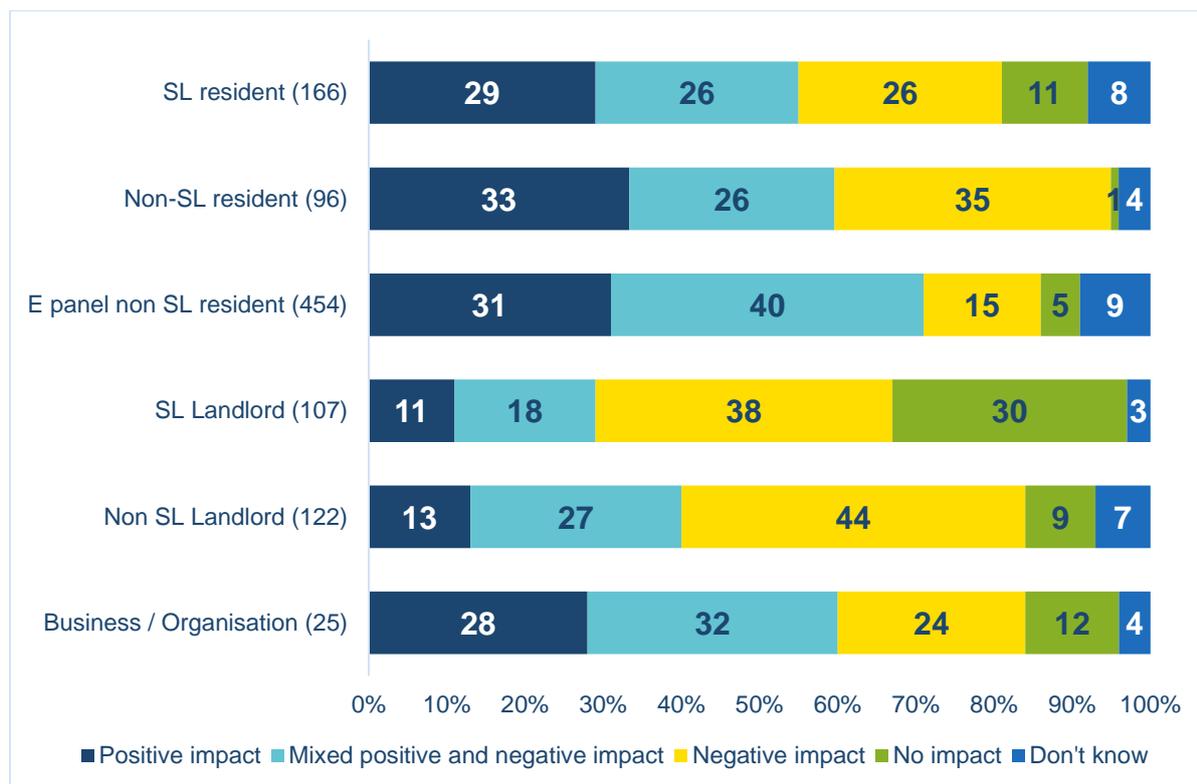
29% of those residents who live in the selective licensing area state that they think the proposal will have a positive impact on nearby areas. Just over one quarter (26%) think that the proposal will have a negative impact on other nearby areas, 26% state that they think it'll have a mixed positive and negative impact on other nearby areas and 11% think the proposal will have no impact on other nearby areas.

Almost two fifths (38%) of Landlords and Letting agents in the selective licensing area think the proposal will have a negative impact on other nearby areas, 30% think it will have no impact at all, 18% think the proposal will have a mixed of positive and negative impact and 11% think the proposal will have a positive impact on other nearby areas.

Over two fifths (44%) of those respondents who are Landlords or Letting Agents not in the Selective Licensing area think the proposal will have a negative impact on nearby areas. 27% believe that it will have a mix of positive and negative impact on nearby areas.

Just under one third (32%) of businesses believe there will be a mix of positive and negative responses

Figure 34: What impact, if any, do you think this proposal would have on other nearby areas? Open survey, by respondent



4.4. Comments about the impact of proposals on other areas

Respondents were asked which other areas they think might be impacted by the proposal and how they think they might be affected.

The main theme that arose from respondents to this question was the displacement of bad landlords and anti-social behaviour tenants to other areas. Some specific places include Charminster, Winton, Kinson, West Howe, Southbourne, West Cliff, Westbourne and, Lansdowne.

“Anti-social behaviour tenants will just move to other areas outside the boundary, like Charminster, Winton, Kinson, East Howe etc.” (Household Survey, Owner occupier)

“Charminster, Southbourne, West Cliff - problem tenants/landlords will move to these areas.” (Household Survey, Owner occupier)

“Winton, Charminster... other areas of similar profile, HMO's, flat converts, university and student housing areas. May cause unscrupulous landlords to avoid purchasing in other areas outside 'Selective Licensing' proposal.” (Household Survey, Owner occupier)

“Winton & Bournemouth central - the problem would shift to another area - not resolved.” (Open questionnaire, Landlord in Selective Licensing area)

“Winton, bad landlords will buy properties in Winton and sell those in Boscombe. The Council must already have enough powers to deal with rogue landlords.” (E panel respondent)

Some respondents thought it would have a positive impact on specific areas,

“This would have a positive effect I believe on the wider areas of Christchurch, Southbourne, Bournemouth, Poole, and Wimborne. by portraying an attitude of caring, and positive action to make the Dorset coast an area which is safe, and attractive place to live.” (E panel respondents)

Other respondents felt the proposal would have a negative impact on areas surrounding the proposed selective licensing area

“Those areas outside the selective licensing zone will inevitably see a dislocation of problems. After all, if the referencing etc. required by selective licensing is to work, either tenants being anti social will have to change their behaviour or, far more likely, they will move to other areas requiring enforcement resources to be spread over a wider area.” (Open questionnaire, Non SL resident)

“There is already evidence that ASB and crime is spilling over into Springbourne as there has been clamp downs in Boscombe. We are seeing more drug related activity and more sex workers on the streets as they are forced out of Boscombe. My worry about being on the fringes of the area is that rogue landlords with poorly upkept properties and HMOs which cause problems will move out into Springbourne as a neighbouring area.” (Open questionnaire, Non-SL resident)

“A few really bad landlords will move just outside the area and offer cheaper rents. There will be plenty of junkies and alcoholics in the area despite the new controls. Council don't have resources to properly enforce the zone.” (Household survey, Business)

“Anti-social behaviour and crime could possibly dislocate to other areas, specifically neighbouring areas.” (Household survey, Social renting)

“The surrounding areas will be negatively affected. Those responsible for crime and Anti Social Behaviour will move outside of this area, the Council will then increase the licensing area, increasing the Council's income but doing little, if anything, to solve the problems. The problems will simply be relocated.” (Open questionnaire, Non SL resident, Non SL Landlord, Open questionnaire)

Some respondents thought it would have a positive impact on the areas surrounding the proposed licensing area.

“I think this proposal can only benefit the immediate and surrounding areas - long overdue.” (Household survey, private tenant)

“Hopefully it will have a positive impact as there will be less anti-social behaviour in the adjoining areas.” (Household, owner occupier)

“The surroundings of the proposed area will also improve; a better quality of housing will attract more families to rent in the area. at the moment, there are many houses with multi occupancy, that are not even licensed for this purpose, they are rented by deprived people that accept houses in poor conditions, due to not being able to afford one of a minimum standard, some greedy landlords, are abusing the fact that they are not subjected to any checks. the license scheme will force them to keep their properties in a good liveable state.” (Open questionnaire, Non-SL resident)

“When you improve poor housing and weed out bad landlords, tenants and visitors to the area feel safe, valued, proud and have individual and collective raised morale; these feelings of well being bleed into neighbouring areas and raise their morale and allow them to feel valued and proud of the improvements.” E panel respondent

There was concern that the proposal will have a negative impact on the wider Bournemouth area. Homelessness was a concern for some respondents,

“Potentially the entire borough could be affected, due to the knock-on effect on homelessness and evictions caused by landlords wishing to maintain their license. Insurance premiums will increase

within the area and adjacent areas for cars and property. The attainment of mortgages will become more of a problem too.” Open questionnaire

“All other areas will be affected, applying this in one area only is stupid. Plus the council already have the ability to deal with bad tenants and landlords but choose not to and to encourage bad tenants to stay where they are so they don't have to be housed by the council.” (Open questionnaire, SL Landlord)

“All areas in the borough, as those not accepted for accommodation in the area or those evicted will be pushed out in to surrounding areas. Homelessness will increase and be pushed to areas such as Westbourne.” (Open questionnaire, SL Landlord)

Some respondents thought the proposal will have a positive impact on the wider Bournemouth area and suggested the license needs to be extended to cover the whole of Bournemouth,

“Other areas bordering the area will be affected positively in my opinion. A general improvement in the licensed area will affect the whole town from the point of view of eradicating "rogue" landlords willing to accommodate persons in inappropriate and inadequate dwellings.” (Open questionnaire, Non-SL resident)

“This should be rolled out to all landlords across Bournemouth and not discriminate/label areas” e panel respondent

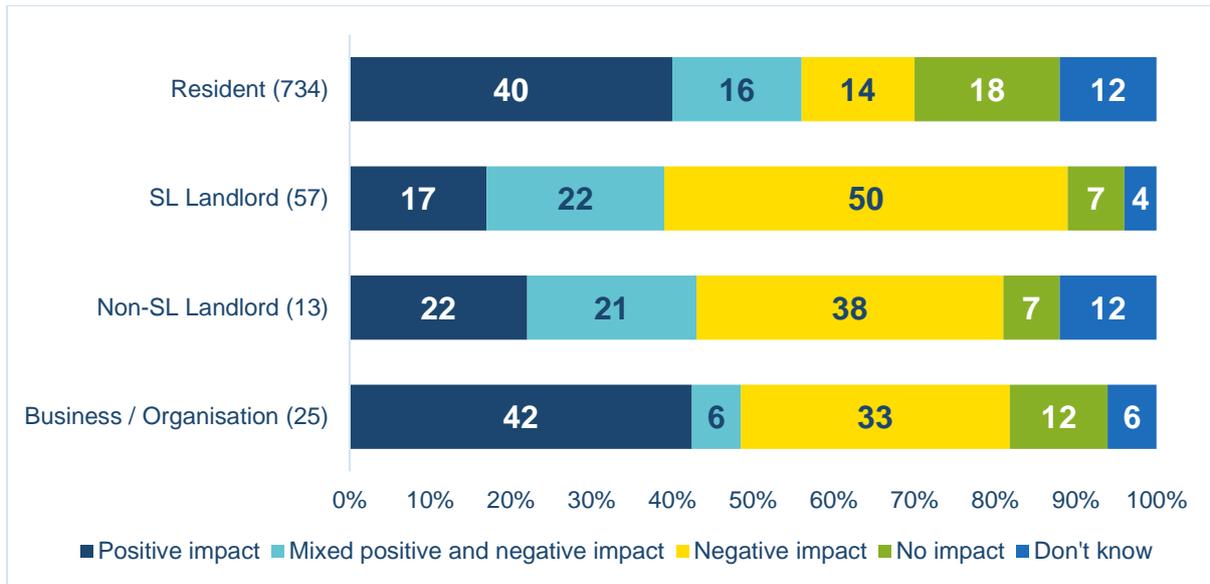
“Well, a positive impact all round. I think all private landlords should be licenced to ensure that homes meet appropriate energy efficiency and health and welfare standards, so I hope that this will be rolled out to ALL areas in Bournemouth.” e panel respondent

4.5. Impact on individuals, businesses, organisations

Household survey

Two fifths (40%) of residents believe the proposal will have a positive impact on them as individuals, 16% believe they will experience positive and negative impacts, 14% believe the proposal will have negative impacts on them and 18% believe the proposal will have no impact on them as individuals. Half of landlords in the selective licensing area believe the proposal will have a negative impact on them, over one fifth (22%) believe the proposal will have a mix of positive and negative impact on them and 17% believe the proposal will have a positive impact on them.

Figure 35: What impact, if any, do you think this proposal would have on you and/or your business/ organisation? Household survey by respondent

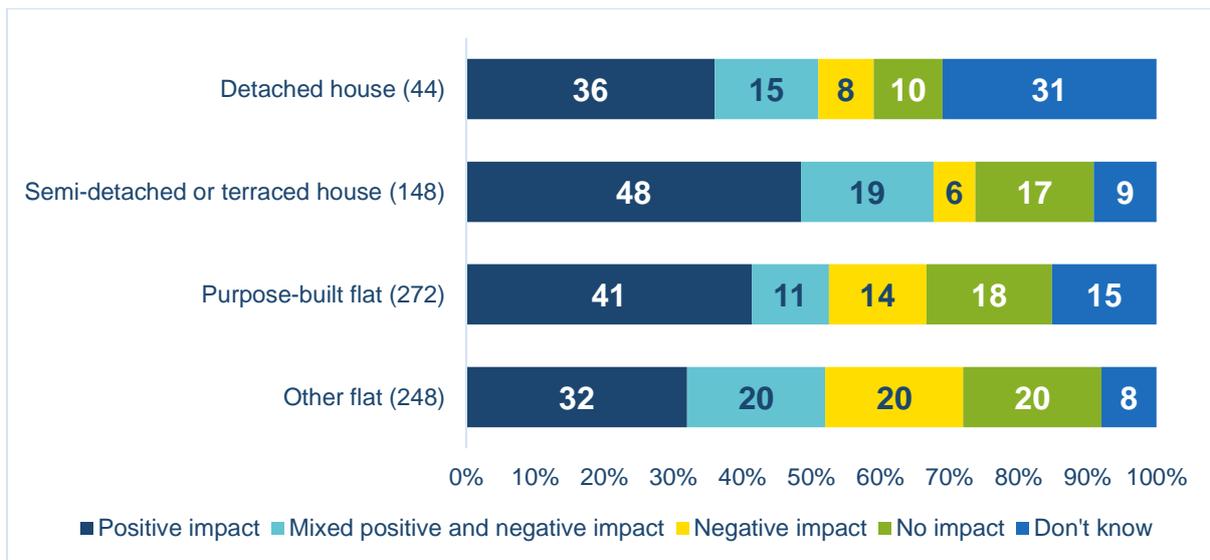


Just fewer than half (48%) of residents who live in a semi-detached or terraced house believe the proposal will have a positive impact on them, 19% think the proposal will have a mixed positive and negative impact on them, 6% a negative impact and 17% believe the proposal will have no impact on them.

Just over two fifths (41%) of those who live in a purpose built flat believe the proposal will have a positive impact on them, 18% believe the proposal will have no impact on them, 15% state they don't know what impact the proposal will have on them, 14% said they believe the proposal will have a negative impact on them and 11% believe the proposal will have a mix of positive and negative impacts.

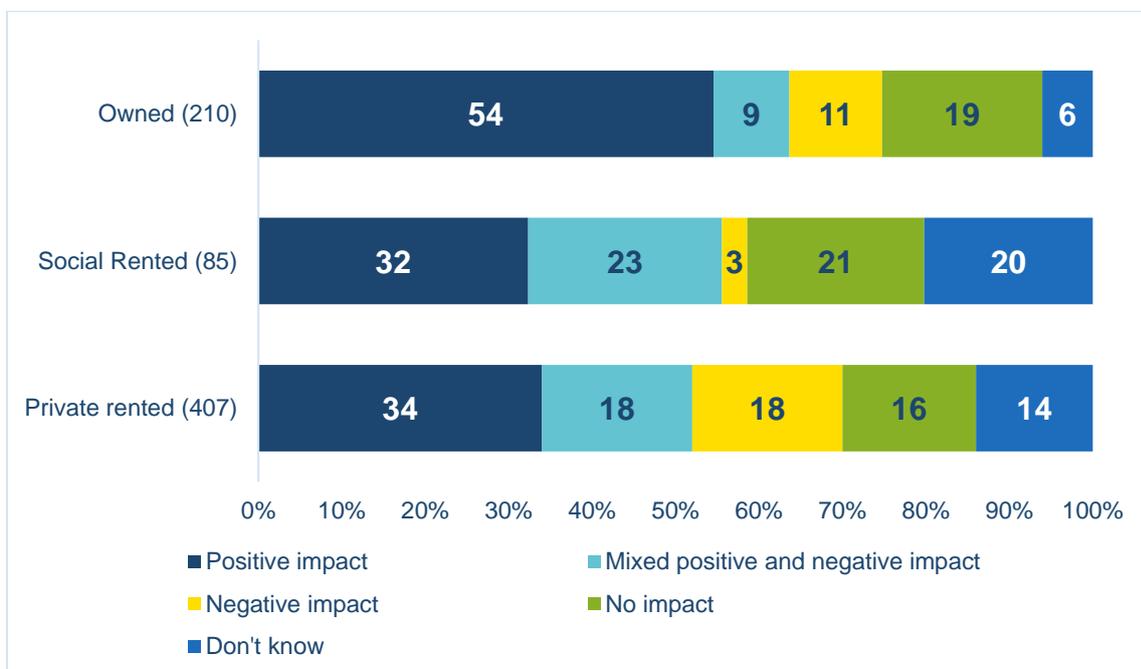
Just under one third (32%) of respondents living in another type of flat believe the proposal will have a positive impact on them. Views are split for this group with 20% stating the proposal will have a mix of positive and negative impacts, 20% believe it will have a negative impact on them and 20% said the proposal will have no impact on them.

Figure 36: What impact, if any, do you think this proposal would have on you and/or your business/ organisation? Household survey by accommodation



Over half (54%) of those residents who own or are buying their home on mortgage believe the proposal will have a positive impact on them as individuals, 19% state that they do not think the proposal will have an impact on them, 11% believe the proposal will have a negative impact. Just over one third (34%) of residents who are in private rented accommodation believe the proposal will have a positive impact for them, whilst 18% believe the impact will be both positive and negative, a further 18% believe the impact will be negative and 16% say the proposal will have no impact on them.

Figure 37: What impact, if any, do you think this proposal would have on you and/or your business/ organisation? Household survey by tenure

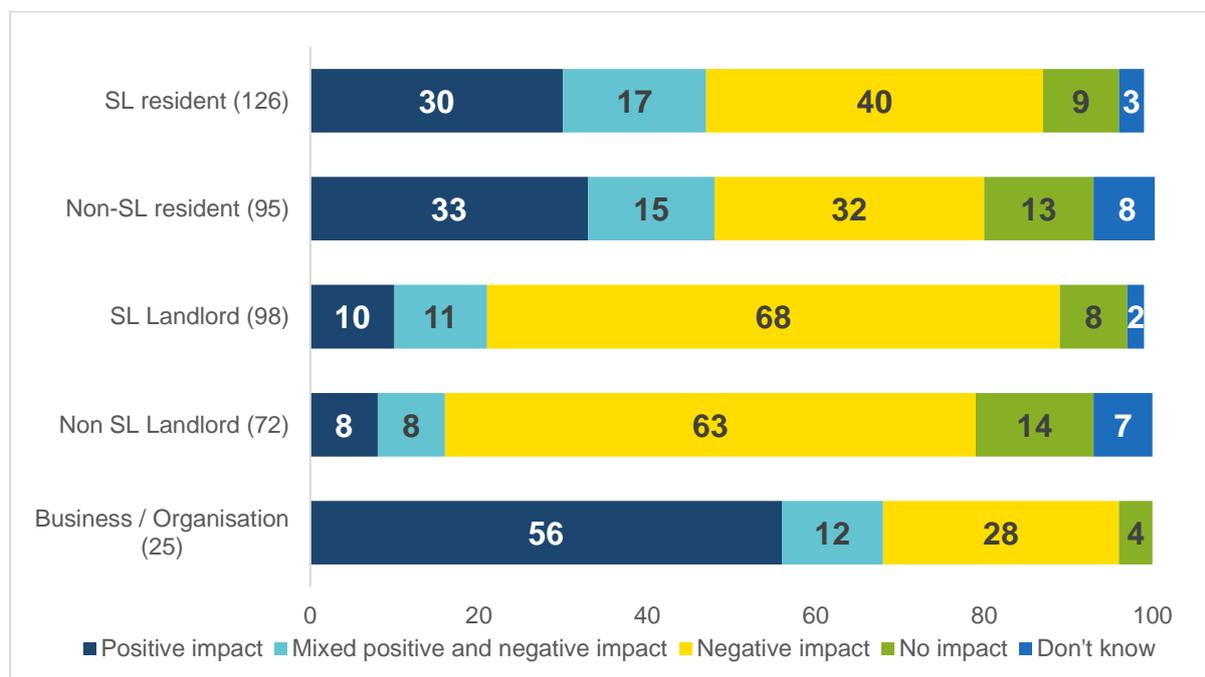


Open questionnaire

The majority of landlords both inside and outside of the selective licensing area believe the proposal will have a negative impact on them. Residents views are more varied with two fifths (40%) stating the

proposal will have a negative impact on them, 30% a positive impact and 17% a mix of positive and negative impacts.

Figure 38: What impact, if any, do you think this proposal would have on you/ your business/ organisation, open questionnaire



Comments about the impact on individuals, businesses and organisations

Respondents were asked how the proposed scheme might affect them. One of the greatest concerns from residents was the risk of increased rents.

“Landlords might put rent up again, struggling at the moment on what I earn.” (Household survey, private tenant)

“If this proposed selective licensing area comes in then rents will rise as the landlords will pass on all costs as this scheme costs them.” (Household survey, private tenant)

“I am concerned that the charge on the landlords would filter down to the tenants and result in rent increases that would put people at risk of losing their homes as a result.” (Household survey, private tenant)

“As above, I'd be concerned that the landlords will pass the cost of the licence on to the tenants. This is my only real concern.” (Household survey, private tenant)

“Any charges on the landlord will be passed on to the tenants so the likes of us will find life difficult.” (Household survey, private tenant)

Many Landlords state that if Selective Licensing is introduced they would increase rents.

“This will effectively cause us to increase the rental of our properties to cover the additional costs levied by BBC. We own various properties in the selected area and we have experienced no problem with anti-social behaviour, crime, etc and it seems to us that this scheme should be specifically targeted to HMO's/DHSS type properties. We only rent to professional people, via professional agents and all prospective tenants are stringently vetted. All tenancies are covered by a formal tenancy agreement and tenancy deposits held via the agent in the official deposit protection scheme. The

proposal being made are purely bureaucratic for us and add no value to our business or our tenants and merely add unnecessary costs and administration.” (Open questionnaire, SL Landlord,)

“Rents will increase. More section 21’s issued. More social tenants brought in from London (higher rate rent). More homelessness - more B&B accommodation needed by council. Council tax will need to go up. Insurance for landlords will increase (higher rents), tenants insurance will increase. Mortgage availability will decrease - a home goal.” (Open questionnaire, SL Landlord)

“Just pass increase onto tenant which is not fair.” (Open questionnaire, SL Landlord)

Many Landlords state that the scheme will have a negative impact on them because of an increase in costs and reduction of profit.

“This is just going to be another cost that is going to make it harder to cover my costs, I wont be buying anything else in this area and spending considerable amounts of money refurbishing and bringing it up to good standards.” (Open questionnaire, SL Landlord,)

“The proposed licensing will financially disadvantage good tenants and landlords which will have a negative impact on the wrong people.” (Open questionnaire, SL Landlord)

“My insurance premiums will increase. General costs will increase. More expectations upon me as a landlord, which I have no powers to execute. Less potential tenants, due to stigma caused by scheme.” (Open questionnaire, SL Landlord)

“It will increase my costs. I’d be breaking the law already if I did not comply with a good proportion of the proposed license conditions. The proposal just means I have to pay the Council as well. The Council already has a statutory duty to enforce a number of these conditions, so I wonder what my Council Tax and my tenant’s Council Tax is actually paying for.” (Open questionnaire, SL Landlord)

“I would be financially disadvantaged. I already pay an agency a tenancy management fee. The agency ensure the property is maintained to a high standard and is compliant with any regulations. I would effectively be paying twice for Tenancy and Property management. Paying a license fit does not mean a landlord is a 'fit and proper person'. Irresponsible landlords can move on. Chances are they will pass any additional charges onto tenants.” (Open questionnaire, SL Landlord)

“I would not be able to afford a licensing fee. I already pay to have my gas and electricity safety certs done on a regular basis as well as general maintenance costs to keep my flat at a good standard. I pay a letting agent to help ensure my property is maintained and looked after. My Tenants pays council tax. Just another way of the council making money” (Open questionnaire, SL Landlord)

Some Landlords and residents were concerned that the proposal will decrease the value of property in the area.

“I am sure that if I were to attempt to sell my fairly modern purpose built flat in Crabton Close Road, the inclusion of it in 'a problem area' would have decreased it's value on the ability to find good tenants.” (Open questionnaire, Landlord)

Another impact stated by some landlords is that they will sell their properties in the licensing area and this is a concern for some residents too.

“I may well sell up and invest my money elsewhere” (Open questionnaire, SL Landlord)

“The added fees will mean we need to re-assess our properties within the area and maybe reduce our portfolio in that area and increase outside of that area.” (Open questionnaire, SL Landlord,)

“Worried landlords will sell up rather than pay the fee.” (Household survey, private tenant)

"I feel that many landlords will sell up due to stress and hassle, leaving a housing crisis. However, these tenants of landlords are better off with the change in the long term." (Household survey, private tenant)

Many residents responding to the household survey said that the scheme would have a positive impact on them, they thought the proposal would improve the area, reduce anti-social behaviour and improve housing conditions.

"We have had to put up with terrible trouble from a private landlord next door. Licensing would definitely help us." (Household survey, Owner occupier)

"We are one of the very rare house owners sandwiched between other rental properties. We are fed up with the anti-social behaviour from nearby tenants - noise, rubbish etc. We have complained to the council about properties that are being used by landlords as unlicensed HMS's. The council takes no notice, hopefully this scheme can help." (Household survey, Owner occupier)

"This scheme would make landlords keep their properties in good order to keep the value of home owner properties. This would also make tenants have better living conditions." (Household survey, Owner occupier)

"Strongly support this proposal to help reduce crime, anti-social behaviour and littering. I have lived here two months and already had problems with litter and my car broken into - any help is welcomed." (Household survey, Owner occupier)

"Hopefully it would clean the place up and make it a more desirable area to live in." (Household survey, Owner occupier)

Some respondents had concerns that introducing selective licensing would further stigmatise the area.

"Will further stigmatise the area. Some people will not be able to find a place to live, as the tenancy management will mean they will not be accepted by landlords." (Open questionnaire, SL resident)

"We would be seen to be living in a 'highlighted' deprived area which we already are aware of - should we sell our home that will be flagged to any potential buyer and also our insurances may go up." (Open questionnaire, SL resident)

"The already bad stigma associated with area will increase. Affecting business, hotel, insurance etc. - not one for businesses to move to." (Open questionnaire, Business)

*"It is making the area a 'no go area' by association. Property prices will go down. Landlords will increase rents to cover the charge. People living on benefits will be worse off as their rent is increased and the benefit office will not pay the extra. Management companies will pass on the cost as will landlords and the only people to financially suffer will be the tenant. The whole area has the potential to go right down the toilet as the council deem this area to be 'down market and in need' and many decent landlords and business will move away and then the area really will go down the toilet. The ***** started the ball rolling decades ago with bad accommodation - bad tenants - all on benefits - and the Drug and Alcohol clinics in this area do not help - by bringing the wrong type of person into the area on mass and with the likes of ***** screaming obscene language up and down the street for all to hear (some time ago now) it does not help the local area on its climb up." (Open questionnaire, Business)*

"I strongly oppose the proposal in its present form, as it will blight the area. Why wouldn't the council introduce this scheme to all wards in Bournemouth in order to improve the quality of rented housing within the borough." (Household survey, Owner occupier)

Some landlords currently with properties outside of the licensing area were concerned that the scheme might be introduced in other areas too.

“Would be concerned if this proposal were to be implemented in other areas, as a money raising venture. As landlords we run our business through a letting agent, all gas/electric checks are conducted yearly and properly. Strongly object to the scheme that collect money from proper landlords to pay for tracking down bad landlords.” (Open survey, Non SL Landlord)

“I feel it is only a matter of time if licensing goes ahead that the Council will expand this into other areas. This will impact not only on landlords but tenants as well as rents may rise and cause problems obtaining mortgages and increase Insurance premiums as the area will appear to be a bad one.” (Open survey, Non SL Landlord)

Some landlords felt that the scheme targeted law abiding landlords and that ‘rogue’ landlords will still operate undetected.

“The scheme will only target the law abiding landlords, the rogue landlords will still operate undetected. Most of the measures the scheme tries to address are already covered by law, which the majority of landlords comply with. The proposed scheme is likely to impose more bureaucracy to landlords, and any costs associated will have to be finally passed on to the tenants.” (Open questionnaire, SL Landlord)

“It would mean I would have to increase the rents - the Council are just penalizing the good landlords and increasing the hardships on the good tenants. What would be get in return? - Nothing, as I do not believe the anti-social behaviour & crime will decrease until there is closure of the many rehabilitation centres which are attracting people with problems into this area, from all over the country - These people remain in the area either after they complete their course or when they drop out of the courses and go back to their old habits. It is a magnet that is controlled by the Council and of their making. The pushers and dealers come down from London to service their customers in Bournemouth, it makes no difference to them if they journey to Boscombe or wherever in the town. This is not resolving the problem. Just making less money available to landlords and tenants to maintain their homes & properties. Bournemouth town is already becoming less attractive and in poor repair - it will not fair well if more unsavoury characters are driven from Boscombe into the town centre and surly affect the tourist trade. Bournemouth on the internet does not fair well either. This is the wrong way to address the issue and ignoring the root of the problem.” (Open questionnaire, SL Landlord)

“You need to tackle the lone shark landlords, who are not adhering to the policies of reputable housing agents. You can not except good tenants to pay twice or good landlords.” (Household survey, Resident, Business,)

Concerns that the proposal will increase homelessness was mentioned by a few respondents.

“An increase in homeless people in the area that are priced out of the private rented market due to increase in rents to cover fees. The risk of more anti-social behaviour from those that have nothing and feel sidelined by the community.” (Open questionnaire, Business)

“I live in the BH6 area and there will be more homeless people on the streets. There will also potentially be people who have been thrown out of their housing due to anti social behavior moving into rented accommodation in my area, disturbing the area with their behavior,(if they can get accommodation outside the licensing zone). This will be true in all areas outside the zone. I also think it is unfair on landlords to be expected to be responsible for their tenants behavior. Each adult and child in their care, is responsible for their own behavior and that of the children in their care. This expectation could have some dreadful repercussions including criminal behavior directed from the tenant to their landlord.” (Open questionnaire, Non SL resident, Non SL Landlord)

5. Fees

Should the scheme go ahead, the Council would charge landlords a fee for a licence. **The licence fees collected must only cover the costs of the scheme and cannot be used for other purposes.** The Council has calculated the expected cost of the scheme and the number of licenses it expects to issue¹. In some circumstances discounts may be applied or extra charges made.

The proposed standard fee for a five year licence is £472 per property. To encourage early sign-up, applicants who apply before the start date of the scheme would pay a reduced fee of £378. Those who are members of a recognised professional body or national landlord scheme would pay £283.20.

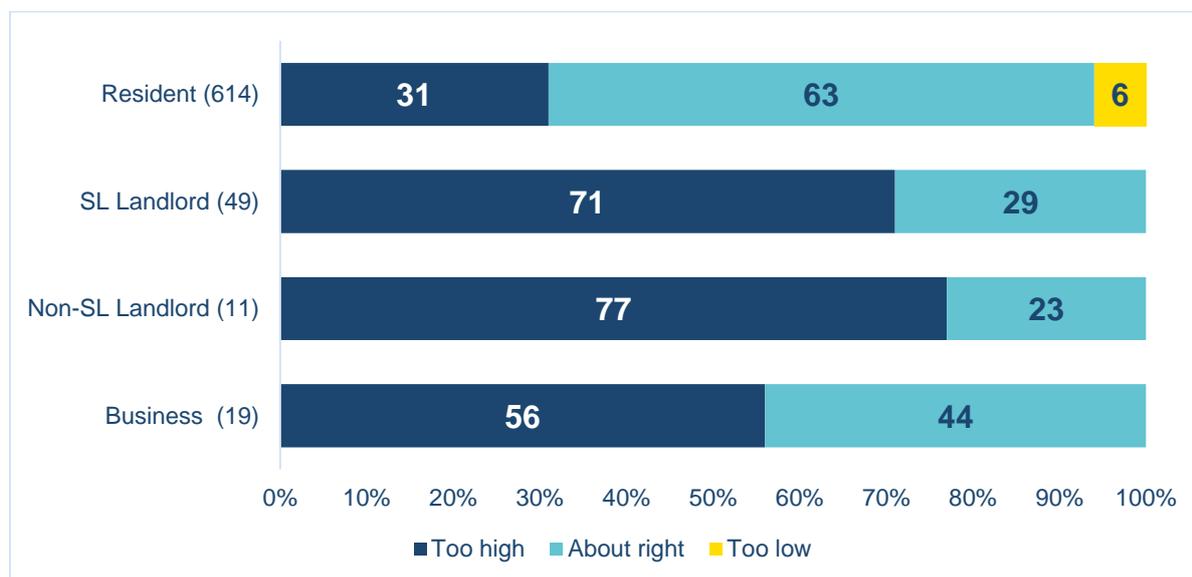
Where a landlord is the owner of an entire block of flats only one licence is required for the whole block. However, the Council proposes an extra charge of £65 per unit within the block. The Council also proposes an additional charge of £157 for landlords who sign up more than a year after the start of the scheme to reflect the additional work required in identifying and chasing those who have not licensed their properties. This is in addition to any legal action they may face since it is an offence to rent out a property in a designated Selective Licensing area without a licence.

Views were sought about the fees and particularly about where discounts or additional fees should apply.

5.1. Standard fees

Household survey

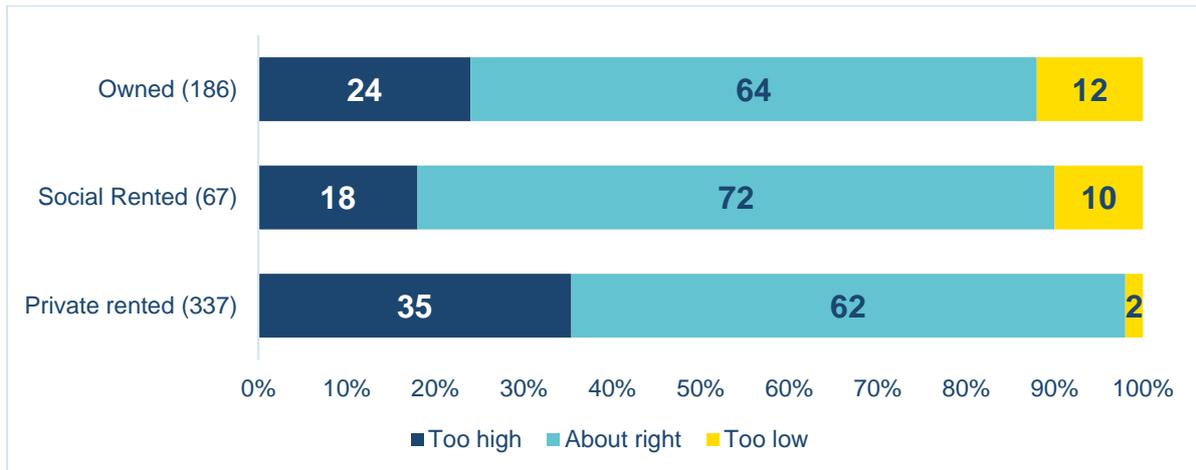
Figure 39: Are the proposed standard fees appropriate, household survey by respondent type (%)



Overall, six out of ten respondents (60%) thought that the proposed level of fees was about right. Around a third (34%) thought the proposed fees were too high and the remainder (6%) thought they were too low. Landlords with properties in the Selective Licensing area had a significantly different view than residents or businesses, with only around three in ten (29%) saying that the proposed fees were about right and seven in ten (71%) saying that they are too high.

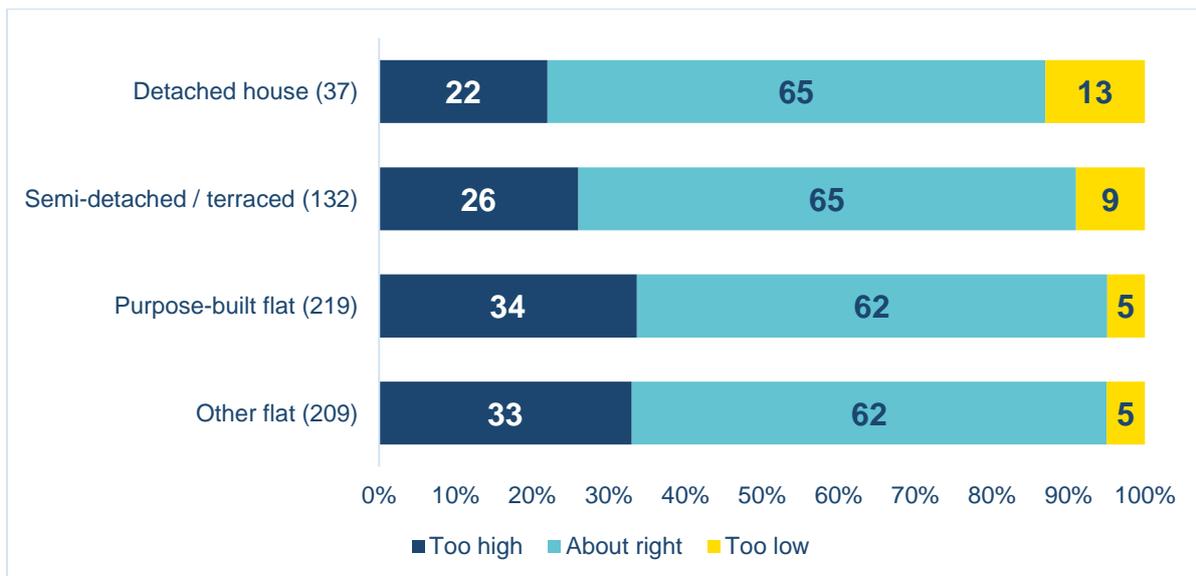
¹ The financial model can be found in Appendix F of the Full Consultation Document.

Figure 40: Are the standard fees appropriate, household survey by tenure (%)



People living in private rented accommodation are more likely (35%) to think that the proposed fees are too high than owner occupiers (24%) and those in social rented (18%).

Figure 41: Are the proposed standard fees appropriate, household survey by property type (%)

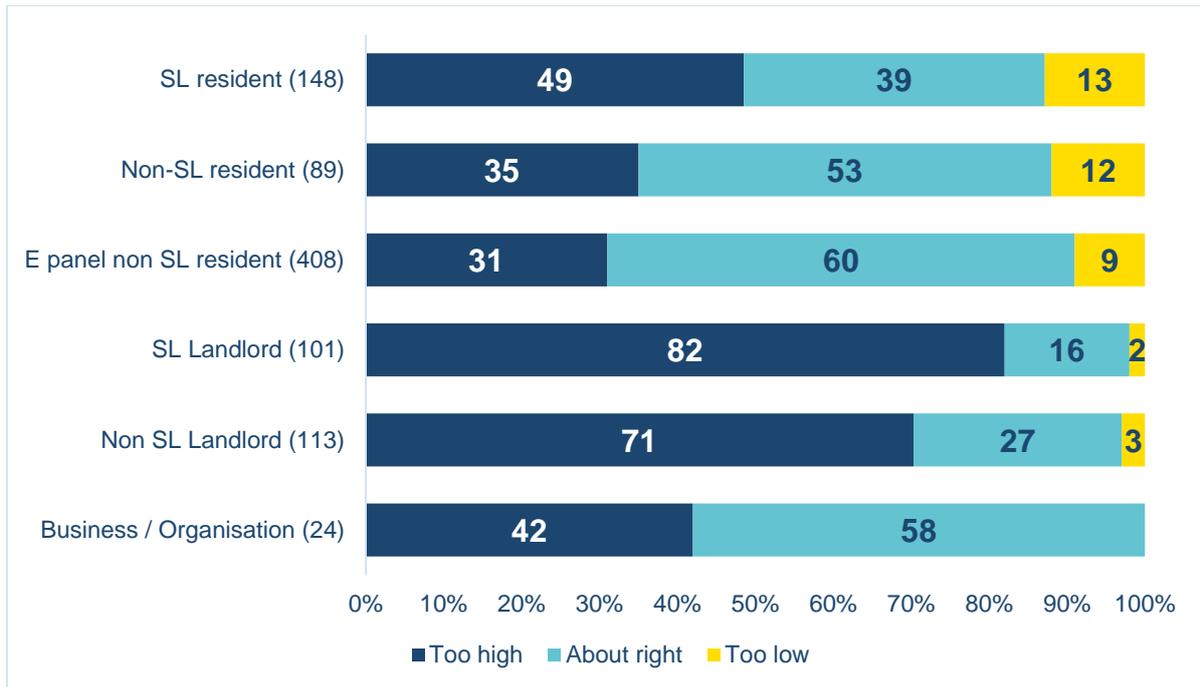


Around a third of people living in flats (34% in purpose built flats and 33% in other types of flats) thought that the standard fee was too high compared to around a quarter of people living in houses (22% in detached houses and 26% in semi-detached or terraced houses)

Open survey

Responses to the open survey are less supportive with around half (49%) saying that the proposed fees are about right, around one in ten (9%) saying that they are too low and just over four in ten (42%) saying that they are too high.

Figure 42: Are the proposed standard fees appropriate, open survey by respondent type (%)



Landlords with properties within the proposed area are the most likely to feel that the proposed fees are too high (82%). Landlords with properties outside the proposed area are less likely to think that the fees are too high (71%), though this is still a higher percentage than other respondent types.

Respondents who live in the proposed Selective Licensing area are more likely (49%) to think that fees are too high than those who live outside the area (35%). Six out of ten e-panel respondents from outside the proposed area thought that the proposed level of fees was about right.

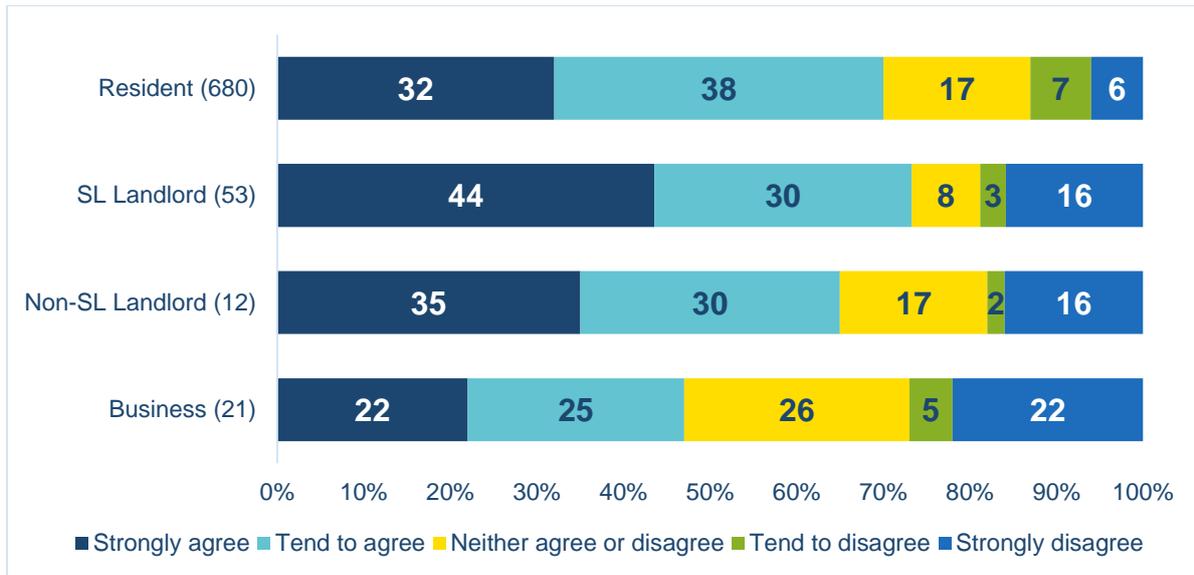
5.2. Discounts

Respondents were asked to what extent they agreed or disagreed with the proposed discounts.

Household survey

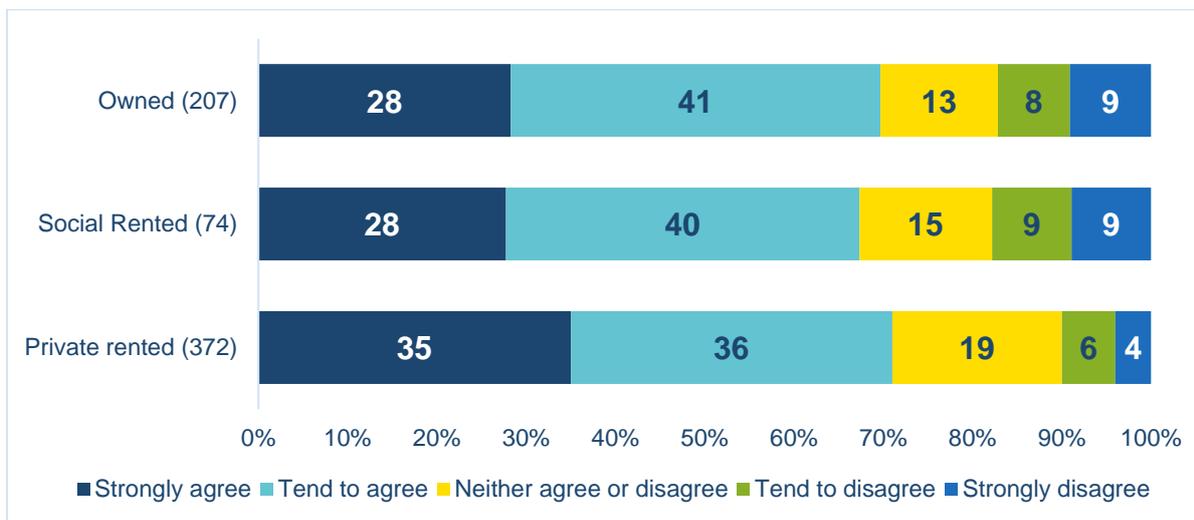
Overall, seven in ten (70%) respondents agreed with the proposal to offer a discount to landlords who sign up early for the Selective Licensing scheme. A further 13% disagreed with this proposal and 17% were undecided.

Figure 43: Do you agree or disagree with the proposal to offer a discount for early sign-up to the scheme, household survey by respondent type (%)



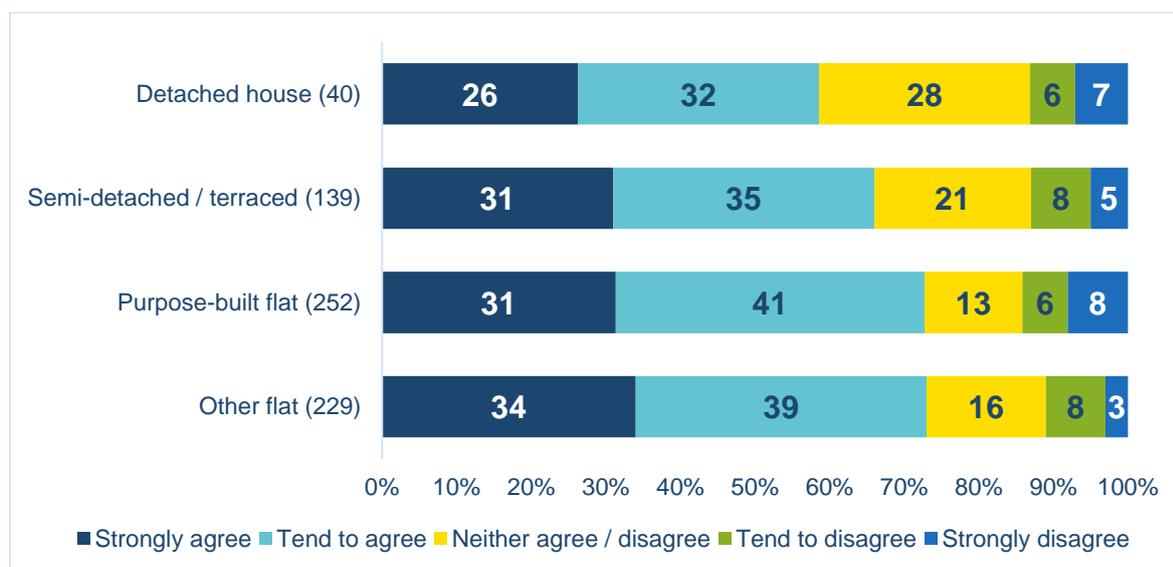
While the overall level of agreement was fairly similar for both residents and landlords in the area, landlords were more likely to agree strongly with this proposal. Businesses were much less likely to agree with early-bird discounts.

Figure 44: Do you agree or disagree with the proposal to offer a discount for early sign-up to the scheme, household survey by Tenure (%)



There is little difference in overall support by tenure although those living in private rented accommodation agree more strongly than others.

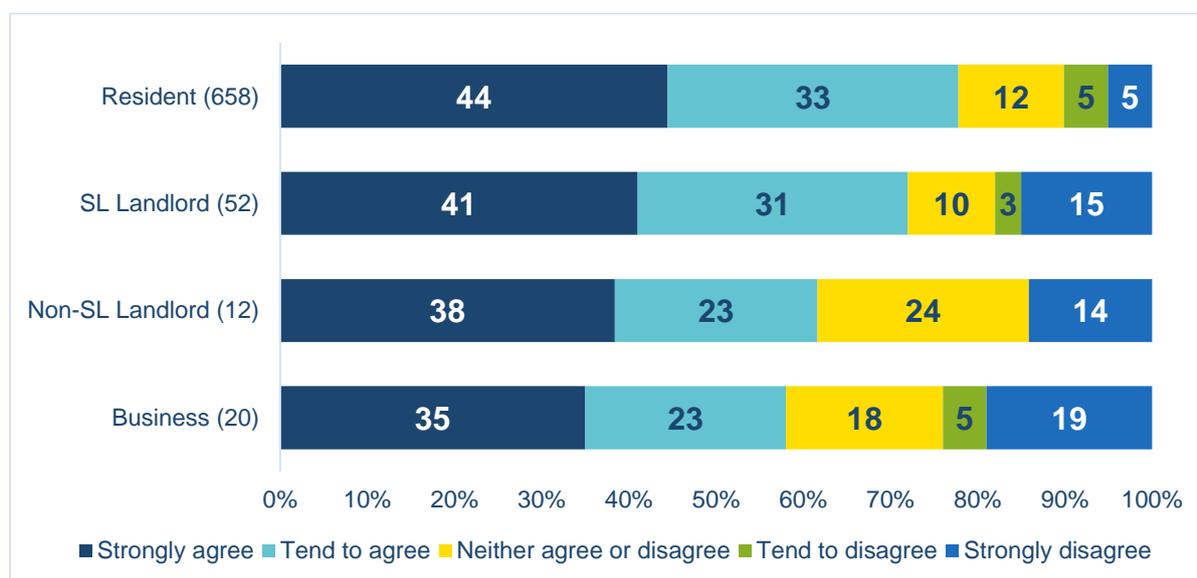
Figure 45: Do you agree or disagree with the proposal to offer a discount for early sign-up to the scheme, household survey by property type (%)



Agreement with this proposal is stronger among those who live in flats than houses, with a particular difference compared to detached houses. Respondents in detached houses were much more likely to give a neutral response than those in flats.

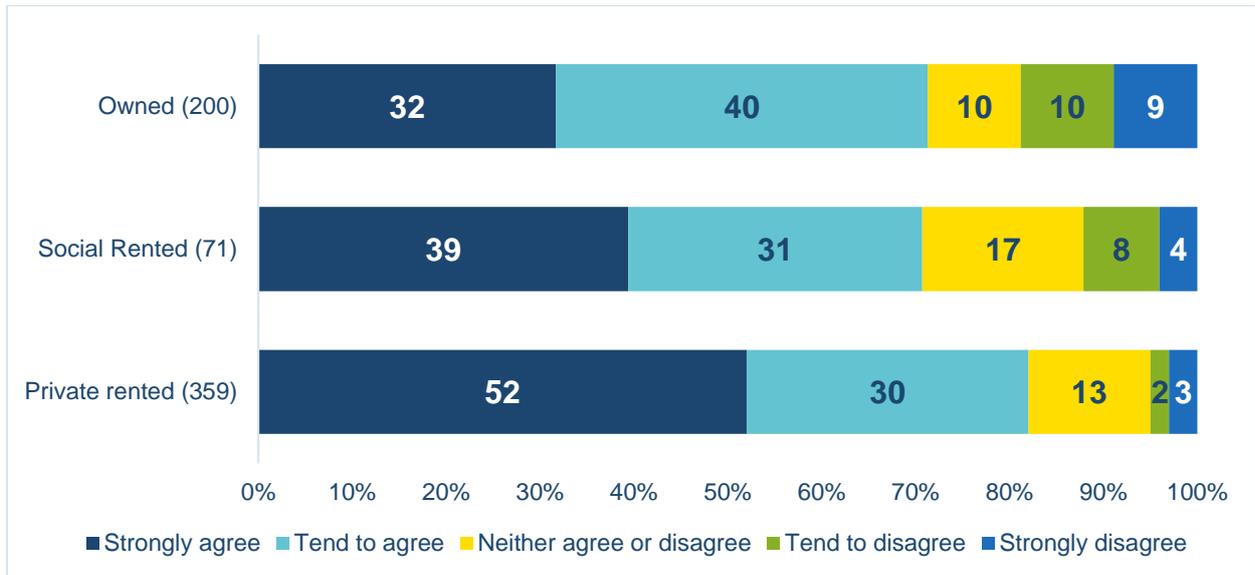
More than three-quarters of respondents (77%) agreed with the proposal to offer a discount to landlords who are part of an accredited landlord scheme.

Figure 46: Do you agree or disagree with the proposal to offer a discount to accredited landlords; household survey by respondent type (%)



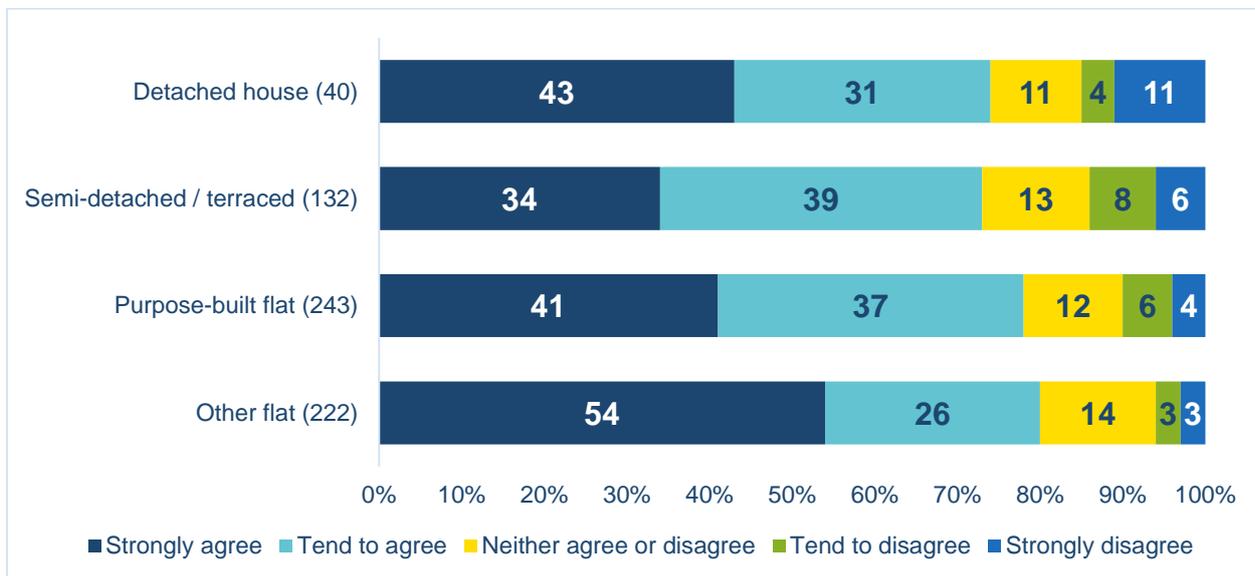
The level of overall agreement with this proposal was highest among residents and lowest among businesses. More than three quarters (77%) of residents agreed compared to 72% of landlords within the proposed area. Only six in ten (61%) of landlords whose properties are outside the area agreed with this proposal and only 58% of businesses agreed.

Figure 47: Do you agree or disagree with the proposal to offer a discount to accredited landlords; household survey by tenure (%)



Respondents living in private rented accommodation were significantly more likely (82%) to agree with the proposal to offer a discount to accredited landlords than were respondents in any other type of tenure. The level of agreement was similar for other types of tenure: 72% for owner occupiers and 70% for those in social rented accommodation though the latter group agreed more strongly.

Figure 48: Do you agree or disagree with the proposal to offer a discount to accredited landlords; household survey by property type (%)

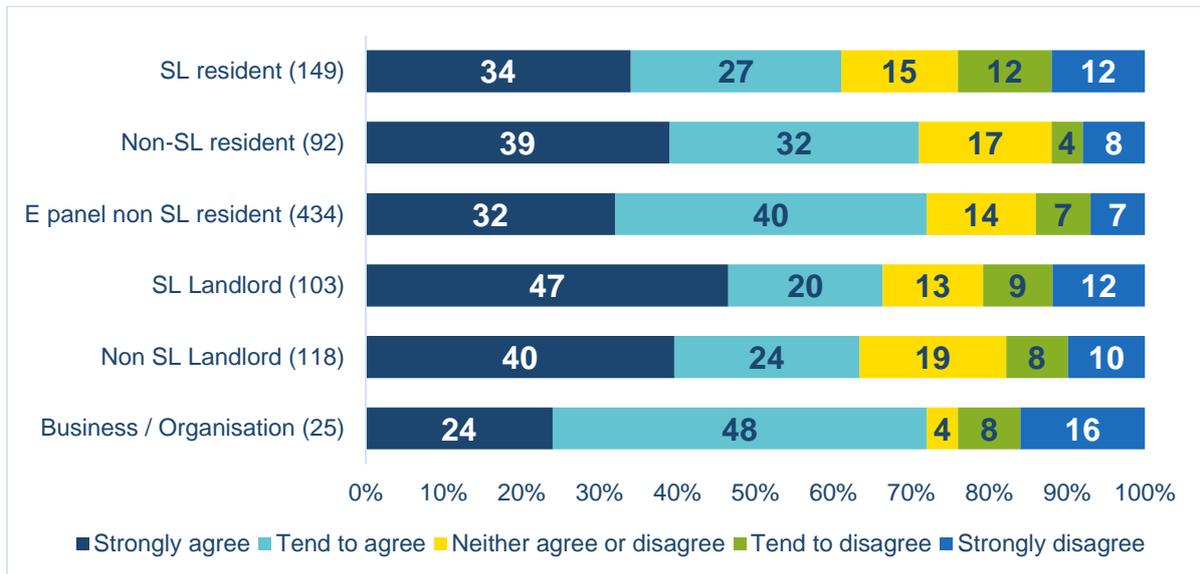


The level of agreement with this proposal from people living in flats is higher (78% in purpose-built flats and 80% in 'other' flats) than in houses (74% in detached and 73% in semi-detached or terraced). Respondents living in detached houses are much more likely to disagree with this proposal (15%) than those living in other flats (6%).

Open survey

Responses to the Open survey regarding proposed discounts are similar to those from the Household survey.

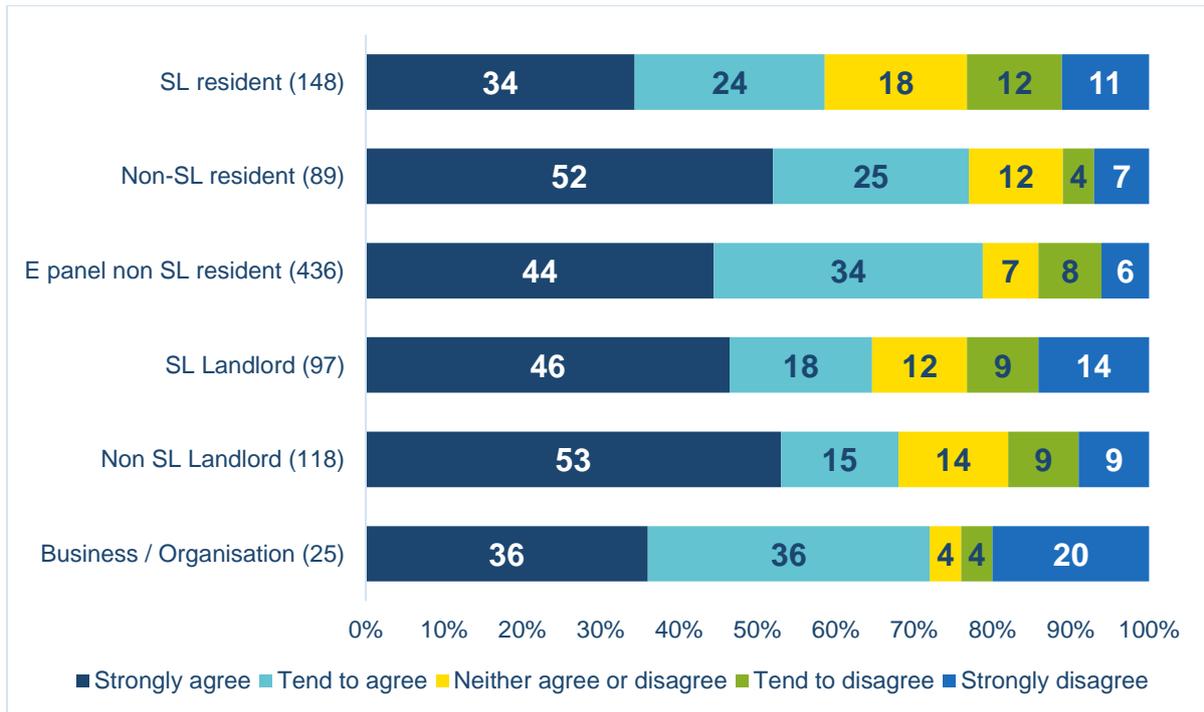
Figure 49: Do you agree or disagree with the proposal to offer a discount for early sign-up to the scheme, open survey by respondent type (%)



Seven in ten respondents (69%) agree with the proposal for a discount for early sign-up to the scheme. Businesses and residents from outside the proposed area are the most supportive of an early-bird discount. Landlords are the most likely to agree strongly but are much less likely to 'tend to agree' so overall they appear less supportive. Residents within the selective licensing area are the least likely of all to support the proposed early-bird discount with 61% support overall

Respondents were also asked for their views on a proposed discount for landlords who are already a member of a recognised professional body or national landlord scheme. Just over seven in ten respondents (72%) agree with this proposal.

Figure 50: Do you agree or disagree with the proposal to offer a discount for accredited landlords, open survey by respondent type (%)



Non-residents of the selective licensing area are the most likely to agree with this proposal while residents of the area and landlords are the least likely to agree. Those landlords that do agree are more likely to agree strongly.

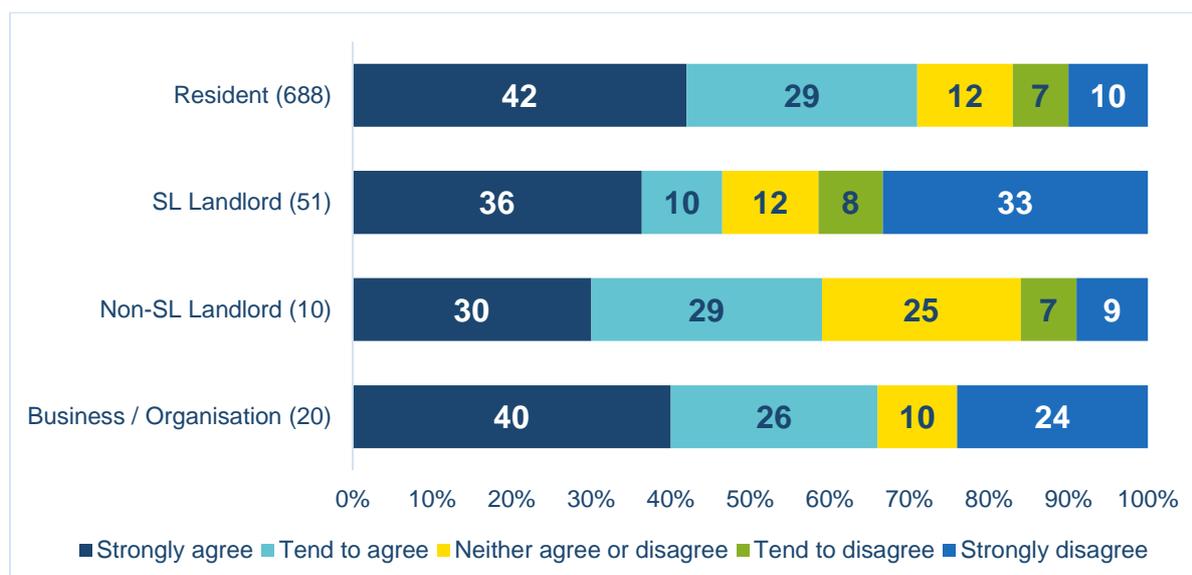
5.3. Additional charges

Household Survey

The Council proposes that extra charges should be applied in certain circumstances and respondents were asked for their views about these.

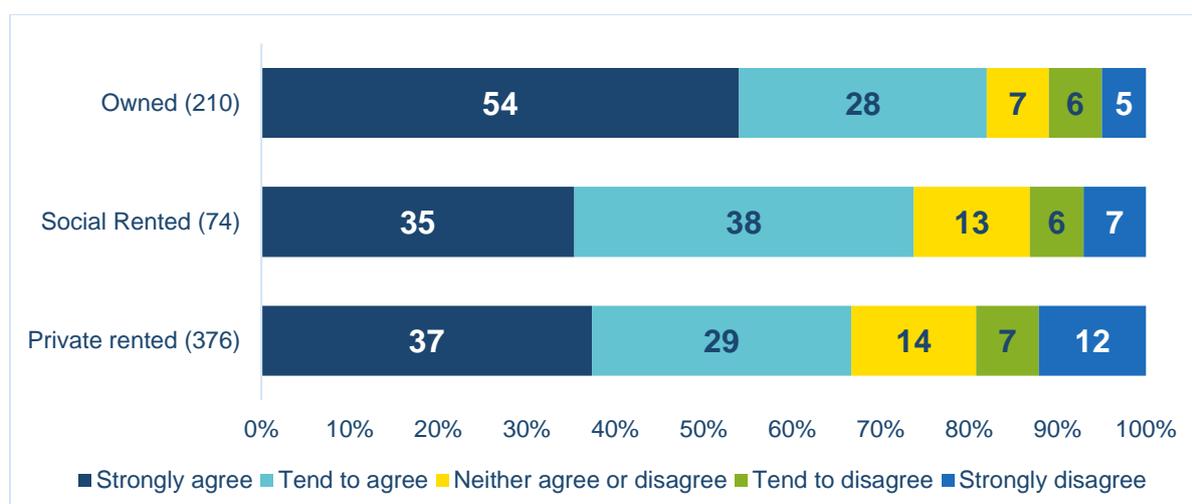
Where a landlord owns an entire block of flats only one license is required by law. The Council proposes that such landlords should pay an additional fee of £65 per unit within the block, on top of their standard licence fee. Overall, 70% of respondents to the household survey agreed with this proposal.

Figure 51: Do you agree or disagree with the proposal to charge additional fees per unit in a block of flats, household survey by respondent type (%)



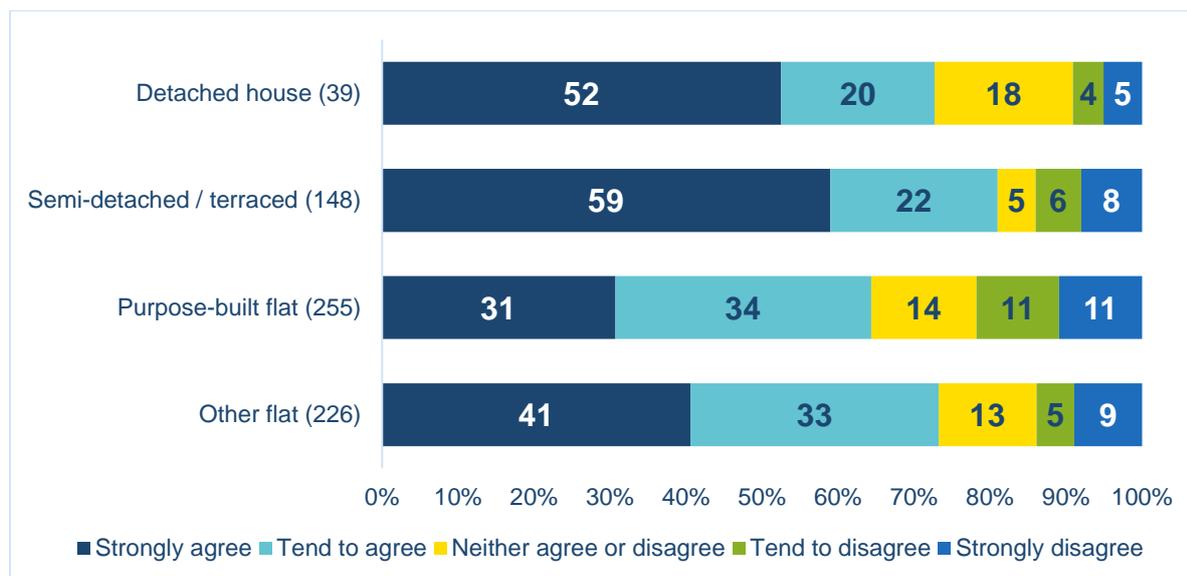
Fewer than half (46%) of landlords with properties in the area agreed with this proposal while a third strongly disagreed. In contrast, more than seven in ten residents (71%) agreed with the proposal.

Figure 52: Do you agree or disagree with the proposal to charge additional fees per unit in a block of flats, household survey by tenure (%)



There is a clear difference between respondents who own their own homes and those who rent their homes. More than eight in ten (82%) of owner occupiers agree that there should be additional charges for flats within a block with more than half (54%) agreeing strongly. In contrast, just under three quarters (73%) of those in social rented accommodation and two thirds (67%) of those in private rented accommodation agree; one in five of those renting in the private sector disagree.

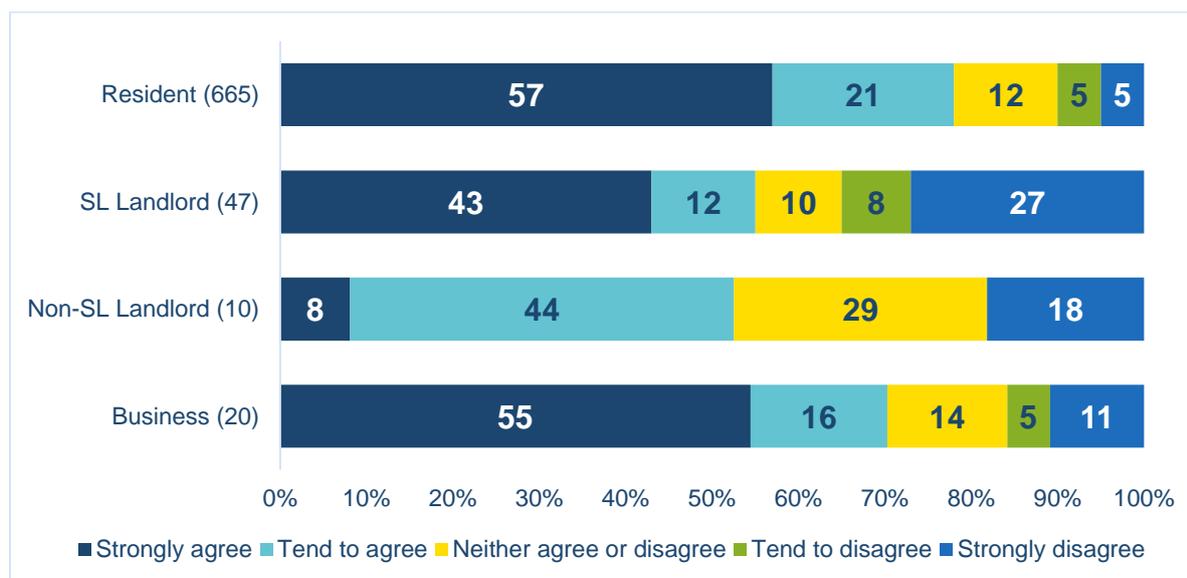
Figure 53: Do you agree or disagree with the proposal to charge additional fees per unit in a block of flats, household survey by property type (%)



Respondents who live in purpose-built flats are the least likely to agree (65%) and most likely to disagree (22%) with the proposal to charge additional fees per unit in a block of flats. People who live in ‘other’ flats (converted houses, bedsits, over shops, etc.) are as likely to agree (74%) as those living in detached houses (72%) although those living in detached houses agree more strongly than those in ‘other’ flats. Respondents living in terraced or semi-detached houses are the most likely to agree with this proposal (81%).

The Council also proposes to make additional charges to those who fail to sign up for the scheme in the first year.

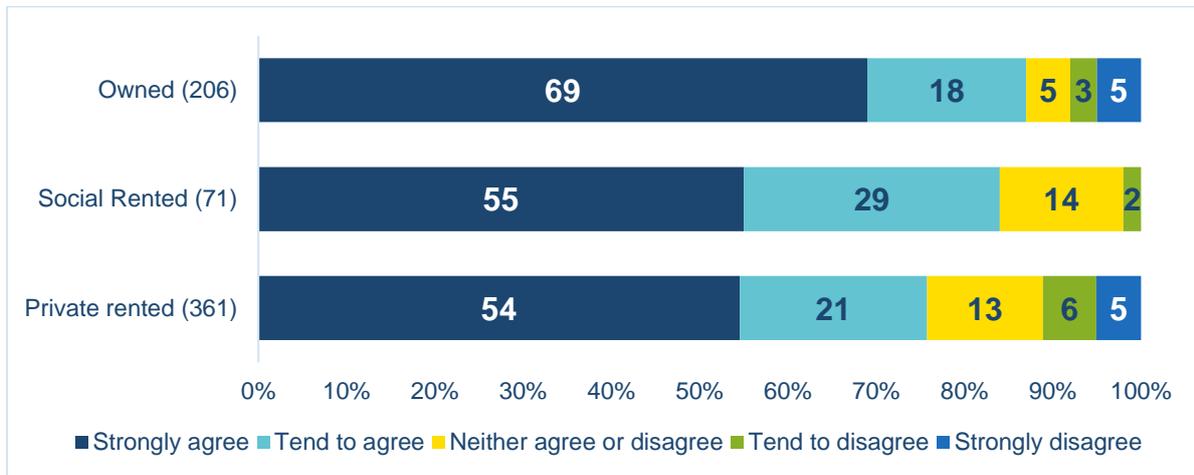
Figure 54: Do you agree or disagree with the proposal to charge additional late payment fees, household survey by respondent type (%)



More than three quarters of residents (78%) were in favour of additional fees for late payment with only slightly lower level of support from businesses (71%). Landlords were considerably less likely to

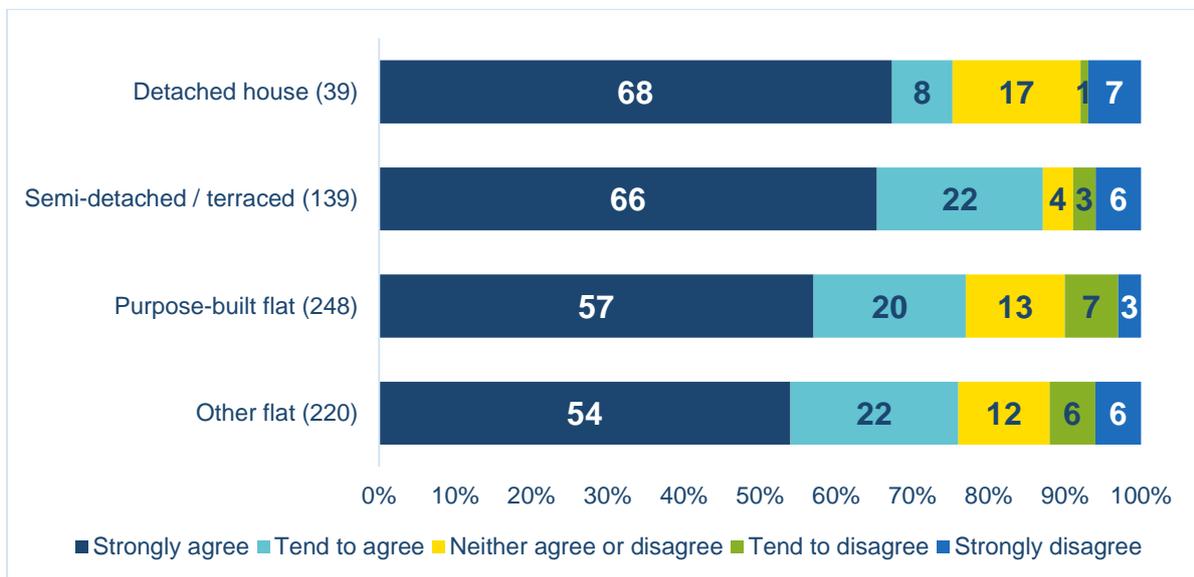
support the proposal with only 55% in agreement and more than a quarter (27%) strongly disagreeing.

Figure 55: Do you agree or disagree with the proposal to charge additional late payment fees, household survey by tenure (%)



Almost nine in ten owner occupiers (87%) agreed with the proposal to charge additional fees when landlords fail to sign up in the first year of the scheme. A similar proportion of people in social rented accommodation (84%) agreed with this proposal although the strength of agreement was lower than that from owner occupiers. Three quarters (75%) of private sector tenants were in favour of this proposal while one in ten disagreed.

Figure 56: Do you agree or disagree with the proposal to charge additional late payment fees, household survey by property type (%)

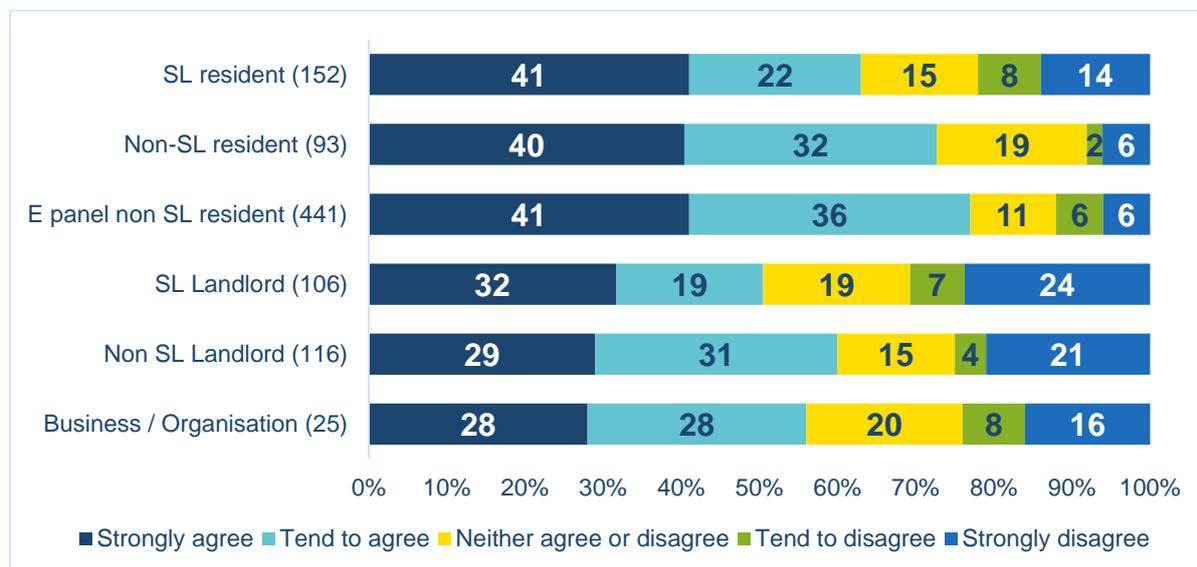


The type of property that people live in has little bearing on the total level of agreement with around three quarters of people living in detached houses (76%), purpose-built flats (77%) and 'other' flats (76%) agreeing with this proposal. Residents of semi-detached or terraced houses show a greater level of agreement at 88%. People in houses are more likely to agree strongly than those in flats.

Open Survey

The overall level of agreement to the proposal to charge an additional fee per unit the landlord owns the whole block is 70%, the same as the household survey.

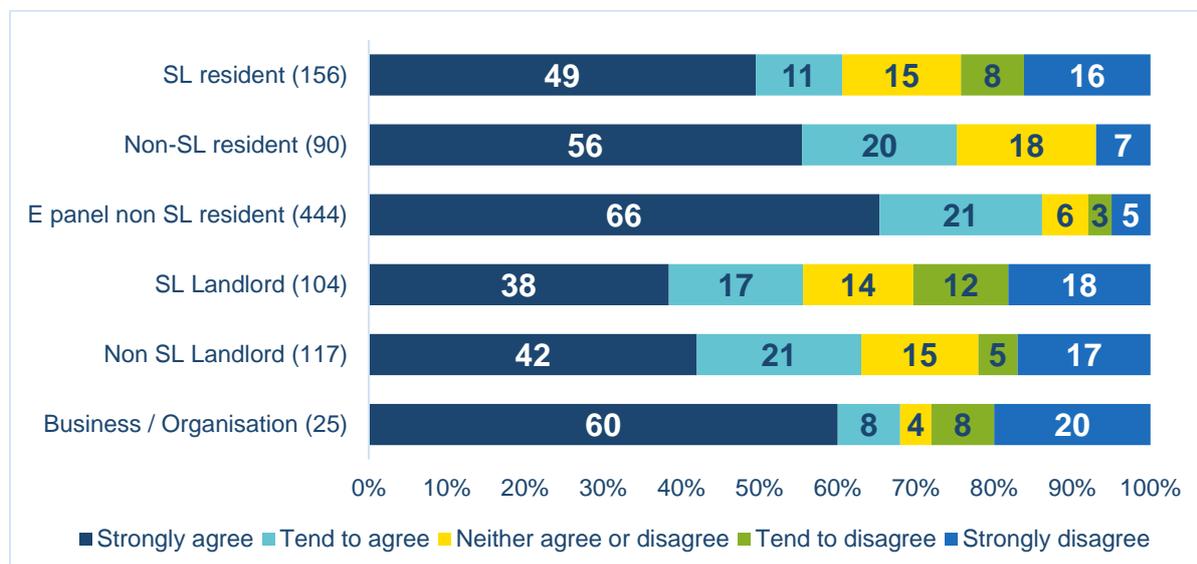
Figure 57: Do you agree or disagree with the proposal to charge additional fees per unit in a block of flats, open survey by respondent type (%)



There is a clear difference in the level of agreement from residents compared to landlords and businesses. Around four in ten residents (41%) strongly agree with this proposal compared to around three in ten (32%) landlords and businesses. Both residents of the selective licensing area and landlords with properties in the area are less likely to tend to agree with the proposal than those based outside the area; these groups are also more likely to disagree with the proposal than other groups.

Just over three quarters of respondents to the open survey (77%) agreed with additional charges for landlords who fail to sign up in the first year.

Figure 58: Do you agree or disagree with the proposal to charge additional late payment fees, open survey by respondent type (%)



The main difference in opinion about this proposal is related to location, with landlords in the proposed selective licensing area (56%) and residents in the proposed area (60%) the least likely to agree with the proposal.

5.4. Comments about fees

Respondents were asked if they had any suggestions for other circumstances where discounts or additional fees should be applied.

The most common comment suggested that additional fees should be used as a punitive measure for landlords who don't bring their properties up to standard (or vice versa that discounts should reward those whose properties do meet standards). Likewise, many people felt that 'good' landlords should be exempt and/or 'bad' landlords charged more.

"Houses with good management should not be hit with this scheme. I think the bad landlord should pay but not punish everyone." (Household survey, Business)

"Landlords who have a good track record in providing quality accommodation should have more generous discounts subsidised by punitive fees for landlords with consistently poor records." (Household Survey, Owner-occupier)

"100% discount where no recorded problem with the landlord or tenant. Should only apply to bad landlords or problem tenants properties." (Household Survey, Landlord)

"If the landlords property is in a good condition especially proper heating/windows are up to date then a reduction should be discussed. There are so many properties rented out that are a disgrace then the fee should go up until the property is updated to a living standard." (Household Survey, Private tenant)

"I think this should be based on the standard and quality of the flat/apartment e.g. if the rented property is clean and nice then council should give them discounts - otherwise raise the cost." (Household survey, Resident)

"If you pass an inspection, low/no fee. If you don't pass, you pay a penalty. That is fair and effective." (Household Survey, Landlord)

"No fee for responsible landlords who keep properties in good repair and abide by all the rules for letting e.g. deposit scheme." (Open survey, SL Landlord)

"Discount landlords that have no record of a poor service" (Open survey, SL Landlord)

The proposal that drew the most comments was the additional charge for flats. Comments on this proposal were mixed with some saying that there should be just one charge for the block as any potential problems are likely to apply to the whole block, while others felt that since the landlord charges rent for each unit they should pay the full licence fee for each unit.

"I am not sure about extra charges for a block of flats. Quality of property, anti-social behaviour etc. is all under one roof." (Household Survey, Private tenant)

"I think 1 fee for an entire block would be adequate, not per unit in the building. What about a small extra charge for large blocks that use multiple plots?"

"Should a landlord own multiple units i.e. entire block or several bedsits in one house i.e. entire house I think full fee for each unit should be applied." (Household Survey, Owner-occupier)

*“Landlords who own a block of flats should pay full price for each flat - they charge rent for each flat.”
(Household Survey, Owner-occupier)*

“For blocks individual conditions can vary between units so would think each unit would need inspecting and the unit charge does not seem to equate to charge on a single unit” (Open survey, Non-SL resident)

Other suggestions for where discounts could be applied include where a property has been adapted for disabled tenants, where a landlord is letting out their own home (e.g. while they are working or studying elsewhere for a limited time) or where the landlord lives in the same block (e.g. where a house has been split into flats and the landlord lives in one of them). Some also suggested that the landlord’s personal or financial circumstances should be considered with discounts or payment plans offered where hardship could be caused.

There were some suggestions that fees should be varied according to how many properties a landlord owns, or related to the size of a property.

A full list of all the comments received can be found in Appendix A.

6. License conditions

A Selective Licence would be granted with a set of conditions that must be observed. Failing to adhere to any licence condition is a criminal offence and may result in prosecution and an unlimited fine if found guilty.

These conditions ensure the property is managed correctly, complaints of anti-social behaviour are dealt with appropriately and in a timely manner, gas and electrical certificates are supplied to the Licensing team and smoke alarms are kept in working order, amongst other things.

Landlords cannot be held responsible for the actions of their tenants, but they can, more often than not, have some influence on the behaviour of their tenants. The Council believes that a good landlord would, once they became aware a tenant of theirs was engaged in unacceptable activities that had a detrimental effect on neighbours, try to take some steps to resolve the situation.

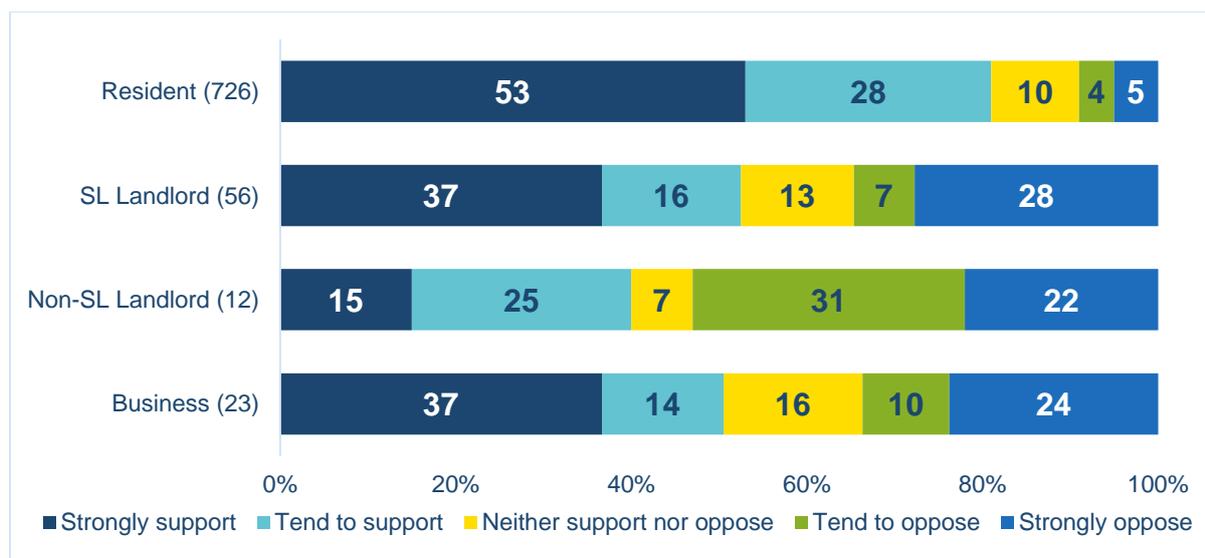
The licence will include mandatory and discretionary conditions aimed at ensuring licensed properties are safe, meet basic standards and that they are managed in a satisfactory way. The conditions can be grouped into three broad categories: tenancy management; property management; and anti-social behaviour (ASB). Respondents were asked to what extent they support or oppose license conditions to regulate each of the categories. The full wording of the proposed license conditions can be found in Appendix D of the Full Consultation Document.

6.1. Tenancy management

Conditions in this category set out a framework for how landlords should deal with their tenants. It includes a requirement to obtain references for prospective tenants and to protect deposits in a statutory deposit scheme. It also sets out the information that landlords must provide to their tenants such as the terms of their tenancy, complaints procedure and a rent book or rent statement.

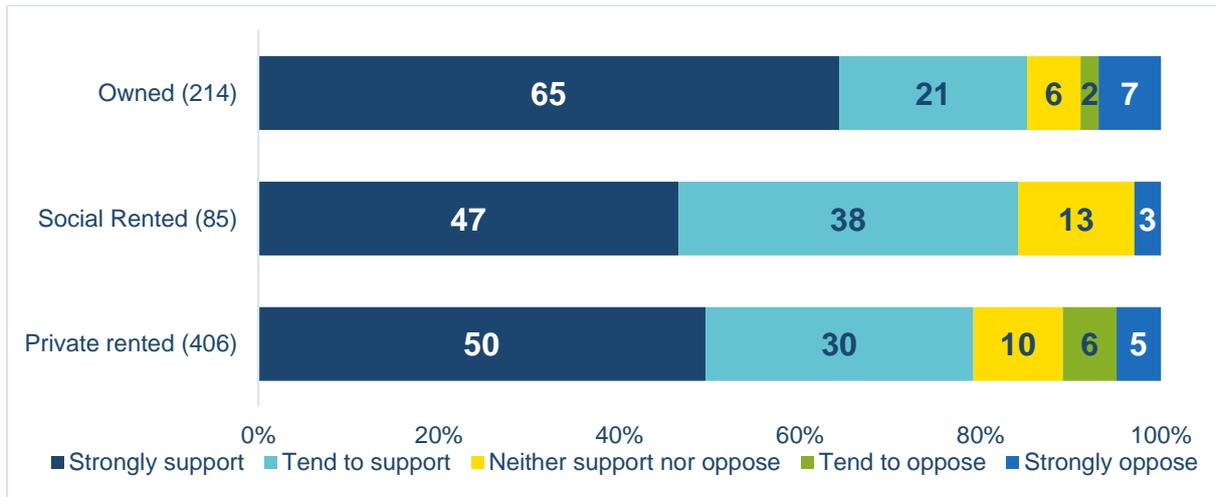
Household Survey

Figure 59: Do you support or oppose proposed license conditions to regulate tenancy management? Household survey by respondent type (%)



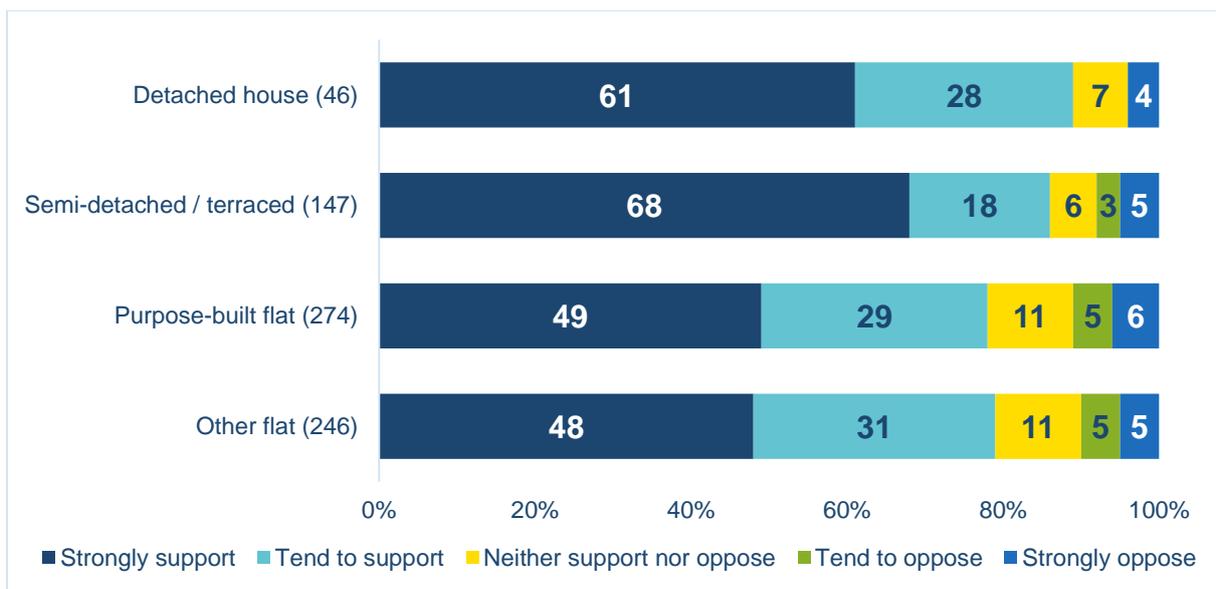
Four out of five residents (81%) support the proposed use of license conditions to regulate tenancy management. This is considerably higher than landlords, of whom around half (52%) support tenancy management conditions.

Figure 60: Do you support or oppose proposed license conditions to regulate tenancy management? Household survey by tenure (%)



Four out of five respondents in private rented accommodation (80%) support the proposed use of tenancy management conditions, slightly lower than owner-occupiers (85%) and social tenants (84%).

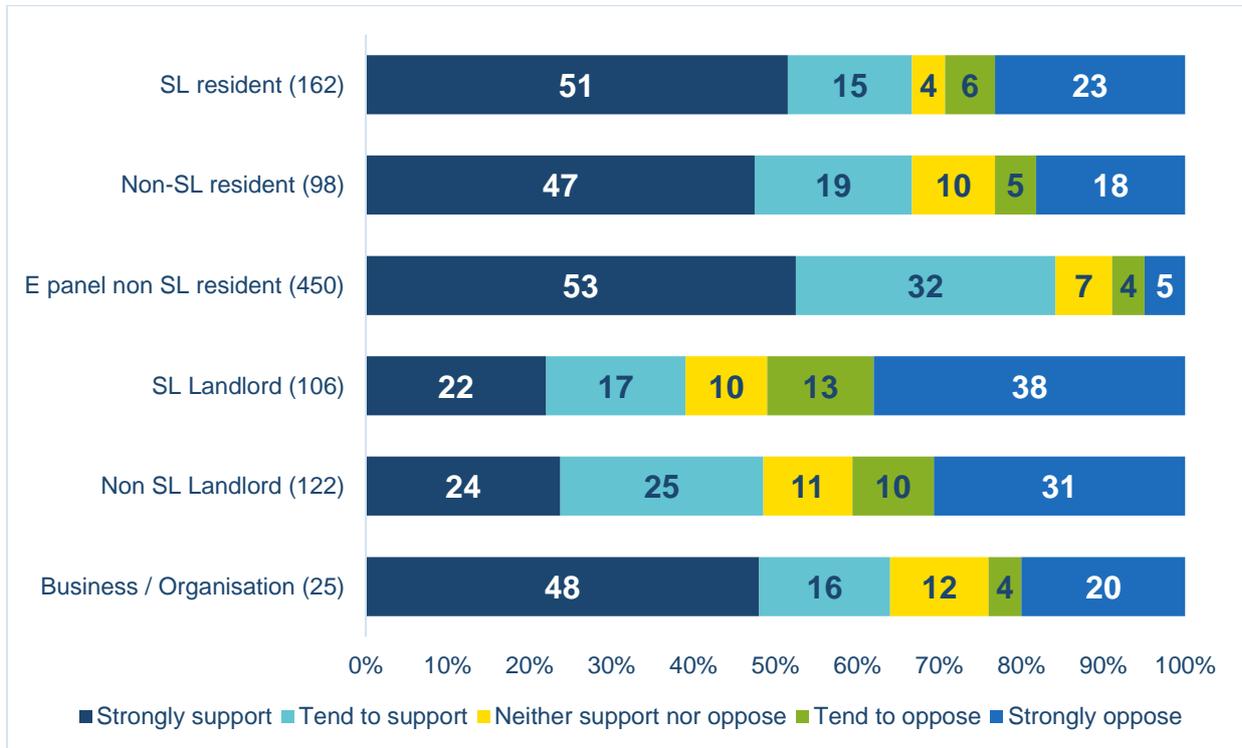
Figure 61: Do you support or oppose proposed license conditions to regulate tenancy management? Household survey by property type (%)



While the overall level of support is high for residents in all property types, there is a markedly higher level of support from people in houses (89% detached, 86% semi or terraced) compared to flats (78% purpose built, 79% other flats). Residents in houses are also more likely to strongly support these conditions.

Open Survey

Figure 62: Do you support or oppose proposed license conditions to regulate tenancy management? Open survey by respondent type (%)



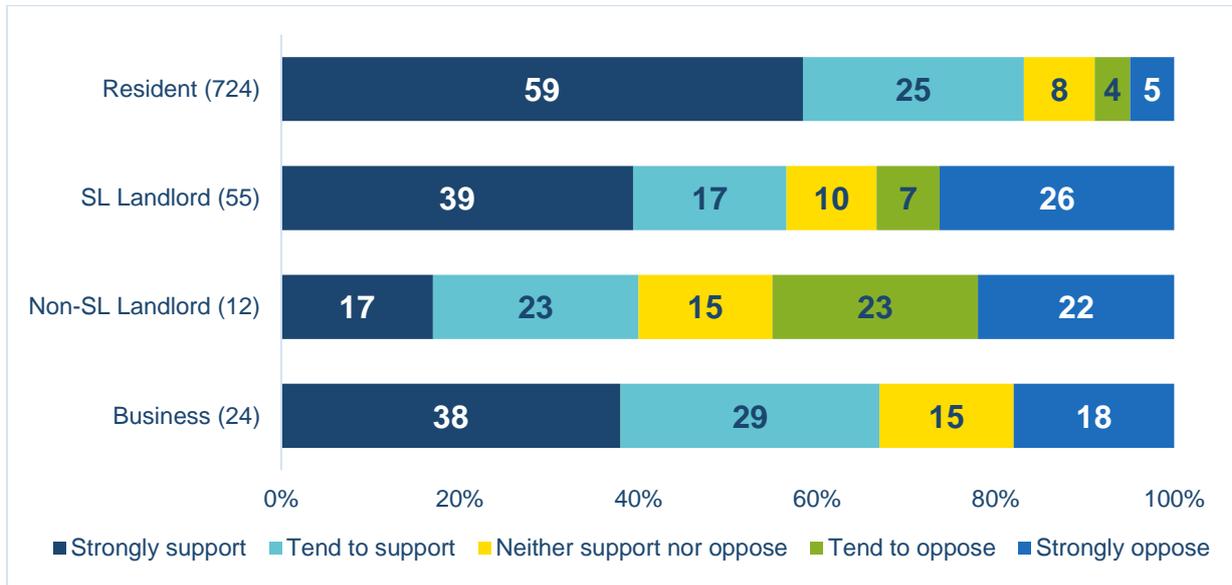
Two thirds (66%) of residents, both from within the proposed area and outside it, are supportive of the use of tenancy management conditions. E-panel residents from outside the proposed area were the most likely to support this proposal (85%). Support from landlords is very different with only four in ten (39%) of landlords within the proposed area supportive of tenancy management conditions and around half (51%) opposed. These viewpoints are reversed for landlords outside the area with around half expressing support and four in ten opposed.

6.2. Property management

This section sets out a landlord's responsibility in terms of maintaining properties that are safe and energy efficient. Landlords must ensure that any furniture or equipment, including gas and electrical appliances, are safe and must provide evidence of this to the Council. Tenants must be given a contact number for emergency repairs. Landlords must ensure their property is in a decent state of repair and must maintain a good level of decorative order on the exterior of the property.

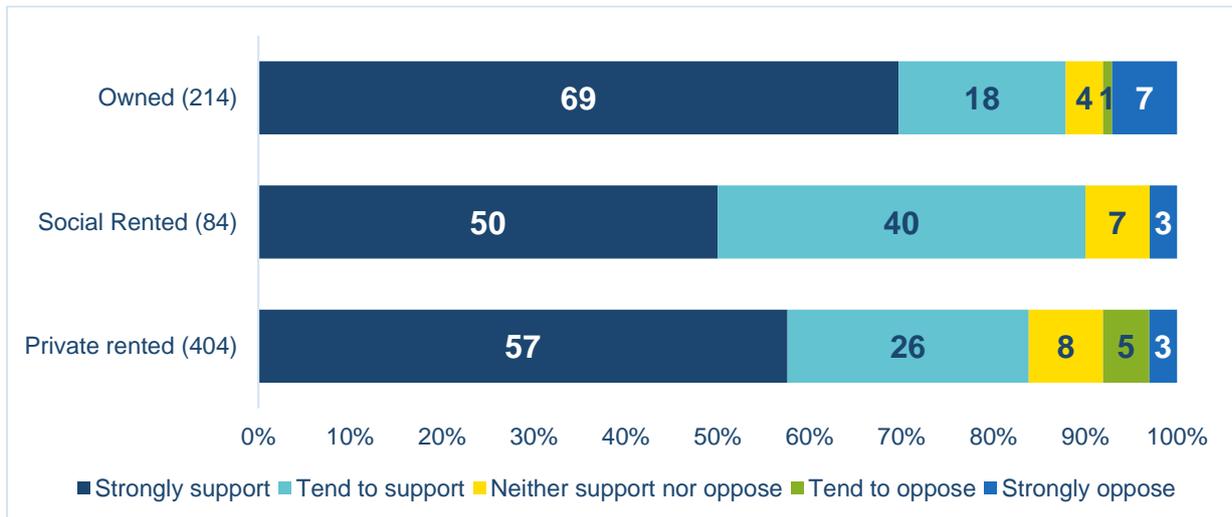
Household survey

Figure 63: Do you support or oppose proposed license conditions to regulate property management? Household survey by respondent type (%)



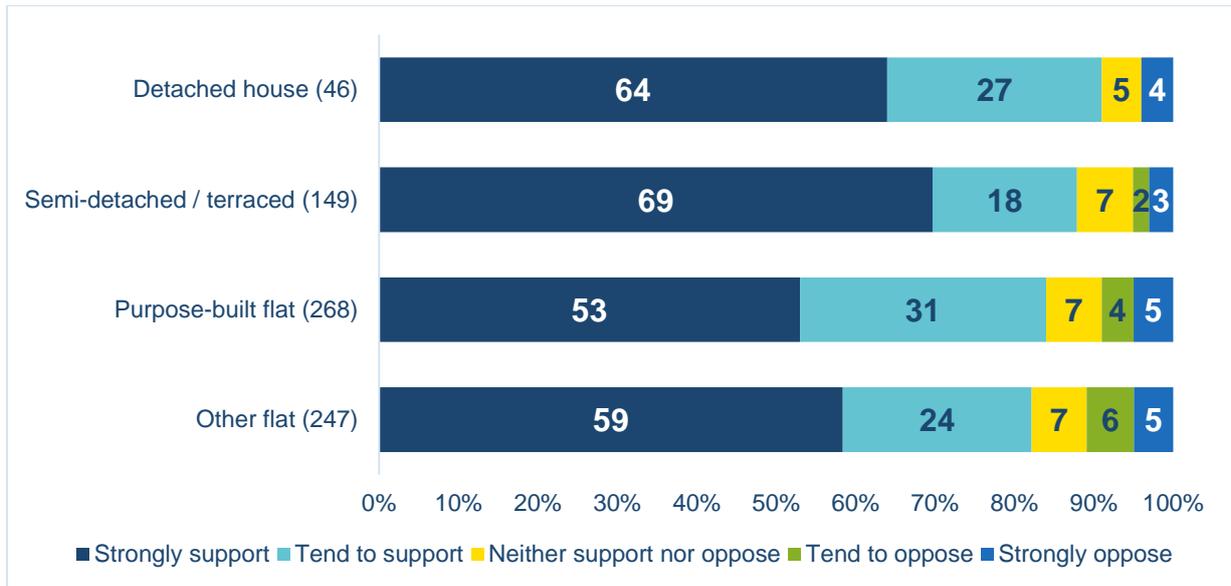
Proposed license conditions to regulate property management are opposed by around a third (34%) of the landlords in the area and supported by 56%. Residents are the most strongly in favour (84%) with only 8% opposed to the proposal. Around two thirds (66%) of businesses support the use of property management conditions.

Figure 64: Do you support or oppose proposed license conditions to regulate property management? Household survey by tenure (%)



Support for the use of property management conditions is high across all types of tenure. Nine out of ten (90%) social tenants, 87% of owner occupiers and 83% of private tenants support this proposal.

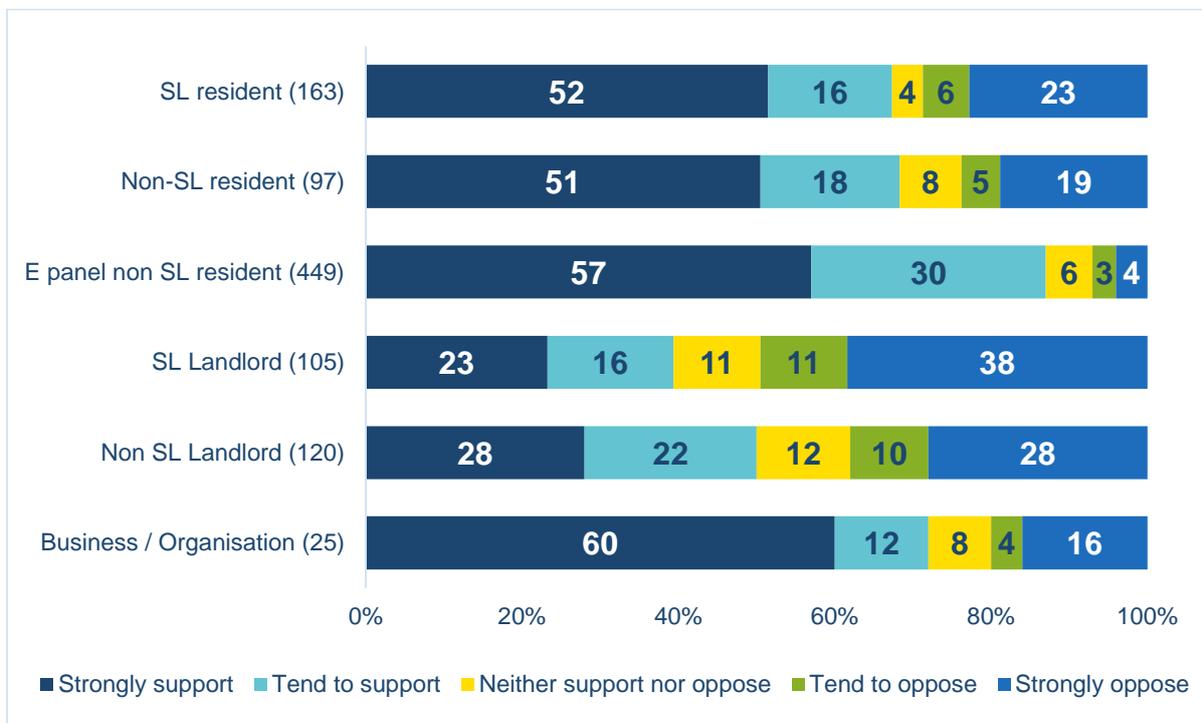
Figure 65: Do you support or oppose proposed license conditions to regulate property management? Household survey by property type (%)



The level of support is also high across different property types. Nine out of ten (92%) residents in detached houses support the use of property management conditions while the least support for this proposal came from residents in 'other' flats at 83%.

Open survey

Figure 66: Do you support or oppose proposed license conditions to regulate property management? Open survey by respondent type (%)



Around two thirds of residents in the open survey (67% of those in the proposed area and 68% of those outside the area) are supportive of the use of property management conditions. Support is

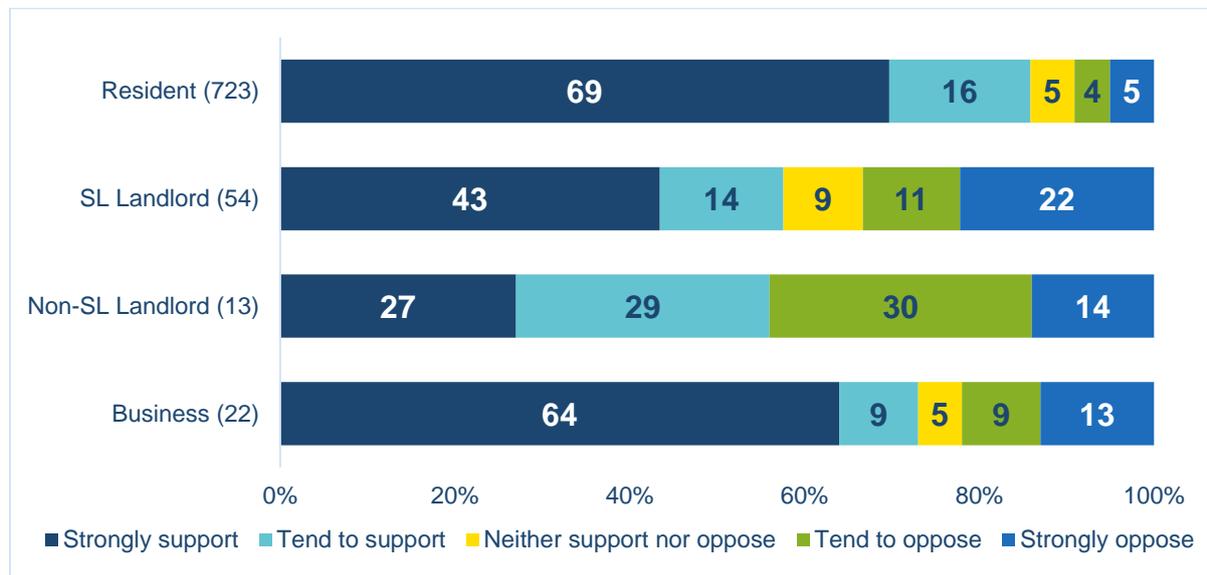
higher among e-panel respondents (86%). Support is much lower among landlords with half of those whose properties are within the proposed area being opposed to the proposal and 39% in support. Businesses show a similar level of support to residents.

6.3. Anti-social behaviour

Under the conditions in this section, landlords must take reasonable steps to deal with anti-social behaviour on the part of their tenants. They must supply tenants with details of the procedure for dealing with ASB at the start of the tenancy and contact tenants with details of any allegations made within seven days. Landlords must co-operate with the Council, Police or any other agencies in dealing with ASB in their properties and must report any criminal behaviour they become aware of.

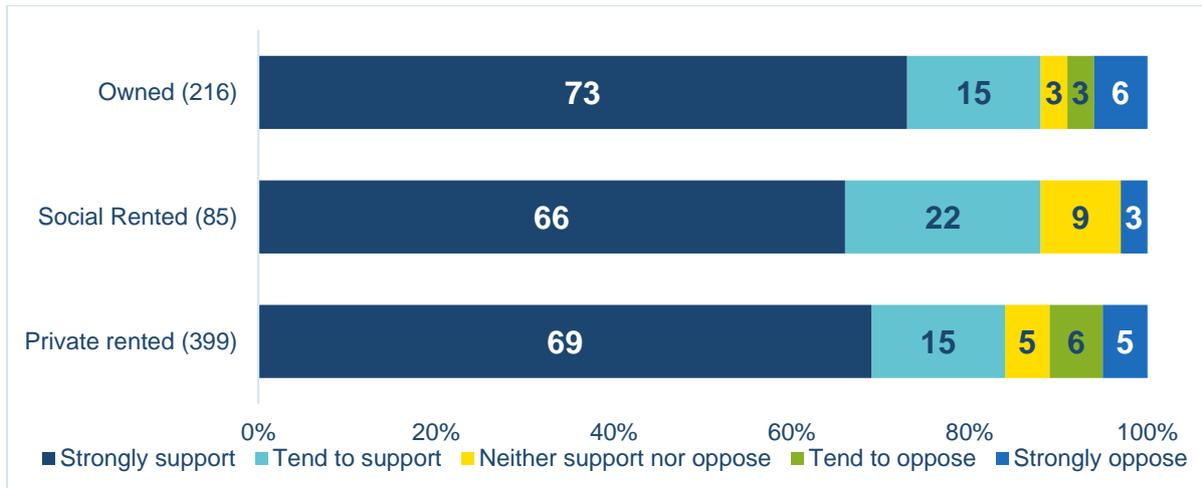
The full wording of the proposed license conditions can be found in Appendix D of the Full Consultation Document. The conditions can be grouped into three broad categories: tenancy management, property management and anti-social behaviour (ASB).

Figure 67: Do you support or oppose proposed license conditions to regulate anti-social behaviour? Household survey by respondent type (%)



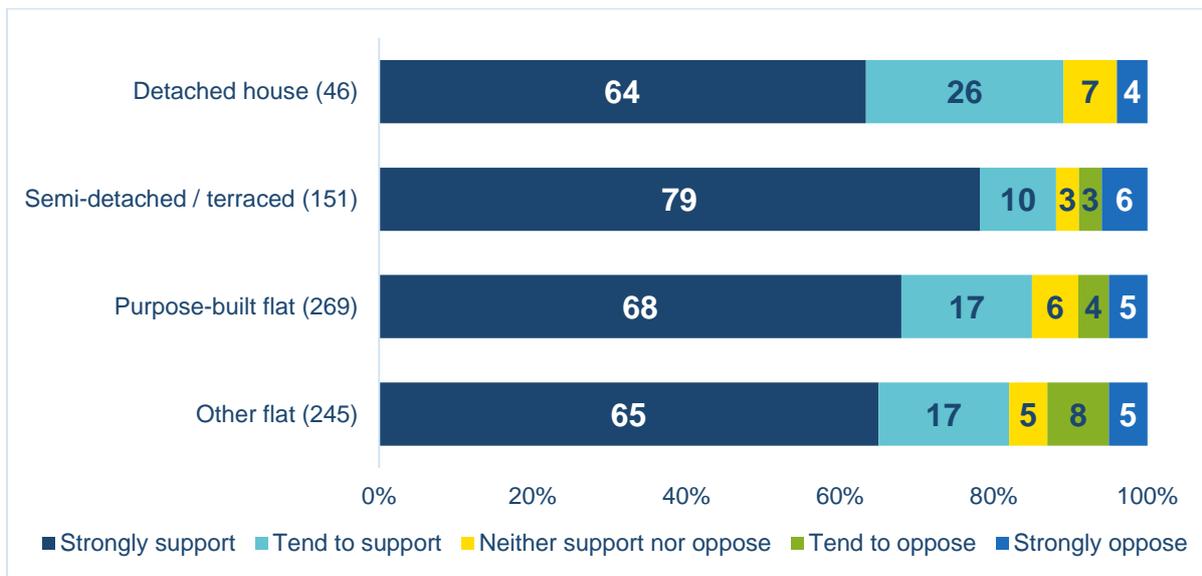
There is strong support from residents (85%) for the use of license conditions to regulate anti-social behaviour. Support from landlords in the proposed area is less strong at 57% and a third of landlords (33%) oppose this proposal.

Figure 68: Do you support or oppose proposed license conditions to regulate anti-social behaviour? Household survey by tenure (%)



Support for the use of license conditions to control anti-social behaviour is high across all types of tenure. Private tenants are slightly less supportive (84%) than owner occupiers and social tenants (88%).

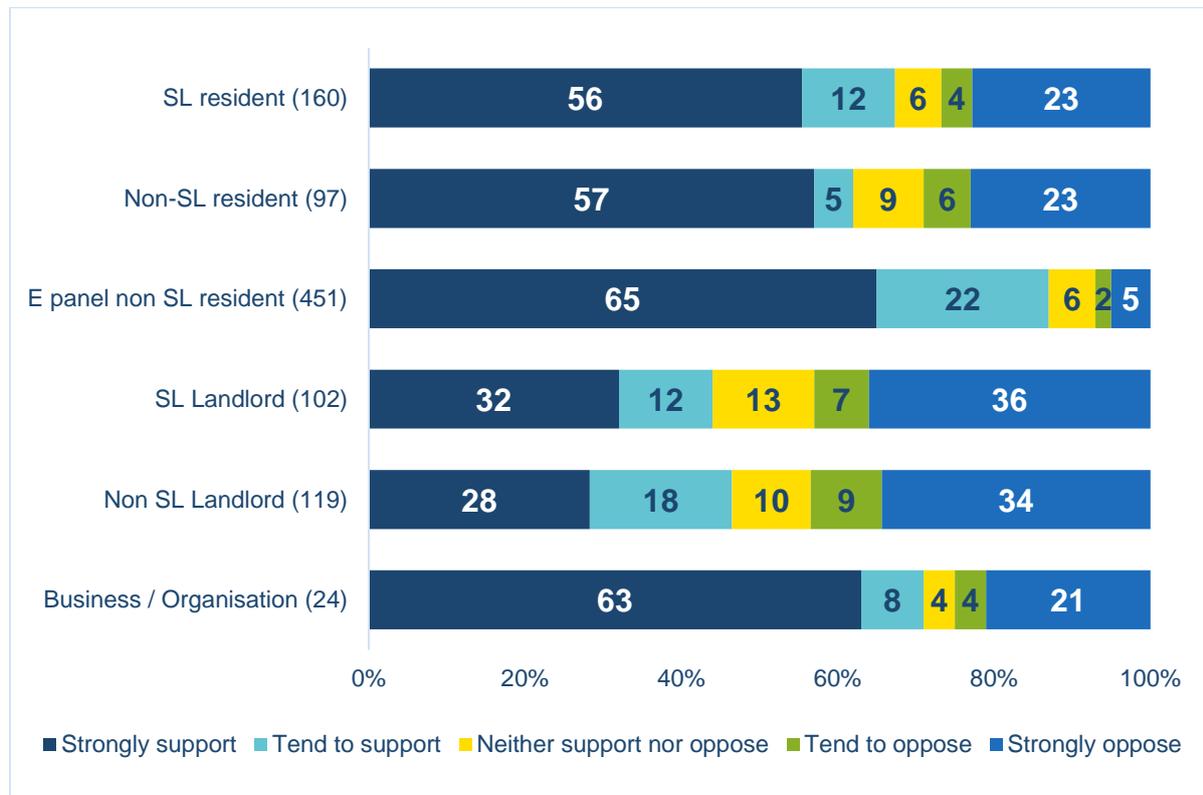
Figure 69: Do you support or oppose proposed license conditions to regulate anti-social behaviour? Household survey by property type (%)



Nine out of ten (90%) residents in detached properties support the use of license conditions to regulate anti-social behaviour compared to 83% of those in 'other' flats. Residents in semi-detached or terraced properties are the most likely to strongly support this proposal (79%) compared to 64% of those in detached houses.

Open survey

Figure 70: Do you support or oppose proposed license conditions to regulate anti-social behaviour? Open survey by respondent type (%)



Residents who responded to the open survey, whether they live in the proposed area or outside it, are mostly supportive of the proposal to use license conditions to regulate anti-social behaviour. Just over two thirds (68%) of area residents and 62% of other residents supported the proposal. E-panel respondents (87%) are more supportive than residents in the open survey.

Landlords are considerably less supportive with roughly equal numbers expressing support or opposition to the proposal. Forty-four percent of landlords in the proposed area support the proposal and 43% are opposed.

6.4. Comments

Respondents were asked if they had any specific comments about license conditions or any suggestions for alternative or additional conditions.

There were only a few suggestions for specific conditions. Owner-occupiers were concerned with the external upkeep of the properties and with parking while tenants were more concerned with rent controls and living conditions. A number of respondents also suggested that landlords should contribute to a community fund and a few suggested a formal process for tenants to give feedback about their landlords (and vice versa).

Some examples of suggestions are shown below:

“Should require landlords to keep outside of property and plot maintained to an acceptable standard. Run down properties drag the area down.” (Household survey, owner-occupier)

“Some contribution to a community fund, extra bins, play equipment for local park.” (Household survey, owner-occupier)

“Permanent car-park will be a factor.” (Household survey, owner-occupier)

“Parking issues, community involvement.” (Household survey, owner-occupier)

“Make more parking area available (doing away with garden areas that attract rubbish etc).” (Household survey, social tenant)

“Landlords should make sure their properties are fit to live in. No damp, sound proofing from other tenants and secure windows and doors.” (Household survey, private tenant)

“Fair rent control” (Household survey, private tenant)

“The price and no discrimination if you are in receipt of housing benefits. Unrealistic deposits etc.” (Household survey, private tenant)

“Running costs of heating in properties are affordable to tenant. Too much storage heaters which are not cheap to run.” (Household survey, private tenant)

“Properties should be fit for purpose & have (higher than current) standard to meet - for economic efficiency, SAP (energy) ratings & facilities.” (Household survey, private tenant)

“Condition to limit how much the landlord can increase the rent fee by so that they don't profit from the scheme themselves” (Open survey, business)

“Tenants should be given opportunity to feedback periodic 3, 6, 9, 12 months.” (Open survey, landlord)

A large number of general comments about license conditions were made. The main themes were around enforcement, existing legislation / powers and the anti-social behaviour conditions. In particular, many landlords felt that this wasn't their responsibility or cited difficulty in evicting problem tenants as a barrier to being able to satisfy these conditions. There were also some questions about what happens when a landlord is using an agent to carry out many of their duties or where the landlord is not the freeholder of the property.

“I agree with the aims but surely most of these "conditions" are already legal requirements for landlords - the problem is that they are not enforced. How will this new scheme lead to better enforcement if there is no additional money available for this? It is stated in the Consultation document that enforcement and legal costs cannot be included as part of the scheme costs so unless the Council spend more money than at present to support enforcement, landlords can just ignore it. Good landlords will be charged for doing what they do already whilst bad ones will probably take no notice, or move elsewhere.” (Open survey, non-SL resident)

“Who is going to check these conditions are carried out? A large number of owners don't live in the area, as long as they are getting rent they don't care.” (Household survey, owner-occupier)

“I'm happy with where I'm living now but I've had some very dodgy landlords in the past, who probably need some sort of scheme to monitor what they are up to financially.” (Household survey, private tenant)

“A standard should be set, landlords do not maintain properties to a standard they would be willing to live in - this needs to be addressed.” (Household survey, private tenant)

“More regular property inspections to make sure they are all up to the standards the law states they have to be.” (Household survey, private tenant)

“All of these areas you already have access to looking into. How do you plan to enforce? Your resources are not adequate now.” (Household survey, landlord)

“Some of these things are law, e.g. use of tenancy deposit scheme. so why should good landlords who already observe these things have to pay, and possibly increase rents to cover these proposed council charges. there is already a department in the council to cover most of these things, eg. poor housing conditions.” (Open survey, non-SL landlord)

“My concern (based on other non related initiatives) is that those who offer a good standard of property will not need to change and those "slum landlords" do not do anything to improve and the council doesn't have the funds or determination to enforce the issues. If the licence fees only cover the cost of managing the licences there will not be desire to fund the cost of enforcing the standards required.” (Open survey, SL landlord)

“It cannot be the landlord's responsibility to ensure the tenant does not engage in anti-social behaviour. That is the responsibility of the Police to enforce law and order. If the landlord owns a leasehold flat, it is not the landlord's responsibility to ensure the property is managed correctly. That is the responsibility of the Freeholder. The landlord cannot carry out the responsibilities of the Freeholder” (Open survey, non-SL landlord)

7. Proposed Selective Licensing Area

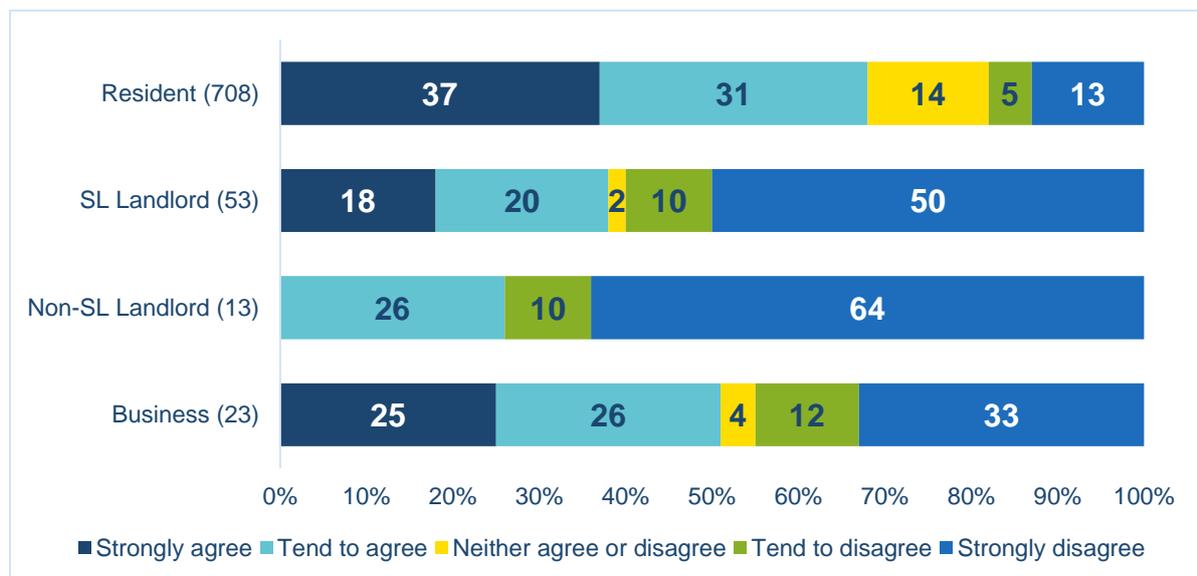
The consultation documents included a map showing the proposed boundary of the Selective Licensing area. The area was built using Output Areas; these are small area geographies used by the Office for National Statistics (ONS) and are the smallest areas for which we can access many of the statistics in our evidence base.

The area has been selected following careful consideration of the data, showing that these output areas experience high levels of both anti-social behaviour and crime, together with high levels of deprivation and a high proportion of private rented accommodation. The data is available to us at an aggregated level for each of the output areas. There will be some roads or properties within those areas that are relatively affluent and more deprived roads or properties in neighbouring areas that are masked by the relative affluence of the rest of their output area.

In order to identify where these areas are, the consultation asked respondents to tell us if they think the area is right and whether certain roads should be included / excluded from the boundary.

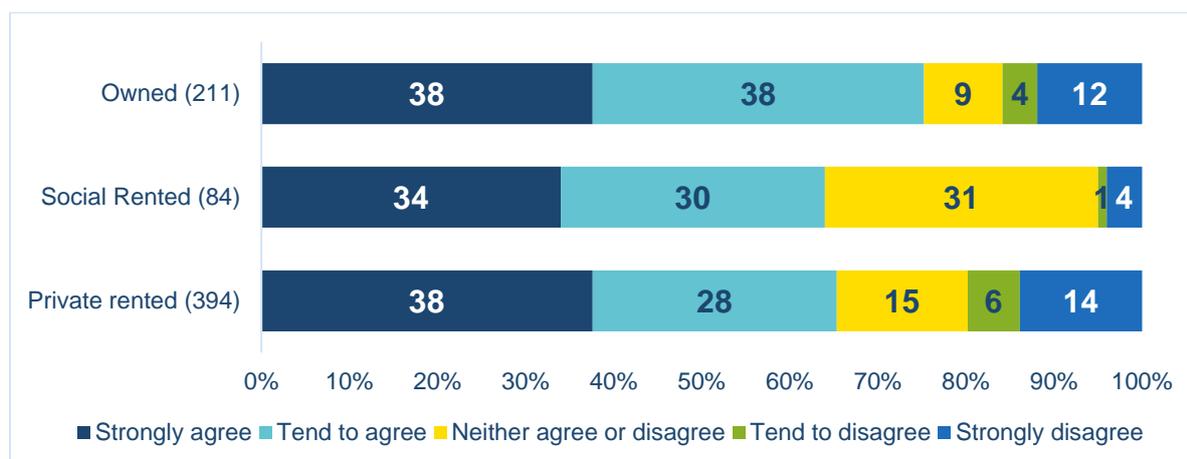
Household survey

Figure 71: Do you agree or disagree with the proposed area for selective licensing? Household survey by respondent type (%)



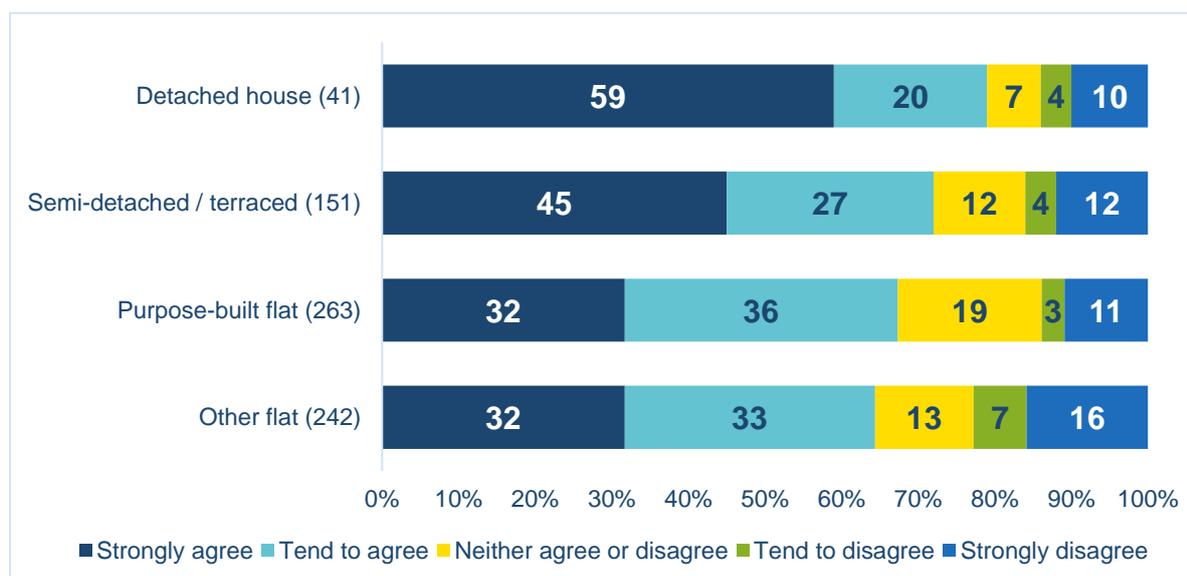
Two thirds of residents agreed with the area proposed, with more than half of these agreeing strongly. Less than a fifth of residents (18%) disagreed with the area. Landlords were much less supportive. Six out of ten landlords disagreed with the area while almost four in ten (38%) agreed.

**Figure 72: Do you agree or disagree with the proposed area for selective licensing?
Household survey by tenure (%)**



Just over three quarters (76%) of owner occupiers agreed with the area proposed while only 16% disagreed. Agreement with the proposed area was lower among tenants in the private rented sector of whom around two thirds (66%) agreed with the area and a fifth (20%) disagreed. A similar percentage of tenants in social housing agreed with the proposed area (64%) but only 5% disagreed with the remainder (31%) giving a neutral response.

**Figure 73: Do you agree or disagree with the proposed area for selective licensing?
Household survey by property type (%)**

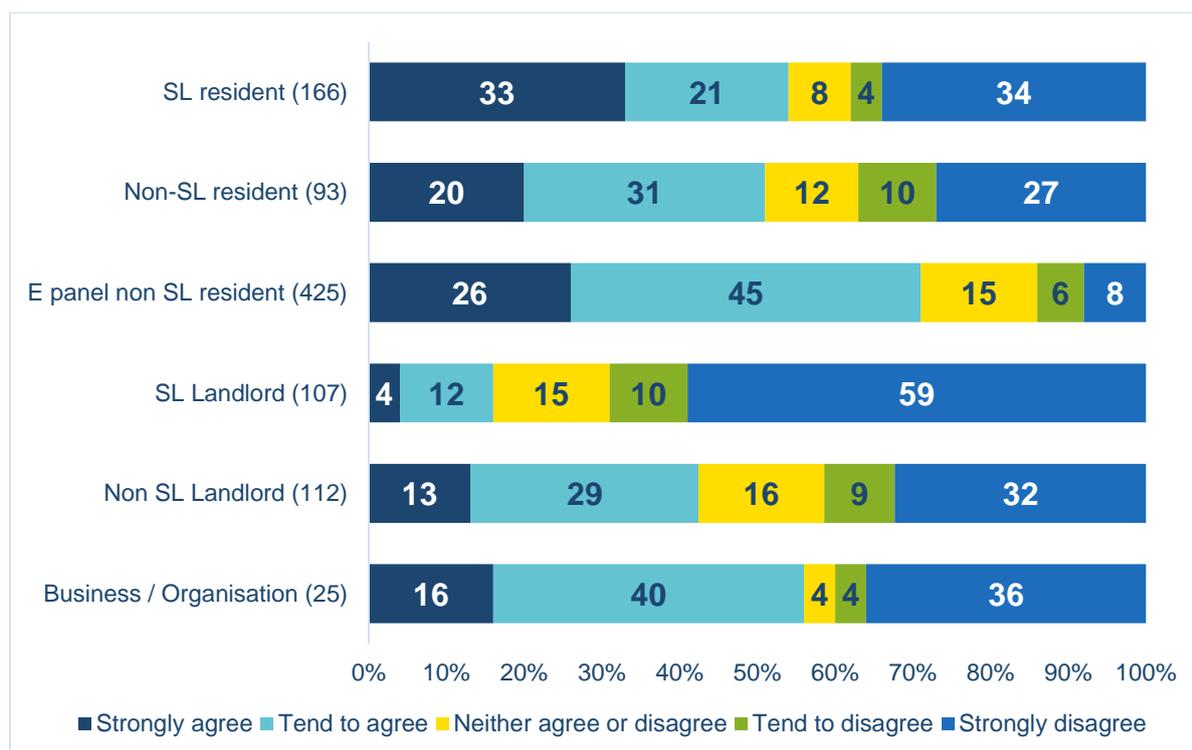


Residents in detached houses were the most likely to agree with the proposed area (79%) while those living in purpose-built flats (68%) and 'other' flats (64%) were the least likely to agree. Residents in 'other' flats were the most likely to disagree (23%).

Open survey

Responses to the open survey were less positive than the household survey.

**Figure 74: Do you agree or disagree with the proposed area for selective licensing?
Open survey by respondent type (%)**



Almost seven out of ten (69%) landlords with properties in the area said that they disagree with the proposed area while only 16% agree. Residents were more supportive with more than half of residents in the area (54%) and in those outside the area (52%) agreeing with the area. Businesses showed a similar level of agreement to residents (56%) but were less likely to agree strongly.

7.1. Comments

The most common comment from both surveys is that the scheme should apply to the whole borough or to other specific areas in the borough.

“Any area in Bournemouth should be under such a licensing. Many landlords provide accommodation that does not meet sufficient standards.” (Household survey, private tenant)

“I think all areas would benefit from this proposal.” (Household survey, private tenant)

“If you are going to have a licence do it for everyone, or the problem areas will move elsewhere.” (Household survey, Landlord)

“This area should only be used as a pilot scheme, then rolled out across Bournemouth.” (Household survey, private tenant)

“If the scheme runs well, other areas could be included, such as Charminster/Winton where there are high density lettings/landlords.” (Household survey, owner-occupier)

“Why pick on one area, when there are rogue landlords in other areas? If you are to introduce licensing, a borough-wide area would reduce costs and be fairer.” (Household survey, Landlord)

“All BH postal codes to be included, otherwise the Council will be responsible for creating a designated sink area or ghetto.” (E-panel survey, In-area landlord)

"I think that it will bring down prices in the proposed area so needs to be extended across Bournemouth for a level field" (Open survey, in-area landlord)

There were also many respondents who questioned the way the boundaries were drawn up, suggesting that where boundaries ran along a particular road it should include both sides of the road not just one side as at present, or that certain roads should be included / excluded.

"Area should be expanded to cover whole street, not just a couple of properties. Seems way too selective and jigsaw like. Whole neighbourhood's should be included." (Household survey, owner-occupier)

"Perhaps blanket coverage better as inconsistency (i.e. where half a street is in & half out of the area) may undermine the licensing. Understand that you are using data for particular areas but those just outside it unlikely to be difficult." (Household survey, private tenant)

"It would be better if all addresses in a road were included" (Open survey, business)

Some felt that area was too wide and should be concentrated around the most problematic areas.

"It is far too extensive and goes way outside of the core area where "most" problems currently are" (E-panel, In-area landlord)

"The area is far too extensive and would be much more effective is concentrated around specific "hotspots"" (Open survey, in-area landlord)

"I think the proposed area is too large. I think the council should start with the worst roads only - say 100 properties. They could then administer this scheme and learn the pitfalls and advantages. They would then be able to make the biggest impact on the worst areas with the manpower." (Open survey, in-area landlord)

Others thought that the area is too small and should be expanded to take in all of Boscombe and/or surrounding areas.

"I feel that the area could be longer to include all of Boscombe and Pokesdown." (Household survey, owner-occupier)

"Cover the whole of Boscombe too cliff top." (Household survey, private tenant)

"I would include all of Boscombe, Southbourne and Springbourne." (Household survey, private tenant)

"I think the area included is not large enough. Certainly only a small part of Parkwood Road is included and the amount of rented property and issue areas down here is still quite large." (Open survey, in-area landlord)

"Expand South all the way to the coast in the Boscombe area." (Open survey, area resident and business)

A number of other comments were received suggesting specific roads or properties that should be included or excluded.

8. Additional comments and other correspondence

8.1. Additional comments

Respondents were given a final opportunity to add any comments about the proposal or make alternative suggestions for dealing with problems in the area.

The most common suggestion made, particularly by respondents to the household survey, was to have an increased police presence in the area or other security measures such as CCTV.

“More police in the area.” (Household Survey, owner-occupier)

“Increase of presence of community policing.” (Household Survey, private tenant)

“More police on streets - close brothels on Windham Rd - more enforcement.” (Household Survey, social tenant)

“Police to respond quicker to anti social behaviour - or just respond.” (Household Survey, landlord / agent)

Another common suggestion was the removal or tighter regulation of the drug / alcohol rehab establishments in the area.

“Remove rehab houses from areas with existing dependency problems. Bournemouth Council should not volunteer to help people with dependencies from outside the area/borough as it then goes on to affect the whole area with anti social behaviour & increased crime which is not good for tourism.” (Household Survey, landlord / agent)

“Stop inviting drug addicts from the North of England to centres here, it is irresponsible and dangerous” (Household Survey, owner-occupier)

“Any person who arrived for rehabs should not be a burden to us. We should reclaim all of their costs e.g. housing, council tax, water, sewage and living expenses from central government. Not out council tax.” (Household Survey, private tenant)

“As I'm a very proud resident, I desperately want to see an improvement to Boscombe and I'm afraid I can't see it ultimately improving if we have the drink & drug rehab going on, which brings crime and major ASB problems. But if this will help improve our area then I'm 100% behind it.”

Many of the comments in this section repeated points already made, particularly in regard to concerns about increased rents, existing legislation being sufficient to address issues and only charging 'bad' landlords.

Some respondents took the opportunity to voice their general support for the scheme:

“Just to say that I have a vested interest in this as we are looking to buy a property in this area so this license would be very beneficial to people already living in that area as well as prospective buyers. Commend any work helping to manage 'rogue' landlords and tenants.” (E-panel, non-SL resident)

“A very ambitious proposal, but it would vastly alter the area in more ways than one, for the better.” (Household survey, private tenant)

“Seems like a good idea. Anything that can help Boscombe back to its former self will be a plus.” (Household survey)

“Can only be a good thing for the areas and for people who rent properties that are not in good condition and have unscrupulous landlords... Everyone deserves decent places to live and have a decent landlord.” (Household survey, business)

“Should be implemented very quickly and landlords held to account.” (Household survey, Owner-occupier)

“Yes, I feel proposed scheme will benefit tenants in the private sector because standards will have to be maintained by landlords. Many of them are reluctant to carry out repairs and keep establishments clean and habitable.” (Household survey, social tenant)

8.2. Equalities

Residents were asked whether there were any positive or negative impacts relating to equalities and protected characteristics that the council should consider when making decisions and were requested to provide any supporting evidence or suggestions to reduce the negative impacts or increase positive impacts.

Some respondents took the opportunity to state that the proposal would have a positive impact on all protected characteristics,

“Yes all positive for all, as less anti-social and criminal activity, so everyone can live without fear.” (Household survey, private tenant)

“I think the benefits of the scheme can apply to people from all walks of life. I would envisage vulnerable people benefiting the most from the protection the licence conditions would provide.” (Household survey, owner-occupier)

Others used the question to reiterate their support for the scheme.

“No to the above. I just believe that if this comes into effect it will be positive in regulating landlords. What it should not be able to do is increase rents. My flat is less than 50square metres and I pay £640 a month for it. I pay over £100 a month council tax. Then I pay around £500 in food and bills. I am a professional earning 30000 a year, my partner also a professional earns 23000 a year and we can barely save due. . We are lucky that we will eventually leave the rental sector - many people will not and these are the people that need to be looked out for by the council through regulation of the price and quality of rentals in the area. I would also like to add that letting agents in the area could do with regulation. We pay £100 every 6 months to renew our tenancy (which literally involves signing a price of paper)” (Open survey, non SL resident)

“Positive. If any of the groups are victims of anti social behaviour, the licence conditions could help enforce positive changes. Tenants would hopefully consider the consequences of any anti social behaviour as it may result in them being evicted, or cause problems for them when trying to rent in future. I have 2 teenage daughters (13 & 15) and within the last week we have had an attempted rape and an attempted murder (stabbing) within close proximity to our home, and within the 'walk to school' route. In addition, daily anti social behaviour is evident in the local area as a whole. It is very worrying as a parent that your daughter is safe when away from home.” (Open survey, SL resident)

A few respondents felt that this would have a negative impact on all minority groups,

“The licensing scheme will adversely affect all disadvantaged minorities because anyone living happily in a decent flat or house, paying a reasonable rent to a fair landlord, will end up paying more rent if their landlord has to pay out for a licence. Disadvantaged groups struggle to get decent accommodation and find it harder to move if rents become too high.” (Household survey, owner-occupier)

"It will have a negative impact on all of the above groups due to increasing costs when people in this area are struggling enough due to low wages & high cost of housing."
(Household survey, owner-occupier)

A few respondents mentioned that they felt that the proposal might have a negative impact on younger people,

"I do think age has a negative impact on help received by the council, in relation to this, especially for young single men, this is negative for all young people." (Household survey, private tenant)

"Big impact on the younger generation who will be trying to move out of home and will face higher rental costs." (Household survey, private tenant)

Some residents were concerned that the scheme would have a negative impact on people with a disability particularly residents with mental health problems,

"We are very concerned that residents with mental health and/or learning disabilities currently living in the designated area may be unfairly discriminated against by the proposed 'Selective Licensing' scheme." (Landlord)

"The only impact I can think of is the potential raising of housing prices, could make it much more difficult to find a suitable accommodation for people of lower income or disabled people as they may be simply unable to afford properties."

"Negative: Unless those renting out a room are excluded many people who rent out a room to manage to cope to live on the meagre income they have from being disabled will be hit in the pocket again and harmed." (Open survey, Landlord)

"YES, people with disability are generally have lower income, this scheme impacts on tenants the most, people who cannot get a mortgage!" (Open survey)

Some respondents were concerned about the impact on the migrant population.

"There are a greater number of migrants in the Boscombe area and this will affect them substantially when rents increase - without any compensation whatsoever, for them. Most of them are good, hardworking, honourable people. The problem will be unfairly shouldered by them, whilst those on Benefits will no doubt just have their allowances increased or become more of a problem as their situation declines and life becomes more difficult." (Open survey, Landlord)

A few residents used this question to state that they were concerned about the impact on the proposals on vulnerable people.

"Although I support the idea of selective licensing, I would worry that vulnerable people would have less access to rented properties. Also rents might be increased." (Household survey, social rented)

"this should not effect on anyone mentioned in the above list. But how will this effect the vast number of "homeless" and beggars on the streets." (Open survey, SL resident)

*"The scheme could make it harder for vulnerable people to be able to secure affordable accommodation in the area, especially for people who have had addiction problems, mental health problems or learning difficulties. So it will be important to ensure that these groups are catered for. Whilst many people hate ***** and are aware of the history, they do provide for a market that can't afford to go elsewhere. If that dries up the street homeless problem which is already growing will become even worse."* (Non-SL resident)

“The most vulnerable, may not find accommodation in the area, as landlords may see them as too risky and want to maintain their license, so not providing them with housing, which will impact on council resources.” (SL resident)

8.3. Easy-Read

The Council commissioned Bournemouth People First to create an Easy-Read version of the questionnaire and the summary consultation document. This version is aimed at people with mild to moderate learning disabilities. The document and questionnaire are worded in a much simpler way and include pictures to illustrate each point. While easier to understand, these documents do not have the depth of information available in the original version. As such the results cannot be directly included in the main analysis. Two Easy-Read questionnaires were returned and the responses are shown below:

	Respondent 1	Respondent 2
1. Who are you?	I do not live in Boscombe East, Boscombe West or East Cliff & Springbourne	I live in Boscombe East, Boscombe West or East Cliff & Springbourne
2. What do you think of the Council’s plans for new rules for landlords?	Mostly agree	Agree a lot
3. How much of a problem are these things in Boscombe East, Boscombe West and East Cliff & Springbourne? People do not want to live there	A very big problem	A very big problem
The housing is not very good	Not a very big problem	Quite a big problem (Added comment: some are good and some are bad)
The people there do not have much money	A very big problem	A very big problem
There is anti-social behaviour	A very big problem	A very big problem
There is a lot of crime	A very big problem	A very big problem
4. What effect do you think the new rules for landlords would have on Boscombe East, Boscombe West and East Cliff & Springbourne	A good effect	A good effect
5. What effect do you think the new rules for landlords would have on areas near Boscombe East, Boscombe West and East Cliff & Springbourne	No effect	A bad effect
Which areas do you think would be affected?	-	Southbourne, Queens Park

How do you think they would be affected?	-	People who don't pay rent and have anti-social behaviour would move to those areas
6. What effect do you think the new rules for landlords would have on you?	A good effect	A good effect
How could this affect you?	-	Better people living around me
7. The Council plans to charge landlords £472 to have a licence so that they can rent out their property. What do you think of this amount?	Don't know	Don't know
8. A) Do you think that landlords who sign up early before the new rules start should get money off?	Agree a lot	Agree a lot
B) Do you think that landlords who already follow certain standards should get money off?	Agree a lot	Agree a lot
9. A) Do you think that landlords who own a block of flats should pay an extra cost per flat on top of the cost of a licence?	Don't know	Don't know
B) Do you think that landlords who do not sign up during the 1 st year should pay an extra charge?	Don't know	Don't know
10. Can you think of any other reasons why the Council should either give money off or ask landlords to pay more?	-	-
11. A) Do you agree with the Council's ideas for rules about looking after tenants?	Agree a lot	Agree a lot
B) Do you agree with the Council's ideas for rules about looking after properties?	Agree a lot	Agree a lot
C) Do you agree with the Council's ideas for rules about dealing with anti-social behaviour?	Agree a lot	Agree a lot

12. Is there anything else you want to say about the Council's ideas for rules for landlords?	-	-
13. What do you think about the Council's idea for the area that the new rules would cover?	Agree a lot	Agree a lot
Do you think that the Council should take out or add in any other areas?	-	-
Do you have anything else to say about the Council's plans for rules for landlords?	-	-

8.4. Written responses

During the formal consultation process 73 written responses were received to the consultation including 37 letters (14 of which were copies of the same letter from residents of Kings Courtyard) and 36 emails. These included a response from the MP for the area, 8 organisation responses including Dorset Police, Citizen Advice Bournemouth, the Residential Landlords Association and the National Landlords Association among others and the remainder from individuals. The full submissions can be found in Appendix B.

General support for Selective Licensing proposal

The local MP Tobias Ellwood has written in support of the proposal although he has some reservations over the initial costs landlords will incur he believes that licensing is necessary to monitor and improve the housing stock in Boscombe.

East Bournemouth Neighbourhood Inspector for Dorset Police has written in support of the proposal for the following reasons

- “Strong correlation between high level of private rented stock, high levels of crime and ASB, high levels of deprivation and low housing demand”.
- That residents are concerned about the issues above.
- “Selective Licensing would be the catalyst for building even stronger partnership working to manage such problematic properties within the defined area more effectively.”
- “The availability of landlord details for private rented stock held on a public register would significantly assist Dorset Police in their work to tackle crime and anti-social behaviour; it would also enable Dorset Police to support landlords and tenants when dealing with these issues.”

Citizens Advice Bournemouth also write in support of the proposal,

“The councils plan to introduce a Selective Licensing Scheme will have a positive impact on Citizens Advice Bournemouth if it can improve the practices of some landlords and the standard of their properties.”

Citizens Advice state that 12% of their clients in 2015/2016 reported an issue with housing,

“Housing is the second largest reoccurring social policy issue and 42% of housing issues are related to private sector rented accommodation. Within this remit issues often include landlords not carrying out repairs, evictions and landlords not returning or securing client’s deposits.”

They also state that they are concerned that the proposal will lead to an increase in homelessness,

“However a culmination of current problems including a lack of affordable housing, the difficulty some clients face in obtaining references and the need to meet certain criteria in order to get help with housing could lead to an increase in homelessness.”

Bournemouth 2026 writes in support of the proposals

“Bournemouth 2026 believes that improved housing is one of the key determinants in transforming Boscombe, improving health outcomes for residents, reducing anti-social behaviour, reducing inequality and promoting inward investment into one of the most deprived areas of Bournemouth.”

Opposition to Selective Licensing proposal

Many of the written responses shared common themes.

Stigmatise the area

A number of written responses said that they were opposed to Selective Licensing as the area would become stigmatised or stigmatise it further,

“As the scheme is not universal it will not be long before the area is labelled as an officially undesirable area to buy or rent property in”

Scheme won’t work / The Police and Council already have the existing powers

Many submissions say that the scheme won’t work and that the Police and Council already have the existing powers but they are not enforced.

“The scheme won’t work. The existing powers held by Bournemouth Council and the Police are not enforced. If enforced, those powers would solve the whole problem.”

“I believe it will not achieve the desired outcomes and is therefore not necessary. Furthermore, it could have a more negative than positive impact as it will financially penalise the good tenants and we would potentially spend the next 5 years achieving less.”

Reduce housing stock

Some responses mentioned the potential to reduce housing stock in the area.

“The scheme could well reduce existing housing stock for local residents. I am sure this is not one of the intended consequences but it will be one of the effects.

Landlords will be encouraged to use their properties for holiday lets which are outside the scope of the scheme. Alternatively, they may decide to take tenants from other local authorities which will, again, place them outside the scope of the scheme.”

Rent increases / pass on costs to tenants

Many respondents believed that costs would be passed on to tenants, not just for the license fee but also for the increased administrative burden and perceived increases in insurance. Several mentioned that some London authorities were offering to pay higher rents to house their tenants and believed that selective licensing will lead to landlords taking up this offer (though it is not entirely clear why they don’t do this anyway).

“Such increase in costs that the council adds to landlords for selective licensing is most likely to be passed to myself & other tenants, resulting in increase in rents. This would add significant worry to myself or tenants with-in the bounds of the proposed selective licensing area.”

“A selective licensing scheme will result in landlords passing on costs to tenants and will put further pressure on the housing market. In Boscombe, the local housing allowance rate is currently lower than rental prices. The council also fails to take into account tenants moving into the area from London. London boroughs are advertising for landlords to take their tenants and are willing to pay a higher rental price.”

Opposition to blanket approach

“I do not agree with the blanket approach within the Selective Licensing Area. Bournemouth Borough Council should target the roads where crime is known, properties not up to standard, over occupied, migrants residing, all well known to the Council.”

Landlords responsibility for ASB

Many landlords said that they should not be held responsible for their tenants' behaviour.

“Private landlords are not responsible for the anti-social behaviour of the tenants'. This was published in a House of Commons briefing paper in February 2017. Landlords do not have any powers to resolve these problems, we can only enforce a contract and this is only for issues inside our property. We do not have training, experience or equipment to deal with violence, mental health issues or drug dependency. If the council with all their powers have not been successful then how can we?”

Many also highlighted the difficulty landlords have in evicting problem tenants.

“If housing and tenancy legislation gave a fair balance to both tenant and property owner (the latter of which it is currently biased against) then property owners would have the ability to evict bad tenants without a long and potentially costly process where the tenant can be months in arrears and continue their detrimental behaviour with impunity.”

Opposition to specific road / building being included in the selective licensing proposal

The council received 16 letters from residents living in Kings Courtyard, Knyveton Road who say that although supportive of the scheme the boundary needs to be moved,

“We fully support the introductions of the scheme and the resulting social benefits but strongly request that the southern boundary be moved from Knyveton Road to Spencer Road to the north.”

A number of other roads / properties were suggested for exclusion from the proposal including properties on Owls Road, Hamilton Close, Wilfred Road, Seabourne Road and Parkwood Road among others. These properties suggested are on the edge of the boundary and (in the opinion of the respondents) do not experience the kind of problems that selective licensing seeks to address.

Costs, Fees and discounts

One Landlord although supportive of the scheme questions that if a landlord uses a reputable letting agent then why do they need a license,

“If landlords use a reputable letting agent then due diligence has been followed so should these landlords need a license? The workload and costs to the council could be considerable reduced if agent let properties were excluded. Why not draw up a list of acceptable local agents and landlords who use them would just pay a nominal fee to be included on the license list?”

Some respondents question the costs outlined in the consultation document

“I strongly dispute that this scheme will be a cost neutral. There will be massive extra costs to the council and to the taxpayer as homelessness increases:

- more section 21 's will be issued (due to both anti-social behaviour and rent arrears due to increased rent)*
- landlords will be looking to protect their income in any way they can. They will be more likely to house tenants from London who give a better return (double). Bournemouth residents will be pushed out & homes available for rent will be more scarce.”*

“The costs associated with Selective Licensing including the fee and the administrative burden will have to be reflected in the cost of the product i.e. rent charged. I do not believe the license fee to be sufficient to cover the costs of the scheme and there will be demands on other areas which are Bournemouth Council funded such are multi agency support which I don't think have been costed into the equation.”

The National Approved Letting Scheme (NALS) are generally supportive of the Selective Licensing scheme and the proposal to discount fees for members of accreditation schemes. However they also suggest extending the discounts to landlords using an accredited letting agent.

“Under this proposal, we would urge Bournemouth Borough Council to consider extending fee discounts to:

- Agents who are members of NALS or a similar recognised body (where the agent is the actual or de-facto licence holder)*
- Landlords who engage agents that are members of NALS or a similar recognised body (where the landlord is the licence holder)*

There are examples of this approach around the country.”

No measure of success

A few landlords and the NLA have mentioned that the council hasn't said how the scheme will be measured for success and failure.

“The council has failed to present a defined measurement of success and failure and there is no mechanism to show progress against measurable targets, dates and outcomes.”

“The council has failed to present any measure of success of introducing selective licensing, the evaluation gives no table of objectives, there are no clear objectives of measurable outcomes.”

Lack of evidence

A few landlords and the NLA suggested there were flaws in the evidence presented by the council and that anti-social behaviour data does not relate to housing.

“The data on anti-social behaviour does not relate to housing”

“Links between private sector housing and anti-social behaviour (ASB) crime and deprivation – there may be correlation but it is not the cause. There is no evidence presented which has been rigorously tested to prove a causal link.”

Alternative suggestions

DWP Housing Partnership state that the Council and Police already have existing powers to deal with the issues it is trying to address through Selective Licensing and with new legislation coming in the need for Selective Licensing has been made obsolete.

One Landlord has suggested using landlords as part of the solution into improving the area,

“An alternative to SL would be to include landlords as part of the solution. You could engage with good and accredited landlords at landlord forums or specially organised sessions and brainstorm, consult, debate and argue how we could collectively make Boscombe, Springbourne and Eastcliff better wards. Identify the good landlords who want to make the private rented sector more professional and target the criminal landlords with big fines and ultimately drive them out of the area. You currently have all the powers and tools to do just that.”

The RLA and NLA believe the proposed government changes to HMO regulations will alleviate some of the problems.

“The RLA believes that the Council is premature on bringing forward proposals. The Housing and Planning Act 2016 will give local authorities substantial new powers to tackle breaches of housing legislation and drive the criminal operators from the sector. The council should wait until the impact of these new powers can be assessed before pressing on with more regulation in the form of selective licensing.”

“The proposed government changes to HMO regulations will come into force in October 2017 and will cover many of the properties”

One Landlord who is not opposed to the scheme suggested that Landlords who use a reputable letting agent should not require a license.

“If landlords use a reputable letting agent then due diligence has been followed so should these landlords need a license. The workload and costs to the council could be considerable reduced if agent let properties were excluded. Why not draw up a list of acceptable local agents and landlords who use them would just pay a nominal fee to be included on the license list?”

The NLA suggest the council should consider alternative schemes that have been adopted in other locations,

“Such as Home Safe scheme in Doncaster and SEAL in Southend. Both schemes offer alternatives that the council has not reviewed or presented in its proposal”

9. Deliberative events

This section is copied directly from the report produced by Opinion Research Services who facilitated the deliberative events.

Report of findings from deliberative consultation events with landlords, tenants and residents

The ORS Project Team
Project management
and reporting

Dale Hall

Kelly Lock

Workshop Facilitation

Dale Hall

Kelly Lock

Fieldwork management

Leanne Hurlow

Robyn Griffiths

Executive Summary

Summary of main findings

The commission

Bournemouth Borough Council (henceforth BBC) commissioned a consultation to seek the views of tenants and residents, landlords and managing agents, businesses and other stakeholders in the local and surrounding areas about whether Selective Licensing should be introduced in Boscombe and East Cliff and Springbourne. The consultation period ran for 16 weeks from 9th January 2017 until 1st May 2017.

The Council ran its own questionnaire, which was available both online and as a paper copy in local libraries. It also invited written submissions and ran a series of drop-in sessions and roadshows across the area. Opinion Research Services (ORS) - a spin-out company from Swansea University with a UK-wide reputation for social research and major statutory consultations - was appointed to independently facilitate and report three forums with landlords and three focus groups with tenants and residents.

Forums and focus groups

ORS conducted a total of six deliberative sessions: three forums with landlords and three focus groups with private rented sector (PRS) tenants and owner occupiers from across the proposed Selective Licensing area. All sessions were held locally (either at the Old School House in Boscombe or at the Vitality Stadium), and each began with an opening presentation covering the following main issues:

- The PRS across Bournemouth and in the proposed Selective Licensing area;
- The principles of Selective Licensing;
- The criteria for Selective Licensing and how they apply to the proposed area;
- Licensing fees; and
- The perceived overall benefits and risks of Selective Licensing.

Participants in all six forums and focus groups were able and qualified to scrutinise the proposals in detail and the landlords in particular had strongly held opinions. Although, like other forms of qualitative consultation, deliberative sessions such as these can never be certified as statistically representative of landlords, tenants, residents or community opinion generally, these meetings certainly gave people the opportunity to scrutinise the proposed new licensing scheme in detail.

Taken together, all these meetings are best understood as ‘deliberative’ meetings in which BBC’s proposal to introduce Selective Licensing were ‘tested’ against landlords’ and tenants’ and residents’ opinions - in order to see to what extent it is acceptable or otherwise.

The report

This executive summary report summarises the consultation outcomes to highlight the overall balance of opinions. We trust that this summary is a sound guide to these outcomes and how they might be interpreted, but readers are urged to consult the full report that follows for more detailed insights. After all, it is the journey, not just the destination that matters to those wishing to understand the

assumptions, arguments, conclusions and feelings about the possible introduction of Selective Licensing in the Boscombe area. In contrast to the more thematic approach in this executive summary, the full report considers the feedback from the landlord and tenant and resident forums in turn because it is important that the full report provides a full evidence-base for those considering the consultation and its findings. We trust that both this summary and full report will be helpful to all concerned.

ORS is clear that its role is to analyse and explain the opinions and arguments of those participating in the consultation process, but not to ‘make a case’ for any proposal. In this report, we seek to profile the opinions and arguments of participants, but not to make any recommendations as to how the reported results should be used. Whilst this report brings together a wide range of evidence for consideration, decisions must be taken based on all the evidence available.

Main findings

BBC’s motivation and evidence for Selective Licensing

Motivation

Landlords

Many landlords felt that PRS property licensing is simply a ‘money-making scheme’ for the Council and that BBC intends to use its licence fees for ‘general purposes’ (whereas the use to which such money can be put is strictly limited by legislation). Given their suspicions, these participants were keen for BBC to publish its predicted revenue and spending intentions under the proposed scheme.

The evidence base

Landlords

While none denied that ASB is a problem in the proposed area, many landlords contested the assumption that it is inherently connected to the PRS, questioning the data used by BBC to illustrate a correlation, and arguing that it is not sufficiently broken down or detailed to prove causation. Instead, it was said that increased ASB and crime is more closely related to Boscombe’s night-time economy and large shopping centre, reduced policing levels and the number of ‘special properties’ such as halfway houses, night shelters and alcohol treatment centres there - and that PRS licensing will thus have little effect in this regard.

Tenants and Residents

Most tenants and residents agreed that the proposed Selective Licensing area is a suitable one given the prevalence of ASB, crime (especially drug dealing) and poor quality housing there. In contrast to the landlord forums, there was also some recognition that much of this activity is caused by the PRS.

A minority, though, disagreed that the area is any more problematic than others in Bournemouth - and some agreed with the landlords that ASB and crime in the area is closely related to Boscombe’s night-time economy, large shopping centre and the aforementioned ‘special properties’.

Though most agreed that the proposed area is ‘about right’, there was some confusion as to why certain areas have been included or excluded - and one participant suggested the scheme should be

much narrower in focusing only on the very problematic streets (they mentioned St Clements Road, Christchurch Road, Drummond Road and Ashley Road in particular).

Views on Selective Licensing

Landlords

As responsible landlords and agents, participants felt that any form of licensing scheme would inevitably burden the majority of landlords while trying to deal with a minority of rogue cases, who will not comply and will remain *'hidden away'*. In this context, there was much more support for the Council better resourcing its efforts to identify and sanction rogue landlords than for the introduction of licensing.

Furthermore, there was a strong perception that a licensing regime would have little impact on increasing the action taken against rogue landlords given that any income received from fees cannot be used for enforcement action. In terms of overcoming this perception if licensing is introduced, it was suggested that the Council should provide regular feedback to landlords on, for example, the number of prosecutions undertaken and, importantly, exactly who has been prosecuted and the consequences they suffered - a deterrent *'rogues gallery'* if you like.

Tenants and Residents

Tenants had very variable experiences of living in the PRS: some described their *'excellent'* landlords whereas others said they and others they know had been treated *'very badly'* by theirs. The most common complaints among the latter were around: unfair evictions or eviction notices (often served after the tenant has made a complaint); poor property maintenance; unjustified retention of deposits (apparently most common when renting via a letting agent); and threatening behaviour. In light of these alleged issues, there was much initial support for Selective Licensing in principle, which participants felt could help raise standards and eliminate poor practice within the PRS.

However, even at this initial stage, many people's support came with reservations, chiefly around the possibility of rent rises. It was generally assumed that landlords would cover their licensing costs by passing them on to tenants, resulting in an additional financial burden that can be ill-afforded by many of those living in the proposed licensing area. Indeed, the need to retain cheap accommodation - even if it is of a slightly lower than desirable standard - was stressed by several participants, who said that this is the only option open to some people on very low incomes.

Some tenants and residents also echoed the views of landlords that a licensing scheme would burden the majority of *'good'* landlords while trying to deal with a minority of rogue cases, who will not comply and will remain hidden. Furthermore, it was said that a licensing regime would have little impact on increasing the action taken against poor landlords given the difficulties involved in enforcing it - and given the income received from fees cannot be used for enforcement action.

BBC support

Landlords

The feeling that landlords would be burdened by licensing was buttressed by the further complaint that they get little or no support or practical help from the Council in dealing with difficult tenants who are in breach of their tenancy agreements. Participants frequently alleged that the Council is

biased in favour of protecting tenants, often at the expense of a landlord who is experiencing difficulties in terms of, say, tenant-caused damage and ASB, overcrowding and non-payment of rent.

In light of the above, participants were keen to see tenants being better educated by BBC on their responsibilities as well as their rights. They also sought reassurances that licensing (if introduced) would realise benefits for landlords (such as more information, advice, support and training on dealing with the issues caused by difficult tenants).

Evaluation criteria

Landlords

Some participants in the third forum questioned how and on what criteria of success/failure the Council would evaluate the impact of any licensing scheme (if it were introduced) - with one landlord alleging that BBC has admitted to not yet considering this. These landlords considered that the criteria for success or otherwise are insufficiently explicit currently, and they strongly desired clarification on how the scheme would be evaluated in future.

Possible implications of Selective Licensing

Landlords

Ultimately, it was said that the rising cost of a licence will mean many landlords either have to sacrifice property maintenance or even leave the proposed Selective Licensing area, further exacerbating housing shortages.

Landlords' scepticism that a licensing scheme would help identify and enforce against bad landlords has already been noted. The suggested implication of this was that licensing could create an '*unfair*' and uneven playing field, with compliant landlords forced to pay higher costs while those who are in most need of regulation remain below the parapet.

Other suggested potential implications of introducing Selective Licensing were that: rent levels could increase; homelessness levels could increase as tenants are forced to leave unlicensed and unfit properties; and bad tenants and landlords could 'scatter' to other areas of Bournemouth.

Tenants and Residents

In addition to expressing significant concern that the cost of PRS licenses might increase rent levels, tenants and residents agreed with landlords that introducing Selective Licensing could lead landlords to leave the proposed area, further exacerbating housing shortages within the PRS and potentially leading to increased homelessness. Furthermore, it was again said that homelessness levels could increase as a result of tenants being forced to leave unlicensed and unfit properties - and participants sought reassurance that people would be taken care of in such circumstances.

Proposed licence fee levels

Landlords

The suggested licence fee levels were not discussed extensively in any of the three landlord forums - though the principle of any kind of fee was raised many times in the context of the increased cost burden on landlords and possible increased rent levels for tenants. However, the proposed sliding

scale for landlords who are freeholders of blocks of flats (£65 for each unit after the first) led to many questions and requests for clarification about what type of property would qualify for this - and particularly whether, say, four self-contained bedsits within a larger property would be eligible. There were also several comments along the lines of: *why does a large landlord with a block of flats get preferential treatment over the smaller landlord with bedsits or flats in a smaller property?*

Tenants and Residents

Notwithstanding their concerns about rent rises (which should not be underestimated), tenants and residents agreed that if Selective Licensing is to be introduced, the licence fees are generally reasonable. There was, though, some feeling that they may be overly burdensome on smaller landlords - especially those with smaller properties and lower rental yields. The proposed discount for blocks of flats was also considered somewhat unfair in favouring larger, possibly commercial landlords over those with only a few properties.

Proposed licensing conditions

Landlords

There were objections to the draft licensing condition that requires landlords or agents to obtain references for potential tenants. Several landlords argued that they do not currently obtain references for fear that they are either inaccurately written by other landlords seeking to get rid of bad tenants - or forged by the latter. In any case, regardless of references, many participants said that landlords and agents have no effective powers to control their tenants' bad behaviour or ASB – nor should they be expected to.

Suggested alternatives

Landlords

The need to introduce private rented sector property licensing at all was questioned by landlords insofar as the Council apparently has adequate existing powers to deal with poor landlords - and could instead better utilise other resources such as benefits and council tax registers and Land Registry databases to access them in the first instance.

Other suggestions were around adaptations to the proposed licensing scheme itself - most notably: offering better fee reductions - or even exemption - to accredited landlords or those with '*property passports*'; lower costs for 'early bird' registration and higher charges for those who do not register within a given time period; 'good landlord' discounts or reduced insurance premiums for those who prove compliant; licensing landlords rather than properties or offering discounts to reduce the financial and administrative burden on large portfolio holders; an 'upward sliding scale' of charges according to the number of properties a landlord has; and licensing tenants as well as landlords.

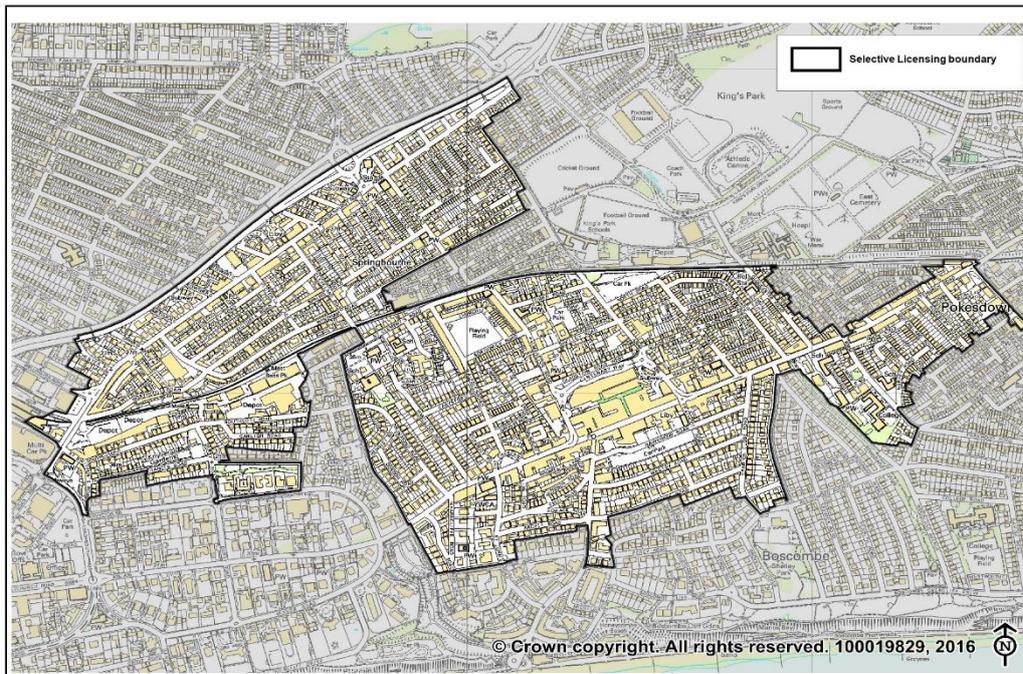
The Consultation Process

Overview of the Consultation

Background

The Housing Act 2004 gives councils the power to introduce Selective Licensing schemes for privately rented properties in selected areas for a period of up to five years. Councils can designate the whole or any part or parts of its area as subject to Selective Licensing. The purpose of such a scheme is to improve standards of property management in the private rented sector (henceforth the PRS). If a landlord rents a property in a Selective Licensing area they will need to obtain a licence from the council, subject to certain exemptions: this licence will require landlords to manage their properties in accordance with specified conditions and failure to do so could lead to enforcement action.

Bournemouth Borough Council (henceforth BBC) is considering the introduction of a Selective Licensing scheme in a designated area which includes Boscombe and East Cliff & Springbourne. The proposed area can be seen below.



Bournemouth has an increasing PRS and for the majority of the area it provides valuable accommodation for residents who do not want to or are unable to own their own home. Boscombe West has the highest percentage of privately rented accommodation in Bournemouth at 62.3%; in East Cliff and Springbourne the percentage is 47%; and in Boscombe East it is 35%.

In areas within Boscombe East, Boscombe West and East Cliff and Springbourne however, there is concern not only about the quality of some of the housing in the PRS, but also around levels of anti-social behaviour (ASB), crime and deprivation – some of which the Council believes is directly linked to some of this accommodation.

The consultation and commission

BBC commissioned a consultation to seek the views of tenants and residents, landlords and managing agents, businesses and other stakeholders in the local and surrounding areas about whether Selective Licensing should be introduced in Boscombe and East Cliff and Springbourne. The consultation period ran for 16 weeks from 9th January 2017 until 1st May 2017.

The Council ran its own questionnaire, which was available both online and as a paper copy in local libraries. It also invited written submissions and ran a series of drop-in sessions and roadshows across the area. Opinion Research Services (ORS) - a spin-out company from Swansea University with a UK-wide reputation for social research and major statutory consultations - was appointed to independently facilitate and report three forums with landlords and three focus groups with tenants and residents.

Forums and focus groups

During the consultation reported here, ORS conducted a total of six deliberative sessions: three forums with landlords and three focus groups with PRS tenants and owner occupiers from across the proposed Selective Licensing area. All sessions were held locally (either at the Old School House in Boscombe or at the Vitality Stadium), and each began with an opening presentation covering the following main issues:

- The Private Rented Sector across Bournemouth and in the proposed Selective Licensing area;
- The principles of Selective Licensing;
- The criteria for Selective Licensing and how they apply to the proposed area;
- Licensing fees; and
- The perceived overall benefits and risks of Selective Licensing.

Participants in all six forums and focus groups were able and qualified to scrutinise the proposals in detail and the landlords in particular had strongly held opinions. Although, like other forms of qualitative consultation, deliberative sessions such as these can never be certified as statistically representative of landlords, tenants, residents or community opinion generally, these meetings certainly gave people the opportunity to scrutinise the proposed new licensing scheme in detail.

Taken together, all these meetings are best understood as 'deliberative' meetings in which BBC's proposal to introduce Selective Licensing were 'tested' against landlords' and tenants' and residents' opinions - in order to see to what extent it is acceptable or otherwise.

Deliberative forums with landlords

The three landlords' forums were publicised by BBC by mailing invitations to landlords' addresses and through other publicity and invitations. Two afternoon sessions and one evening session were held in order to maximise the number of landlords who could attend. All three events were held at the Vitality Stadium and lasted up to three hours.

Overall, 61 people attended the three sessions (the highest attendance was 32 and the lowest was six).

Forum with tenants and residents

The participants in the tenant and resident focus groups were recruited by random-digit telephone dialling from ORS's Social Research Call Centre. Such recruitment by telephone is an effective way of ensuring that the participants are independent and broadly representative of the wider community.

As well as tenure, broad recruitment quotas were used for gender, age and geographical area in order to ensure a cross-section of participants. Care was taken to ensure that potential participants were not disqualified or disadvantaged by disabilities or any other factor - and their dietary, language and special needs were all taken into account in the recruitment and arrangements. A total of 32 people attended the three sessions (two of which were held on 21st February and the other on 9th March) and, overall, the table below shows that participants were a broad cross-section of residents from the local area.

CRITERIA	FOCUS GROUP 1 (10 PARTICIPANTS)	FOCUS GROUP 2 (10 PARTICIPANTS)	FOCUS GROUP 3 (12 PARTICIPANTS)	OVERALL
Gender	Male: 5 Female: 5	Male: 4 Female: 6	Male: 7 Female: 5	Male: 16 Female: 16
Age	16-34: 2 35-54: 3 55+: 5	16-34: 3 35-54: 3 55+: 4	16-34: 4 35-54: 6 55+: 2	16-34: 9 35-54: 12 55+: 11
Tenure	Owner Occupier: 4 Renting from Private Landlord: 6	Owner Occupier: 5 Renting from Private Landlord: 5	Owner Occupier: 3 Renting from Private Landlord: 9	Owner Occupier: 12 Renting from Private Landlord: 20
Area	Boscombe West: 6 Pokesdown & Springbourne: 4	Boscombe West: 6 Pokesdown & Springbourne: 4	Boscombe West: 10 Pokesdown & Springbourne: 2	Boscombe West: 22 Pokesdown & Springbourne: 10

Nature of consultation

Proportional and fair

BBC's overall consultation programme was conscientious: that is, it was open, accessible and fair to stakeholders across the proposed Selective Licensing area and beyond. The process was also proportional to the importance of the issues and conforms with good practice, both in its overall scale and in the balance of elements included.

The key good practice requirements for proper consultation programmes are that they should:

- Be conducted at a formative stage, before decisions are taken;
- Allow sufficient time for people to participate and respond;
- Provide the public and stakeholders with enough background information to allow them to consider the issues and any proposals intelligently and critically; and
- Be properly taken into consideration before decisions are finally taken.

Taken together, these four elements do much to ensure the ‘accountability’ of public authorities.

Accountability

Consultation should promote accountability and assist decision-making. Public bodies should give an account of their plans or proposals and they should ensure that all responses are taken into account in order to:

- Be informed of any issues, viewpoints, implications or options that might have been overlooked;
- Re-evaluate matters already known; and
- Review priorities and principles.

Nonetheless, this does not mean that consultations such as this are referenda. Properly understood, accountability means that public authorities should give an account of their plans and take into account public views: they should conduct fair and accessible engagement while reporting the outcomes openly and considering them fully.

This does not mean that the majority views should automatically decide public policy; and the popularity or unpopularity of draft proposals should not displace professional and political judgement about what is the right or best decision in the circumstances. The levels of, and reasons for, public support or opposition are very important, but as considerations to be taken into account, not as factors that necessarily determine authorities’ decisions.

For the public bodies considering the outcomes of engagement, the key question is not Which proposal has most support? but, Are the reasons for the popularity or unpopularity of the proposals cogent? In this context, BBC were clear that this important consultation programme should include both ‘open’ and deliberative elements in order to allow many people to take part via the open questionnaire while promoting more informed engagement via the deliberative sessions.

Consultation with informed audiences (who have the opportunity to question and test the evidence for particular proposals) is especially valuable. All consultation elements are important and none should be disregarded, but the deliberative sessions reported here are particularly worthy of consideration because they explore the arguments and the reasons for people’s opinions.

Interpreting the outcomes

Importantly, the different consultation methods (those undertaken internally by BBC and externally by ORS) cannot just be combined to yield a single point of view on the future of licensing that reconciles everyone’s differences and is acceptable to all stakeholders involved. There are two main reasons why this is not possible. First, the engagement methods differ in type: they are qualitatively different and their outcomes cannot be just aggregated into a single result. Second, different groups

of respondents will inevitably have different perspectives on the proposals and there is no formula in the consultation process that can reconcile everyone's differences in a single way forward.

It is also important to recognise that the outcomes of the consultation process will need to be considered alongside other information available about the likely impact of BBC's proposal. Whilst the process highlights aspects of this information that stakeholders consider to be important, appropriate emphasis should be placed on each element. In this sense there can be no single 'right' interpretation of all the consultation elements and other information in the decision-making process.

The report

The following report presents the main themes and key points arising from the forums and focus groups. The opinions expressed were not always unanimous, but we have endeavoured to reflect the range of views expressed. Many quotations have been used, not because we wish to endorse any views, but in order to illustrate some of the more common and important themes and issues.

ORS is clear that its role is to analyse and explain the opinions and arguments of those participating in the consultation, but not to 'make a case' for any proposal. In this report, we seek to profile the opinions and arguments raised, but not to make any recommendations as to how the reported results should be used. Whilst this report brings together a wide range of evidence for the Council to consider, decisions must be taken based on all the evidence available.

Findings: Landlord Forums

Introduction

Overall, the three landlord sessions considered a wide range of important issues that are reported fully below: the report has been structured to address each of the areas of discussion in detail. The views of the meetings have been merged to give an overall report of findings rather than three separate and rather repetitive mini-reports - but significant differences in views have been drawn out where appropriate.

Main findings

BBC's motivation and evidence for Selective Licensing

Motivation

Many landlords were of the view that private sector property licensing is simply a 'money-making scheme' for the Council: they believe that BBC intends to use its licence fees for 'general purposes' whereas, of course, the use to which such money can be put is strictly limited by legislation:

We have a cash hungry local authority...is this just a way of making more money? That's the underlying feeling and I don't know what's true and not

Is this just to print money for the Council to boost their coffers? That's how it's perceived

It's just about making money for the Council, nothing else.

Given their suspicions, these participants were keen for BBC to publish its predicted revenue and spending intentions for the next five years under the proposed scheme:

A breakdown of where the money goes would be beneficial and would help overcome people's natural suspicions about what the scheme is for. You have to show value and worth because a huge amount of money will be generated.

The evidence base

Many detailed objections and criticisms of the Council's evidence and reasoning for Selective Licensing were made at the landlord forums - particularly around ASB. No-one denied that ASB is a problem in the proposed area, but many contested the assumption that it is inherently connected to the PRS, questioning the data being used by BBC to illustrate a correlation, and arguing that it is not sufficiently broken down or detailed to prove causation:

This is all ASB and not all of that's coming from the PRS. Some of that will be being caused by people in other tenures

How much of the percentage of ASB is coming from HMOs? How can they possibly split this out because the police don't?

They need to break the information down so that we see exactly who is causing this ASB. It tells you the number is high but not why and who is causing it; it might not even be local residents

What exactly do these figures for nuisance ASB mean? If they can't break them down the graph is absolutely useless.

Instead, it was said that increased ASB and crime in the area is more closely related to Boscombe's night-time economy and large shopping centre, reduced policing levels and, importantly, the number of 'special properties' such as halfway houses, night shelters and alcohol treatment centres there - and that PRS licensing will thus have little effect in this regard. Some of the many typical comments were:

If it's night-time economy that causes a lot of problems as in Central, you also have that in Boscombe and East Cliff and Springbourne...

With crime, are they taking into account what's in the wards? Like the Boscombe shopping centre, there's bound to be more crime around places like that. It's not all to do with private renting

It's not just tenants causing the problems. There are drug addicts and rough sleepers in the undercover parking area here and the Council and the police don't want to know. There are problems in the area that have nothing to do with the PRS landlords or tenants

One key fact they haven't got is the direct correlation between ASB and the drop in policing in the area. That's not the landlords' fault and the council seems to be blaming us for it

Without knowing what type of crime it is it's difficult to judge. And there is only one part-time police station in Boscombe...

There seems to be no reference or consideration to 'special' housing like halfway houses for prisoners etc. I could imagine that there are quite a few of these in the area...

We also now have three night-shelters in the area...we need figures on the effect this has on ASB. The special houses bring their own clutter...hangers-on living nearby and congregating in the area

There are a number of alcoholic treatment centres in Boscombe...have they looked at the issues they cause? If you take a group of alcoholics and put them all in one area it's logical that it will become a problem area. It's not all to do with the PRS.

In terms of property condition, while acknowledging that the area has some very poor quality housing, participants could not understand why the Council has not attempted to address the situation given it knows where it is and the condition it is in:

If the properties in the area are so bad why haven't the Council done anything about it?

If they know this level of detail about poor property conditions in this area why aren't they dealing with it?

Furthermore, deprivation was considered a 'poor marker' for housing quality: it was said that low-rent areas such as Boscombe (and indeed BBC's own housing estates) will inevitably register as somewhat deprived as they attract those who earn little or nothing, but that this does not necessarily translate to poor housing quality - as demonstrated by the fact the Council has 'high quality' housing stock in areas of significant deprivation:

Rents are low in Boscombe (as they are on council estates) and so people who aren't able to earn go to those areas to live. So deprivation is not a good marker for housing quality as deprivation will inevitably be high on council estates and in other low rent areas even if property standards are high...which they are in council areas in Bournemouth.

Views on Selective Licensing

A tax on 'good' landlords?

As responsible landlords and agents, participants across all three forums felt that any form of licensing scheme would inevitably burden the majority of landlords while trying to deal with a minority of rogue cases, who will not comply and will remain 'hidden away'. Some of the very many typical comments were:

Compliant landlords will have to pay so we are being financially penalised. You are asking those playing by the rules to pay even more to find those who aren't

It is unfair that the greater group are being penalised financially in an attempt to target a minority group that doesn't give a damn

It's the good landlords that will pay the fees and the rogue landlords will still be hidden away

We are getting more and more controls and the rogue landlords are just ignoring them

The rogue landlords will just ignore it all. You are bringing a load of red tape in for the good landlords and not really dealing with the issues caused by the rogue ones

If you're a decent landlord you'll be doing all this anyway. It's the others you want to be going after; the shonky ones who won't be doing all this

The problem the Council has been citing is that they can't locate the rogue landlords. How will Selective Licensing enable them to do this in future if they can't find them now? They're not going to stick their hands up and say 'here I am' just because licensing is implemented

You have landlords that are doing everything right and paying for this; then you've got Joe Bloggs across the road not paying anything and getting away with it.

In this context, there was a great deal more support for the Council better resourcing its efforts to identify and sanction rogue landlords than for the introduction of licensing:

Why don't they put their resources into finding these bad landlords? All they are doing is tackling the soft underbelly...us!

The Council could go to the area tomorrow and inspect these places without us decent landlords having to pay

It's not a very large area so if the Council employed officers to patrol and understand where the 'bad' properties and landlords are, that would be much better than penalising the good landlords within the area...

Furthermore, there was a strong perception that a licensing regime would have little impact on increasing the action taken against rogue landlords given that any income received from fees cannot be used for enforcement action:

We run an inventory company and there is no point in us telling the landlord that things are wrong if the landlord isn't going to do anything about it. The same principle applies here...and with that comes enforcement

If we can't see any enforcement then where's the incentive to pay for a licence and comply with licensing conditions. There has to be a deterrent to ensure people continue to comply...

Without being able to use the money from licensing to undertake enforcement action, it's pointless. If they can't use the fee for enforcement, what the hell is it for?

I wouldn't feel half as bad about it if I knew the money would be used to help me get rid of a rogue tenant or to get rid of bad landlords. But it's not going to be used for that. It seems like it will only be used to keep someone in a job.

In terms of overcoming this perception if licensing is introduced, it was suggested that the Council should provide regular feedback to landlords on, for example, the number of prosecutions undertaken and, importantly, exactly who has been prosecuted and the consequences they suffered - a deterrent 'rogues gallery' if you like:

If it is brought in they need to feed back to landlords what's been done so 'this is what we've done, this is who we've prosecuted etc.'

Put the fear into the rogue landlords by saying 'this is how many we prosecuted, this is what the fines were' etc.

Name and shame them; this is what will deter people from renting out bad properties in future.

BBC support

The feeling that landlords would be burdened by licensing was buttressed by the further complaint that they get little or no support or practical help from the Council in dealing with difficult tenants who are in breach of their tenancy agreements. Participants frequently alleged that the Council is somewhat biased in favour of protecting tenants, often at the expense of a landlord who is experiencing difficulties in terms of, say, tenant-caused damage and ASB, overcrowding and non-payment of rent:

What they say will result from this won't...the tenants ignore us when we tell them about the rules they should be abiding by because they know they have organisations like the Council and Shelter on their side.

In fact, a few participants suggested that the policies of housing teams can actively work against landlords in their attempts to combat poor tenant behaviour: they said that officers often advise tenants to stay at a property, causing delays and difficulties in the eviction process:

Have you got any idea how long and how much it costs to evict a tenant?

The Council tells the tenant to stay there until the bailiff comes. That can take weeks. It's all too easy to say 'evict them' but it's not very easy to do that. Everything is on the side of the tenant

The Council tells tenants whose tenancies are up to stay in situ...so it has to look at its own behaviour. Until they play their part they will not get co-operation from landlords

The landlord may want to remove a problem tenant but that is a really difficult process. The person who is causing the problem is allowed to stay there and the landlord can be prosecuted. That is very unjust.

In light of the above, participants were keen to see tenants being better educated by BBC on their responsibilities as well as their rights. They also sought reassurances that licensing (if introduced) would realise benefits for landlords (such as more information, advice, support and training on dealing with the issues caused by difficult tenants) - but were sceptical that Council resources would allow this:

Isn't it about educating the tenants to behave in a more responsible way?

You have to give something back to the decent landlords

Why should we pay for something if we're not getting anything out of it? What exactly will we be getting for the money we'll be putting in?

Using the money to help us get rid of bad tenants would be fairer and it would be a true partnership

They don't give us support now so how will the scheme offer this? They say the scheme will employ two people; two people can't do this properly.

Evaluation criteria

Some participants in the third forum questioned how and on what criteria of success/failure the Council would evaluate the impact of any licensing scheme (if it were introduced) - with one landlord alleging that BBC has admitted to not yet considering this:

Are there any clearly-defined published targets?

What matrices have they got to check that they've met their objections in terms of ASB and crime? They said at a previous meeting that they have none. They said they were going to implement it and think about that later. If a CEO of a private company said something like that he'd be fired!

These landlords considered that the criteria for success or otherwise are insufficiently explicit currently, and they strongly desired clarification on how the scheme would be evaluated in future:

Prior to any decision-making we need to see clear performance targets and standards to be able to establish whether the scheme has been a success or a failure...

Possible implications of Selective Licensing

Ultimately, it was said that the rising cost of a licence will mean many landlords either have to sacrifice property maintenance or even leave the proposed Selective Licensing area, further exacerbating housing shortages:

Landlords can't keep paying more and more. Accidental landlords especially will get rid of their properties, contributing even more to the housing shortage in the area

This will drive all of the smaller PRS landlords out of Boscombe

It could result in landlords leaving the PRS, then where will the people living in their properties go?

I will give all my tenants Section 21 notices and sell my properties. I will then look for properties in other areas.

Landlords' scepticism that a licensing scheme would help identify and enforce against bad landlords if the Council is unable to do so now has already been noted. The suggested implication of this was that licensing could create an 'unfair' and uneven playing field, with compliant landlords forced to pay higher costs while those who are in most need of regulation remain below the parapet, escaping the additional charges:

You could have one property next to another and one is licensed and the other isn't. It just seems unfair

Decent landlords will pay the money if everyone is then on a level playing field. But if they do and next door doesn't, it seems very unfair

If it's not going to result in a level playing field then what is the point of paying for a licence?

This, in turn, could encourage an increase in the number of bad landlords insofar as:

if landlords are paying more and more it may dis-incentivise them in providing a good service and encourage them to become a rogue landlord because they will see others getting away with it and know they are unlikely to get caught if they go down the same path.

Other suggested potential implications of introducing Selective Licensing were that:

- Rent levels could increase

I will have to pay this money which will mean my tenants will have to pay this money as I can't absorb all the extra costs

I will definitely have to put my rents up

- Homelessness levels could increase as tenants are forced to leave unlicensed and unfit properties - which could then run into further disrepair

What would happen to the tenants who are found to be in an unlicensed property? Would it just be a fine or would the property be effectively 'shut down'...and if the latter what would happen to the tenants? There are not enough places to be rented out in the first place...

During Operation Galaxy, they found a property that was being run badly by a housing association. They closed it down and it became a squat and a crack-house. They would have to make sure those sorts of things don't come into play under licensing

- Bad tenants and landlords (and their associated problems) could ‘scatter’ to other areas of Bournemouth

The people causing the ASB will scatter into other areas. I have properties elsewhere and it's a concern. They're not going to go away and the problem will just be shifted

All you're going to do by doing it on such a relatively small scale is push the problems out into other areas...

Proposed licence fee levels

The suggested licence fee levels were not discussed extensively in any of the three landlord forums - though the principle of any kind of fee was raised many times in the context of the increased cost burden on landlords and possible increased rent levels for tenants. However, the proposed sliding scale for landlords who are freeholders of blocks of flats (£65 for each unit after the first) led to many questions and requests for clarification about what type of property would qualify for this - and particularly whether, say, four self-contained bedsits within a larger property would be eligible.

There were also several comments along the lines of: why does a large landlord with a block of flats get preferential treatment over the smaller landlord with bedsits or flats in a smaller property?

Proposed licensing conditions

There were objections to the draft licensing condition that requires landlords or agents to obtain references for potential tenants. Several landlords argued that they do not currently obtain references for fear that they are either inaccurately written by other landlords seeking to get rid of bad tenants - or forged by the latter:

How much value can you put on a reference? I don't take them because they're not useful. If you've got a bad tenant and you're asked for one, you're not going to say what you really think because then you'll never get rid of them

The largest landlord in Bournemouth says they don't take references because even if they're a bad tenant their previous landlord will give them a good reference to get rid of them!

I had a tenant who was an absolute nightmare. I got him out and I eventually got asked for a reference by a referencing company and I told them I didn't want to comment any further than saying he was in arrears with their rent. They just gave him a good reference anyway and he moved into a flat not too far away

Anyone can get some headed paper and make one up.

In any case, regardless of references, many participants said that landlords and agents have no effective powers to control their tenants' bad behaviour or ASB. Some suggested they should not be responsible for trying to tackle issues that are fundamentally the responsibility of the Council and police - and many others appeared to consider themselves primarily as 'property managers' with little responsibility for or influence on the actions of their tenants:

I can't legally tell my tenant or any tenant how to live...they are trying to make us do that but we can't because the law doesn't support us in it

How are we supposed to tackle someone who's violent and drunk...why should we?

Most of the criteria for Selective Licensing seem to be policing issues. They are not dealing with the problems and they are trying to push it onto us

It's not the landlords that are causing these problems it's the tenants...and asking landlords to police their properties just means the Council is passing the buck

The police should be stopping anti-social behaviour not landlords. You're trying to make landlords the guardians of society when we're there to provide a service that is in high demand.

Indeed, one landlord cited the difficulties experienced by BBC itself (described as 'one of the best social landlords in the country') in managing issues such as ASB, health inequality and deprivation on its social housing estates. They thus questioned why the Council is asking and expecting private landlords to tackle problems that it itself cannot solve:

Bournemouth Council is one of the best social landlords in the country and even they can't crack the ASB, health inequality and deprivation issues etc. in areas where they have a very high number of properties (like Kinson South, which is 62% LA managed properties and is in the lowest 10% of the country for issues of deprivation). I'm being asked to fund a problem that they can't solve in areas where they have the majority of the properties. Why do they think we can? We're being asked to do in Boscombe what they can't do...

Suggested alternatives

The need to introduce private sector property licensing at all was questioned insofar as the Council apparently has adequate existing powers to deal with poor landlords - and could instead better utilise other resources such as benefits and council tax registers and Land Registry databases to access them in the first instance. Some of the very many typical comments were:

They already have all the legislation they need to enforce against bad landlords, bad tenants and bad properties

They already have powers they could use to improve property conditions; why don't they use those instead of relying on licensing? They have everything they realistically need to be able to do this. We all know where they are; you only have to look around to see where the bad properties are. All of us good landlords are being penalised to finance the Council chasing these people but surely they should be able to do it without licensing

Even if a property isn't licensed there are laws and powers to address poor property conditions. Why can't they just go into those properties now and address the issues?

They already have powers to deal with sub-standard housing. All this is doing is putting more onus on the landlord and giving the bad tenants more rights

It's the Council's job to find these rogue landlords...through the benefits system, council tax the Land Registry etc. If all services worked together they could make this happen easily

Agencies just don't talk to each other; if they did pool their knowledge they would know where the bad landlords and people living in poor properties are

You can see when you drive down the road which ones look like they're in a state of disrepair so why can't they look on the Land Registry to find out who owns them.

Other suggestions were around adaptations to the proposed licensing scheme itself - most notably:

Offering better fee reductions - or even exemption - to accredited landlords or those with 'property passports' (especially given the charge to join the former can often cancel out the discount on offer for doing so)

Accredited landlords or landlords with something like a property passport should have a massive discount

If you have a house passport you should be put on a list of approved landlords; and the others who haven't should be licensed until they can bring their properties up to standard

If they gave a period of time for landlords to register for an accreditation scheme that would be a start...if they did this for five years and then maybe charge those who don't register in the first year as they are the ones who are obviously trying to evade it

You pay an annual fee to join accreditation and registration schemes so yes you get a discount on one hand but it just get cancelled out

Lower costs for 'early bird' registration and higher charges for those who do not register within a given time period

The cost per unit is very high when you're only going to fine the landlord £150 if they don't apply. There should be lower costs for 'early birds' and higher costs for those who don't register within a certain amount of time

'Good landlord' discounts or reduced insurance premiums for those who prove compliant

Say a landlord has a portfolio of five properties. They could pay the full amount for each property in year one but if they can demonstrate they are maintaining that property year on year and would be willing to submit to random inspections the Council could then offer them a cashback. That would be a good incentive to keep maintaining good properties

You could help landlords by thinking outside the box by working with insurance companies to offer lower premiums to those who are licensed

Licensing landlords rather than properties or offering discounts to reduce the financial and administrative burden on large portfolio holders

You have to assume that if a landlord is keeping one of their properties in good order, all of them will be. So couldn't they licence the landlord and not all their properties? If it's the landlord they want to check surely this would be the more reasonable and acceptable way to do it?

It's wrong that people with a large portfolio of houses can't get any form of discount, like is proposed for the flats

An 'upward sliding scale' of charges according to the number of properties a landlord has

Why not charge the landlord to be on the register and also on how many properties they have...so an upward sliding scale according to the number of properties

Licensing tenants as well as landlords

If we are going to be charged for licensing, our tenants should have to be as well...

Other issues

Although outside the scope of this consultation, several comments were made about the current housing and benefits system, which allows bad tenants to circulate within the PRS and perpetuate behaviours such as non-payment of rent and sub-letting:

The Council is not obliged to rehouse people who break the terms of their contract. So why, if they already know someone has done that, are they giving them housing benefit?

I could never understand, when I was trying to evict tenants for rent arrears by going through the court process, how bad tenants can continue to get properties. How are they just able to move onto the next landlord and spin a yarn? Why aren't they blacklisted or put on some sort of register? That would be a deterrent to not get in arrears again with a new landlord. The tenants know they can just get away with it

The Council and the system is making it so that the bad people can float around and carry on living rent-free.

On the other hand, there were also calls for legislative changes to allow Councils to impose stiffer penalties on rogue landlords to ensure they are a proper deterrent:

Why can't the Council put pressure on the legislation to make sure the penalties for rogue landlords are more severe? At the moment the Council is spending its time finding these landlords and then they only get a slap on the wrist.

Overall comments

The balance of opinion both within and across the three landlord forums was clearly in favour of the Council being more active in pursuing bad landlords rather than launching a PRS licensing scheme. This, they felt, would be more cost-effective compared with the extensive bureaucracy required to administer licensing.

Overall, while acknowledging the very real issues in the Boscombe area, landlords felt that the proposed licensing scheme is an attempt to address the symptoms rather than the root causes of these issues - and that it has limited potential for success in its stated aims as a result:

Selective Licensing only addresses the symptoms and not the root causes of all these issues, which run much deeper than just the private rented sector

I would pay five times as much if I knew it would be the solution to the problem but I don't think it is...I don't have confidence that it will make any difference as the root cause hasn't been addressed

The root causes of the problems in the area will still be there even if licensing is introduced; without looking at addressing these it will solve nothing

It's a tiny blunt-edged sword in dealing with big issues...

Findings: Tenant and Resident Focus Groups

Introduction

Overall, the three tenant and resident sessions considered a wide range of important issues that are reported fully below: the report has been structured to address each of the areas of discussion in detail. The views of the meetings have been merged to give an overall report of findings rather than three separate and rather repetitive mini-reports - but significant differences in views have been drawn out where appropriate.

Main Findings

The evidence base

Most tenants and residents across all three groups agreed that the proposed Selective Licensing area is a suitable one given the prevalence of ASB, crime (especially drug dealing) and poor quality housing there. There was also some recognition that much of this activity is caused by the PRS. Some typical quotations were:

They have picked the right area here!

The Council's case does make sense in terms of the nature of this area; it matches my experience

It's a long overdue scheme!! It's pretty grim

There is a higher percentage of people living chaotic lives living here than anywhere else in Bournemouth...it has that sort of feel

Boscombe has the appearance of being run down and has been for several years

Boscombe has been on television for being a bad area...about drug taking here. There's still a lot of dealing going on

I agree with the evidence about the area for crime and ASB; Churchill Gardens for example has a lot of problems and it's very deprived

I'd like to see The Crescent improved. It used to be nice but it's gone downhill nowadays and there's a huge Squat there. The Police have done nothing to help so I welcome the scheme

It does have a lot of poor houses. I've looked at some recently and they are beyond words bad.

A minority, though, disagreed that the area is any more problematic than others in Bournemouth - and some agreed with the landlords in saying that ASB and crime in the area is closely related to Boscombe's night-time economy, large shopping centre and, importantly, the number of 'special properties' such as halfway houses, night shelters and alcohol treatment centres there:

It is a deprived area but I feel safe here and I don't see any more ASB than anywhere else

The Council doesn't seem to recognise that Boscombe has a big and growing night-time economy. So that accounts for a lot of the trouble in the area because there are pubs, takeaways and a lot of rehab centres

Total crime includes a lot of shoplifting in the shopping centre which has nothing to do with private rentals

A lot of people are brought into this area hoping they will be ok (they come from other areas to be housed here) but they cause so many problems. They can be addicts or ex-offenders who are sent here for rehab which doesn't work very well

There are no rehab or halfway houses in Christchurch so they don't have the problems there! Bournemouth is used as a dumping ground.

Though most agreed that the proposed area is 'about right', there was some confusion as to why certain areas have been included or excluded - and one participant suggested the scheme should be much narrower in focusing only on the very problematic streets (they mentioned St Clements Road, Christchurch Road, Drummond Road and Ashley Road in particular):

Some bits are excluded but are not different to those that are...and some are included but have no problems at all

Most of the area is ok but 40% of the area provides most of the problems so the scheme could be much narrower. The streets that cause the problems are: St Clements Road, Christchurch Road, Drummond Road and Ashley Road because there are rehab houses, rapid turnover lettings etc.

Furthermore, the reasoning behind why Central Ward has not been included within the proposed Selective Licensing scheme was questioned given there's a lot of bad PRS housing [there]. The assumption was that they are planning to start with Boscombe and extend it if it works here.

Tenant experiences and views on Selective Licensing

Tenant experiences

Tenants across all three groups had very variable experiences of living in the PRS: some described their 'excellent' landlords whereas others said they and others they know had been treated 'very badly' by theirs. The most common complaints among the latter were around: unfair evictions or eviction notices (often served after the tenant has made a complaint); poor property maintenance; unjustified retention of deposits (apparently most common when renting via a letting agent); and threatening behaviour. Some typical comments were:

I have been evicted unfairly twice and one time a landlord threatened my solicitor's secretary with a knife!

I complained about my landlord and I've now been served with a Section 21 for no justifiable reason. As soon as you put your head above the parapet you get shot

I had a bad gas heater and bad damp and cold but I was threatened with eviction when I complained

Landlords are very reluctant to be responsible when things go wrong. We've had bad experiences with this. Our rent went up twice but no checks or no maintenance were ever done...

Nothing has been done about serious issues like gas coming into my flat. It's been going on for six years

Some landlords don't do any maintenance; houses look like they're falling apart

The letting agents are worst; they always keep deposits. It's happened to me three times for really silly things

When my friend was in hospital for two weeks he came out to find that his locks had been changed. He was foreign with poor English and could do nothing about it.

Views on Selective Licensing

Initial support

In light of these alleged issues, there was a great deal of initial support for Selective Licensing in principle, which participants felt could help raise standards and eliminate poor practice within the PRS:

It sounds brilliant

It's a good idea to have all the landlords registered

The proposal is a good one...licensing could improve things

It is good as it might push landlords to look after their properties

Landlords need to respect their tenant and vice versa. This might help that if both have to comply with certain things.

Possible rent and cost of living rises

However, even at this initial stage, many people's support came with reservations, chiefly around the possibility of rent rises. It was generally assumed that landlords would cover their licensing costs by passing them on to tenants (a not unreasonable assumption as many landlord forum attendees admitted they would do so), resulting in an additional financial burden that can be ill-afforded by many of those living in the proposed licensing area:

The biggest objection is that the costs of licensing would be passed on and the cost of bringing properties up to standard will also increase local rents to pay for the upgrades. This will cause hardship for people who need cheaper properties...that's why I live here, because it's cheaper

It will push up rents; we will end up paying for it all. If they have a licence to pay they will put them up

It's not just the licensing fee; the landlord will have to do a lot of other things to bring properties up to standard too. So it could be a lot more than a £2 a week increase

If someone is incredibly poor the increase on a monthly basis could be incredibly difficult if they are already living beyond their means.

Indeed, the need to retain cheap accommodation - even if it is of a slightly lower than desirable standard - was stressed by several participants, who said that this is the only option open to some people on very low incomes:

Some people find it impossible to get proper accommodation. There is a real need for really cheap accommodation even if it's with lower standards. It's unrealistic to raise standards and costs and rents too much...

I agree with the scheme but we need to remember the many poorer people who need cheaper accommodation; they have few alternatives if rents increase.

Given these significant financial concerns, some suggested rent caps or controls: one tenant, for example, said that there should be a clause in the scheme to say you can't pass all these costs on to your tenants; a cap. Otherwise we're going to be clobbered and the people living here are already living on low incomes. However, it was explained that these ideas are not part of the licensing proposals and will not be delivered within that context - so participants were not misled on those grounds.

In addition to worries about rising rents, tenants and residents were concerned that the introduction of Selective Licensing could eventually lead to the gentrification of the Boscombe area, resulting not only in higher priced accommodation, but also increased living costs:

The Council probably wants to just clear up the area which will create gentrification and not help housing needs

Licensing could cause gentrification of an area by raising costs as well as standards.

Bad landlords and enforcement

Some tenants and residents echoed the views of landlords that a licensing scheme would burden the majority of 'good' landlords while trying to deal with a minority of rogue cases, who will not comply and will remain hidden:

This will harm decent landlords; they should target larger and rogue landlords

Licensing is a grand idea but it won't work. The small landlords will be penalised but the big, bad ones will get away with it and small landlords are important to make the market competitive

The bad boys will stay bad and they won't pay.

Furthermore, it was said that a licensing regime would have little impact on increasing the action taken against poor landlords given the difficulties involved in enforcing it - and given the income received from fees cannot be used for enforcement action:

It unenforceable and complicated

The general worry is about the effectiveness and costs of enforcement. Licensing will always be difficult to administer and enforce; especially if the scheme doesn't pay for enforcement costs

Enforceability is going to be very difficult...they will get away with it.

Possible implications of Selective Licensing

In addition to significant concern that the cost of PRS licenses might increase rent levels, tenants and residents were worried that introducing Selective Licensing would lead many landlords to leave the proposed area, further exacerbating housing shortages within the PRS and potentially leading to increased homelessness:

Landlords will not choose to buy or invest within this area

You want to get rid of those landlords with the really poor housing but accommodation is so hard to come by and there could be more and more people without homes

You could have a lot more homeless people in future because landlords will leave the PRS or tenants won't be able to afford rents.

Furthermore, it was also said that homelessness levels could increase as a result of tenants being forced to leave unlicensed and unfit properties - and so participants sought reassurance that people would be taken care of in such circumstances:

It could help but I'm worried that a lot of tenants might be kicked out so where will they go now that we have closed the night shelter? It could cause homelessness

There will be a need to protect tenants when enforcement starts

If a landlord has their licence revoked people would be made homeless.

Another concern was that bad tenants and landlords (and their associated problems) could 'scatter' to other areas of Bournemouth - simply 'shifting' the problem elsewhere:

The problems will just shift to the areas that don't have licensing...the rogue landlords will just sell up and move to another place. There are ways around it for landlords.

Licence fees

Notwithstanding their concerns about rent rises (which should not be underestimated), tenants and residents agreed that if Selective Licensing is to be introduced, the licence fees are generally reasonable. There was, though, some feeling that they may be overly burdensome on smaller landlords - especially those with smaller properties and lower rental yields:

This seems to be disproportionately hard on the lower value properties that get lower rents.

The proposed discount for blocks of flats was also considered somewhat unfair in favouring larger, possibly commercial landlords over those with only a few properties:

The fees are disproportionate. They favour larger businesses rather than small landlords with one or two properties

The discount for blocks of flats is too generous to big landlords with lots of units. It penalises the small landlords.

Other issues

Other issues raised by tenants were around:

- The need for BBC to offer adequate support to good landlords as well as target bad ones
Eviction is a difficult process; landlords need help with this and it costs a lot because charities always support the tenant
Tenants can wreck places too
- The need for BBC to ensure landlords do not 'hide behind' their management agents
Is the landlord the 'licence holder'? If not will it still be difficult to identify the landlord if an agent holds the licence. A lot of landlords form or use a company to run their properties so they are safely hidden.

Finally, two large local landlords (henceforth 'Landlord X' and 'Landlord Y') were mentioned repeatedly across the three sessions. Both were alleged to have poor reputations and to be widely known as responsible for:

- Converting many larger properties into small units for letting to poorly-off people - and not maintaining these to desired standards
[They] bring people to the area to go into bedsits and put people on benefits into slum houses that have been sub-divided into lots of cheap bedsits
[Landlord X] is the one who changed all the nice properties into rubbish bedsits so you could say [they are] responsible to a large extent for the area becoming what it is
[Landlord X] doesn't look after his older properties very well
- Taking vulnerable or poor (and often undesirable) tenants that no-one else will let property to
They both take people that no-one else will and some of them are so bad that they need bully-boys to control them!
[Landlord X] has a lot of properties in the area and doesn't really follow the rules. This is attracting a certain characteristic into the area.

I had no money and [Landlord Y] only wanted a week in advance so I had to move in there. I had no choice; so [they can] do what [they] want

They don't ask for guarantors or anything like that so they're inviting a particular type of person to the area

- Using 'bully-boys' or 'hit-men' to enforce evictions - sometimes for good and sometimes for unjustified reasons

Both of them have hit-men who work for them, real bullies

I've been a tenant of [Landlord X] for a long time and I've had no problems; but when the tenant above me was sub-letting two bully-men came to evict him quickly

- Taking bad tenants nominated by the Council - and working closely with BBC to do so
[Landlord X] can bully the Council because they rely on him to house difficult people
- Exploiting people from abroad who do not know the law governing tenancies
- Using nominees to run their properties to hide their identities.

While most fundamentally disagreed with the alleged practices outlined above and hoped Selective Licensing might help eradicate them, some others felt the 'budget' accommodation they provide is required for those who cannot afford anything better, and also that the landlords are offering something of a service by housing those who would struggle to find accommodation elsewhere:

You need [Landlord X] and others to provide really basic accommodation

He's accommodating people the Council wants re-housed...otherwise they'd probably be on the streets.

Furthermore, participants in the third focus group acknowledged that while they may not maintain the standards of their older properties to the desired level, Landlord X's newer properties are much improved - and also that the service they offer is now far more professional than it has been in the past:

Their new builds are actually very nice and quite high-spec. I just don't think [they look] after [their] older properties very well; they are in very bad condition

It is different now. I've been to their office and it's not like it used to be; it's a lot more official

I have experience of [them] many years ago when it was almost violence to get you out of a bedsit if [they] wanted to get rid of you but I think it's actually improved quite a lot. [They are] a force for good now whereas in the past [they were] a bit of a rogue.

Overall Comments

While supporting the introduction of Selective Licensing in principle as a means of raising standards within the PRS and helping address the Boscombe area's ASB- and crime-related issues, many tenants and residents were fearful in practice about its potential implications. They were especially concerned about possible rent increases as a result of landlords incorporating the cost of both the licence fee itself and any improvements needed to bring their properties up to standard into tenants' monthly rents - and also that the scheme would lead to the gentrification of the area and subsequent cost of living increases. Furthermore, there was significant worry about a possible increase in homelessness

as a result of landlords leaving the proposed Selective Licensing area and tenants being forced to leave unlicensed and unfit properties.

So while the proposal to introduce Selective Licensing to the Boscombe area was generally cautiously welcomed, BBC was urged to do as much it can to ensure tenants are protected from its potentially challenging consequences.

Overall Conclusions

Though very concerned about possible rising rents (through landlords passing on the cost of licence fees and other associated expenses) and a potential increase in homelessness (resulting from landlords leaving the proposed Selective Licensing area and tenants being forced to leave unlicensed and unfit properties), tenants and residents were generally supportive of Selective Licensing in principle as a means of raising standards within the PRS and helping address the Boscombe area's ASB- and crime-related issues - providing the scheme can be properly enforced to ensure 'rogue' landlords are identified and appropriately sanctioned.

The overwhelming majority of landlords, on the other hand, were firmly opposed to BBC launching a PRS licensing scheme in the Boscombe area. They questioned the evidence on which the proposal is predicated (particularly the assumption that the area's ASB and crime is inherently connected to the PRS) and saw the introduction of Selective Licensing as a 'tax' on good landlords that will do little to deal with a minority of rogue cases, who will remain hidden due to a lack of enforcement action. As such, landlords were generally far more in favour of the Council using its existing powers to be more active in pursuing and enforcing against bad landlords which, they felt, would be more cost-effective compared with the extensive bureaucracy required to administer licensing.



This project was undertaken in accordance with ISO 20252

Appendix A: Open comments

Which other areas do you think might be impacted by the proposals? How do you think they might be affected?

Household survey

Case no.	Impact on other areas Household survey	Respondent type
6	Outside the licencing area, present landlords, might sell and move to nearby roads that are not affected by the licencing.	Resident
7	Landlords passing these costs to tenants leaving less money - landlords cannot spend monies on repairs if having to lose an average of a months rent.	Landlord / agent
9	All areas.	Resident
16	Extend the proposed area to include all of Pokesdown and more of Boscombe to prevent a ghetto on other side if the proposed licensing area.	Resident
19	Landlords unwilling to sign up would just move to a different area of town.	Resident
23	Landlords moving to nearby area.	Resident
28	It would be good for local businesses. People involved in persistent ASB must be moved out of Bournemouth totally.	Resident
29	Higher rents.	Resident
30	Areas local to this area would be safer as less slum accommodation. Enviroments which encourage other areas to be the same.	Resident
32	Boscombe Grove Road/South Road/Ashley Road by school.	Resident
33	It would be positive if some of the problems were limited over a bigger area.	Resident
34	My car insurance rose by £20 per month when I had to move to this area because it was all I could afford.	Resident
37	Relevant landlords being involved with council authorities and greedy councils getting their hands on monies that they have no right such, such as affordable housing on land. The council have no right to charge as they have never owned the land.	Resident
44	BAD Landlords will always be bad - they will find ways around SL.	Resident
46	All areas and I personally believe it would encourage much more alcohol abuse.	
48	All areas will benefit from (suggested in Q3) and therefore the scheme should be rolled out to all areas of Bournemouth.	Resident
50	Southbourne, Christchurch - property prices fall.	Resident
54	Landlords may just buy properties in surrounding areas instead.	Resident
57	Quality of life/safety.	Resident
61	Littledown area which is close to the selective area.	Resident
62	Charminster Road area/Winton. Greater demand for low cost housing.	Resident
66	Poorly behaved landlords will move to other areas close by, which will then lower the quality of housing there, causing a vicious cycle of deprivation and crime.	Resident
80	Improvement in housing maintenance and less anti-social behaviour . A better place for our children to live.	Resident
82	Winton	Resident
83	I think this is a positive move for tenant and areas in general. Some of the accommodation rented out at ridiculous rate are poor quality conditions. Also bringing some awful tenants because no decent landlord would house them.	Resident

Case no.	Impact on other areas Household survey	Respondent type
85	No impact other than, rent potential increasing and council making more money.	Resident
91	Wards which bound the proposed area may become the next Boscombe/St Michael's area - are we addressing the problem or moving it?	Resident
92	Lansdowne, Boscombe Town Centre, hopefully this will lead to less drug problems and halfway houses - less run down properties.	Resident
94	If it works it should be expanded across the whole town - to set wider reaching, higher standards.	Resident
96	West Howe, Somerford Council Estate, Poole etc.	Resident
97	If the fees for licensing are passed onto the tenants, it will have a negative impact.	Resident
98	Neighbouring areas - the problem will move to occur in unlicensed areas.	Resident
99	Surrounding areas such as Charminster, Central Bournemouth etc. could have poor landlords and tenants move to those areas, just shifting the issues elsewhere in the town.	Resident
102	All surrounded areas. Residents will want the same terms, dodgy landlords will be tempted to use other areas for 'slum' properties.	Resident
103	Expand the area to all of Bournemouth - it should all be under control.	Resident
104	Knole Road and Vale Road have been prolific areas of prostitution and in my opinion need including in licensing.	Resident
105	Although this will undoubtable improve the quality of accommodation and appearance of some of the properties, rental will obviously be pushed onto tenants eventually putting further strain on the society.	Resident
106	I would guess any areas on the periphery of the proposed licensing region, excepting perhaps upper/middle class areas who one would assume would resist such practices.	Resident
110	Landlords in other areas would take note and if this is successful and behave in a way to make other properties in other areas of a better standard, then this scheme should be extended.	Resident
111	Majority of Boscombe is a very poor state - this proposal should improve the area.	Resident
113	Nearby areas will be able to offer lower rent, with lower compliance costs and saved time for homeowners outside proposed area. This will even further damage homeowners in selective area.	Landlord / agent
114	People wishing to rent may find it more difficult if their circumstances are not so good. Properties would be more secure, stable and in a suitable condition to live in.	Resident
117	Improve next areas.	Resident
118	Knole Gardens and Knyveton Road.	Landlord / agent
122	Unfortunately due to the immigration splurge is the problem and the South in time will have to weather the storm. Many problems will be caused by this impact and needs to be definitely looked at as that could be the cause of further problems.	Resident
124	Perhaps realise they have similar problems and wish to follow suit.	Resident
127	After having one attempted burglary and three bikes stolen from garden, I believe this may help with crime. Also I live in a converted property with damp problems and an anti-social neighbour, so this scheme would be beneficial to families such as mine.	Resident
128	Tenants might have more problems obtaining properties. Landlords might increase fees to cover their licence cost.	Resident

Case no.	Impact on other areas Household survey	Respondent type
130	Boscombe is well known for cheap accommodation that anyone can rent, in which is not always in the best interests of the town and local community have lived here for over 30 years and it's getting worse.	Resident
133	Springbourne and Pokesdown bring the housing standard up and improve the area's.	Resident
134	Please extend area for selective licensing.	Resident
135	I reserve comments on adjoining areas, particularly those occupied by councillors.	Landlord / agent
145	Some people may think that the undesirables are being pushed into their neighbourhood.	Resident
147	Bournemouth and Westbourne.	Resident
148	Will create divisions between different areas.	Resident
151	We have to wait and see how the areas respond to the proposal.	Resident
154	Traffic	Resident
164	I can only see the problems above moving elsewhere. What is needed is affordable quality housing, I said the same comments 35 years ago.	Resident
168	They will be jealous.	Resident
170	The problem could be 'moved' to areas just outside the proposed selective licensing area, which could have a negative impact on other areas.	Resident
171	Hopefully it will have a positive impact as there will be less anti-social behaviour in the adjoining areas.	Resident
174	Landlords will most definitely pass costs on by increasing rent.	Resident
175	Southbourne and Bournemouth.	Resident
180	Lansdowne (University area) - abuse, attacks, drugs.	Resident
181	Woodland Walk from Christchurch Road and Cliff top might well benefit, particularly the path from Christchurch Road to Beechwood Avenue. This section might need careful management and some opening up to light to ensure the same enhancing, qualities as the lower section.	Resident
182	Charminster - bad landlords move there.	Resident
183	Boscombe.	Resident
184	Charges made will be passed on to tenants who are already struggling to make ends meet.	Resident
190	I believe all of the area should be licensed, not a 'selected' area. I believe the policy is class discriminatory - richer areas like Boscombe Spa also have horrible, greedy landlords.	Resident
194	Boscombe and Springbourne.	Resident
196	I might safer in my bed.	Resident
200	Landlords would then want properties out side of the proposed area. So there would be a need to expand the proposed area in the future, if the scheme proves successful. Eventually including the majority of Bournemouth.	Resident
202	This proposal will put pressure on landlords who will stop renting out - this will increase homelessness.	Resident
206	All areas.	Resident
209	Displacement of poor landlords to other areas. Increased rent displacing residents.	Resident
212	Anti-social behaviour tenants will just move to other areas outside the boundary, like Charminster, Winton, Kinson, East Howe etc.	Resident
213	Nearby areas not on the proposed area of selective licensing, they will be enforced to improve their social being.	Resident
214	Could shift the problem to other unlicensed areas.	Resident
220	Will it move the problems to another area?	Resident

Case no.	Impact on other areas Household survey	Respondent type
221	Displacement issues are likely.	Resident
223	Surrounding areas would be affected by anti-social tenants moving out of licenced area.	Landlord / agent
224	All areas	Resident
228	Don't care about other areas only mine.	Resident
232	It can only have a positive impact to all areas.	Resident
247	Springbourne, Boscombe and surrounding area's - positive impact.	Resident
250	The city as a whole can only benefit from management of all listed in question three.	Resident
251	Southbourne	Resident
254	All of Boscombe, it is such a beautiful area but the perception of crime, robbery and drug dealing.	Resident
260	Throop and surrounding area, as tenants with anti-social behaviour will be pushed there.	Resident
261	Areas close by may see negative impact if poor landlords and housing are pushed into these areas. Rental properties outside area are more attractive to buy for landlords, as no fee and rental prices driven up by fee inside area.	Resident
264	I think this proposal can only benefit the immediate and surrounding areas - long overdue.	Resident
265	Well *** will just move the problem somewhere else.	Resident
267	Hopefully it will lead to the area being cleaned up.	Resident
270	I believe rents should be capped and tenants should be able to have access to a third-party arbitration for their grievances.	Resident
271	Poor quality tenants and anti-social behaviour will just move outside the proposed area.	Resident
272	All around the area will be better off , no stigma and no increase rent to pay for licensing.	Resident
273	Charminster, Southbourne - people who live in selected areas might move out to above named areas.	Resident
276	All the areas round the licensing area will be able to have cheaper rent as it is obvious that landlords in the licensing area will pass on the cost of licensing to their tenant.	Resident
279	Boscombe, more control - people smoke and drink everywhere.	Resident
285	Springbourne - positive impact for families in this area.	Resident
288	Pokesdown will be affected in a good way.	Resident
289	Charminster, Southbourne and other parts of Boscombe. These areas will see the positive impact the proposals will make.	Resident
291	May bring down quality of housing in other areas. May need to increase this selective licensing to bigger area. Maybe Bournemouth as a Borough and improve housing standards across all area.	Resident
292	Rent may be lower in the areas just outside which may have the problem.	Resident
294	Hopefully this proposal will decrease the amount of drunkards and rubbish in Boscombe Gardens during the day and night.	Resident
297	I'm all for the scheme but I'm really concerned that this would cause an increase in rent prices in the area, which area already extremely expensive, meaning many people live om sub-standard/too small accommodation.	Resident
301	Rent would increase, to balance landlords extra payment.	Resident
302	Rents may increase causing street and anxiety for tenants. Lack of finances to improve the 'wellbeing' of the property (e.g. the gardens).	Resident
305	Charminster and Springbourne - due to close proximity to Springbourne.	Resident
307	Ensure a legal and acceptable standard of rental properties.	Resident

Case no.	Impact on other areas Household survey	Respondent type
308	There will be a high demand for good reasonable rented properties.	Resident
310	Rent increase.	Resident
312	Answered in Q5 really so what else is there to say? I can only think on the beach fronts and parks to be included. These are unable to be included but do need considering the same sort of active controlling.	Resident
316	Boscombe, will have increase in crime and anti-social behaviour. The whole of Bournemouth area's rent will increase further.	Resident
317	The shady landlords may move out of the area which is a positive but the concern to where they might then set up.	Resident
319	Less crime in immediate surrounding areas.	Resident
321	Reduction in ASB for the general area.	Resident
325	Will the licensing incur a cost to landlords, which could be reflected in rent prices.	Resident
326	Would it just 'move the problem on' and areas just outside will incur issues.	Landlord / agent
336	What would the revenue generated go towards. I saw no explanation on how the money would be spent?	Resident
338	All areas next to the area. Help prevent ASB and crime spilling over to their area.	Resident
341	Pokesdown e.g. all 5 of us tenants were evicted from our old flats, 2 had been there 12 years, 2 for 9 years. Myself for 4 and my brother was there approx 4 years before he died. I took over his tenancy.	Resident
342	Derby Road and surrounding areas. Less houses that are in a poor state of repair.	Resident
346	Areas outside the proposed selective licensing zones could see an increase in poor quality tenants & potentially even in crime, however, these areas are not in the zone for a reason so should be relatively unaffected.	Resident
347	Parts of Charminster & student renting in Charminster	Resident
351	Costs passed onto tenants. Will not improve rates of anti-social behaviour. Try improving community engagement & policing levels & presence rather than essentially asking for more money to solve an issue. "Ground up" rather than "top down" problem solving please. Landlords should already have to adhere to what the selective licensing scheme details via Housing act 1988.	Resident
357	Any area within 10 minutes walk of the proposed selective licensing area will not have to have any changes/increase costs so will stand to benefit others in the SLA.	Resident
368	Could possibly move the problem to other areas i.e. adjoining this could have a knock on effect.	Resident
370	All surrounding areas. House price dropping.	Resident
372	Areas just outside the area will become more desirable as areas inside will be more expensive to rent. This will have a negative effect on those living in the area, will mean the area is more expensive & less desirable, therefore lower house prices.	Resident
374	It might be better for the less socially responsible landlords to relocate outside the area, but adjacent areas could be then impacted by the scheme.	Resident
377	All you are doing is simply raising money from landlords who will pass costs to us tenants. Currently anyone who does not like their landlords or housing can simply move out and find something suitable. We did. This is just another layer of state control.	Resident
378	Surrounding/nearby boroughs will be affected by the standards set within the selective licensing areas. Housing costs & landlord treatment of these areas will also be affected.	Resident

Case no.	Impact on other areas Household survey	Respondent type
380	The only problem I can see is that these irresponsible tenants will just move on to another area.	Resident
382	More anti social behaviour being encouraged to live outside SL area in unlicensed areas.	Resident
384	Rental fees - added fees to a landlord will be passed on to renters and in an already difficult market this will increase costs for us.	Resident
385	This proposal will only move a "problem" to other areas, it won't solve it. It will create a lack of affordable housing.	Resident
389	Landlords might put rents up! So may push more people into homeless, and making more crime & anti social behaviour.	Resident
393	Southbourne	Resident
394	Surrounded areas 'tainted' by an area of selective licensing.	
396	All rented properties should be safe, affordable and in good sale order for tenants. Landlords should be evacuated for poor management.	Resident
399	Don't know about other areas.	Resident
400	Bad landlords could move to other areas.	Resident
405	Dishonest landlords and the tenants who have little choice but to live in the accommodation that they provide, would be pushed to other areas, probably nearby. I am curious to know why surrounding zones - such as Boscombe Grove Road, that are near Knole Gardens, Hannington Rd etc. are not also covered.	Resident
407	If landlords increase rental fees, this may result in tenants being unable to afford accommodation; possibly resulting in more homeless people in the most deprived areas already.	Resident
408	Any surrounding wards by landlords moving troublesome tenants away to move any problems.	Landlord / agent
410	Charminster because everyone will want to live there instead if it is cheaper. Lansdowne because hipsters will prefer it to Springbourne.	Resident
413	If the area was a nicer place to live, more people who work would move here, at the moment it's not a mixed balance.	Resident
419	All other areas as if the charge comes in it WILL be passed on to renters and they will move to other areas.	Resident
423	Rents will have to rise some properties, not HMO, but separate flats - need to separate the two. Higher house prices not reflected in rents already.	Resident
425	I have only lived here for 8 months but some properties look uncared for and there are often people carrying open cans of drink or acting in a way that implies drink or drugs have been taken.	Resident
428	Crime & anti-social behaviour will move to them.	Resident
432	In theory you may be forcing out trouble makers who may migrate to other areas...	Resident
433	The rents will go up so I think maybe one area will mean you push out the unpleasant population, however, that may mean that they congregate in lower rental areas. Just push the problem of undesirables elsewhere.	Resident
438	I believe to obtain the license for letting out property there would be a set of requirements and be obliged to meet them. The property next to me doesn't even have a door bell but people keep shouting at the windows.	Resident
442	"Landlords" might move to surrounding/adjacent areas.	Resident
444	The rest of Boscombe and the edge of Southbourne. Also Bournemouth proper.	Resident

Case no.	Impact on other areas Household survey	Respondent type
461	The buy to let market would move out of the area that will be licensed and into the neighbouring areas which might have a small negative effect on them, but the fact that they will now be in a more attractive general location should compensate them.	Resident
467	All other areas in Bournemouth not covered by the proposal. Landlords will buy properties in other areas not covered by licensing i.e. move problem from one area to another.	Resident
470	Will just move the problems to other areas - more family housing needed.	Resident
471	Lower socio-economic areas in the surrounding area e.g. Poole.	Resident
473	Bournemouth - negative impact.	
474	Rent prices increase. Increase crime.	Resident
478	It might lead to increase in rent price, leading the poorest to move elsewhere, moving problems elsewhere and not resolving the problem itself in the wider Bournemouth area.	Resident
479	From St. Clements Rd to Windham Rd.	Resident
480	Move the poor standards to outer roads/areas.	Resident
481	Charminster and Bournemouth. Costs passed on to the tenants by higher rents and fees.	Resident
483	An improvement in rental property maintenance.	Resident
484	Boscombe east & Boscombe centre. Reduction in crime & drug issues (major problem). Families need to feel safe and this is a positive step to ensure safety, growth and development.	Resident
486	Unscrupulous landlords may just move into Pokesdown/Southbourne.	Resident
487	Nearby areas in which landlords might start to by in to avoid costs & checks on them.	Resident
489	There are too many houses made over to students already, we do not need more as it is to be a nice residential area.	Resident
490	Landlords in nearby areas could take advantage of people or persons unable to rent in Selective area.	Resident
497	All of Bournemouth	Resident
500	Winton, Charminster... other areas of similar profile, HMO's, flat converts, university and student housing areas. May cause unscrupulous landlords to avoid purchasing in other areas outside 'Selective Licensing' proposal.	Resident
501	Southbourne, Meyrick Park, Kings Park, Queens Park.	Resident
502	I'm not sure but a general improvement in the interchange area would significantly improve the appeal of Bournemouth to tourism.	Resident
504	Charminster / town centre. Unscrupulous landlords would move to buy properties in these areas to escape the licensing conditions.	Resident
507	Rent and housing prices will increase prising some out of their homes.	Resident
510	Potential for 'export' of the problems you are trying to address into neighbouring areas/streets.	Resident
513	Could see bad landlords move into these areas.	Resident
517	A few really bad landlords will move just outside the area and offer cheaper rents. There will be plenty of junkies and alcoholics in the area despite the new controls. Council don't have resources to properly enforce the zone.	Landlord / agent
519	The council! Less abandoned cars & properties. I work with a highly respected letting agent clearing & cleaning clients properties & have done for some 20 years. Landfill will benefit I hope with transient people leaving the area with their rubbish, property, belongings etc. the streets, parks & other amenities could eventually clear up.	Resident

Case no.	Impact on other areas Household survey	Respondent type
521	In area of cost of renting is very likely to increase because landlords are made to pay for licensing, therefore they will surely increase the cost of rent.	Resident
523	The areas directly adjacent in Springbourne should also have been included.	Landlord / agent
528	Areas out of the zone (sitting on the boundary). Prices of rent will go up to allow landlords to claim their money back due to fee, move ASB, homelessness.	Resident
530	Displacement of irresponsible landlords to other areas. Risk of increased rents if landlords pass on cost of improvements to tenants.	Resident
531	Some tenants will move out of area into others such as Charminster, but may improve area overall.	Resident
538	All bordering suburbs hopefully will see a beneficial impact. Better maintained, more responsible landlords cleaning up and meeting standards of non letting residents, especially property maintenance.	Resident
542	Nearby areas could see undesirables move into their areas meaning the problems haven't been solved just moved to outer suburbs.	Resident
545	Should be a positive impact on surrounding areas.	
546	Surrounding areas might attract unlicensed landlords or other areas might decide to do it too.	Resident
548	If people can't afford rent they might get angry and lash out or have bad behaviour.	Resident
550	No impact, but possible negative impact if poor landlords & tenants are displaced.	Resident
551	The residents priced out of Boscombe will have to live in ghettos created elsewhere. Properties will be left empty as landlords will not pay to rent out their property.	Resident
553	The whole town should be affected by your proposals, not just your selective areas.	Resident
554	Landlords will increase rent and vulnerable people will either be left homeless or move to other close areas, just displacing the problem.	Resident
559	I do find it difficult to understand why the planning app for Jecco house falls just outside this licensing scheme (i.e. Boscombe Grove Rd) surely that would be far more important to cover with the scheme? In fact I do not understand why it is not covered unless there is something underhand being considered?	Resident
562	Some problems might be pushed out to or also affect neighbouring areas e.g. petty crime, squalor, overcrowding.	Resident
563	Christchurch may be hit with poor quality housing and the types of people who reside in them, increasing the likelihood of crime.	Resident
565	None at all. Only a good thing	Resident
567	Kings Park	Resident
568	It will bring down the value of property in the designated area and around it as the old regeneration area did when that was introduced.	Landlord / agent
572	Boscombe	Resident
575	By selective licensing this area problems may be pushed outside its boundary although I think that is unlikely.	Resident
577	If this is to be implemented it should cover the whole of the Bournemouth area & include social housing.	Resident
578	It could push vulnerable people into unlicensed areas causing more 'anti-social pockets' but for us it would mean that landlords took on the responsibility not just the money.	Resident
586	Landlords will only increase the rent up and tenants will have to pay for it.	Landlord / agent

Case no.	Impact on other areas Household survey	Respondent type
595	Springbourne area	Resident
597	Lansdowne, Winton & Charminster. Irresponsible landlords displaced to other areas.	Resident
600	Southbourne/area west of proposed plan. Think other areas will get overflow from area - moving issue out of here to that area. Should be whole of town.	Resident
603	Charminster & Boscombe - ASB & crime spread to these areas.	Resident
607	Perhaps if this puts off some landlords, they may increase their property(ies) in other areas of Bournemouth.	Resident
620	Have not lived in the area long enough to comment on this.	Resident
621	This can only be a good thing, if landlords are made to take proper care on their houses inside and out that can only impact on the whole community!!!	Resident
622	Selective licensing may well be introduced (perhaps) in the Winton & Charminster areas.	Resident
627	It may encourage landlords in nearby areas to take in less desirable tenants on low rents as some of the social problems are disseminated.	Landlord / agent
629	Bournemouth perhaps?	Resident
635	The areas close by might see an influence on residents as it might be more difficult to get housing in the licensed areas and rents could increase.	Resident
636	An increased number of vulnerable individuals seeking suitable housing in neighbouring areas.	Resident
640	Vulnerable people being evicted from landlords, due to charges i.e. if they don't want to pay license fees.	Resident
642	Surrounding areas - indeed neighbouring roads, would be able to rent properties more cheaply because landlords will increase rents in affected areas to cover their costs. The areas to be licensed will be affected by the scheme as perfectly decent people on decent roads will be considered to be trouble makers.	Resident
643	People will move out of the area with the licensing and into areas without licensing. This will spread the problem out as oppose to containing it.	Resident
646	All areas with common borders with the selective licensing area will be affected by association, especially in relation to searches by estate agents and lawyers at time of sale to prospective buyers.	Resident
647	As you stated in the policy documents, passing on the cost from landlords to tenants via increased rent could be a consequence.	Resident
648	Anti-social behaviour and crime could possibly dislocate to other areas, specifically neighbouring areas.	Resident
652	Knock on effect of landlords not wanting certain tenants and moving them on to nearby areas.	Resident
653	Boscombe Spa. Would not want to be next to the selected area.	Resident
659	A rise in rents.	Resident
660	Winton and Charminster, both areas experience the same issues as we do already. If the proposals go ahead then these areas with similar issues will increase as anti social behaviour will worsen and property will be in low demand because of this.	Resident
663	Rent increases	Resident
674	There will be people trying to move out of this area as I fully expect landlords to increase rents.	Resident
676	Neighbouring areas, and all of Bournemouth - depression in housing market, shortage of rental properties.	Resident
678	Landlords must provide value for money. They cannot be allowed to use the housing shortage to hike prices.	Resident

Case no.	Impact on other areas Household survey	Respondent type
681	Landlords may buy up properties to rent outside the area, therefore increasing the problem over a larger geographical area. It will also 'ruin' nearby areas.	Resident
684	Areas like Boscombe Grove Rd that penetrate the zone could hold back improvements. A clearer defined/bordered area would be better.	Resident
686	All surrounding areas around the selective licensing boundary. Not sure entirely how they will be affected.	Resident
688	A positive impact as long as it doesn't drive the 'anti-social' and 'crime' to the outside area.	Resident
689	Landlords could move out of the 'selective licensing' area to an adjacent area not covered by the above.	Resident
690	Landlords expenses are already very high and it is a struggle to make a profit. The introduction of a licensing scheme and the associated fee will further discourage potential landlords from investing in rental property in the proposed area.	Landlord / agent
693	The poor people, they will have to pay and not all poor people are bad.	Resident
697	The other side of Boscombe would also benefit.	Resident
699	The areas immediately adjacent the licensing area - landlords may buy property outside the licensed area and so the problems may shift however the positive impact, such as reduction in anti-social behaviour may extend beyond the area, as these are less arbitrary.	Resident
700	I think it would affect all surrounding areas to their advantage.	Resident
701	Surrounding areas could have property prices rise, if the selected area becomes more valuable/a nicer area. The surrounding areas may unfortunately gain the people or landlords which are not wanted or able to be in the SLA.	Resident
702	The surrounding areas might be affected as bad landlords and tenants can simply move to outside the proposal area and continue their behaviour.	Resident
704	Surrounding areas, as it will merely move the problems, rather than solving them.	Resident
708	Hope it would do the whole area good.	Resident
711	Concentrate on dealing with bad landlords and problem tenants. Don't interfere and waste time, effort and money on good tenants and landlords. The scheme is a sledgehammer to crack a nut.	Resident
712	Rent increase.	Resident
725	Maybe areas of Lansdowne and housing near the square.	Resident
727	If crime was reduced, people looking to be involved in crime (e.g. drug related) would look else where. As a teacher, children would achieve better in school if their living conditions were better.	Resident
728	May move problems on to other areas.	Resident
729	Surrounding areas - tenants moving out to avoid the rise in tenants in this area.	Landlord / agent
730	New businesses - employment, increased pride. Environment - impact on neighbouring wards.	Resident
734	For the better and the good of the community.	Resident
738	Possible tenants on housing benefit will be forced to find another area with many of the issues of Boscombe.	Resident
740	Will move the problem on, like double yellow lines with parking. Why not all of Bournemouth?	Resident
742	Surrounding areas might come under pressure, where problems within this area might be forced onto neighbouring areas.	Resident
746	Our pockets.	Resident

Case no.	Impact on other areas Household survey	Respondent type
750	Residents who are owner/occupiers within the proposed area, whose properties will be devalued by association of being in an area of selective licensing, therefore creating a problem that does not exist and blighting their properties.	Resident
751	Charminster - people with criminal intent would easily move there.	Resident
752	Areas where properties exist that are conducive to multi-occupancy could experience an increase in such lettings as people are forced to move from the proposed S.L.A if there is a marked reduction in available lets.	Resident
753	Areas bordering this development, also areas of closer together housing and bedsits will suffer, inscriptions landlords will move to areas without these fee's and rules of duty and care	Resident
755	Sovereign Centre and Boscombe Precinct, could become more pleasant places to shop etc.	Resident
758	Boscombe sandy beaches are beautiful but having dodgy people living close by, effect visitors negatively. Improving housing offer, will get the right people to live in.	Resident
761	Charminster, Southbourne, West Cliff - problem tenants/landlords will move to these areas.	Resident
764	Charminster, Winton, King's Park - I believe the mentioned areas will be positively affected by the proposals	Resident
767	Insurance of 'tenancy' and 'property' management, I thought was entrenched in law, otherwise a good proposal if the two areas are not protected and/or protected for the tenant efficiently.	Resident
770	Boscombe	Resident
776	People may well choose other to avoid paying these surcharges. Move away from Boscombe, East Cliff and Springbourne - take the problems elsewhere.	Landlord / agent
777	Housing in the 'pockets' between highlighted areas.	Resident
778	The effect will be to disperse criminal, anti-social, in particular vulnerable people into other areas of Bournemouth and more likely across Dorset, bringing their problems with them. Removing them from the sight of police and social services and informal support networks as they have, and into circulation in which PRS landlords will not happily have them	Landlord / agent
780	We need to set an example - not only in Dorset but UK wide.	Resident
781	Prospective tenants might preferentially choose to be in a property under the scheme over neighbouring areas. Evicted tenants from the area responsible for problems may move to neighbouring areas.	Resident
783	The streets in general. The proposed scheme will increase the cost of housing. Vagrancy and homelessness may increase.	Landlord / agent
785	Migration of problem tenants - rent increase imposed by letting agents or landlords. Property prices reduced, Insurance cost increase. Lenders (banks) not allowing mortgages to private owners wishing to purchase property to live in next LL area. No change in ASB problems.	Resident
786	Southbourne, because it is so close to Boscombe.	Resident
790	The proposed area divides street (I'm sure not indiscriminately) so properties adjacent to those designed would suffer from the consequences.	Resident
794	Anti-social behaviour if 'moved', where will it be 'moved' to? Would it negatively affect other areas?	Resident
806	Drug abuse, prostitution, poor choices, unwise spending of tenants.	
812	Higher rents for tenants, increased homelessness, surrounding areas will be impacted negatively as homelessness will increase.	Resident
814	Bad landlords will not take any notice of the scheme or will sell up.	Resident

Case no.	Impact on other areas Household survey	Respondent type
815	Other landlords might start taking some responsibility for their properties. Despite frequent discussions with the council, ***** properties drag this area down - rubbish, rough, dirty properties, anti-social tenants.	Landlord / agent
816	I believe that the areas immediately in the licensing area, will be affected as landlords may buy in these areas and move tenants. Support needs to be given to tenants that are affected by licensing proposal.	Resident
817	Some landlords very opposed to licensing would sell up causing a shortage. Some landlords will pass licensing fee on to rent. New landlords very hesitant to invest in licensing areas. Labelling an area a selective licensing area could also impact existing tenants and future tenants negatively.	Resident
818	4 or 5 years ago landlords were instructed to 'brighten up' the front elevation of their properties, the idea to improve the standards of tenants. The housing department were going to refuse troublesome tenants with housing benefit in these areas to enable the quality of tenants to improve - end result nothing.	Resident
823	It will have a knock-on effect on all of the surrounding areas.	Resident
824	All surrounding areas will be affected.	Resident
825	Law abiding landlords - pay nothing. Landlords who fall below standard - pay double. How will scheme be policed/checked? At what cost?	Landlord / agent
826	Would the area become 'stigmatised?' Thereby affecting all the neighbouring areas.	Resident

Open Survey

Case no.	Impact on other areas Open Survey	Respondent type
2	Southbourne, Springbourne, Pokesdown could create problems in these outlined areas	E panel non SL resident
4	Movement of problem tenants and landlords to other areas where licensing is not mandatory	E panel non SL resident
5	Winton, increasingly an unregulated rental market place	E panel non SL resident
11	The whole of Bournemouth area. Need to get it regulated so cowboys like ***** can't do as they please and treat tenants abhorrently like at present	E panel non SL resident
12	With any such boundary line, there will be those just outside that are affected by not having to adopt the standards, as well as the fact that those displaced by any additional cost of the rent will just move the problem elsewhere	E panel non SL resident
16	I think all landlords everywhere should be licences, there are some truly horrible ones out there renting appalling properties. having someone check them over for heating, mould issues, damp etc is a vital importance, as well as preventing unlawful "activities" that are renown to this area.	E panel non SL resident
17	There is a chance it will shift the problem elsewhere until virtually the whole town is covered by selective licensing. However, ensuring fit for purpose and safe accommodation has to be the top priority.	Non SL Landlord
20	I think the problem would be moved to other areas : particularly Charminster	E panel non SL resident
23	Boscombe doesn't affect any other areas ...it's of it's own.	E panel non SL resident
24	This needs to be aimed at the big landlords like ***** and his dilapidated accommodation and leave the normal landlords alone. He is the cause and people like him. Bad landlord and a bully.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
25	This is something that can be done with existing regulation and enforcement, you are simply making the law abiding landlords pay to enable you to target the bad landlords. This money that will be going to the Town Hall is inevitably either coming from the rents that the tenants are paying or from the budget that landlords have put aside for refurbishment. Either way it is a dreadfully heavy handed way of tackling a quite small problem.	Non SL Landlord
30	It seems to me to be sensible to implement the measures described in the areas described. After a period, the Council could review the success or lack of success of the measures and, armed with that information, make a rational decision to expand the scheme to other areas. At this stage, it appears sensible to have a long term objective to extend the scheme to cover the whole town.	E panel non SL resident
31	surroundings, so why not just do it everywhere?	E panel non SL resident
36	Other parts of Bournemouth where rogue landlords would move to.	Non SL Landlord
46	You may get lower standard landlords simply evolving their business into other area with less regulation.	E panel non SL resident
47	If this pushes the prices upwards in the selected areas, current residents will be forced to move elsewhere which just moves the anti social problems	E panel non SL resident
53	I don't have enough information to make a comment	E panel non SL resident
55	It may move problems to surrounding areas.	E panel non SL resident
56	Displacement into adjacent or other deprived areas, but perhaps wider adoption of the scheme (or full adoption across the UK) would mitigate this.	E panel non SL resident
57	selective licensing is a great in areas with issues, we must ensure that by licensing one area problems aren't pushed into another neighbouring area	Non SL Landlord
58	I believe the Boscombe area might be affected.	E panel non SL resident
61	It will push the existing problems to neighbouring districts like Pokesdown and Boscombe East and Southbourne in the say was as rough sleeping is now becoming a problem in those areas. Penalising the landlords WILL NOT HELP	SL Landlord
66	If cost of housing goes up, low income or anti social people will move to other areas that are family neighborhoods which poses a big risk for families.	E panel non SL resident
67	Type of people in area	E panel non SL resident
69	It will just move the problems such as they are elsewhere, Bournemouth does not have the serious problems you seem to be identifying.. compared with the large conurbations.	E panel non SL resident
71	If this proves expensive for the landlords then inevitably they will pass the cost on to tenants. It is a 'low' grade area and prices and condition reflect this. It tends to attract those with low incomes who can't afford to live in more expensive areas. This community includes people with various problems and antisocial behaviour is associated. Improving the property will drive up rents and drive away the current tenants. They have to live somewhere.	SL Landlord
74	There may be an effect on adjoining areas if slum landlords move elsewhere to evade control, and buy up property elsewhere and convert it to rabbit hutch tenancies. This needs to be carefully monitored and the scheme boundary extended if necessary.	E panel non SL resident
83	Might push problems into other areas - perhaps need Borough-wide licensing. If landlords are more accountable in licenced areas less scrupulous landlords may take advantage of less control elsewhere.	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
84	If it forced rents to rise it would have impact on surrounding areas and make the problem more widespread	E panel non SL resident
86	other areas of impact may be towards other areas north of Christchurch Road and affected by those which are established blocks of flats which are resident owned.	E panel non SL resident
88	Any areas not currently disturbed by anti-social behaviour.	E panel non SL resident
90	The people might move to different areas of Bournemouth and cause trouble there	E panel non SL resident
104	I think it will improve the surrounding areas	E panel non SL resident
105	Charminster would be negatively impacted as more people would move there if it remained unlicensed. The side of Charminster near the dual carriageway has changed considerably in the last 10-20 years as families have sold up and moved out and more rented rooms have appeared.	E panel non SL resident
106	It will displace trouble into other areas.	E panel non SL resident
108	There could be loopholes exploited.	SL resident
117	Glen Road to the cliff top - there would be a spillover of the low quality tenants into those areas	E panel non SL resident
118	Charminster and Winton. Could drive some of the undesirables currently residing in proposed area into these fringe areas.	E panel non SL resident
128	Probably more of the Boscombe area than shown on the map	E panel non SL resident
131	The landlords will just increase rent and make it more difficult for people to actually live there.	E panel non SL resident
132	landlords will simply pass on costs to tenants who are already paying ridiculous prices	E panel non SL resident
133	this might reduce rented accommodation.	E panel non SL resident
137	Other area's may have more people looking to rent there if prices go up	E panel non SL resident
140	Hopefully - if properly policed - HMOs will improve. And run-down areas also improve. And antisocial behaviour decline.	E panel non SL resident
143	Rents may rise as landlords have higher standards to meet	E panel non SL resident
144	Rents would go up and people who can't afford cheap rentals would go elsewhere	Non SL Landlord
146	CHARMINSTER , EAST CLIFF	Non SL Landlord
148	Although the you may improve the area mentioned it would impact you other areas not impacted at this current time. The standard of property in boscombe to rent is shambolic. There are better standards of rooms/ flats to rent in India! The price for a single person to rent in the area is way to high. Working class people have to use most of their money they get each month just to pay rent while the low life hit in the streets use drugs and drink with benefit money they get.	E panel non SL resident
152	Concern it will push up rents making affordable accommodation even more difficult to find, may push the problems highlighted into neighbouring areas.	E panel non SL resident
158	You already said. Increased rents and costs to the tenants when they are already too high. Why don't you fix those problems before you start trying to make a profit for higher salaries for the councillors.	E panel non SL resident
159	Charminster area (north side of Wessex Way opposite Springbourne).	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
162	When you improve poor housing and weed out bad landlords, tenants and visitors to the area feel safe, valued, proud and have individual and collective raised morale; these feelings of wellbeing bleed into neighbouring areas and raise their morales and allow them to feel valued and proud of the improvements.	E panel non SL resident
165	It will simply exacerbate the spread of problems into Charminster.	E panel non SL resident
167	Hopefully cleaner and less crime, particularly drug dealing and car break-ins in the areas nearer to the front away from the selected areas.	E panel non SL resident
169	Problems may be moved to nearby areas outside the licensing area.	E panel non SL resident
175	some of the less savoury tenants might move to Winton, Charminster, Westbourne, Southbourne - it might dilute the problems a bit.	SL Landlord
177	I believe this initiative will have little immediate impact on adjacent areas. However, anything to raise housing standards in the proposed area will be most welcome.	E panel non SL resident
189	The area selected is well known as one of the more deprived areas in Bournemouth for many years with high levels of crime & drugs & antisocial behaviour. Unscrupulous landlords renting bedsits are also a well known issue in this area so licensing will only benefit this area.	E panel non SL resident
190	Landlords would rent properties without a licence	E panel non SL resident
191	The housing license can only be a good thing. It will bring all properties up to a set standard.	E panel non SL resident
192	Bad landlords and tenants will move to adjacent unlicensed area. Also stigmatises Boscombe and selective licensing areas and further damages their reputation as good places to live. To work it would have to be applied over the entire Bournemouth postal code area.	SL Landlord
200	From what I understand, ***** are the major 'player' in this sector and area. Whatever the council introduce, *** will find a way to circumnavigate the changes, procedures and very little will actually change.	E panel non SL resident
207	Displacement of unlicensed properties outwards toward Charminster, Southbourne etc, so increasing anti-social behaviour, crime and so on in these areas	E panel non SL resident
208	licensing scheme would cost loads to setup and then administrate. gains wouldn't benefit the tenants direct. not clear that the ramifications and knock on effects have been thought through to five levels of depth.	E panel non SL resident
216	If landlords increase rents due to selective licensing then the problems may move to neighbouring areas where rents haven't increased. I feel other areas if not all areas could be improved by having a selective licence. Or you could have the power to make it compulsory to have one for run down properties	E panel non SL resident
221	Boscombe. Need for low cost accommodation.	E panel non SL resident
224	I don't know enough about the subject to give a reasoned answer but I would imagine that prospective landlords might prefer to buy to let outside the selective licensing area.	Non SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
225	I have only just heard about this scheme but why single out this part of Boscombe where I happen to own a tenanted house - How can you blame a private landlord for the Deprivation Crime and Anti Social behaviour of someone else? There are problem people all over the area and I don't see how you can blame the property owners who I feel are already submerged in red tape and trying to comply with a dearth of unnecessary and unhelpful regulations which incur extra expenses and compounds problems. As a responsible landlord I try to make my property as appealing as I can to my tenants. If I didn't they could go elsewhere at no cost .the landlord can't do that! .	SL Landlord
230	I think that raising the standards would impact on how people felt about themselves and their community and would be a very positive step in raising the overall feel of the community in a very positive way	E panel non SL resident
231	Local shops would benefit by reduction in crime e.g. shop lifting	E panel non SL resident
232	Bournemouth centre charminster	SL Landlord
233	Well, a positive impact all round. I think all private landlords should be licenced to ensure that homes meet appropriate energy efficiency and health and welfare standards, so I hope that this will be rolled out to ALL areas in Bournemouth.	E panel non SL resident
234	Depending on the attitude of the tenants it could go either way.	E panel non SL resident
235	Would encourage landlord nearby to improve poor conditions before the area in broadened.	E panel non SL resident
237	do not think further afield than nearby areas will be affected	E panel non SL resident
244	Clearly areas outside the boundary will become the next target for unscrupulous Landlords dragging them down. Hopefully this is a pilot that will be rolled out further.	Non SL Landlord
245	suspect rents will go up to cover the additional cost to landlords.	Non SL Landlord
246	anti-social behavior moving to East Cliff	E panel non SL resident
248	It will just move the problems!	E panel non SL resident
251	Some of the roads adjacent to the boundaries already have a sizeable proportion of rented accommodation, not all of it good. It is a shame they couldn't have been included. It may well encourage landlords not to worry so much about standards and pick up the undesirable tenants that have to move out of the licensed areas. Not sure why you chose areas between Ashley Road and Kings Park not to be included, surely the park perimeter in this area would have been a more logical boundary?	E panel non SL resident
254	In the area - of course landlords are going to put their rents up. Outside the area - this will push the people with so-called anti-social behaviour outside the area, it will just move the problems from one area to another	E panel non SL resident
256	This should be rolled out to all landlords across Bournemouth and not discriminate/label areas	E panel non SL resident
257	MORE PEOPLE ON THE STREETS IN BOSCOME DUE TO LANDLORDS BEING MORE PICKY	SL resident
258	Increase rental demand, rising rents.	Non SL Landlord
260	parts of Winton and Moordown look like a deprived area	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
261	All immediately adjacent areas will suffer as those unable to access rented accommodation (for a variety of reasons) in those areas will move to other areas. West Cliff & Westbourne seem to have similar problems to the proposed area (from looking at the full consultation document) and will also suffer. Many other areas in the town should also be included in the scheme given the reasons the council is putting forward for this particular area. A higher level of vacancies in an area that includes a lot of rented housing is not indicative of low housing demand, but rather that there is a healthy turnover of vacancies. You can be sure that all the costs on landlords will be passed onto tenants, not only the license fee but all the costs associated with maintaining a license such as decoration, Disclosure/CRB, electrical inspections etc. These additional costs will more than double the the costs to the landlord and all these extra charges that will ultimately be paid by the tenant (who else) will show up in the local reference rents and increase Housing Benefit costs. Many low income people will therefore be unable to access privately rented accommodation. The demand for emergency housing will increase, and the only available places will be at greater cost - not just in the selected area, but across the whole conurbation. The council will lose all round, as will all the local people.	Non SL Landlord
264	Landlords will find a way to avoid having to obtain a license resulting in council tax payers footing the bill for administration of the scheme. Landlords will launch a legal challenge opposing the scheme resulting in a cost to council tax payers. The scheme won't improve the standard of rental accommodation unless the license details specific requirements and council officers perform inspections.	E panel non SL resident
274	There would be less anti-social behaviour but landlords may put rents up and would then impact on other areas when people look to other areas to rent property from.	E panel non SL resident
280	Boscombe East, Southbourne, Charminster, Winton, Bournemouth town centre - dodgy landlords and their tenants dispersed out of Pokesdown/Boscombe/Springbourne	Non SL Landlord
281	I see that there are quite a lot of houses within this selective licensing area and I do not think that licenses should be granted near to any of these properties	E panel non SL resident
285	Anti social behaviour, alcohol and drug issues will bring problems with this initiative.	E panel non SL resident
286	adjacent to scheme - displaced tenants causing problems in areas where they are currently few	E panel non SL resident
288	Issues that the current area suffers will push out to neighbouring areas. There is a risk that this would cause similar problems in areas that have high rental areas that are not be necessarily next door to the proposed area. It is inevitable, but maybe fair that other areas share the social burden of deprivation and ASB, rather than it be concentrated in one area of the town.	E panel non SL resident
290	Most likely would be Charminster, Winton, West Howe.	Non SL Landlord
292	Winton, bad landlords will buy properties in Winton and sell those in Boscombe. The Council must already have enough powers to deal with rogue landlords.	Non SL Landlord
303	it may take the problems to nearby areas	E panel non SL resident
310	Move the problem to other areas.	E panel non SL resident
311	Bournemouth town centre and Southbourne areas	E panel non SL resident
312	pokesdown - displacement	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
314	It depends upon the mix of tenants you put in one area. In West Howe it didn't work and you had to split the tenants up to improve the area. Hopefully, that lesson was learned. If rented property is properly managed, then it should improve the area, however, you only need to get one or two bad apples in the basket and that could change.	E panel non SL resident
315	The costs of selective licensing are likely to be passed on to the tenants thus making certain areas more expensive to rent in. Nearby areas will see more demand due to the displacement of the people renting in the selective licensing area.	SL resident
316	Winton and Moordown.	E panel non SL resident
324	People who are exhibiting social problems are not going to disappear even if they are unable to get housing in this area. I think that Holland manage this situation really well by having very mixed housing in areas so that expensive housing is mixed with social housing and rented properties fairly equally. This may be just one of the reasons that they do not struggle with the same social problems found in the UK.	E panel non SL resident
329	Boscombe is the major problem in Bournemouth that needs action	E panel non SL resident
331	It may move the problem on but then the council should introduce the same licensing to these areas. If Boscombe improves it will impact on house prices and generally bring the whole area up.	E panel non SL resident
333	This action could possibly move people to other areas not covered by these licensing rules, thus bringing down those areas along with those already effected. Landlords WILL pass on the cost to already low income, vulnerable residents	E panel non SL resident
342	As you suggest, there might be some spillover into close neighbourhoods	E panel non SL resident
343	Don't know enough about it - seems like a good idea to do but I don't see it having that much of an impact. I think other issues such as the number of half way houses and rehab centres and low quality/low rent housing attracting people who Who typically are unemployed, with drug/drink issues and subsequently anti social behaviour is more of an issue	E panel non SL resident
347	currently perceived problems will be pushed into surrounding rental accommodation leading to a need to extend licensing until the whole council area needs it.	SL resident
348	I suspect there is a potential for less scrupulous landlords to sell up and move to areas abutting the proposed Selective Licencing areas, thereby exporting the problem. However there is also the potential for improvements to nearby areas if crime and anti social behaviour are reduced in the SLa because these are issues which tend to have geographically fuzzy borders and a reduction in one area should see a reduction in the neighbouring areas	E panel non SL resident
349	Under the Radar room letting might increase. More lodgers rather than lettings - no requirement for a lease / contract. Potential for rogue landlords to use more intimidation. Possible that some landlords might put their properties up for sale to buy outside the area.	E panel non SL resident
358	It may just move the problem to a different area if tenants can't afford some of the repairs	E panel non SL resident
360	A reduction in occupants being attracted to the area, purely seeking social housing paid for by housing benefit payments. This state of affairs has been exploited by a certain Landlord who has in the past actively advertised in other Towns attracting unemployed to come to Bournemouth where housing will be provided.	E panel non SL resident
365	Reduction of criminal activities in adjacent areas Gravitation of illegal immigrants who haven no protection to other sites	

Case no.	Impact on other areas Open Survey	Respondent type
367	if the proposal reduces crime / unsociable behaviour / fly-tipping etc in the selected area, stands to reason that would also generate an improvement in bordering areas where there must be spillover of these negative behaviours.	E panel non SL resident
368	Winton as already becoming populated by undesirables.	E panel non SL resident
369	Pokesdown, Springbourne	E panel non SL resident
372	Landlords may choose to not invest in the area resulting in a reduction in housing stock. They may then look to other areas which may then be affected by poor quality rental accommodation.	E panel non SL resident
376	The overspill of Boscombe's problems i.e. the people who cause the problems whether due to poor unregulated housing, inadequate policing, poor mental health access spreads to other areas as can be seen by merely walking or driving around. They are affected by general poor behaviour which is sometimes affected by alcohol, drugs and mental incapacity, litter, and discarded needles.	E panel non SL resident
379	Neighbouring areas not subject to licensing will attract the wrong sort of landlords.	SL resident
380	The inconvenient factor of costs put on to renters may be resented.. My opinions are no different from what the survey suggests in the explanation really.. But a desirable place to live can only be sustained by commitment to standards in the first place.. As far as the idea that this selective licencing shifts the problem to other areas,that is the responsibility of other areas whether they tolerate antisocial behaviour in my opinion.	E panel non SL resident
383	Costs to the council to provide the licensing. I would expect this to be value for money and generate savings elsewhere.	E panel non SL resident
388	There are lots of area's in this locality where there too many Bail, Alcohol, Halfway hostels that bring the worst type of people to the area. A lot of it needs to be knocked down and rebuilt so as to regenerate the areas.	E panel non SL resident
392	Some private landlords do not maintain their properties to a satisfactory standard and in the event that the proposal were to be implemented I feel that the surrounding areas may well see an improvement in their housing stock.	E panel non SL resident
393	I think the problems of poorly controlled letting will very quickly move into nearby areas. In fact I'm surprised that the designated area isn't bigger.	E panel non SL resident
394	I believe that an improvement in the quality of rented accommodation will not only benefit tenants in the areas concerned but will have a 'spill over' effect on nearby areas.	E panel non SL resident
395	Boscombe spa, pokes down and Southbourne could see increased interest in the area	E panel non SL resident
396	Areas with high density of student households	Non SL Landlord
397	You may push the existing problems aside into other areas	Non SL Landlord
399	Charminster / springbourne / winton / pokes down should also have licensing in place Don't want issues to spread	E panel non SL resident
400	Possibility of just moving the problem elsewhere or onto the border of the zone	SL resident
402	Charminster Road and its environs suffer from the antisocial behaviour of people using the streets as rubbish tips and urinals on their way back to Boscombe and Springboard.	E panel non SL resident
408	It's moving a problem on instead of fixing the underlying cause of the crime and anti social behaviour. I worry it will drive up rents in certain areas meaning those most deprived are priced out of those properties therefore vulnerable people are not being helped. You need to ensure the prices don't rise out of context with the rest of the surrounding area and Bournemouth as a whole	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
414	This could just push the problems elsewhere.	E panel non SL resident
416	If the properties are licensed I don't think it should cause any problems because the landlords should be able to sort things out quickly	E panel non SL resident
419	Some landlords may sell their properties, thereby reducing the number of letting properties available in this area.	E panel non SL resident
420	West Howe and Boscombe East	E panel non SL resident
426	Charminster, Winton, Moordown, Queen's Park and other areas. Problem landlords and tenants will move away from the selective licensing area into other parts of Bournemouth.	E panel non SL resident
428	It should help reduce the number of itinerants and beggars around the Bournemouth area	Non SL Landlord
433	The neighbouring areas such as Southbourne, Pokesdown and Tuckton may be affected. The scheme may displace problem landlords and tenants to these neighbouring areas and it may also result in an increase in rents.	E panel non SL resident
440	Less problems. Hopefully less family homes becoming multi Tennant or student rents	E panel non SL resident
445	The problems of negligent land lords might move to adjacent areas. Rent in all areas might go up if landlords pass on the cost of improvements	
453	I think the proposal should be rolled out to all areas where there are rented properties/, Every tenant needs this sort of protection and security. Where there are owner occupiers and rented properties intermingled then it would stop problems of neighbourhood anti social behaviour	SL resident
455	There is also a thriving community feel living in Boscombe, especially around Churchill gardens. The public park is alive everyday with families visiting, bring their friends with them. I know that when they leave they wish for something in their neighbourhoods.	SL resident
458	If drug users are discouraged from living in this area, they will look for somewhere nearby to live	E panel non SL resident
462	it may lead to other areas getting the problems	SL resident
464	Southbourne	E panel non SL resident
465	Southbourne & Bournemouth town centre - if rents become too high in an area where many people rely on affordable housing the demand will increase in other close areas and they may not be able to meet these demands and it may cause other landlords to offer a poor standard of housing where there are no licensing restrictions	Non SL Landlord
466	Only worry that rents may increase	E panel non SL resident
468	Can you extend to include Kings Park Road large Edwardian properties *** have a very neglected property in the road and many of the houses are unofficial HMO which you need to address.	E panel non SL resident
470	Any surrounding areas if tenants are displaced.	E panel non SL resident
472	Southbourne and Charminster, the areas that are on the borders of the proposed areas that already have a high number of multi occupancy properties.	Non SL Landlord
473	I imagine surrounding areas might suffer some fallout if the problems are solved within the selective licensing area	E panel non SL resident

Case no.	Impact on other areas Open Survey	Respondent type
483	I think all the immediate areas surrounding the proposed selective licensing area would benefit as a result of improved regulation. I understand, that at present there are a number of properties that fail to meet the required standard for tenants which is unacceptable and creates a poor environment for everyone which in turn can encourage anti social behaviour and crime.	E panel non SL resident
485	I do fear the negative effect upon Tenants by increased Rents, I suggest that the Local Area Rent Amount used to calculate Housing Benefit might be used to Regulate Rents thereby negate any unreasonable increases by Landlords?	E panel non SL resident
486	Every area within the Bournemouth conurbation will be affected by domino displacement!	E panel non SL resident
490	Nearby areas that are not affected. Thus moving the problems elsewhere	E panel non SL resident
491	the whole of Bournemouth, changes in rental properties available and how much landlords charge.	E panel non SL resident
492	I think small landlords have a vested interest in keeping their property in reasonable order to maintain property value. It is likely that in the proposed area rents are not very high, therefore the costs of the selective licensing are likely to leave landlords with no option other than to pass on costs in the form of raised rent. I am sure there are some rogue landlords but it seems unfair to penalise all landlords. Could you not send out a survey to all properties in the area to get the view of tenants, and then follow up where problems are reported?	SL Landlord
495	Bad Landlords/Tenants will move to non licensed areas	SL Landlord
499	I don't think should be any issues, I think it's a fantastic idea & believe other areas will want to follow suit. I think will be a positive change to all areas, improve housing, environment, less crime. I believe change is needed as soon as possible, I think so much has been tried to improve areas, one factor due to limited & poor housing which has also not helped crime issues encourages lack of care & pride in the areas, mental health issues, substance misuse. I think people will have more pride, enjoy area & help reduce the local issues improve the environments for all.	SL resident
500	Areas to which dysfunctional tenants are displaced to, partly due to landlords passing on improvement costs to tenants	Non SL Landlord
503	Ripple effect of displacement of problem tenants/landlords/housing to other areas. Good landlords in the proposed area likely to be put off renting due to the extra administration and cost. Problem landlords likely to move to adjacent areas to avoid the admin/cost, and passing on the cost of the scheme to their tenants. Both of these will reduce availability of accommodation and increase the cost of rents in the proposed area. This will increase housing pressures, and increase the cost to the council of housing tenants, and therefore, will increase the cost to council tax payers across the borough, and potentially increase homelessness.	E panel non SL resident
507	This would have a positive effect I believe on the wider areas of Christchurch, Southbourne, Bournemouth, Poole, and Wimborne. by portraying an attitude of caring, and positive action to make the Dorset coast an area which is safe, and attractive place to live.	E panel non SL resident
508	All adjacent areas could be affected by the exclusion of unacceptable tenants within the area.	SL resident
509	As seen with Police clampdown on drug use, rough sleeping and begging, all that will happen is that anti-social behaviour and other related issues will spread outwards and rather than contain or eradicate the problem it will move the problem along. Another affect will be to make it more expensive to live in the area as landlords, some of whom are already being hit by massive tax changes etc, will be forced to either sell up or increase rents.	SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
511	Pokesdown and westbourne	Business / Organisation
513	Springbourne, Pokesdown, Southbourne - Lower crime rate, reduced anti-social behaviour,	Non-SL resident
514	Unfair/unproportionable increase in rents justified by the new license.	SL resident
515	Areas on the boundary of the proposed area will become worse through badly run premieres and more anti social problems. This is already on the increase and will become worse.	Non-SL resident
516	This may just shift the anti-social behaviour to areas outside as poor landlords / problem tenants get moved on	Non-SL resident
517	All other areas will be affected, applying this in one area only is stupid. Plus the council already HAVE the ability to deal with bad tenants and landlords but choose not to and to encourage bad tenants to stay where they are so they don't have to be housed by the council.	SL Landlord
521	Dodgy landlords selling up and buying in other areas e.g. Southbourne, Boscombe East, Bournemouth Town Centre, Charminster, Winton to avoid charges and regulation. Dodgy tenants following.	Non SL Landlord
523	I believe that this proposal is a good one but I am aware that it will almost certainly push the problem to other areas such as Southbourne. However, Boscombe needs every bit of help it can get as there are so many issues there, starting with poor accommodation caused by poor quality building and and also HMOs. Thank you to the Council for the consultation.	Non-SL resident
525	The surrounding areas will be negatively affected. Those responsible for crime and Anti Social Behaviour will move outside of this area, the Council will then increase the licensing area, increasing the Council's income but doing little, if anything, to solve the problems. The problems will simply be relocated.	Non SL Landlord
526	Landlords would be encouraged to buy in areas without licensing Some tenants may be encouraged to move from areas with licensing to areas without	SL Landlord
528	It highlights the poor deprived area, lowering prices, thereby attracting more lower class people looking for cheap accommodation. The council, by doing this, will make the problem worse. In fact, the whole scheme seems like a tick boxing exercise giving someone in the council something to do. The Council states the purpose to improve housing, which the council already have this power under Environmental Health and can target individual landlords and properties.	SL Landlord
530	The high street and stores in Boscombe should be positively impacted if anti-social behaviour and begging can be cut out.	Business / Organisation
531	All of Bournemouth	Non SL Landlord
536	All areas within the Bournemouth borough	SL resident
540	The areas of poor housing would tend to creep as has been seen in the past	Non SL Landlord
541	potential to move on problem tenants from areas with improved housing stock, into those without. The problems I encounter with neighbouring tenants are potentially enhanced by poor social and health provision, this could highlight or re-emphasise the need for greater levels of community support in areas of deprivation.	SL resident
542	Should bring up standards as long as council are inspecting "unofficial" properties as well.	Non SL Landlord
546	I think it would help those struggling in the rented properties to at least receive fair treatment. Landlords (not all) know they can fill their properties regardless so don't always maintain the properties to a good standard.	Non-SL resident

Case no.	Impact on other areas Open Survey	Respondent type
547	This might help to reduce crime in surrounding areas but only if measures are undertaken to deal firmly with those tenants/people who are drug/alcohol addicts. Hopefully this measure could also close down the many drug rehabilitation units. Bournemouth is getting a very bad reputation due to the criminals living in this area.	Non-SL resident
549	Southbourne, charminster. Landlords might sell their properties here and try and buy elsewhere.	SL resident
551	It will lower house prices and put up rents in the selected areas. It further stigmatises the area and will make it less desirable.	SL Landlord
552	Once the Selective Areas are chosen by actual street locations, I believe that roads outside of the designated areas will be subject to landlords trying to rent out more properties that are not covered by the Local Government constraints.	SL resident
558	It may push the crime and anti-social behaviour and bad attitude of landlords into areas surrounding the Selective Licensing area.	SL resident
562	Nearby areas outside proposed licensing area. Rent rates likely to go up within proposed area so many people will move outside. As a private tenant in a more than adequate property I don't see the need to put an additional charge that will be transferred by landlords to tenants on more that acceptable properties.	Non-SL resident
563	I think that it will bring down prices in the proposed area also landlords will think carefully before spending money on improving property in case of reduced price for property	SL Landlord
565	I assume the bad landlords who do not want to join the scheme, will buy outside the area and therefore will move any problems elsewhere.	Non SL Landlord
567	Westbourne	
568	You might just distribute the same quantity of current problems over a wider area - thus reducing all of Bournemouth to a problem not just Boscombe. A lot of the issues in the Central area appear to stem from people visiting the night life of this area not the housing - so Licensing will not achieve anything. Also the proposals exclude all the large 'Student Accommodation Blocks' in the central area - a major contribution to this areas problems.	SL Landlord
569	Central Bournemouth particularly and surrounding areas. Affordable permanent housing is scarce and mainly made up of holiday let's or poor private housing. I don't think that a licence will change anything apart from making future landlords think twice about investing in the area. The other reason I believe it is unfair is that like me many landlords rent properties through an agent. My agents certainly inspect my properties and ensure that the properties are kept in a good condition and lawfully rentable. I feel that due to the fees that I already pay the agent I would be extremely unhappy if I then had to pay a further fee. I certainly would be reconsidering whether it was worth the investment if I had to pay again for a service I already pay for as many landlords do. I cannot give an opinion on how private rentals are handled or how the conduct their business but obviously they and their tenants have no go between with regard to issues with the properties, so can only imagine that they would probably need some form of supervision with regard to legal issues and maintenance of properties. It does seem like this proposal could set a precedent for other areas such as Poole or Christchurch. I can't agree that this proposal will be fair or solve the problem of bad landlords. I do think that landlords that already have agents should not be included in this proposal.	Non SL Landlord
571	Large landlords such as ***** will have no problem absorbing this cost especially as you are proposing to have only one fee for a whole block. This will not encourage this company to improve standards. I suggest that not allowing ***** to continue to build new flats without investing in his current aged stock would be the way forward to force him to make improvements. Small landlords such as myself who has only 3 flats, already provide good quality living conditions. All this will do is make the rents have to be increased, thereby affecting the less well off tenants.	SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
574	I think that the rental charges will be driven up by these proposals. Therefore crime and anti-social behaviour will actually go up because of the renters are going to be hit the most. They will therefore have less money and could resort to criminal activity to plug the cap and this will spill over to the more affluent areas. Also the rental as a whole will go up in Bournemouth as a result.	SL Landlord
575	POSSIBLE MIGRATION OF ISSUES IF LANDLORDS DECIDE TO INCREASE RENTAL CHARGES	Non-SL resident
576	I do not think charging a fee for different properties will make any difference at all to the class of tenant - you are targeting the good landlords and not focusing on the bad - this is an unfair way to once again penalise the landlords who are investing money in the area and trying to provide good quality housing.	SL Landlord
578	There is a possibility that landlords may acquire properties outside the selective licensing zone, reducing availability for rented accommodation over time; rents might rise;	SL resident
579	dealing just with the landlords who don't care about their property, rather than "blanket smother" all landlords	Non SL Landlord
580	I do not think other areas would be affected just because the Landlords most probably would know it is not their addresses so they do not need to make any improvements.to their properties in other areas.	SL resident
581	It will only be a question of time when it is extended to all landlords further adding to costs to landlords which invariably lead to increased rents	Non SL Landlord
582	95% of the housing issues are caused by a general minority of substance abuse users and similar in the locality, whose rent is paid by Housing Benefit in sub-standard properties because they will take them, where normal tenants would not. These properties will be generating two or three times the yield that they would in the open market and therefore many 'problems' will be resolved by targeting these properties and landlords. The broad brush approach risks alienating the 95% of perfectly good landlords and the ones that cause the problems will be the ones that slip through the net; as happened with the 'Decent Homes Standard' debacle a few years ago. Be careful that 'the baby is not thrown out with the bath water' and substantial numbers of tenants are made homeless as a result. People have to live somewhere and there is no shortage of tenants so reducing the amount of available properties will only put greater pressure on the emergency housing resources. Get the skanks out of the dumps and this whole proposal becomes moot.	SL Landlord
585	Regulate Landlords and standardise accommodation.	
587	Other areas bordering the area will be affected positively in my opinion. A general improvement in the licensed area will affect the whole town from the point of view of eradicating "rogue" landlords willing to accommodate persons in inappropriate and inadequate dwellings.	Non-SL resident
590	Adjoining areas.	SL Landlord
591	The problems may move to other areas of Bournemouth	Business / Organisation
596	Areas not under the selective licensing, will landlords be more inclined to buy to rent properties where they do not need to be licensed this simple moving the problem to a new area.	Business / Organisation
599	landlords will have to increase rents to pay for cost and administration time, this will create more of the population who become homeless and widen the area of associated problems. There will also be a reduction in landlords willing to invest in properties to let increasing the properties for sale. The standard of accommodation dictated by the council is often greater than the residents requirements and the cost of improvements makes a return on capital expenditure to low to keep as rented property.	Non-SL resident

Case no.	Impact on other areas Open Survey	Respondent type
602	I see rents increasing in these areas to cover the very high fee proposed. I see potential accidental landlords being put off from renting their property. There are huge numbers of low income couples & families on benefit, which with the LHA as low as it is in comparison to market rents may well struggle to be housed. This also affects the vast majority of landlords who offer decent permanent accommodation.	SL Landlord
603	As a responsible Landlord and citizen concerned about the quality of housing provided to tenants, I welcome measures to improve housing standards in areas where there are poor landlords. If Licensing is done sensibly then this could help make Landlords improve property standards. The licensing has to be sensible and not set standards that are too high then they can be counter productive resulting in reduction in the number of properties available - or in making what is available more expensive and making people homeless. However I do also have big concerns about human rights and responsibilities. It does not seem fair or appropriate to pass to a landlord, the responsibility for ensuring that their tenants behave in certain ways. A landlord has no jurisdiction to tell a tenant how to live their life and it is extremely unfair to pass the role on. EG A landlord can of course remind tenants that they have a duty to respect their neighbours with regard to noise or not performing illegal activities - but it is not thier job nor are they trained to deal constructively with infringements which they do become aware of. It can become emotional and tenants may react by causing harm to landlords property if they perceive the landlord as being in a powerful position telling them what to do!	Non SL Landlord
604	This is clearly just an exercise by the local authority to extract funds from landlords they perceive as well off. Landlord bashing has become a popular sport recently it seems, the recent tax changes are hugely punitive and do nothing to address the problem of housing supply. The reality is that if you want to address the problem of low numbers of homes available then stifling supply by applying more regulation and cost onto the suppliers, as any schoolboy economist will be able to tell you is not a smart thing to do. I am all for maintaining higher standards of accommodation, indeed we pride ourselves on providing just that but this extra tax , if implemented, I cannot see will in any way address the real issue, instead it will reduce supply and inevitably push up rents on the properties that remain because the extra costs will need to be recovered from somewhere. And if you think that any business will just accept and absorb extra costs you are naive in the extreme	SL Landlord
605	NONE. It seems like an excuse by the Council to obtain additional funding for the shortfall of funding provided by the government.	SL resident
606	It is worth remembering that as a selected area improves rent rise, those unable to afford the rises will move to a different area often taking issues with them.	Business / Organisation
607	All areas outside the proposed area as any issues the scheme tries to address will be moved on to surrounding areas.	SL Landlord
608	Those directly abutting the proposed area.	Non SL Landlord
609	increased rents, withdrawal of properties rented to tenants on benefits thus increasing homelessness.	Non SL Landlord
611	Migration of certain residents from the selective licensing area could have a significant detrimental effect to other surrounding areas unless such migration is appropriately managed by a holistic strategic approach rather than simply concentrating on the immediate area earmarked for selective licensing.	Non-SL resident
612	People move out of the area and into areas where the selective licensing is not charged. Rent will be lower. Charging good landlords just penalises them and the bad landlords like *** will be offered discounts and will get away with offering tons of low class housing and nothing will change.	Business / Organisation

Case no.	Impact on other areas Open Survey	Respondent type
620	I worked for a letting agent in Boscombe in 2013 and it refused to take on property for landlords in the designated area because of the high level of poor quality tenants and poor quality accommodation. Some landlords too left a lot to be desired.	Non SL Landlord
624	If landlords increase rents due to extra expenses incurred people may be forced to seek property in a non licensed area.	SL resident
626	This is a difficult survey. I moved away from .Boscombe 7years ago. Area may have changed since then.	
628	There appears to be places in the near location i.e. the properties that are about to be built opposite my house that is excluded from the SL area which seems ridiculous especially with the large number of properties that are going to be built there this year. I would presume that some of these will be rental and subsequently should be covered. Also, if the borough plans to bring in such a strategy, surely it should be for the entire borough as opposed to stereotyping residents already within an underfunded and socially neglected area.	SL resident
629	The council's objectives as publicly stated are to improve the condition of rented accommodation, reduce anti social behaviour & reduce crime in these specific areas - AND THAT IS ALL. The underlying public facing objective, though not stated, is to root out the rogue landlords in these areas. Landlords recognise that the additional council internally facing & not publicly stated objective is to use this scheme to raise cash - to make up for the shortfall in Central Government funding. The council having spent already a considerable amount of money in public consultation, preparation of papers & plans etc etc and employing third party consultants, ie spending LOT of PUBLIC money, as of 26th January 2017 - DO NOT HAVE ANY SUCCESS CRITERIA for this scheme. This is a DISGRACE. Registered landlords are fully in support of improving condition, & driving out the rogue landlords. The council in a half cocked poorly thought out plan is trying to hide behind the smokescreen of reduction in crime & ASB as their key objectives & are happily telling the public that they currently have no success metrics! In fact the council is even asking the public for their input to the metrics. Put yourself in industry. Would a CEO invest ANY TIME or money in a program that you cannot articulate from the outset how you will monitor & measure its success. Will somebody in the Dorset Council hierarchy wake up to what a shocking & poorly considered idea (as frankly the use of project is totally inappropriate) this represents. Truly, the genuine registered landlords equally want the rogue people removed - but we all see straight through the un written objective -raise cash from the registered landlords. The council should stop kidding themselves that this half cocked idea is believed by any of the genuine landlords as one with genuine objectives.	Non SL Landlord
632	Nobody will want to live in Boscombe under this proposal, no small portfolio landlords (the type who take care of properties) will touch the area with a barge pole, no owner occupiers will want to move to the area, it will only benefit large portfolio landlords who can absorb the costs and the admin and who will only do the bare minimum to comply. It will not benefit the area it'll suck the soul out of the area, no young families will settle here, it'll become a place of exclusively short term lets by large portfolio landlords. It is idiotic to think that all of boscombes housing issues can be wrapped up in this one proposal. To solve Boscombe's issues all of the route causes need to be addressed: planning, lack of wet-house provisions for housing people who cannot function well in ordinary lets, lack of mental health services, discrimination against housing benefit, lack of funding for social care and police. Not this "band aid" response which will only turn back the clock on the GOOD improvements that have happened in Boscombe with people choosing to settle and build the community - no first time buyers (owner occupiers) will touch the area with a barge pole if there is extra red tape here which they wouldn't face in neighbouring areas.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
634	Tenants unable to gain access to property within the area will look elsewhere and landlords who do not comply will buy in areas outside the zone.	SL Landlord
636	Areas close to the new zone would become more desirable	Non SL Landlord
637	Other low-rent areas, particularly HMOs which historically have housed students who are now living in the increasingly available new student accommodation being built	Non-SL resident
639	Adjoining areas.	Non-SL resident
642	Pokesdown, Southbourne, The seafronts. promenades .Iford etc	Non-SL resident
643	Other areas may find properties more in demand as the cost of rental increases to cover the licencing fees.	Business / Organisation
646	If the licencing went ahead the landlords would just pass any cost onto their tenants this in turn would increase crime and anti social behaviour because the tenants would be looking for extra cash to cover the increases. It would do nothing at all to improve the conditions of the 'bad' landlords properties	SL Landlord
648	we have in the area to many drinking establishments so hopefully would have an impact of having some of them close down	Non-SL resident
649	There may some displacement to adjoining areas	Non-SL resident
650	may drive up rents, could further exclude people on benefits	Business / Organisation
657	Increased costs to the landlords will be passed on. There are and always has been powers available to the council to ensure properties are fit to inhabit. They council has paid for years to place tenants in very poor quality accommodation. The emphasis should be on using current legislation effectively and not avoiding positive action and put capable people in those positions. Displace difficult residents to areas not set up to deal with it.	SL Landlord
658	All other areas nearby as rogue landlords and undesirable tenants move sideways.....the main issue in my opinion is the quality of accommodation which will be rectified anyway in April 2018 by the new EPC rating law! The ASB is somewhat higher in these areas due to the fault of the Council NOT us private landlords by allowing firstly way toooo many Rehab Centres in one area...as the prices were low to purchase!!! and secondly, allowing *** to take over largely in specific areas with too many problem tenants. Also contributing to the crime in this area is I suspect football/alcohol related from visitors...which is again totally out of our control! None of the above is due to private landlords who you are targeting directly.	SL Landlord
660	If this area is singled out then the landlords will inevitably pass on the cost to the tenants. Those tenants that can pay may do so - those that can't will look for other options elsewhere. You would therefore just move the issue. Better to concentrate on ensuring landlords hold tenants accountable for anti-social behaviour via leases and using statutory powers.	Non SL Landlord
667	Other areas with high volumes of student lets or HMOs. I think tenants who are no longer able to get accommodation due to lack of a reference, or false reference, or other factors such as unemployment, drug use, criminal offences or anti-social behaviour, would HAVE to move to other areas to try to get accommodation. Thus, places like Winton and Charminster would be absorbing the 'undesirables' now living in Boscombe, and this area would deteriorate even more than they have in recent years.	Non SL Landlord
668	Winton & Bournemouth central - the problem would shift to another area - not resolved.	SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
678	I think that it may cause other landlords to start reviewing their attitude towards how they look after their properties and how they expect their tenants to behave. As it stands other areas in that neighbourhood have issues with uncaring tenants ruining the streets they live in. Landlords need to be brought to terms with responsibility and if they smarten up their approach to the dwellings then maybe their tenants will take more pride in their streets.	SL resident
679	Like all the current popular legislation and taxation this proposal will penalise honest, responsible landlords. Unscrupulous landlords will continue to 'get away with it' as they always have done, despite all the statutes and regulations that are already in place. Honest, responsible landlords will increase rents to cover these additional costs; honest, responsible landlords will be even less inclined to take on 'universal credit' tenants than they are already. Struggling tenants will be forced to use the unscrupulous landlords and will be even more vulnerable to exploitation and H&S risks. Rent rises resulting from this licensing will force tenants out into other cheaper areas, probably further away from their place of work, friends, facilities and transport links.	Non SL Landlord
681	Landlords likely to increase rents even further to cover costs of licensing, this seems unfair to tenants when this is already one of the most expensive areas of the country to live in.	SL Landlord
682	At the moment those unable to rent have a community that under this selective process would be damaged. All that will happen is the area that has relatively dysfunctional elements compared to other areas in Bournemouth will spread into those other areas. This is important to take into account as those communities are unused to people relying on benefits living in their area. Many people critique Boscombe negatively. However Boscombe has many positive traits. For example because so many people in recovery live in Boscombe and they abstain from alcohol and drugs, Boscombe is the most temperate area in the UK! The council already has the apparatus to act on landlords who fail in their duty of care. I believe this scheme will have unintended consequences on other parts of Bournemouth and should be shelved.	SL Landlord
687	Winton, the licence will just move the problem on.	Non SL Landlord
689	Unless managed correctly if you push ASB and Crime out of the contained area you may end up just transferring the problem to other areas of Bournemouth	SL resident
694	The slum effect will be pushed out further across the town ruining more areas and spreading drugs and drink issues everywhere	SL Landlord
695	I am hoping for less feckless, junkie, alcoholic, ex-criminal residents all herded together.	SL resident
696	Perception of Borough by seasonal tourists. The designated areas, and occupants, are on beach approaches and visitors encounter a skewed view of the Borough if they access the coast via this area. The gentrification process of this area, by tackling Rachmanism and its associated deprivation cycle, would positively impact the perception of the whole Borough as a healthy and happy place to live and to holiday.	Non-SL resident
699	Charminster improve the quality of housing where land lords do not take a responsibility and it brings quality of area down. If the landlords do not improve there housing stock .	SL resident
700	I believe that selective licensing will improve Boscombe as a whole. I don't feel that this will impact negatively on areas like Southbourne, since the property standards are higher and rising.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
704	There is already evidence that ASB and crime is spilling over into Springbourne as there has been clamp downs in Boscombe. We are seeing more drug related activity and more sex workers on the streets as they are forced out of Boscombe. My worry about being on the fringes of the area is that rogue landlords with poorly upkept properties and HMOs which cause problems will move out into Springbourne as a neighbouring area.	Non-SL resident
706	All surrounding areas would be tarred with the same brush especially as the 'selected' area is so random. Roads excluded from this scheme are known to have problems by locals and the selection process seems to be very unfair. If it's unsociable behaviour they want to tackle then landlords are not the main problem the actual streets all around - and walkways are.	SL resident
707	Home and car insurance for resident home owners and businesses will increase House sale-ability as this proposal, if it goes ahead puts an official stamp on the areas as "deprived". Insurers will increase premiums It will impact on the councils finances as it is a new revenue stream - Are you recruiting new staff from outside the council or re allocating resource from other departments to further enhance financial returns from this project?	SL resident
708	Problem landlords/tenants are likely to move into unrestricted areas. This happened when cameras were put up in an attempt to curb prostitution. They didn't stop the problem, they just moved it. Some landlords are likely to sell up. This is especially landlords who are already trying to look after their tenants & maintain their property as their margins are already smaller than those cutting corners. It will make buying a property in the selected area very unappealing to prospective purchasers. Current tenants may feel concerned that their rents will increase & they will immediately start to look for other property causing overloads in other areas.	SL Landlord
709	All of Bournemouth and in the surrounding areas that the PRS provides much need rental housing, this proposal will force landlords to evict tenants that have had an ASB complaint levelled against them even if the complaint is malicious, eviction action will be taken because a landlord will not wish to lose the licence this proposal forces them to obtain.	Non SL Landlord
712	People live where they want to live and how they want to live. Having had approximately 100 different tenants (students) in Charminster properties over the past 10 years it is not always down to the Landlord how they keep and maintain the property. More people need to live in Shared houses and HMOs yet you are adding an extra layer of cost and red tape to get over, to provide good quality accommodation at affordable prices. All of my rent increases have been made to COVER local government and central government changes in tax law and extra cost burdens. The poor tenant (even when they are on full benefits) seem to be taking the full brunt of these, whilst landlord profits stay minimal.	Non SL Landlord
713	I've just moved from Boscombe to Southbourne and I still like to attend the area. The area has great potential but is let down by the feel of the area, feel that you may be at risk of crime and the impact of deprivation. A stricter approach will enable the regeneration of the area to greater impact and hopefully a more balanced demographic.	Non-SL resident
714	It may reduce the amount of rental property available and thus increase pressures/buy to rent in other areas	SL resident
717	The issue I can see arising is landlord passing the cost on to those who already have little to nothing. I'm all for the proposal, the Boscombe area has the potential to be a really nice part of Bournemouth. I believe this will just move the problem residence towards Charminster/ Winton way	SL resident
718	Property values in or the edge of the Selective Licensing area will be reduced and/or become more difficult to sell as by implication this area has significant problems which in our case is NOT TRUE.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
719	There may be a negative impact on some of the areas just outside the proposed licensing area.	Non-SL resident
720	The surroundings of the proposed area will also improve, a better quality of housing will attract more families to rent in the area. at the moment there are many houses with multi occupancy, that are not even licensed for this purpose, they are rented by deprived peopled that accept houses in poor conditions, due to not being able to afford one of a minimum standard, some greedy landlords, are abusing the fact that they are not subjected to any checks. the license scheme will force them to keep their properties in a good livable state	Non-SL resident
721	Char minster, Winton , Bournemouth central , if selective licensing implemented in Boscombe area will quickly follow in Charminster and Winton	Non SL Landlord
722	This is NOT a License. It is a TAX. It is applied without Equality in mind and Penalizes good Landlords. If you are NOT using current legislation adequately then you cannot have any positive impact by the introduction of this scheme. The implementation will add another layer of TAX COLLECTION and FAIL to deliver appropriate LEGAL ENFORCEMENT against poor landlords. Between the POLICE, BUILDING CONTROL AND ENVIRONMENTAL HEALTH, the council ALREADY has sufficient Powers to address this ALLEGED issue. If you are not addressing NOW you will not do it when you have pocketed more TAX revenue (Selectively collected)	SL Landlord
723	If you charge good landlords as much as £472 per property in the selected area it will either force landlords to consider selling before the Selective Licensing area is introduced and invest elsewhere or stop renting out the property. I am considering moving into one of my properties and renting out my home in Southbourne instead. Under the laws that exist a Landlord has no control over the behaviour of tenants apart from eviction which is heavily restricted by the law. If Bournemouth Council then withdraws the landlords right to rent out any property due to one bad tenant that would seem to be a breach of the landlords rights to carry out an honest business. Bournemouth Council has many existing powers. Section 57(4) of the Housing Act 2004 states that a local authority " must not make a particular designation unless (a) they have considered whether there are any other courses of action available to them. Bournemouth Council could: * Issue criminal behaviour orders. * Issue interim management orders * Issue empty dwelling orders. Additionally the council could: Restrict alcohol licences being granted. Double rates on property that is empty for more than 3 months with certain exemptions. Change the waste management systems so that tenants are able to dispose of any unwanted items at the end of a tenancy. This proposal will increase churning, reduce the lengths of tenancy agreements for tenants, increase rents to cover the extra costs. Also it will encourage local landlords to rent their property to London councils who offer up to £5,500 incentives plus their housing allowances. Selective Licencing will waste money, increase rents and have an adverse impact on providing homes for good tenants that the council can not house.	SL Landlord
724	if the licensed area forces properties and conditions to improve, this may lead to other areas becoming worse as bad landlords move their investments there	SL resident
725	House prices will be affected and rent will go up effectively depriving the people in most need of good quality housing	SL resident
726	This idea punishes landlords and homeowners, rather than actually tackling the problem of antisocial behaviour.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
727	In many situations, the council should consider enforcement notices and management orders. The use of such orders would deliver immediate results. Why, instead, does the council wish to do this over five years through another licensing scheme? The council should know the problem properties and streets and set up a targeted campaign. A further consequence will be that landlords will look to house people from outside the borough of Bournemouth. This will make it more difficult to house those from Bournemouth who receive local housing allowance. The proposal does not explain why a landlord would want to help the council after it has introduced a policy that will increase their costs.	Non SL Landlord
728	Any local areas may be affected due to a 'knock on' effect where 'problem' tenants may be moved on out of the Selective Licensing area	SL Landlord
729	Reluctance for prospective landlords to purchase properties in these areas. Rents to be increased to pay for extra costs and potential issues to landlords	SL Landlord
731	The quality of rented properties has no correlation to anti-social behaviour, crime and deprivation, where is the comprehensive evidence for this? Problem tenants will merely move to previously unaffected areas Struggling tenants may become homeless at further expense to the council i.e. B&B's, Hotels This proposal will inevitably cause rent increases This is just another stealth tax for the council	Non SL Landlord
735	Boscombe Manor, the Overcliff and seafront. Anti social behaviour and crime-easier to detect offenders	Non-SL resident
736	Areas of south Charminster (north/west of the Wessex Way) and into Winton. Both areas already have a large student rental population so it could be argued that the family/professional renter would be disadvantaged. And it is the Family/professional renter the council wants to encourage!	Non SL Landlord
737	All areas outside the selective licensing area. This is because anti social tenants will be excluded from the licensed area and either move to other housing outside the area, causing further problems, or if they can't get accommodation due to their previous behaviour, they will be homeless and on the streets.	Non SL Landlord
738	Winton. Whilst not dealing with any problems using the powers the Council already have to sort anti social behaviour the landlords are having to evict tenants and these persons will be displaced into other areas. This is already being noticed in the Winton area. Licensing the landlords, of which nearly all are adhering to the correct procedures is basically taxing the wrong landlords and will not solve the problems or change anything. The very few rogue landlords will continue to behave in the same way & will not come forward to identify themselves, therefore more than likely not pay the fees the Council intend to set. No doubt some time will pass before the Council become aware of these people.	Non SL Landlord
739	Properties will be improved and the area	SL resident
740	People with many flats that are being rented are the cause of the problems they should be targeted...	SL Landlord
742	The casual landlord will sell up, they do not want this hassle. This will reduce stock of rent-able accommodation and push up rents	Non SL Landlord
743	All surrounding areas will benefit from lower levels of anti-social behaviour	Non-SL resident
744	Help improve standards and behaviour	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
745	Once a council introduces licensing in an area the council then spreads outwards and/or start licensing in other areas. All the council really wants to know is who are the landlords. In the hope bad landlords will sign up - but they will not do this - they will stay below the radar. I have been licensed in Waltham Forest London at a charge of £600+ annually. For that money I get nothing but the council gain another form of revenue. If the tenants go into arrears the council do nothing. Council tenants who are in arrears they are now making homeless creating a larger problem, which they are giving to private landlords. The council/welfare need to return to taking tenants rent monies and giving directly to the private or housing associate landlord. What left goes to the tenant. The Gov./councils are also trying to introduce tenants to bank accounts when will they realise these people at the bottom of the ladder do not know how to handle money. They just want to pass the buck to private landlords. Of course they need to start building properties again for the lower paid worker.	Non SL Landlord
746	The Council's own data (from the Cabinet report) shows that ASB, crime and rented accommodation is high or higher in Central ward than any other ward. If a side effect of licensing in the proposed area is that good landlords sell up or tenancies are refused, then those tenants will go elsewhere. Seems likely that Central ward will take some of that.	SL Landlord
747	Not sure I understand the question but I'm concerned that you are creating a bigger divide than already exists between the people who have , and those who don't. I'm concerned about the power given to those who have property, will they abuse this, and do they need or want the responsibility	
748	I am wondering if, just either side of the selective licensing boundaries, the problems will be pushed to the outskirts rather than eradicating them	Non-SL resident
751	If implemented, rents will be increased to meet the additional costs imposed on Landlords.	SL Landlord
755	1) You are branding a whole area as potentially anti-social. Whole area will be shown on insurance maps as high risk, not just landlords but all homeowners. Also some mortgage lenders might not lend on properties in SLA. You might not even apply to a particular lender, but if a mortgage broker goes to a panel of lenders, and a lender refuses, you will get a negative credit score mark - you won't even know! And who will want to buy property in an area the council has blacklisted as anti social . 2) Will the creation of a super-council mean that this scheme is rolled out across a wider area, affecting all landlords and residents for the reasons stated above, without a clear definition of success or a clear principle of what the license fee is spent on. 3) Under SLA if any complaint is made against a tenant – based on fact or unfounded – the onus is put on the landlord to 'take appropriate action'. Given the fine and criminal record implications on landlords there is a greatly elevated risk that landlords issue s21 eviction notices –based on an accusation only. No innocent until proven guilty. Affects whole town as tenants will be moved on and will seek housing in other areas.	SL Landlord
758	The Pokesdown area should not be included in this scheme. Pokesdown would be officially labelled an area of social deprivation, with High crime & Anti-social behaviour along with, Boscombe West, Eastcliff & Springbourne – As a resident of over 30 years I know none of these are true. Pokesdown does not share the problems of these other areas.	SL resident
759	Property prices & investment in the area will fall Insurance premiums will rise Rents will rise	SL resident
764	Selective licensing is social cleansing and will be making landlords the ones responsible for ASB of tenants. The area will improve once the number of rehabilitation houses is reduced in Boscombe. Once people in need of help are "rehabilitated", they are let go, staying in the area where they mix with people with similar issues, perpetuating the problem.	SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
765	The issues being looked at now were historic issues in Bournemouth around the centre more. When positive action was taken it displaced the problem , and has slowly grown from just the Crescent to the whole area now being reviewed. Parts of Winton are now seeing the beginnings of issues of rented properties.	
766	The people most affected by this scheme will be tenants to whom the cost of licensing are passed. The worst tenants in my street are those of a housing association, who behave how they like with complete impunity, and social landlords will not be included in this scheme. *****, for all his faults, will kick out tenants who cause problems in the neighbourhood.	SL resident
770	I have lived in Queensland Road, Pokesdown for 30 years. You are falsely describing it as an area of depravation with high crime & ASB. Figures on police.uk do not support your claims just 6 reported incidents in the last 12 months in Queensland Road. There is high demand for housing due to the Chiropractic college close by. We have always found their students to be well behaved and respectful.	SL resident
774	Why so selective? The Housing Act states a Council can operate this in part or the whole of their area. Why doesn't the Council introduce this scheme in all wards within the Borough if the other aim of the scheme is to improve the quality of the housing. Many of the proposed areas are actually privately owned residential homes. This makes no sense when large private sector landlords are left out of the area. If you impose standards in one area and not another, it may actually push the issues involved to other areas not covered by the proposed area.	SL resident
775	Residents living outside the area will be more likely to use amenities in Boscombe if they see an improvement in the environment and reduction in anti-social behaviour in the licensed areas, which include central Boscombe. Businesses and commercial developments are likely to consider investing in the Boscombe area if the overall standards of housing and environment are improved.	SL resident
778	it will push rents up and won't affect crime at all. this is not a good idea for the tenants or landlords.	SL Landlord
779	Neighbouring roads will be affected by being close to a deprived area and new tenants will be harder to find and expect a lower rent. With current taxes, increased legislation for building maintenance - building fire certificates; replacement of mains smoke alarms; etc and all the legislation required by Landlords, it is becoming increasingly difficult to make a profit. This will encourage Landlords not to have all the work done in order to make ends meet.	SL Landlord
780	Those areas outside the selective licensing zone will inevitably see a dislocation of problems. After all, if the referencing etc required by selective licensing is to work, either tenants being anti social will have to change their behaviour or, far more likely, they will move to other areas requiring enforcement resources to be spread over a wider area.	Non-SL resident
782	Insurance premiums could go up, landlords could have a problem selling as mortgage lenders from the evidence online are reluctant to lend in selective licencing areas, so no one will be able to buy either, responsible landlords and tenants as well could be unfairly affected by this, property values could fall and the whole concept just creates a perception of a whole area permanently when things can change in areas for the better as time goes by.	Non-SL resident
783	Other areas within Bournemouth, Poole & Christchurch and possibly further out will be affected by displacement of tenants that will receive a notice from the landlord in the selective area.	Non SL Landlord
784	Some of Boscombe's problems have already moved to other areas including Springbourne, Winton, Charminster and Westbourne.	SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
785	I am worried by designating a specific area as a 'problem area' - it is blighted and will have a negative effect. In my own opinion, the area South of Christchurch Road, have new problems compared to North of Christchurch Road. HMO's can be a problem compared to flats which are purpose built or well converted.	SL Landlord
787	Probably would make these areas less desirable to be in as a tenant. It would be like a ASBO for the area. Unlikely to achieve the objectives.	Non SL Landlord
788	Areas close to the proposed may find landlords buying properties there - which are not controlled in the same way as in the licensed area and moving in troublesome tenants and/or buying and letting poor quality housing.	Non SL Landlord
789	Charminster - the anti-social and crime driven from S.L may take student accommodation.	SL resident
791	See answer to q13 - Should be the whole of all these area's, not just parts of them. It risks the problems spreading into the currently unaffected roads.	Non-SL resident
792	Surrounding areas might have to take the rubbish that gets thrown out of the affected area.	Non-SL resident
796	All other Bournemouth wards would be affected as some landlords and tenants might be forced out if the selective licensing areas by a clamp down on anti-social behaviour, forcing out tenants and selling property in order not to have to improve the property standards.	Non-SL resident
797	Whilst this might regulate problem landlords who do not look after their properties (and tenants) - it is not fair for good landlords who have tenancy agreements through estate agents and regular maintenance checks.	Non SL Landlord
801	This may have the problem of dispersing Q3.	Non SL Landlord
802	How will the license money be spent? How will you tackle any anti-social behaviour by collecting money from landlords.	SL Landlord
805	Would hope for a general improvement in all areas.	SL resident
807	Rents will increase, landlords more selective and landlords will move poor tenants away.	SL Landlord
808	Huge impact - problematic people moving to other areas.	Non-SL resident
809	Possible movement of ASB to other areas.	Non SL Landlord
810	A reduction in crime in Boscombe would mean it cannot spread to surrounding areas.	Non-SL resident
811	Rents will rise, homelessness increase, problems with housing association tenants will not be addressed in this, badly thought out scheme.	SL Landlord
813	Boscombe shopping area. Decent landlords i.e. myself will be reluctant to continue renting and will no longer use Boscombe as a shopping destination.	SL Landlord
815	Gervis Road, towards town and clubs.	Non-SL resident
817	It will give them a bad name.	SL Landlord
818	Higher demand for rentals outside the area.	SL resident
819	All other areas will be impacted negatively as any undesirables will be pushed out of the licensed area into surrounding areas.	Non-SL resident
820	Residents moved from this area with drug/alcohol issues will continue this elsewhere.	Business / Organisation
821	Charminster, Winton and Kinson.	SL resident
822	Ensure letting agencies are in the loop and comply. Benefit landlord tenants and all parties in the scheme.	SL Landlord
826	Surrounding areas in the case of homeless people increasing, who may not be able to afford rent.	SL resident

Case no.	Impact on other areas Open Survey	Respondent type
827	The surrounding areas could be affected, if landlords and tenants leave.	SL resident
828	Boscombe - all areas.	SL resident
829	You will disperse the problem to other areas of the town.	Business / Organisation
830	Those areas closest to the proposed addresses -landlords relocating, those unable to find housing in the proposed area, branching out.	Non-SL resident
831	Areas directly abutting the proposed zone, due to people rejected/evicted - being pushed out to surrounding areas. Lower house prices on properties adjoining designated areas.	SL resident
833	Unregulated properties inevitably impact on nearby properties whether owner occupied or rented. There is no denying that Boscombe has a terrible reputation. It's improvement can only be helped if landlords provide suitable accommodation for property referred tenants. This will help with Boscombe regeneration.	Non-SL resident
835	Or no impact, need to target large off shore landlords, ones from London.	SL Landlord
839	Areas immediately surrounding the proposed areas. Value of property will be affected.	Non SL Landlord
842	Winton and Charminster.	Non-SL resident
843	Where my flat is in Knyveton Road, I think it will have a negative effect as this area has little of the problems but grouped with the others will decrease it's value and be regarded as an area of deprivation, which at the moment it is not.	SL Landlord
847	Don't Know	SL Landlord
849	Areas of Charminster, Pokesdown adjacent to the Selective Licensing area.	SL resident
850	Boscombe/Springbourne - problem areas need urgent attention, long overdue.	
851	Southbourne, Charminster, Winton, Westbourne - more homelessness.	Non-SL resident
852	Westbourne, Winton, Charminster, Boscombe Manor, Southbourne, Springbourne, Driving any problem out of Boscombe, merely shifts it to another area. More people living rough in these areas already been seen.	SL Landlord
853	Homelessness increase and homeless people will spread to other areas.	Non-SL resident
854	Increase in homelessness which will spread to other areas.	Non-SL resident
855	Potentially the entire borough could be affected, due to the knock on effect on homelessness and evictions caused by landlords wishing to maintain their license. Insurance premiums will increase within the area and adjacent areas for cars and property. The attainment of mortgages will become more of a problem too.	SL resident
858	Boscombe will become even more stigmatised.	Business / Organisation
859	Home ownership in Springbourne is predominately owner occupier. The introduction of selective licensing will deter purchasers, de-value the value of homes and increase the likelihood of buy to let, enforcing the selective licensing, which at this moment is unnecessary. Selective licensing will produce a problem that does not exist.	SL resident
860	SL will be increased to other areas, as problem tenants moved out, therefore widening the problem.	SL Landlord
862	All areas in the borough, as those not accepted for accommodation in the area or those evicted will be pushed out in to surrounding areas. Homelessness will increase and be pushed to areas such as Westbourne.	SL Landlord
863	Landlords will evict problem tenants in order to keep their licence. Evicted tenants will migrate to surrounding areas and therefore extend the blight to other parts of town. It will be a no-win situation.	Non SL Landlord

Case no.	Impact on other areas Open Survey	Respondent type
866	If problem persons are evicted from Boscombe area they will occupy other areas of Bournemouth.	SL resident
868	If tenants are evicted from Boscombe and move into other areas, this could have a very negative impact and bring down the area. This would not be appreciated by many	Non SL Landlord
869	Neighbouring areas might seem more desirable as Boscombe would be further stigmatised with the label 'undesirable' area to live - needs licensing.	Non-SL resident
870	More homelessness spreading out from Boscombe.	Non-SL resident
871	Lo que falta de Pokesdown y Southbourne - Por la migraucion de crimen y carenlios a estas zonas.	SL resident

What impact do you think this proposal would have on you and/or your business / organisation?

Household survey

Case no.	Impact on individual Household survey	Respondent type
3	I am a home owner who is considering renting my property. My home is warm, dry, safe and I would meet the standards. The fee is putting me off from rental, I think it is very unfair to fine for not joining up by the date. It is making me re-consider my options and my future.	Resident
6	Demand for purchasing property might become a lot less. Prices can go down. The problem of bad landlords and deprivation would become more.	Resident
7	It really will not change things at all as the council does not care about this area at all and this will make no difference - shoddy council care at present.	Landlord / agent
14	Some private landlords are more honest and responsible than agencies or private businesses. Bringing in this type of Scheme with bureaucracy and charges will put off any decent people who are looking to rent a room to a friend. For example - another stupid law the council is trying to put in practice to rip off people - typical.	Resident
17	Landlords would increase the rent to cover sub standard housing that they would have to fix under the scheme.	Resident
18	General improvement.	Resident
19	We are going travelling and live in the area. We are letting out our flat whilst we are away and this is adding extra hassle to what was already a complex process.	Resident
25	Southbourne should be included - there are more and more people asking for money in the streets. When you leave work late and it is dark, it can be frightening.	Resident
28	It would be a very positive initiative for Boscombe and Springbourne. Enforcing action to remove ASB can only be good for the community especially the people that work.	Resident
30	Make sure accommodation is clean and for the purpose. No more accommodation like *****. Get him out of Boscombe and it would improve greatly.	Resident

Case no.	Impact on individual Household survey	Respondent type
31	Perhaps it would stop landlords buying houses for multiple occupants, only to let the houses become neglected and add to the run down look of the area. Leaving 'rooms to let' boards permanently in the garden.	Resident
40	Our problem with having a rented property with up to five students next door that parks four cars for up to five people in our cul-de-sac is unsatisfactory. There is only room for the residents and visitors. When school is in progress parking at the entrance to the cul-de-sac is a nuisance and it is extremely difficult to get out as people park on the corner and in designated parking for residents.	Resident
42	I used to rent from Burns Estates and currently rent a flat from another estate agent but managed by Burns Estates. Burns Estate are a disgrace, the rip off landlords for maintenance - I am a tenant.	Resident
44	Of course landlords will pass on fee to tenants. I already pay £60pm, out of my pension, SL will put my out goings up to £90pm out of my pension. I can't not afford this.	Resident
46	Business, it would be good for but not social, police and services - bad.	
50	House and flats owned, property value falls, if social housing is greater.	Resident
51	Better standard of property through licensing may improve the tenant and their attitude towards their area.	Resident
52	I live opposite a **** house with high level of anti-social behaviour from the tenants. They have no regard for the property in which they live in. If it cost the charity more to house them maybe they would be more considerate to whom they put in these places.	Resident
55	Cleaner/safer pavements, as some tenants leave furniture appliances, rubbish etc. on pavements.	Resident
56	I have a very good landlord.	Resident
62	Reduce anti-social behaviour.	Resident
83	Hopefully better tenants. Bournemouth council should stop ***** building anymore property in Springbourne/Boscombe with its awful tenants. Most don't work, have no pride in keeping properties tidy. Build accommodation with gardens and drives.	Resident
91	I'm an older/occupier in a well managed block. However, my neighbours blocks are H.M.Os or generally run down, so the proposal will benefit them.	Resident
92	The whole area needs improving and as a long term resident, I hope this will kick start a re-generation of my locality.	Resident
96	I've experienced break ins, arson, noise, evicted youngsters, theft, rudeness and possible criminal associations of *** work folk, threats of death etc. since moving to Westbourne. Prostitution is nothing in comparison. Tenant taking drugs DW does little or nothing - instead pick on innocent pet owners.	Resident
97	Fee costs being passed onto tenants.	Resident
98	I'm lucky that my situation is currently that I rent through a fair and decent landlord, although I feel that this is almost reflected in the rent price i.e. the locality feel a better landlord/property will be a higher rent than others.	Resident
101	We are one of the very rare house owners sandwiched between other rental properties. We are fed up with the anti-social behaviour from nearby tenants - noise, rubbish etc. We have complained to the council about properties that are being used by landlords as unlicensed HMS's. The council takes no notice, hopefully this scheme can help.	Resident
103	Can only improve a desperate situation. Something has to be done to protect your residents that live and own property in this designated area.	Resident

Case no.	Impact on individual Household survey	Respondent type
104	Hopefully stop multi/living premises and overcrowding decent living accommodation with council/police backing for landlord.	Resident
105	Positive overall but the whole of Boscombe's residents are on poor or no income which turns into crime to survive. There needs to be education on what's right for these people and a direction to get them on track.	Resident
106	Dealing, effectively with intimidating anti-social and criminal behaviours in this area is long overdue. In order to make the area feel safe and attractive to potential homeowners/businesses there would have to be a package of social developments to back up the licensing plan.	Resident
110	As a homeowner, having good conditioned properties and tenants this can only have a positive impact on the area. Reduction of crime and anti-social behaviour.	Resident
111	Positive impact.	Resident
113	Increased compliance costs, feeling of unfairness, last time in learning to follow rules and following them. Whereas owners with anti-social behaviour are unlikely to comply anyway.	Landlord / agent
118	Owning a Guest House, we have major problems with ASB in the area all the time.	Landlord / agent
122	As a homeowner, cannot yet visualize any problems at present.	Resident
130	Hopefully it would clean the place up and make it a more desirable area to live in.	Resident
131	If things improve, I'll feel better about the area I live in and hope that there will be improvements to the crime rate and pride that people have in the community.	Resident
135	Will stigmatise the area and the residents within the area; thus reducing property values. Landlords will pass additional fees to tenants, some of who are already financial embarrassed. Section 40 of the Housing Act 2004 will enable the LA to deal without resorting to the creation of selective licensing.	Landlord / agent
136	A safer more attractive place to live.	Resident
144	In my road there is regular anti-social behaviour - drugs, alcohol, screaming/abusive shouting.	Resident
145	Hopefully it will decrease the amount of undesirables living in this area and therefore make this community a safer place to live.	Resident
147	I live near the crescent and there are a lot of rented accommodation which has fallen into disrepair and does not look good for the area. The block I live in has rented flats and the landlords are not very selective with who they rent to, I have had violent and drug related issues relating to these flats.	Resident
148	My rent will rise. More bureaucracy and red tape.	Resident
151	I think it will be a safer and nicer area to live in and it will deter people taking advantage of the venerable.	Resident
164	I believe humans have the desire to survive and will use any tactics to do just that. So what is needed is the basics of life - food, work and some where to live.	Resident
165	Its all rather confusing to me, I'm not quick to understand such things.	Resident
170	My property has been the victim of crime, so the proposed scheme could only have a positive impact.	Resident
171	Hopefully it will make the area safer and not so many houses or multi-occupation. If the housing is improved it will attract responsible residents.	Resident
174	To reduce crime we need more police patrols, it is hard to reduce this without enforcement and visible presence.	Resident
180	Hopefully clean up the area. Better properties at a reasonable rent.	Resident

Case no.	Impact on individual Household survey	Respondent type
181	There is much fly-tipping locally (especially in Colonnade Road) when short-term leases end perhaps? At the same time the decay of facades and heavily used parking of all the streets by schools and college.	Resident
183	Will the money you charge go on my rent?	Resident
184	If you see landlords forced to accept responsibility for standards then great. But I don't think it will do anything.	Resident
190	I will not support the scheme unless it includes all of Boscombe East. You have selected areas where you believe a lower income level - there area horrible landlords in wealthy areas too.	Resident
197	Hotels, guest houses and bed and breakfasts should be exempt from registering.	Resident
200	It would only have a positive impact if the new regulations are enforced and not just left to landlords to 'hopefully' follow the rules. The council should visit houses in this area and try to get residents, to let the council know if their landlord is not following the new scheme. The council could then contact the landlord to force them to change. In my experience it is very difficult to get the landlord/letting agent to improve the property. The council could help with this.	Resident
202	I have just sold a large HMO because of unhelpful courts, not enough flexibility by authorities. This will be another nail in the coffin for private lettings.	Resident
203	I have lived in this area for most of the last 15 years and I feel there is already a lot less crime and anti-social behaviour. I recently brought my own home here and I think the main improvements the scheme could bring, will effect tenants of private landlords the most.	Resident
209	Greater care taken for the area. Less anti-social behaviour.	Resident
211	Hopefully a reduction in crime.	Landlord / agent
212	If I decide to rent my property, If I move abroad for work, how can I police tenants? Letting agents are crap at managing tenants and don't care, they just want money from landlords. Is it landlord's fault for tenants behaviour - no it is not.	Resident
213	Warned that the landlords may think of increasing the rent if they have to improve their accommodation to be in a healthy living style.	Resident
214	Hopefully a reduction in ASB and crime rates.	Resident
215	May be at risk of increased rent.	Resident
221	We have more unlicensed in Portman Road, not much ASB but the issue two take, is with how poorly landlords maintain the properties - not the occupiers.	Resident
223	This is an additional cost, most of the licenced fee will be used to enforce the scheme rather than improve standards.	Landlord / agent
228	Stop council tenants sub letting their council house rooms out to pay for bedroom tax.	Resident
240	Living near HOM's there should be a more positive impact.	Resident
242	My hotel specialises in providing accommodation for students. www.lovelyhotel.co.uk I am already compelled to comply with the HMO inspection requirements. Any new legislation will be the end of a wedge. It is needlessly petty and splitting, allowing inspectors greater power than they can use responsibly.	Landlord / agent
247	Making you feel safer and safer leaving cars outside at night as a lot of people don't have garage.	Resident
250	Generally improving the area that I live, this will make me more likely to stay or invest in the area.	Resident
251	It would depend on the reaction from landlords - increased rents etc.	Resident
252	I think it could lead to private landlords selling their properties.	Resident

Case no.	Impact on individual Household survey	Respondent type
254	A massive one, it will eliminate the drug dealing but also force landlords to be responsible for their tenants and attract tenants who want reliable, stable housing.	Resident
261	Would like to see reduction in poor quality/up keep of properties, improved community and reduction in anti-social behaviour. But concerned single property and ethical landlords paying high fees in area and limit my ability to rent my own property out if I want to do so in the future.	Resident
264	I may live with my children in a better environment - damp free home.	Resident
265	My rent will go up again.	Resident
268	Concerned about increasing costs for tenants and creating further 'underground' tenancies/uncertain living situations for vulnerable people.	Resident
271	Rent increase for poorest tenants.	Resident
272	My rent will go up to pay for a scheme.	Resident
283	If tenants area also required to maintain the garden as well - a big difference would happen. The streets generally would improve in appearances.	Resident
284	Hopefully less undesirables living in the area.	Landlord / agent
289	It may give us a better class of neighbour and may help to drive out anti-social behaviour and reduce crime.	Resident
291	Manage ASB better - standard of maintaining housing quality improved.	Resident
292	Hopefully prevent multiple tenant occupancy and overcrowding to prevent ASB. Improve living conditions in flats in my block.	Resident
294	If these proposal work, my life in a flat overlooking Boscombe Garden will improve and I can sit on my balcony and have my windows open and not have to listen to noise of laughter and shouting from drinkers day and night who frequently use these gardens.	Resident
297	As above, I'd be concerned that the landlords will pass the cost of the licence on to the tenants. This is my only real concern.	Resident
316	Increased rent when it's already high enough.	Resident
317	Hopefully it will reduce crime and anti-social behaviour. The flats/houses will be managed by reputable people who have to conform to the requirements. This may well encourage a better class of person.	Resident
320	Strongly support this proposal to help reduce crime, anti-social behaviour and littering. I have lived here two months and already had problems with litter and my car broken into - any help is welcomed.	Resident
326	Hopefully it will stop the anti-social behaviour, noise in early hours of the morning, urinating in our flat doorway and general anti-social behaviour in Sea Road.	Landlord / agent
328	Less homeless and people hanging around streets, I would be able to find somewhere to live. My current landlord does not tend, to problems reported and experts entry without prior notice.	Resident
331	Hopefully the car park to the rear of my house will be returned to the state it was when built and secured to avoid fly tipping and drug taking/loitering - it is currently owned by a landlord out of the country.	Resident
332	My rent will rise which at the moment won't cost me, will cost the council.	Resident
336	As a small landlord, three small properties would mean I would have to pass the cost on to the tenants who are not problem tenants and I am a good landlord.	Resident
341	Not really - it might give tenancy more security.	Resident
342	I will feel safer and proud of the area.	Resident

Case no.	Impact on individual Household survey	Respondent type
344	Rent increase. My landlord owns 3 properties and may sell up at the crazy amount he would have to pay. We would have to move out of the area as some property landlords may give up.	Resident
346	It will bring a better class of people to the area & help grow the area into a more positive one through the better attitudes & increase support with higher end businesses & potentially bring new ones to the area.	Resident
347	This scheme would make landlords keep their properties in good order to keep the value of home owner properties. This would also make tenants have better living conditions.	Resident
351	No impact. I don't think charging landlords more or creating more work for them, which will in effect cost tenants more, will change my community spirit. Scheme would deter me from considering becoming a landlord, meaning less high quality housing, let by decent honest people, is available to the community.	Resident
352	Will become an area that prospective purchases will not want to live in.	Resident
357	My landlord already provides good accommodation and service. Why increase costs unless done on a 100% total national basis.	Resident
360	You might introduce it to other areas, where my rental property is.	Landlord / agent
364	It can only be a good thing for the children growing up in these areas.	Resident
365	Additional cost, no benefit.	Landlord / agent
372	Considering renting out my property, I am a responsible person using an accredited estate agency so this will only increase my costs & lower my rental value & possible sale value. Very worried about it.	Resident
373	We own a flat in a block that is full of tenants and we need to ensure landlords don't just pass the costs of scheme are not just added to tenants service charges and ground rent. The scheme also needs enforcing once in place.	Resident
378	Yes this proposal scheme suggests that my current housing will be improved and held to a better standard. But it also supports my situation which could & would limit anything I can do to improve my situation by myself.	Resident
380	I want to see Boscombe become a nice, friendly area as I feel the potential Boscombe has to become a more affluent and well united area is very high. And I personally have a huge issue with the drug and alcohol abuse in my area that causes ASB and is killing Boscombe.	Resident
384	Higher rental fees	Resident
385	This proposal would make property in this area less desirable, due to the increased to landlords, of renting out.	Resident
386	Boscombe has many odd people - e.g. drinking in the streets - begging - these people need help - what can be done?	Resident
390	I occasionally rent my flat out through Airbnb. It seems that the arrangement would not be collected by the proposal but it would be helpful to clarify.	Resident
393	Peace of mind.	Resident
395	Any charges on the landlord will be passed on to the tenants so the likes of us will find life difficult.	Resident
396	Good landlords & rental properties would have a good environmental impact. The council would challenge bad practice!	Resident
399	If the landlords have more to pay they might think twice about letting and decide to sell. Then hopefully people who care might move in instead of about ten or more Portuguese like three doors away from me even staying in a shed in the garden where they are so overcrowded and so noisy.	Resident

Case no.	Impact on individual Household survey	Respondent type
407	This would only have a positive impact on us as local homeowners. We have already experienced crime to our property/trespassing and regularly experience antisocial behaviour. Fly-tipping is a big problem near to our house also.	Resident
408	Tenants rents will increase to cover the fees and rehabs required. If they are happy with what they rent why is it anyone else's concern?	Landlord / agent
410	My rent will be raised. Like many others, I am attracted to east Bournemouth by its comparative affordability and community spirit, coupled with the lack of surveillance.	Resident
413	Landlords might put rent up again, struggling at the moment on what I earn.	Resident
414	It won't affect us directly but we'd be happy that other people are living in better quality housing (having lived in poor quality housing ourselves in the past).	Resident
419	I cannot afford to pay the charge added to my rent so will be forced to move.	Resident
423	All of my units are self contained and separately rated therefore not HMO's so why do I come under this umbrella? Rents are already low against cost of premises - will lead to less accommodation.	Resident
432	Landlords may no longer want to invest into the area which in turn may make it difficult for me to sell my own home.	Resident
433	The proposal will not affect us as we are good landlords, we treat our property as an asset and not a liability. Regardless of why and when this happens you will end up with the good landlords paying and you will be spending time and resources and MY taxes checking up on the bad landlords. There are plenty of legislation already in place that you can use. Your resources should be placed on inspecting properties that you have complaints about. If you see a property with fire equipment not in place, damp issues etc. DO SOMETHING ABOUT IT.	Resident
438	Hopefully area would become more adjusted to the environment and start respecting others.	Resident
440	I am concerned that the charge on the landlords would filter down to the tenants and result in rent increases that would put people at risk of losing their homes as a result.	Landlord / agent
441	I am already with Homes 4 Let a joint council agency and the council do not care about the mould in my property or how expensive it is and all the anti-social behaviour, so what difference will it make apart from the council making money??	Resident
442	Anything that improves the 'rooms to rent' houses can only improve the area which was and could again be a very nice place to live.	Resident
443	There are variations in quality letting accommodation from bad to excellent. I suggest a star rating to highlight the differences, a 5 star for excellent, no star for bad. This might help towards a more positive impact, otherwise could cause resentment with landlords already under too much legislation.	Resident
444	I have concerns about the properties and tenants in my immediate surrounding area and the rest of Boscombe, and would love to see an improvement in property maintenance and quality, and for Boscombe to become a safer and more desirable area for me to decide to settle in and raise a family.	Resident
446	Not applicable to my circumstances	
448	Some landlords might disagree with proposals because of the amount of properties in the area and cost of licenses it may result in landlords selling off their properties and tenants having to look for alternative accommodation.	Resident
450	Rents will increase - more bureaucracy and unnecessary official procedures.	Resident
451	I am a home owner. However, lived in rented accommodation for 4 years while I had a good landlord, I know others who haven't.	Resident

Case no.	Impact on individual Household survey	Respondent type
461	I live in a block of 20 flats, some owned and occupied, some outlet. We have a lot of anti social behaviour problems and damage to communal areas ALL caused by tenants in outlet units. However we all have to pay for the repairs caused by these problem tenants.	Resident
463	I am only concerned of the impact on rent once this is introduced.	Resident
465	If I decide to let my property, it will cost me more.	Resident
467	Put the rent up. Could reduce the number of good responsible landlords - thus reducing the availability of good properties for rent. (£472 per property for 5 years means an increase of approx. £8 per month on the rent).	Resident
468	I feel that many landlords will sell up due to stress and hassle, leaving a housing crisis. However these tenants of landlords are better off with the change in the long term.	Resident
475	We are fearful current residents who are vulnerable may be discriminated against & have their long-term accommodation & support taken from them unfairly.	Landlord / agent
478	Send a strong signal that behaviours of rogue landlords and misbehaving tenants will not be tolerated.	Resident
483	The scheme for us is just an additional cost because we are caring landlords. The larger landlords are the main cause of the above problems.	Resident
484	I have young children and at this moment I would not allow my child to be unsupervised in any of the proposed areas due to extremely high levels of drug, crime & antisocial behaviour.	Resident
489	Keeping me awake at night with all the noise.	Resident
490	If this proposed selective licensing area comes in then rents will rise as the landlords will pass on all costs as this scheme costs them.	Resident
493	Less tenants pool	Resident
495	1 - Possible increases to rent. 2 - improvement in standard of living for tenants.	Resident
497	It will be good for Boscombe.	Resident
502	I work in Poole so no effect on work. I would welcome any changes that had a knock on effect to the level of begging experienced enroute from work & shopping locally.	Resident
504	This would get rid of nuisance landlords & their tenants.	Resident
506	What would it do to our insurance costs being members of this selective licensing area? Would insurers increase due to poor area or decrease because of measures being taken to improve area?	Resident
507	Would increase my rent to an incapable level.	Resident
510	Being on the Pokesdown edge of the area.	Resident
511	I'm concerned that rents will rise having viewed many properties when looking to rent I noticed some landlords were exploiting Eastern Europeans with very small rooms but high rents. There should be a ceiling for rents but how this will be policed when there doesn't seem to be enough inspectors or indeed laws to protect the renter.	Resident
513	Not yet but would be a financial impact if we decide to rent in future.	Resident

Case no.	Impact on individual Household survey	Respondent type
519	A more select group of tenants for the proposed area would be of great benefit. Responsible people usually do not deal with drugs, prostitution or alcohol & have usually a community spirit & help with potential problems. I have lived here for 25 years & my attitude has changed, I know very few people now because the areas have become populated by transient people. This area was popular when I arrived, I knew virtually all people residing here, a great place to be, business will prosper with more affluent residents, community spirit will return so will local pride in the area. I am a Midlands person born & bred & thought I had made it when I got here. All family eventually moved here also, recently we have decided to move away with a sour taste.	Resident
521	Surely cost of rent will increase!	Resident
525	I am a resident owner so I do not consider I will be directly affected.	Resident
528	Areas out of the zone (sitting on the boundary). Prices of rent will go up to allow landlords to claim their money back due to fee, move ASB, homelessness.	Resident
536	We have had to put up with terrible trouble from a private landlord next door. Licensing would definitely help us.	Resident
538	Less blots on the landscape in my own neighbourhood	Resident
539	Higher rentals for tenants	Resident
549	The landlords passing this charge onto tenants by increasing rent.	Resident
550	I am not a business	Resident
551	My rent will rise and I will be a pensioner soon	Resident
554	Resident tenants may be unable to pay rent, the problems will spread to other parts of Pokesdown etc. and there will be more beggars & shoplifters moving to Southbourne which is trying to regenerate.	Resident
557	We have neighbours who are antisocial and smoke drugs which fills the communal area of our apartment block with the smell of drugs. We have made many complaints to the management of the building, landlord and letting agent but no resolution. I assume this licence will force landlords to be responsible for the actions of their tenants.	Resident
559	I do find it difficult to understand why the planning app for Jecco house falls just outside this licensing scheme (i.e. Boscombe Grove Rd) surely that would be far more important to cover with the scheme? In fact I do not understand why it is not covered unless there is something underhand being considered?	Resident
561	It would ensure landlords are legally renting	Resident
563	My landlord may get a licence and his tenants may see fees go up to cover his increased expenses.	Resident
568	I am less likely to buy any more properties in this area to rent out as you are making the whole area sound deprived where the majority of it is not. I am more likely to sell my properties in this area as it will bring down my rents & cost me more.	Landlord / agent
574	I'm already a good landlord. It's an unfair cost on me that I'll have to pass on to the tenant. That doesn't help Boscombe at all.	Resident
575	Better quality neighbourhood	Resident
577	My 2 flats are fully furnished. It will mean a rent increase ASAP to cover this, since the 2 rents are my retirement income.	Resident
586	We already struggle to rent and get landlords in the books, I guess you should target people that have more than 10 properties or 5 because the small landlord will die or disappear.	Landlord / agent
591	It may increase my rent (due to the licence pay required from the landlord)	Resident
595	Landlords will have to ensure that the houses they let out would be monitored to be in a standard level	Resident

Case no.	Impact on individual Household survey	Respondent type
597	Ensuring my landlord meets housing quality standards and is supported by the council in doing so.	Resident
603	Better quality housing in the area to look & feel better, therefore safer.	Resident
607	I hope that it will help with frustration at landlords not caring about property whilst occupied, as well as tackling ASB & crime to make area more safer feeling / look better.	Resident
610	Higher rent. But will improve, hopefully, the area.	Resident
618	You are simply taxing a landlord 'selectively'. It is complete and utter nonsense. Please read your seven bullet points on page 2... stop wasting council time and money please.	Landlord / agent
620	Tenancy fees may be increased to cover their fees! Respectable landlords may pull out of owning properties in the selective area to avoid fees.	Resident
621	I think the whole thing is a very good idea.	Resident
625	My landlord would increase rent to cover cost of licence.	Resident
627	a gradual improvement in our area with less ASB and criminality.	Landlord / agent
628	Proposed scheme will effectively lead to rent increase and this will lead to poorer living standards.	Landlord / agent
630	We are private tenants & sometimes landlords / letting agents do not want to spend money / time to keep the property to a good standard, yet rent goes up almost annually. Hopefully with the licence in place they will have more responsibilities (required by law).	Resident
640	Improvement to area is always a good thing, we need to take pride in our towns again, get community spirit back like past times.	Resident
642	I own a flat in Hamilton Road. It is a nice flat in a nice house in a perfectly decent road. Flats and owners just a couple of roads away will not be blighted by it being considered an antisocial deprived area.	Resident
643	This scheme will make us poorer as the landlords will just pass the licensing cost onto their tenants.	Resident
645	If the scheme reduces anti social behaviour I will feel safer going out in the evenings . I would also hope that the scheme may have an affect on reducing fly tipping & litter in the area.	Resident
647	I will be leaving Bournemouth shortly but my sons are still living here in rented accommodation.	Resident
649	I no longer have my business because of the recession and increased charges. My fear is you may burden small businesses even more and especially at a point of uncertainty.	Resident
653	By selecting a specific area the council is stating that it is not a place where you would want to live. This would cause 'ghetto' area and reduce possible house prices.	Resident
654	Hopefully might upgrade some of the tenants behaviour. May suppress property prices in the area.	Resident
660	Mostly positive - landlords will be more accountable and properties will be better monitored and this will help certainly have an impact on anti social behaviour and crime in the area as landlords will be working closer with the council.	Resident
663	Have to increase rent.	Resident
664	Worried landlords will sell up rather than pay the fee.	Resident
666	The quality of accommodation around me might improve.	Resident
669	Creating a more desirable locale.	Resident

Case no.	Impact on individual Household survey	Respondent type
670	I own my property which is a flat in a converted house. Above my ground floor flat is a HMO that causes me no end of problems with ASB and poor management.	Resident
674	My rent would increase and/or my next landlord will impose a charge on my moving.	Resident
676	Council should consider compensation for loss of value of properties if this proposal is introduced.	Resident
678	Everyone must have and take personal responsibility.	Resident
681	I have recently bought a new flat. If my job moves so will I. Renting my flat may be a short term answer. I would not be able to afford to rent my property out as well as pay all the other fees associated with renting. This proposal targeting wrong group of people!	Resident
682	Hopefully crime will decrease in West Boscombe and with it some of the drug abuse and related ASB.	Resident
683	Properties on my road would be better kept, more presentable and I would know that my neighbours are not living in squalid conditions. Better well-being and sense of home. Lucrative landlords can share their wealth and take some responsibility.	Resident
686	If the scheme cuts anti social behaviour and crime, can only be a positive thing.	Resident
690	Demand is already very high as there are not enough rental properties. My properties are good quality & nicely furnished. A licensing scheme would reduce supply of rental properties and thereby make my rental properties even more sought after.	Landlord / agent
693	My rent will go up.	Resident
694	We are private landlords with a small number of properties, some in the proposal area and some not. So it will add an extra layer of bureaucracy/admin - the cost of the licence is, of course unwelcome but the discount scheme is good. We are NLA members, maybe the scheme will help to improve conditions for some tenants bit a poor landlord will possibly find ways to circumvent new legislation. The success of the scheme will depend upon good delivery/implementation.	Landlord / agent
697	You have included an area in Knyveton Road which includes only 2 lots of flats - Regency Court and Kings Courtyard. Both these buildings are very well kept and managed with no problems. They are the only flats included in this scheme, whilst many other (and not so well kept) flats are not included. This is really not acceptable. It is totally unfair to taint these 2 buildings as being within a deprived area.	Resident
699	A reduction in anti-social behaviour may lessen the graffiti and fly-tipping that occurs locally.	Resident
700	I would hope the area would be cleaner and tidier.	Resident
701	As a shared household, we can still struggle with the rent, rising house/renting prices could be too much, although the better living conditions are sorely needed. The riddance of ASB would also greatly improve our area and make it generally more desirable.	Resident
702	This might drive up the prices of housing in the area (which is already an issue).	Resident
705	I believe the scheme would stop or at least prevent landlords from housing drug addicts and alcoholics and would reduce the anti-social behaviour that we experience day in/day out.	Resident
708	A happier environment to live in.	Resident
711	The license fee will result in rent increase. Will not change bad landlords or problem tenants.	Resident

Case no.	Impact on individual Household survey	Respondent type
718	I am a tenant in this property and don't have any problems with my landlord or any issues with the property in the area. With this proposal, my rent is going to go up and I don't see how it's going to improve the area. I think it's going to have to opposite effect on the area. There will be more unaffordable properties and more people living on the streets	Resident
722	Our accommodation is classified as house for duty. The house is owned by the Diocese of Winchester.	Landlord / agent
727	My landlords are fantastic but the people/neighbours on the street would have to adhere to higher standards thus, lowering crime. I would feel safer as a single woman, living alone.	Resident
729	We will pass the costs onto all tenants in full, we see absolutely no benefits to us or any of our tenants.	Landlord / agent
734	As a tenant.	Resident
738	Better standard of living and tenants, however I do worry rents will be even more unrealistic.	Resident
739	It is important for landlords to maintain and be aware of tenants in property and the impact to areas around property.	
740	Fear of this being a work tax.	Resident
742	I have two properties, one managed by an agency and one privately managed. I would move the second one into an agency, for ease of management.	Resident
744	The licence charges, seem disproportional and am I correct in thinking ***** will pay the same for his licence on multiple properties as we will on one property - AH? Just read the next bit, booklet not so clear.	Resident
746	Impoverishing the working poor further does not provide an incentive to work.	Resident
747	Would reduce supply of housing but not improve standard.	Resident
748	We were adversely affected by anti-social behaviour issues at a property next door. With this kind of licence in place they may not have happened.	Resident
750	I strongly oppose the proposal in its present form, as it will blight the area. Why wouldn't the council introduce this scheme to all wards in Bournemouth in order to improve the quality of rented housing within the borough.	Resident
752	No impact directly because in an area/property that is well managed. Life time's work, however, makes me very keen to see any measure come into force, that would result in environmental improvement to built fabric.	Resident
753	It will little affect myself, at least at present, as all you propose, I already have with my landlord as standard so four should be for all.	Resident
756	Hopefully this will lead to - improved peace of mind/relationships with neighbours/ability to sleep at night without being disturbed/improved external appearance of the many rented properties in my road/respect for others/respect for others property/pride in surroundings etc etc.	Resident
758	Luckily, my lodger is a nice hardworking person but sometimes he is afraid to be or have a problem with all the criminals around.	Resident
759	Extra cost and admin but worth it.	Resident
760	I think the most likely impact on me, is that my landlord will increase rent to cover the extra cost, or use the scheme as an excuse to do so.	Resident
762	Possibly that landlords would not want to pay extra licensing fees and would start selling buy to let properties.	Resident
764	House prices (positive impact). A less negative perception of the areas mentioned in the scheme.	Resident
766	Rent might rise to pay for all the cost associated with licensing and compliance.	Resident

Case no.	Impact on individual Household survey	Respondent type
767	I think the police and other agencies can deal with, if allowed to, with anti-social behaviour outside the home. I don't like the idea of a 'snoopers charter' it could cause chaos and more harm than good.	Resident
776	You need to tackle the lone shark landlords, who are not adhering to the policies of reputable housing agents. You can not except good tenants to pay twice or good landlords.	Landlord / agent
777	Having recently moved to area and looking for rental property it should provide a consistency of standard required therefore improving the look of the area.	Resident
778	The expects will get problem tenants out of Bournemouth over time and into areas such as that where I own property.	Landlord / agent
780	Hopefully, by having base standards, legally enforceable will encourage the low life property owners and their tenants to obtain some degree of self-respect. They aren't capable or refuse themselves to be decent - so if force is needed - lets do it.	Resident
781	Overall good but I worry the rent may go up as a result.	Resident
783	Higher costs to manage property. There will be more bureaucracy involved attempting to let rooms. There are enough rules and regulations already to comply with. Higher rents could also affect tenants capacity to keep up with bills.	Landlord / agent
785	See Q5 - Migration of problem tenants - rent increase imposed by letting agents or landlords. Property prices reduced, Insurance cost increase. Lenders (banks) not allowing mortgages to private owners wishing to purchase property to live in next LL area. No change in ASB problems. Public are not being fully informed by information supplied within this information pack. Private owners could agree to the scheme without knowing all the possible risks listed in appendix E because it is not included in the pack.	Resident
786	I think it would have a good effect on the area. It needs something to make it better.	Resident
789	Q14 - I oppose the scheme because the licence fee's will eventually lead to an increase in my rent. I have a good landlord already and I don't need the councils licensing scheme.	Resident
797	More 'red tape' and then certainty that most landlords will pass on licensing costs to their tenants. Why should I, as a good landlord have to pay the council to police the rogue landlords, who do exist.	Resident
798	My rent will increase. If I were to buy a property next year, the lender may not lend to a selective licensing area. My insurances will probably increase.	Resident
810	Increased rents in all selective licensing areas. Each landlord will raise the rent to avoid any more costs. Much worse relationship between landlords/agency/tenants	Resident
811	Large number of rented properties, high level of migration, people do not respect where they live. Rubbish everywhere, loud music, very low standards, dog waste everywhere, no parking, why not introduce a fee for residents/others for parking space.	Resident
812	Higher costs in insurance, reduced credit rating.	Resident
814	Think it will create bad neighbourly feelings as anti-social behaviour, will be reported on any one you dislike.	Resident
815	Anohamui houses are always kept well and are staffed 24hours by responsible people. It's so disappointing that we have to witness such poor standards of housing and tenants - unkempt gardens, rubbish, needles etc. When we work very hard on improving standards..	Landlord / agent
817	Fee's would effect our costing's e.g. increasing rents or making a loss. Having an impact on property prices negatively.	Resident

Case no.	Impact on individual Household survey	Respondent type
818	I do not want housing benefit tenants, as today there are plenty of East European workers looking for accommodation. These tend to be hard working people, who pay their rent and look after and respect their accommodation, the same as people in the UK did up to the 1960's.	Resident
824	It will add to the pressures and costs to landlords - many small landlords will close.	Resident

Open survey

Case no.	Impact on individual Open survey	Respondent type
509	It will inevitably make it more expensive to manage my properties and this in turn will negatively affect my own standard of living. The only alternative I will have would be to increase rents to tenants or sell properties within the selected area and buy elsewhere. This will NOT HELP ANYONE	SL Landlord
511	can only help to reduce crime and asb and improve the reputation of the area	Business / Organisation
512	I live and rent out a flat in the area and I think this is very unfair to licence landlords in this particular area, I have bought 2 of my flats and would like to continue making profit on it rather than get licensed and be told what to do and what not to do to my tenants and to my property	SL Landlord
516	It should raise the standard of housing and improve the "feel" of the area	Non-SL resident
517	As a homeowner who rents a room this has a huge impact on my tiny income. And the landlords who might be allowing bad tenants won't be affected because they are already on your "these people can help you with housing needs" lists!	SL Landlord
523	But it is not me that I am concerned about. I am more concerned about the lives of those who live in such poor accommodation and who deserve better.	Non-SL resident
524	Any cost involved with the licence would have to be passed on to my tenants in the form of rent increases.	SL Landlord
525	Although outside of the current proposed licensing area I believe it will only be a matter of time before it is extended. I imagine I will have to move house when that happens.	Non SL Landlord
526	There would be an increase in costs with no clear benefits	SL Landlord
529	As an experienced landlord of many years and a resident of within the area under discussion. I follow the guidelines, laws and regulations. If I didn't I would expect to be held to account in the courts. The point being the legislation and courts and rules and regulations already exist for you to persue. You know the properties that are causing problems and you know the landlords so why are you not tackling these individuals directly using the laws and legislation all ready in place. This is a punitive burden on the experienced and conscientious Landlord at a difficult time for due to the changes in tax regulations. You are simply adding a further layer of administrative confusion instead of tackling the problem at source. It is another example of a 'tax' to help sort out known problems that you won't tackle head on and simply pushing the to arms length. If you know landlords are in breach of the landlord and tenant act with regards to repairs etc - support their tenants to take action. If you know deposits are being flouted - support the tenants to use the proper channels to raise awareness. If you know that properties are being used as HMO's when not licensed use the planning and fire regulations to SHUT THEM DOWN. . Licensing houses of multiple occupation is one thing but individual properties let to one household is just a money spinner.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
530	Any increase in the safety of the highstreet will help us, the area will really benefit from not being under a cloud of crime and antisocial behaviour	Business / Organisation
534	the added fees will mean we need to re-assess our properties within the area and maybe reduce our portfolio in that area and increase outside of that area.	SL Landlord
535	I am a home owner and live in my property on Gladstone Road West. The transient community of the surrounding area leads to increased anti-social behaviour and crime. I do not feel safe walking alone at night. Having the registration scheme would mean landlords being held accountable for the condition of the properties they are renting out and would hopefully encourage them to provide adequate good quality housing that people want to live in for a long time rather than merely staying for a short period of time therefore leading to a community of people with a vested interest in the area and wanting it to be a safe place.	SL resident
536	It is my firm belief that a scheme like this will increase rents for residential properties in the area for two reasons: 1) There will be a cost of compliance which goes beyond the licensing scheme. Several landlords will need to make reparations to their property, the cost of which will be passed on to tenants through increased rent. 2) If the scheme is successful, the overall quality of dwellings in the area will improve, thus driving demand and subsequently price.	SL resident
538	in light of a dramatic increase in our rates, this is another cost that will impact our profitability. However an improvement in properties locally may help counteract that. This issue is that these costs will be passed on one way or another and this will impact the most vulnerable rather than the landlord in the long run.	SL Landlord
539	It would improve the reputation of Boscombe.	SL resident
541	As an owner/occupier with neighbours in poor housing and with constantly changing tenants often arriving with anti-social behaviour, as well as clear mental health needs, substance misuse or other social needs this policy would be most welcomed and would offer very clear support to tackling the issue of poor landlords facilitating poor tenants to the detriment of the tenants and their neighbours/ wider community and businesses.	SL resident
543	The area for consultation puts the entire area into one box and yet the areas included are vastly different. The areas of Springbourne and Boscombe have completely different issues to those roads selected in Pokesdown.	SL resident
547	Hopefully reduce crime.	Non-SL resident
549	I am an owner/occupier of a ground floor flat. The flat on the first and second floor is a 4 bed HMO. Myself and the owner of the other ground floor flat have many problems with the HMO, especially with their noise during the night, their smoking outside of our windows and on the doorstep, and the parking of their motorbikes, and have shouted abuse at me. I have tried talking to their landlady, but nothing changes (except the tenants shout at me). I have contacted environmental health and they say that if I make an official report I will not be able to sell my flat as I will need to advise any future buyers of the fact I've reported them. To make matters worse the landlady is also the freeholder of the building, and refuses to maintain the external parts of the building or the communal hallway, as is her responsibility to arrange. As I understand it, the selective licence means the landlady will need to prove that she is a responsible landlord, and I do not believe she is. I hope there will be a way for neighbours of rented properties to write to the council if they believe the landlords are irresponsible.	SL resident
550	Hopefully it would improve the areas poor reputation and decrease the high level of anti social behaviour. It may also result in 'problem tenants' being relocated??? As a property owner, if the area was to improve as a more desirable place to live, this could positively affect the value of my home.	SL resident

Case no.	Impact on individual Open survey	Respondent type
551	It will make property harder to sell. It will force rents up. It stigmatises the area, making it less desirable. I would not want to buy property in a licensed area.	SL Landlord
552	again, depending on how far the designated area encroach on the actual street where I live	SL resident
553	This will effectively cause us to increase the rental of our properties to cover the additional costs levied by BBC. We own various properties in the selected area and we have experienced no problem with anti-social behaviour, crime, etc and it seems to us that this scheme should be specifically targeted to HMO's/DHSS type properties. We only rent to professional people, via professional agents and all prospective tenants are stringently vetted. All tenancies are covered by a formal tenancy agreement and tenancy deposits held via the agent in the official deposit protection scheme. The proposal being made are purely bureaucratic for us and add no value to our business or our tenants and merely add unnecessary costs and administration.	SL Landlord
554	I own my flat but am a leaseholder. The external is in a state of disrepair. The value of my flat has decreased since I purchased it in 2007.	SL resident
556	My rent will increase. I have a good landlord/letting agent and live in a good flat. I do not want to be punished for this by forcing my landlord to pay hundreds of pounds which will in due course cause my rent to increase to cover his costs	SL resident
558	It will help to remove some of the opportunities for crime i.e. drug dealing and drunken behaviour which are witnessed on a daily basis.	SL resident
559	I am concerned that more undesirable landlords and tenants may move into the area in which I own a property.	Non SL Landlord
562	As previously mentioned I feel any licensing charges will be placed on the tenant by landlord, rent will likely go up to accommodate this. As a private tenant in a property in the proposed area we don't see why this is necessary. Yes Boscombe is a deprived area in places, particularly high street and its surround, but other areas are not at all deprived and are full of citizens who will likely oppose such charges.	Non-SL resident
564	An unnecessary increase in operating costs with absolutely no real benefit to tenant or land lord. The council already has the powers to deal with antisocial behavior, HMOs and how they are run, the condition of rental properties. All you are achieving is another cost tier that will have to be past on.	SL Landlord
565	If the scheme is moved to my area, as it will, then it will affect my business as there will be more charges and more red tape. It will be put in other areas because it is an income stream for the council and there are more tenants and local residents than Landlords, who will support this scheme as it favours the tenants. There are bad tenants as well as bad landlords but I don't see what a Landlord can do when it is the tenants causing anti social behaviour. In the ;Consultation Document Summary' it says 'Landlords will be made aware of their responsibilities and tenants of their rights', i.e. Landlords have to deal with problems caused by bad tenants but tenants are advised of their rights to avoid eviction. Is that a fair proposal?	Non SL Landlord
568	The proposal, states that all licensed properties must have tenant references that are checked. I rent to Students, who have just left home for the first time - So it would be impossible to comply with this requirement - so I am being set up to fail even though I am an Accredited landlord.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
569	If the proposal makes a precedent for other areas it would then have a negative impact on my business. Although I live in Bournemouth my properties are in a different area so would not be immediately affected. It would certainly be yet another tax to pay on top of the already steep outgoings I pay to keep my tenants safe and secure both legally and personally. My agents ensure my properties are up to date with all legislation already and the maintenance of the property is kept up to a good standard. It means I would have to pay twice for a service already received. I am unable to give an opinion on how a private landlord handles these things. More outgoings would probably mean that I would have to rethink my investments and for me I would probably have to sell up, thereby taking rental properties off the market and leaving more families looking for housing. We, most landlords, may be making a living out of renting property, but most of us are not like Rackman and do provide the best we can. I personally would not rent without an agent as they are able to keep up with all the legalities and problems that occur. So the proposal would not be of any use and very unfair to landlords that already rent properties through reputable agents.	Non SL Landlord
571	It would not allow me to afford to continue to invest in improvements	SL Landlord
574	My costs will go up as a result of this change and I don't see it having any impact on the problems that are being proposed. The landlords that most need to be covered by this won't register so it will just be charging good landlords money and making it tougher for them to operate in an already difficult market.	SL Landlord
576	This is just going to be another cost that is going to make it harder to cover my costs, I won't be buying anything else in this area and spending considerable amounts of money refurbishing and bringing it up to good standards.	SL Landlord
578	I have a very responsible landlord and the property is maintained to a high standard: The fees appears a little excessive and landlords might increase rents to compensate.	SL resident
579	you will roll it out to all areas	Non SL Landlord
580	I am worried that the Landlord would increase the rent because she had to expend money to make the improvements. My property has cracks, requires re pointing, concrete plinth compromised, no cooker extract, no table top surface adjacent o cooker, no safety chain for cooker, serious damp issues, not all windows can open for adequate ventilation, some windows double glazed others still sash windows, holes in floor boards.	SL resident
582	All my landlords and properties will be fine to be licensed but then all my landlords and properties are not the problem anyway. This has the makings of using a big net to catch a few fish and a more targeted 'hook and line' approach will achieve the end desired result with much less cost and to much more beneficial effect.	SL Landlord
583	I no longer live in the area, but did for many years.	Non-SL resident
585	Less housing/social environment impact on health	
589	I do not think making licences for the landlords will in any way improve the tenants that choose to live in these areas. Only improving the area itself will do that. It looks like just another cost to landlords, who will inevitably put that cost onto the tenants. So the tenant's are the one's who will ultimately suffer from such an idea. I think the Council's time would be better spent tacking the crime and desolation head on, don't just make it look like you're making things better by making a licence, but in reality, it's just adding cost to tenants via the landlords.	Business / Organisation

Case no.	Impact on individual Open survey	Respondent type
590	Most reputable landlords already adhere to the requirements about tenancy agreements, deposit lodging, referencing and looking after their properties as it's in their interest to do so and most of what is wanted to be introduced by this scheme is already covered by law. All this proposed scheme appears to be is another tax or drain on a landlord's income. Also, some landlords may choose to put rents up to cover this cost which will force low income tenants into adjoining areas, so any "problem" tenants will just be moved to other areas and not dealt with as a problem. I would love to see the Boscombe area develop and improve and some of the recent alterations are a step in that direction. Instead of charging all landlords by create a system (that those landlords who house tenants of dubious demeanour) would probably find a way around anyway, just spend the money tackling these few landlords. Please don't make us all pay for something that really isn't necessary and will not improve the area at all, just add to paperwork and cost.	SL Landlord
596	Many of our families are effected by poor housing conditions and deprivation. Anything to improve the quality and outcomes for children in the area will help them achieve better outcomes for the future.	Business / Organisation
599	It will increase the number of people living in the woods on hengistbury head and other similar areas.	Non-SL resident
600	I live on the other side of the Wessex Way to the proposed area of the scheme. I expect licensing will improve quality of accommodation and this will have a knock on affect to the area in general. If crimes rates were to go down it would make insurance cheaper for us but more importantly it would make the area a nicer place to be for me and my family.	Non-SL resident
602	We will 100% not be investing/buying anymore in this area, we are already as landlords being hugely targeted by the Government in the removal of our 10% wear & tear allowance, loss of loan interest relief which is huge, 3% surcharge on VAT, the abolition of charging any tenant fees, and now Bournemouth Council want to charge us licensing fees. This is purely an exercise to raise money, nothing else. Licensing didn't work with HMO's. You have pointed out also most of this area has had zero capital growth, this will only make matters worse.	SL Landlord
603	It would not have a direct impact on me as my properties are in a different area and are of a high standard. If the licensing was extended then there would be financial cost and time perhaps. Some fellow landlords have experienced what they see as extremely unhelpful nit picking when it came to licensing - eg a beautifully refurbished property had to have a flowering bush in full bloom at the pavement cut back to enhance the lighting making a very un attractive site when there was adequate street lighting. If there is damp or over crowding or faulty electrics then I would wish the council to ensure that the landlord resolve it ASAP- but to insist that a beautiful flowering plant be cut back seems ridiculous and only causes landlords to feel resentful and that there is a loss of perspective. I also am very concerned that the time required for landlords to respond - i think 10 days - to reports or problems with tenants behaviour would be very difficult for me at certain times as I deliver training and travel abroad a lot. Its not my job to be a police officer and when I am away training I cant be in two places at once to deal with in a sensitive matter - any issues.	Non SL Landlord
604	We would have to increase rents to recover the additional costs. If (any) business does not make sufficient profit from its activities it is unlikely to be able to continue in the long term. If ever there was a business model that required long term stability it is the private rented sector of housing. I just wish politicians would wake up to the realities of the worlds instead of proposing ill thought out new plans	SL Landlord
605	This will increase anti-social behaviour. It will have an impact on business as no one will want to stay in this area.	SL resident
606	The area will become nicer.	Business / Organisation

Case no.	Impact on individual Open survey	Respondent type
607	The scheme will only target the law abiding landlords, the rogue landlords will still operate undetected. Most of the measures the scheme tries to address are already covered by law, which the majority of landlords comply with. The proposed scheme is likely to impose more bureaucracy to landlords, and any costs associated will have to be finally passed on to the tenants.	SL Landlord
609	no impact as I don't rent in this area, however, if spread to other areas I will have to increase rents.	Non SL Landlord
611	See comments for previous question. Integration is fine in theory but nearby areas to the selective licensing area could be significantly affected if such integration is not carefully managed.	Non-SL resident
612	It is making the area a 'no go area' by association. Property prices will go down. Landlords will increase rents to cover the charge. People living on benefits will be worse off as their rent is increased and the benefit office will not pay the extra. Management companies will pass on the cost as will landlords and the only people to financially suffer will be the tenant. The whole area has the potential to go right down the toilet as the council deem this area to be 'down market and in need' and many decent landlords and business will move away and then the area really will go down the toilet. The *** started the ball rolling decades ago with bad accommodation - bad tenants - all on benefits - and the Drug and Alcohol clinics in this area do not help - by bringing the wrong type of person into the area on mass and with the likes of Paul Gascoigne screaming obscene language up and down the street for all to hear (some time ago now) it does not help the local area on its climb up.	Business / Organisation
615	As a landlord whose rent has remained static for 7 years, forcing me to pay for a licence on a property which is largely well maintained and whose tenants are happy, the licence will only lead to one thing. A rent increase to cover my extra costs. This In turn would put more pressure on council funding that my tenants rely on partly. Equation a licence/tax to supposedly help the less financially secure, hurting the very people it's supposed to be assisting.	SL Landlord
618	Loss of profit which will mean higher rents	SL Landlord
624	Hopefully we would experience less undesirables in the area.	SL resident
625	The scheme penalises good accredited landlords who are now expected to pay for rogue landlords. If this scheme goes ahead it should be free to accredited landlords who come forward and much higher costs for those who are not.	Non SL Landlord
626	We live in Kinson now.	
629	What overhead will this create? I do not know. There is a scenario that tenants causing ASB repeatedly shall be evicted - which means untold legal costs and man hours for landlords to invest their time & money in administering. These legal processes which are already draconian, long winded and weighted in favour of the tenant will cause huge issues for the "professional " landlords. The rogues - well these individuals will never comply. I sense this will cause untold and unhealthy risk to tenants in this situation.	Non SL Landlord
632	It'll suck the soul out of Boscombe. It does not address any of the core issues which are the causes for poor housing, deprivation and antisocial behaviour (such as addiction, mental health issues & lack of social care support)	SL resident
634	My property within the zone is in very good order my tenants have been fully referenced and as a result I can obtain rent guarantee insurance, the only impact on me will be the cost of a license, which I will pass on to tenants. Having the license may mean I can increase rents. I have no problem with the inspection proposed but feel there will be a large group of tenants unable to access accommodation because they cannot meet reference criteria, these people will have to be housed by the council. I already turn away prospective tenants who cannot gain satisfactory references due to low income etc.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
641	I LIVE IN MY FLAT ON THE GROUND FLOOR AND RENT THE TWO UPSTAIRS FLATS. I DO NOT HAVE MUCH OF AN INCOME JUST MY PENSION. THE INCOME FROM THE FLATS GOES INTO A SEPERATE ACCOUNT WHICH I USE FOR MAINTENANCE. JUST ABOUT WIPED MY SAVINGS OUT, RE-DECORATING AND RE-FURBISHING ONE OF THE FLATS DUE TO TENANTS MOVING OUT AND NEW ONE MOVING IN. SO I WOULD NOT BE ABLE TO AFFORD THE MONEY YOU TELL ME I WOULD HAVE TO PAY.	SL Landlord
643	An increase in homeless people in the area that are priced out of the private rented market due to increase in rents to cover fees. The risk of more anti-social behaviour from those that have nothing and feel sidelined by the community.	Business / Organisation
646	Increase in crime and anti social behaviour - as a responsible landlord of a listed building property I would be forced to pass any costs onto my tenant they are paying the same rent as they did 5years ago atm	SL Landlord
648	I hope that it would make walking down our high st more pleasurable than at present because of the high density of people who stand outside the bars smoking and generally making it hard to walk past	Non-SL resident
657	Increased cost and treated disproportionately for having one property not a block of flats. The charge should be per flat if it is going to be implemented fairly.	SL Landlord
658	I am a single mother and have been for 24 years to a special needs child. I have also cared for my mother until her demise with cancer and my father who currently has dementia and whom I cared for at home for 5 years. I have built up a portfolio of properties in Boscombe and Springbourne which I rent to vulnerable young adults like my own son. I have suffered from these tenants already repeatedly trashing my properties but they are mental health patients. I am doing my bit to help them recover.....and now you are doing your best to stop me in my tracks and make my life EVEN HARDER.	SL Landlord
660	Possibly negative impact if as the next door area the issues gravitate this way.	Non SL Landlord
667	I've worked very closely with the Council since becoming a Landlord well over a decade ago. The issue of tackling rogue landlords has been a priority for all of that time. Yet, NO progress has been made. There ARE laws in place. Clearly, the laws are not rigorous enough to reduce the problem. Therefore, shouldn't the existing laws be harsher and more enforceable in order to target ROGUE landlords, rather than those of us who have been complying with legislation and jumping through (the Council's) hoops to bring our properties up to the required standard (and beyond) for years? I fear these measures will again fail to eliminate the problem unless the COURTS apply tougher penalties. There seems to be a fair amount of extra administration required to adhere to some of the proposed regulations and I am not sure that this will achieve anything, e.g. rent books and statements? WHY? I don't understand the purpose? Why must the onus for these costs and admin be placed on the Landlord? If a tenant wishes to keep a record of the rents paid, he/she is perfectly welcome to ask the Landlord to sign a rent book he/she provides. Payments made via the bank, are already 'on record.' Why should there be another layer of paperwork, paid for and administered by a Landlord. For Landlords with large numbers of tenants, this would take up a large amount of time keeping diaries and 'popping' over to deliver to the tenant every three months. And, assuming HMO tenancies start at different times, this would be ONGOING. This is just one example of unnecessary and time-wasting admin. Tenants should, of course, be able to request any document they wish from the Landlord, and receive it. Personally, I keep three separate types of records for recording the rent payments and my tenants are welcome to copies at any time and sometimes, when there is a query, I have supplied them. But, in all honesty, they don't care. And they especially don't care in well-run properties!	Non SL Landlord

Case no.	Impact on individual Open survey	Respondent type
668	It would mean I would have to increase the rents - the Council are just penalizing the good landlords and increasing the hardships on the good tenants. What would be get in return? - Nothing, as I do not believe the anti-social behaviour & crime will decrease until there is closure of the many rehabilitation centres which are attracting people with problems into this area, from all over the country - These people remain in the area either after they complete their course or when they drop out of the courses and go back to their old habits. It is a magnet that is controlled by the Council and of their making. The pushers and dealers come down from London to service their customers in Bournemouth, it makes no difference to them if they journey to Boscombe or wherever in the town. This is not resolving the problem. Just making less money available to landlords and tenants to maintain their homes & properties. Bournemouth town is already becoming less attractive and in poor repair - it will not fair well if more unsavoury characters are driven from Boscombe into the town centre and surly affect the tourist trade. Bournemouth on the internet does not fair well either. This is the wrong way to address the issue and ignoring the root of the problem.	SL Landlord
670	Boscombe centre provides a very poor first impression. I believe this is in large measure due to the use of former bed & breakfast accommodation to house people with drug problems. This has drawn in more such people. Licencing in this area could clean up houses which are simply used as drug dens into proper rehab accommodation which is monitored.	Non-SL resident
673	The landlord has added off-street parking and painted the house. I am living on a fixed income and I am concerned that my rent will be increased at the end of my lease	
674	You could end up with Landlords selling up and creating a property shortage	SL Landlord
675	The initiative needs to go hand in hand with dealing with drugs, drink and criminality in the area	SL Landlord
676	It seems unfair that Landlords like myself whose property is with a managing agent and is occupied by long term tenants should have to bare the cost of this scheme just because our properties are in the same area as others which are less well looked after.	SL Landlord
677	Extra costs to be borne by tenants	SL Landlord
678	My only concern for this proposal is that it will impact on the tenants cost wise and that may well lead to increased homelessness	SL resident
679	If licencing were to be adopted throughout the borough I would have no choice but to substantially increase the rents on my houses. Licencing has been tried unsuccessfully in other towns (eg Liverpool). I am confident that Bournemouth Council have grossly underestimated the cost of tracking down and re educating unscrupulous landlords, and the proposed licence fees will not cover it. There are plenty of local and national regulations in place that we landlords have to adhere to, however there is not a lot of demonstrably visible action from the various authorities to crack down on those that give the rest of us a bad name. And now we are being penalised. You have given no indication of what a landlord will benefit from by having a licence - it's just another tax which will cause some of us to sell our properties and thus greatly reduce the amount of PRS availability within the borough as a whole.	Non SL Landlord
680	This will have a negative impact on me as a private landlord in terms of the payment only.	SL Landlord
681	I only have one rental property and charge rent that only just covers my costs as I believe in the need for affordable housing. Having to pay a license on top will be hard to accommodate without increasing the rent to some degree. (which I would much prefer not to do) There are many disadvantaged families in this area that are struggling to/can't afford the current prices and this will make their situation even worse.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
683	It's just another excuse to squeeze money out of landlords which will get passed on to tenants. I've been letting property in this area problem free for twenty years. Just what exactly are you going to achieve by charging landlords ? Perhaps you should learn to accept that low end tenants breed problems.	SL Landlord
686	I would not be able to afford a licensing fee. I already pay to have my gas and electricity safety certs done on a regular basis as well as general maintenance costs to keep my flat at a good standard. I pay a letting agent to help ensure my property is maintained and looked after. My Tenants pays council tax. Just another way of the council making money	SL Landlord
687	Just more red tape and cost - remember the tenant always pays in so way or another.	Non SL Landlord
689	The current catchment area is far to extensive and includes areas too close to the cliff top, this includes buildings considered to be fairly affluent, by including these areas you will devalue these areas potentially increasing the ASB problem.	SL resident
690	As a landlord I have 2 properties in the Springbourne area. I try to be a considerate landlord and care about my 2 properties. When I am out and about in the Springbourne area I am very saddened and disgusted at how much rubbish is in the street and how some properties are full of rubbish and very run down But unless the council can start fining landlords/residents I don't think this will stop. I am not sure if a license will have a positive effect.	SL Landlord
691	reduce amount of tenants as rents will go up.	SL Landlord
692	I don't think this solves any problems. It either moves it away or makes it worse because landlords will pass on any costs.	SL Landlord
694	extra costs but same tenants	SL Landlord
696	I live on the periphery of the designated area and recently experienced a neighbouring home privately rented to an occupant who sub-let the house to multiple occupants. This negated the landlords insurance, impacted wear and tear on the fabric of the property etc and created other nuisance factors the landlord was blissfully unaware of. The proposed checks, and onus on the landlord to assume responsibility for regular inspection and obtaining references would protect tenants, good landlords and neighbours. If landlords are fined directly, or received compulsory purchase orders for persistent non compliance, this would cover the administration, policing and medical support costs these vulnerable tenants. incur.	Non-SL resident
698	Asa landlord my property is well maintained, this licence would involve my in extra cost with no benefit to my tenants	SL Landlord
700	Lower crime levels and less antisocial behaviour.	SL resident
701	We are residents in the proposed area and my partner is also a landlord of 1 flat within the area. The proposed fee seems quite high for landlords of just one property. My partner sometimes relies on the rental income more than other times because he does not always draw a salary from the business he runs and is employed in (which is not a property or related business).	SL resident
702	Negative impact will be the cost of the licence.	SL Landlord
704	I think it will force more problems into the surrounding areas.	Non-SL resident
706	We would be seen to be living in a 'highlighted' deprived area which we already are aware of - should we sell our home that will be flagged to any potential buyer and also our insurances may go up.	SL resident
707	As said on the last page, this proposal if implemented will increase my home & car insurance. In addition I have a business located just outside the boundary.. Maybe insurance costs will increase there too	SL resident

Case no.	Impact on individual Open survey	Respondent type
708	It is already difficult get a decent return on property & this will cause us to reconsider owning rental property. We have recently installed new double-glazed windows in our property in Walpole Road. This was a huge investment for us & one we were prepared to do for our tenants who are a family that are hoping to stay long term in this property. This isn't just a rental for them, it is their home. They don't need the uncertainty nor can they afford the increased rental that we will almost certainly have to make to cover the licensing costs & any future works. We have already been forced to pay for the re-decoration of the outside of the building when it had already been done 2 years previously & are now being told that BBC expect it to be done again. We are incensed & feel patronised that BBC feels that they are in a position to decide if we are "fit & proper persons" to be landlords. Perhaps, if you & the police had done your jobs properly in the first place there wouldn't be a need for you to make landlords responsible for things outside their remit. We were recently told we had to ensure that our tenants are not illegal immigrants. As the UK Borders Force haven't been able to prevent illegal immigration how on earth can landlords be expected to do this. "Reducing anti-social behaviour" is a matter for the police & "improving social & economic conditions in the area" is likely to only be achieved by raising rents to bring in higher earners & force out the less well off. Off course, you are stigmatising these areas, so nobody who could afford somewhere else will want to move in to what you are determining to be a deprived area. We understand the need for tenants to be protected & for landlords to be accountable, but this proposal will only affect the wrong people.	SL Landlord
709	I cannot legally tell any tenant of mine how they should life, yet as a landlord I could be put in the position of of having to cover the legal cost's of evicting a tenant and then cover any void period this eviction creates plus the additional costs of credit referencing and administration costs of ending a tenancy and starting a new tenancy. Please note Bournemouth council already has all the existing legislative tools at its disposal to deal with any problems is might have in any of its wards but for some reason chooses not to use them, but wishes to attempt to convince the public every problem is down to PRS landlords	Non SL Landlord
710	The licensing scheme will unfairly stigmatise properties within its boundaries. This will potentially put off the better quality tenants from taking a tenancy within the area. As a result the better tenants will move elsewhere to what they perceive to be "better areas" and only tenants without a choice (i.e. the lower quality tenants) will move in. It will also reduce the saleability, and therefore resale value, of the properties. In short the scheme will have the opposite effect to that which is intended.	SL Landlord
712	I will not be buying property in this area if it is subject to more cost than the current HMO guidelines	Non SL Landlord
713	If there was a more balanced demographic, lower crime levels I would be more inclined to use the restaurants	Non-SL resident
714	Personally speaking if my circumstances changed in future and I needed to rent out my property, it imposes a severe financial penalty on me, as compared to a buy to rent property investor/lettings company. Would it not be better to encourage local people to report properties that are an eyesore/present anti social behaviours and have an assertive approach with those landlords OR property owners (as we can't always assume all problems come from rented properties) with a range of penalties that can be imposed. That way you are penalising where appropriate.	SL resident
716	We represent a large professional landlord in the area and the Estate is run to a high standard. We believe that the proposals are mainly aimed at landlords providing a poorer service and may be of benefit to the are as a whole. However if they are not stringently implemented and targeted at the right areas then this proposal may effectively be another cost to landlords without any tangible benefits to tenants.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
717	I'm due to be buying a property in Boscombe, I'm a first time buyer and property prices in Boscombe are among the most reasonable. Improving the area will attract alot more individuals like myself who want to get onto the property ladder but are currently put off.	SL resident
718	Could have a negative effect on the character of this quiet, law abiding, community minded group within Beechwood Gardens	SL resident
720	Tenants living in more human an decent conditions are less likely to incur in antisocial behavior, making this a safer area	Non-SL resident
721	Only indirectly affected. I do not shop in Boscombe because of anti social behaviour around the shopping area , a landlord licensing scheme cannot possibly have any impact on social behaviour on the streets	Non SL Landlord
722	Yes it will cost me. And as a good Landlord, I already pay to offer good quality accommodation to poorer tenants. Be clever NOT greedy.	SL Landlord
723	I may well sell up and invest my money elsewhere/	SL Landlord
724	Maybe the small semi in the next road which houses 7 flats will have to improve their accommodation. And no, we cannot imagine how 7 flats fit into a 3 bedroom house.	SL resident
725	It shows the area in a negative light which will affect our house price. If even we come to sell, it would discourage certain buyers. Also, if we were to travel or need to rent out house out for a few month's it would be difficult to manage.	SL resident
727	The council has failed to present a defined measurement of success and failure and there is no mechanism to show progress against measurable targets, dates and outcomes.	Non SL Landlord
728	Additional costs may have to be passed on to tenants.	SL Landlord
729	I would most likely have to increase the rent to cover costs, especially with the other central government initiatives being rolled out. It would certainly ensure I do not look to purchase future properties in this area.	SL Landlord
736	Once this scheme, if it goes ahead, is in place it's like the thin edge of the wedge and how far will it spread? I applaud the council's wish to raise the standard of the lower-end accommodation and rogue landlords should be stopped, but, as usual, instead of targeting those landlords authorities are using a one-size-fits-all approach which is not appropriate in all cases. As a landlord, I am not unfamiliar with Licensing. Until recently, we owned a Licenced student HMO. Our property was at the smaller/lower end of the parameters but we had to follow the same rules as large accommodation blocks and all at a price. Yes, of course there should be rules to follow and those who don't should be barred from practising. But I am extremely wary of how this new scheme would be applied. The proposal is for all the correct reasons but it will be an operational nightmare for all. Only those landlords who are visible to the council, i.e., those who attend meetings, are Accredited or make contact will be persecuted. Those who remain below the radar will probably remain unaffected and carry on. Some will be driven 'underground' which is even worse. What measures will the council take to visit every single property on the list? The obvious database is Council Tax but I already know there seems to be no link between this department and others at the Town Hall. What will happen? Those properties deemed unlicensable will simply be left and what sanctions will be applied to the offending landlord to make the improvements? Some more vulnerable or less desirable tenants will become homeless. They may secure accommodation in a neighbouring area which may cause a nuisance. Or worse, they will join the huge numbers sleeping on the streets. We still have properties in BH8,9 and 10 which we successfully rent out without a need to resort to licensing because we are responsible landlords. I should want a written confirmation that if Selective Licensing were to become a reality that it would not affect the responsible, the Accredited and the experienced landlord in any detrimental manner whatsoever.	Non SL Landlord

Case no.	Impact on individual Open survey	Respondent type
737	I live in the BH6 area and there will be more homeless people on the streets. There will also potentially be people who have been thrown out of their housing due to anti social behavior moving into rented accommodation in my area, disturbing the area with their behavior,(if they can get accommodation outside the licensing zone). This will be true in all areas outside the zone. I also think it is unfair on landlords to be expected to be responsible for their tenants behavior. Each adult and child in their care, is responsible for their own behavior and that of the children in their care. This expectation could have some dreadful repercussions including criminal behavior directed from the tenant to their landlord.	Non SL Landlord
738	I feel it is only a matter of time if licensing goes ahead that the Council will expand this into other areas. This will impact not only on landlords but tenants as well as rents may rise and cause problems obtaining mortgages and increase Insurance premiums as the area will appear to be a bad one.	Non SL Landlord
739	The sooner it happens the better	SL resident
740	Massive cost in time money and energy for someone who owns a single flat in the proposed area.	SL Landlord
741	I would be financially disadvantaged. I already pay an agency a tenancy management fee. The agency ensure the property is maintained to a high standard and is compliant with any regulations. I would effectively be paying twice for Tenancy and Property management. Paying a license fit does not mean a landlord is a 'fit and proper person'. Irresponsible landlords can move on. Chances are they will pass any additional charges onto tenants.	SL Landlord
742	Will reduce turnover on late night shops	Non SL Landlord
744	Help improve standards, behaviour and make the landlords more accountable	SL resident
745	Once an area becomes licensed if you are in the next door area it will impact on your rental income, and the area in general. There are people already sleeping rough in Southbourne shop doorways. If this continues people will stop using the restaurants and coffee bars after dark so shop keepers are affected as well. There is only one answer to this problem and that is to build more homes for the lower paid - and take the rent money away from their benefits and pay housing associations direct.	Non SL Landlord
746	It will increase my costs. I'd be breaking the law already if I did not comply with a good proportion of the proposed license conditions. The proposal just means I have to pay the Council as well. The Council already has a statutory duty to enforce a number of these conditions, so I wonder what my Council Tax and my tenant's Council Tax is actually paying for.	SL Landlord
747	Fed up with the very noticeable rich poor divide	
748	Think it will help manage the anti social behaviour in the area	Non-SL resident
749	Stigmatise the neighbourhood I cannot see that specific standards in housing will be addressed. To support I would need to see that there are higher and enforceable standards that the current legislation as there is some terrible living contortions but they always fall into a 'just good enough ' category where nothing could be done. I have read through the paperwork and cannot see an improvement in standards required.	SL resident
751	Unnecessary administration and increased costs. Existing powers for both the Council and the Police to deal with the problems that this scheme is purported to address are not used and therefore all this scheme is a waste of time when the problem should be dealt with under existing legislation and powers. The Council currently encourages anti social behaviour by actively providing rehab properties in the area. As a result of this, there is bound to be an anti social problem as past offenders will not be automatically cured by the provision of such accommodation even when they are supervised.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
755	I am an honest landlord providing good quality accommodation in the area. This scheme is - at best - a sledgehammer to crack a nut. At worst, a thinly disguised attempt to get landlords to pay for administrator posts on the council at a time when central government funding has been cut, whilst vilifying landlords for years of council neglect of the area and inactivity (using already established powers) in dealing with the stated issues.	SL Landlord
758	Property prices & investment in the area will fall Insurance premiums will rise Rents will rise	SL resident
759	As a resident of Pokesdown for over 30 years I am horrified that the area would be officially labelled an area of social deprivation, with High crime & Anti-social behaviour – I know none of these are true. Pokesdown does not share the problems of Boscombe West, Eastcliff & Springbourne. And should not be included in the scheme.	SL resident
761	Insurance costs would rise.	SL resident
762	The proposed licensing will financially disadvantage good tenants and landlords which will have a negative impact on the wrong people.	SL Landlord
765	Raising the physical standard of housing and placing a monitoring scheme on landlords may initially increase the amount of work undertaken to set the systems up and to maintain standards or deal with complaints	
766	I will have to pay the costs of this stupid scheme. I have an excellent landlord who cannot afford to absorb the costs. Once again the law abiding will suffer while the negligent carry on regardless.	SL resident
770	Property prices & investment in the area will fall Insurance premiums will rise Rents will rise	SL resident
771	Property prices & investment in the area will fall Insurance premiums will rise Rents will rise	SL resident
772	My rental properties are blighted by ASB and poor quality of rental homes in the area. The only way to improve the area is to regulate bad landlords and improve properties (and tenants need to know acting in a nuisance manner will make them undesirable to landlords in the area).	SL Landlord
774	The standards would not apply universally to all rented accommodation. The scheme covers many properties which are privately-owned. There needs to be a register of landlords for the whole Borough if this is to be effective.	SL resident
775	Any action to deter "rogue landlords" is to be welcomed.	SL resident
778	I will fight this all the way as its expensive and not the solution.	SL Landlord

Case no.	Impact on individual Open survey	Respondent type
779	<p>Harvey Road in Boscombe East will be given a bad name and this will stick like mud for a long time. It will take years for it to be forgotten and will probably mean that the area deteriorates - in fact the opposite of what you are trying to do. Landlords will be less likely to improve and invest in their property as there will be lower achievable rents with an additional cost of £95 per year to find. Lose-Lose situation. Good Landlords may decide to sell up and earn the same return without the hassle by investing. Bad Landlords will cut out some legislation to reduce their costs. I have one flat in a block built in 2007, and the owner employs a professional managing agent for the building which each flat pays for. In addition, I employ a letting agent to deal with tenants: deposit; referencing; smoke alarms; CO alarms; maintenance and repairs in the flat. This information will have to be copied and sent on to the council - more work - and I will have to pay £95.00 for this extra work. This cost will be passed on to the tenants as why have this work and the problems that renting brings if I don't make any money? Harvey Road has the Anglo-European Chiropractic College and the private St Thomas Garnet's School at the end of the road. This will do nothings for their reputation, one door from a deprived area..... Harvey Road is a nice residential road and my tenants stay for at least 3 years. They move out when they can afford to buy their own home or want to live in a bigger home. I have stayed with my friends in the road and never witnessed any crime, anti-social behaviour or deprivation. In fact, I felt safe walking along the nearby roads. Out of the four areas being considered, Boscombe East has the considerably less problems than the other three. ASB is 50-70% lower than Westbourne and West Cliff - yet these are not described as deprived. All the other statistics are the same, Boscombe East is considerably lower than the other areas. BOSCOMBE EAST SHOULD NOT BE IN THE SELECTED LICENSING AREA.</p>	SL Landlord
782	I do not own a business in this area	Non-SL resident
783	We already avoid Boscombe area with regard to renting and we do not want tenants from that area to be moved to other areas, which will not solve any issues that should be tackled in the first place.	Non SL Landlord
785	I am sure that if I were to attempt to sell my fairly modern purpose built flat in Crabton Close Road, the inclusion of it in 'a problem area' would have decreased it's value on the ability to find good tenants.	SL Landlord
789	Crime and litter in Springbourne is more noticeable now. The three incidents I have seen recently resulted in an immediate gang of children/teenagers on bikes - I find this intimidating.	SL resident
792	If you close the drug dens down (which are usually rented - properties) residents of the affected area would have to travel to score in Bournemouth or Colombia Road etc.	Non-SL resident
793	This applying a joint responsibility where responsible landlords area financially punished for no good reason.	SL Landlord
794	I think poor landlords will buy properties in surrounding areas in order to avoid the fees.	Non-SL resident
796	I don't want to come under suspicion of carrying out an anti-social behaviour activity or criminal activity or hanging around when I'm quite legally going to visit friends in the area or waiting for them to return home or travelling through an area.	Non-SL resident
797	I am afraid you would extend the scheme throughout the borough and this is not necessary for landlords who look after their property and tenants.	Non SL Landlord
801	Would be concerned if this proposal were to be implemented in other areas, as a money raising venture. As landlords we run our business through a letting agent, all gas/electric checks are conducted yearly and properly. Strongly object to the scheme that collect money from proper landlords to pay for tracking down bad landlords.	Non SL Landlord

Case no.	Impact on individual Open survey	Respondent type
802	We are responsible landlords, providing good quality, affordable lets, managed by a letting agent. We will look to buy our next property outside Bournemouth, which is the town where I spent my childhood. We do not wish to pay the high license fee.	SL Landlord
804	Obviously don't want to pay more but hop it may increase property values, if housing stock quality rises and poor behaviour decreases.	SL Landlord
805	Would like to think that this scheme will improve the quality of properties and the behaviour of tenants.	SL resident
806	I have lived here for 39 years now, your classifying me as been anti-social - thank you. We have no crime, we are friendly with our neighbours - we have no problems. The person who thought of this idea, must be a misery.	SL Landlord
807	Improve area, more selective with tenant appraisal and increase rental income.	SL Landlord
808	Would have more confidence in using the service and reporting the problem, knowing it would be reached.	Non-SL resident
811	Targeting one small area of Bournemouth is unfair. Properties within the area will be 'blighted' when sold. It creates a negative view of an area.	SL Landlord
812	I am in a road that is half in and half out of the identified area. My property is just out of it.	Non-SL resident
815	I am concerned about licensing to not encourage immigrants. Any problems will move next door and racism may develop towards people who are vulnerable to radicalisation.	Non-SL resident
816	Our property is already registered and licensed as an HMO, no further action is required.	SL Landlord
817	Will give negative influence where to rent and where to purchase. It would be too complicated to make any difference.	SL Landlord
818	Will further stigmatise the area. Some people will not be able to find a place to live, as the tenancy management will mean they will not be accepted by landlords.	SL resident
819	Lower the property values and further denigrate Boscombe's reputation, which has improved recently, due to Polish etc. families moving into area.	Non-SL resident
826	Not sure, but it depends on landlords support of the scheme. Increase in landlords expenses could mean increases in rent. The positive aspect would mean more protection for tenants.	SL resident
827	It could increase rents. It could impact on my social life, if landlords are allowed/force to excessively interfere in the lives of tenants. It could mean, I couldn't rent without references as a new tenant.	SL resident
828	Positive impact i.e. more business.	SL resident
829	The already bad stigma associated with area will increase. Affecting business, hotel, insurance etc. - not one for businesses to move to.	Business / Organisation
830	I have no business, however, I do feel vulnerable in some situations when I have to go to some areas in Boscombe.	Non-SL resident
831	Further stigmatise the area and have negative impact on house prices, major businesses coming to the area and foot fall in shops, due to unnecessary fear of crime and being unsafe undesirable area unfairly.	SL resident
832	Irresponsible landlords are displaced to other areas e.g. Westbourne and West Cliff, with it's 43% private rented sector.	Non-SL resident
833	We live very closet to Boscombe and cannot escape it's problems. Anything to help Boscombe recover. It's middle class/tourist reputation will benefit Bournemouth.	Non-SL resident
835	Just pass increase onto tenant which is not fair.	SL Landlord
837	It will also clean up our landlords reputation.	SL Landlord
839	Having a property just outside of the proposed area concerns me, in case the boundaries are moved, the value of my property is affected or I struggle to find tenants.	Non SL Landlord

Case no.	Impact on individual Open survey	Respondent type
840	Positive as landlords would have to meet tenants needs more effectively and be more accountable by keeping premises in good conditions, repair etc. My one worry would be them putting up rent to pay for new changes i.e. services?	SL resident
849	Less choice of rental properties as small landlords sell to the likes of *** or employ letting agents with all the extra fees that entail.	SL resident
852	Rents will increase. More section 21's issued. More social tenants brought in from London (higher rate rent). More homelessness - more B&B accommodation needed by council. Council tax will need to go up. Insurance for landlords will increase (higher rents), tenants insurance will increase. Mortgage availability will decrease - a home goal.	SL Landlord
853	Rent prices will increase, more evictions.	Non-SL resident
854	More tenants given notice to leave, as landlords cannot deal with anti-social behaviour.	Non-SL resident
855	All businesses in Boscombe will be affected as the negativity and smearing of the area will be increased by the scheme. Insurance premiums will increase for businesses too, as the area will be considered more of a risk.	SL resident
858	House prices will fall. Management will be more difficult to obtain. Insurance cost for car, business, property, will go up. So will rents to cover costs.	Business / Organisation
860	My tenant is on housing benefits and tops up. I will increase rent and then have to evict her and her son. Loss of their home and rent money to me. Costs to evict are very high. No support from law courts and very time consuming process. Taken me 4 & a half months to evict with loss of rents and costs totalling £5k. There is enough regulation in PRS.	SL Landlord
861	I will have to pay increased rent.	SL resident
862	My insurance premiums will increase. General costs will increase. More expectations upon me as a landlord, which I have no powers to execute. Less potential tenants, due to stigma caused by scheme.	SL Landlord
863	Evicted tenants - problem tenants - could seek accommodation in properties I own in the neighbourhood.	Non SL Landlord
866	Rent increase and other costs, it will still not target the real problems.	SL resident
868	Yes, keep current problem in Boscombe and try improving the area. For tenants to move out of Boscombe could become a disaster for other areas. Landlord can only be responsible for anti-social behaviour inside property and not on streets. No details of anti-social behaviour in houses or streets - needed!	Non SL Landlord
869	It will deter investment in property in the area.	Non-SL resident
870	More homelessness will cost council tax payers a lot of money.	Non-SL resident
871	EL unico imposito desventajas otue esto me puede traer es el aumento de la renta de mo casoi ya gue vivo alojuilada.	SL resident

Are there any other circumstances where you think the Council should apply discounts or additional fees?

Household survey

Case no.	Fees Household survey	Respondent type
3	For providing safe, comfortable and warm accommodation for being efficient for solving any problems and for meeting standards.	Resident

Case no.	Fees Household survey	Respondent type
4	The landlords should be discounts to tenants who form groups to address anti-social problems - such as rubbish and fly tipping. This discount must be palmed back to the tenants and those not addressing these problems, fined.	Resident
6	Landlords who fail to register the extra charge must be a lot higher, maybe in thousands. The standard fee is much too high. It might discourage future landlords from moving into the area.	Resident
7	Charge ***** extra for his shoddy homes - he is the reason this area is in the toilet.	Landlord / agent
12	Landlords with low income/financial difficulties.	Resident
13	If the fees are to high, landlords may not pay and it will cost the council to chase them. Fees will be added onto rent, will there be rent control?	Resident
19	Persons, like myself, who aren't letting property as a business but who are travelling/circumstances have changed for a short period.	Resident
21	Additional fees if the outside of the property is not in good condition and litter disposed of.	Resident
23	Where housing adults with mental health issues in 'supported' housing (though these may not be private landlords).	Resident
30	If standards on flats increase fee and landlord sticks to required schedule. ***** will be charged millions.	Resident
37	As in our situation where there are three flats, two owned and lived in by freeholders, the other one let out by owner and freeholder.	Resident
44	I have a very good landlord. Why should he pay the same as a bad landlord.	Resident
46	I feel its a ploy to get more money - am I wrong.	
47	No discounts at all. Only 2-5,000 fine for not register/sign.	Resident
48	Complaints from tenants should remain with property and not the tenant i.e. if tenants leave or asked to leave complaint still stands and must be followed through. If not sorted within e.g. 60 days - landlord to be fined.	Resident
49	Discounts should not be applied, landlords makes huge amounts of money.	Resident
51	Landlords who own blocks of flats should pay more than one licence plus £65. Lower licence fee may not be an incentive for a landlord to improve his properties.	Resident
52	I think they should all pay the same regardless of who they are.	Resident
57	Landlords who do not come forward voluntarily, might be charged with a £300 fee which might be used to lower the pay quest voluntarily accessing landlords.	Resident
64	Discounts for the owners with only one property and only one tenant. Some properties rent by room.	Resident
80	Not for profit or charitable organisations.	Resident
83	Not really - I would be interesting to know what you plan to do with all this extra money?	Resident
84	Landlords who already do their jobs.	Resident
94	Fines should be high if landlords don't meet standard's.	Resident
99	If tenants are registered as disabled and they have modified property to meet tenants needs.	Resident
101	Extra fees/fines where landlords fail to act upon complaints of anti-social behaviour from tenants.	Resident
102	Landlords with an excellent record that will let all properties at affordable rates to families in receipt of benefits/tax credits should get a discount. Landlords that get high rents or have poorly maintained properties should be charged more.	Resident
103	No discounts, apply the rule, landlords have had it to easy for to long and don't care about the negative impact they create.	Resident
110	Where a landlord signs up but doesn't make changes in a timely fashion	Resident

Case no.	Fees Household survey	Respondent type
113	Property should be excluded from charges completely if proof of compliance is given. It is unfair to ask people to contribute to scheme, which is aimed at households that don't comply.	Landlord / agent
114	I am not sure about extra charges for a block of flats. Quality of property, anti-social behaviour etc. is all under one roof.	Resident
117	No discounts.	Resident
122	Discounts - for help towards disabled tenants.	Resident
125	If the landlords is already providing a high living standard of property, there should be extra discounts.	Resident
131	If an individual becomes a landlord whilst the scheme is running, they should pay the fee pro-rate.	Resident
137	If landlords let their property through a recognised and well run letting agency.	Resident
151	When the landlords improve their properties.	Resident
159	If after five years landlords have made a positive effect on their property and area they could be offered a 10% discount on the next five years.	Resident
160	Single mothers, widowed.	Resident
164	I do not believe discounts are helpful so all should pay the same fee, otherwise under hand bribes are relevant.	Resident
168	Landlords who are also the carer.	Resident
171	If the landlord doesn't maintain the property, then additional fees should be charged.	Resident
181	Perhaps where landlords could work closely in agreement with college and university housing departments?	Resident
184	Landlords owning estates otherwise discounts will not be fairly applied.	Resident
186	Why is it a fee 'per property?' Surely it is to ensure landlords are adequate, therefore why charge them for each dwelling? It then seems to be a money making scheme.	Resident
187	Additional fees for landlords who fail to comply with the licence conditions.	Resident
190	If a landlord holds more than one property, you should increase the paying scale - the more properties the higher the percentage they pay. ***** - charge him a million pounds. The money should be spent also in maintaining and investing in the whole area. Boscombe needs a new larger library and football stadium.	Resident
196	They may put rents up.	Resident
197	Yes £0 for hotels, guest house, bed and breakfasts and existing HMO's.	Resident
198	All hotels, bed and breakfasts, guest houses that sell accommodation to holiday makers should be exempt from selective licensing.	Resident
199	All hotels, bed and breakfasts, guest houses that sell accommodation to holiday makers should be exempt from selective licensing.	Landlord / agent
200	If the landlord does not stick to the rules their fee should then increase. I suspect there will be many landlords who pay up early for £378 and then change nothing, hoping the council won't notice as they have already paid. So the rules must be enforced.	Resident
202	Adding extra charges onto already high costs for private landlords will only decrease the available property for rent. Is this what you want?	Resident
203	Perhaps if a landlord also lives in the block they might already have an incentive to keep on good terms with their tenants and maintain the property.	Resident
209	Fines for not signing up, fines relative to profit so fines aren't easily paid.	Resident
212	For people who move abroad as a result of work or personal reasons or for some reason cannot sell the property, so they have to rent it out.	Resident
213	Council should apply additional fees to landlords as the rent is too high and some tenants are unable to rent decent properties.	Resident

Case no.	Fees Household survey	Respondent type
215	Discounts should apply to landlords would have regularly maintained their property to an acceptable standard.	Resident
216	Discounts should apply to landlords who have regularly maintained their property to an acceptable standard.	Resident
221	Where standards are kept high, where landlords take social responsibility for the largely poor individuals that take residence in their domiciles.	Resident
223	Yes, where landlord has several properties.	Landlord / agent
225	Just because it's accredited, doesn't make it proficient if poorly managed.	Resident
238	If a landlord has accommodation for special needs e.g. wet room, wheelchair ramps etc. they should get a discount.	Resident
242	The council is imposing a scheme which is wholly unnecessary. Nothing will ever justify the creation of such a scheme.	Landlord / agent
250	Less members in household, professionals.	Resident
254	No - I am a registered landlord in Wales and these fees are not reasonable.	Resident
255	Council must make sure cost is recovered from landlords not tenants.	Resident
260	Additional fees should be implemented to landlords , where tenants do commit any sort of anti-social behaviour, i.e. destroying public properties or urinating in roads or where people feel uneasy an threatened by some subjects.	Resident
261	Privately owned properties, where homeowner only wants to 'rent' their property and only one property - offer a lower fee or 'annual' fee instead.	Resident
262	Landlords who own lots of properties and businesses.	Resident
263	Charge for landlords who fail to register, is too low to be a deterrent, it should be another £472 - like the registration fee.	Resident
271	Landlords that don't increase rents to compensate for increased costs.	Resident
272	There should be a fee for the whole of Bournemouth or none at all to avoid discrimination. There are good and bad landlords in the area designated and same outside of it.	Resident
281	Building alterations without consent - extra charge. No tenancy agreement/gas safety/carbon monoxide - extra charge. Private fostering - discount.	Resident
285	Possible discounts for additional repairs or refurbishments. Possible fees when not enough refurbishments.	Resident
287	Registered disabled premises licence, to be cheaper.	Resident
291	Where landlord is renovating the property to high standards or putting in disabled access provision. Incentives for residents not to have a car - parking is already too much of a problem, or landlords provide parking, such as off road space.	Resident
292	Landlords that are resident in the property.	Resident
295	Discount based on the age of property.	Resident
297	Where properties are already well up to a certain standard perhaps.	Resident
302	For retired or out of work tenants.	Resident
304	Discount for property owners who look after their business.	
305	Dependent on individual property size.	Resident
318	I think the scheme should be free to landlords etc. but they must sign up. The funding of the scheme should be via fines for landlords who fail to register. This however requires the council to police the scheme vigorously and prosecute landlords who fail to comply. At the moment the funding of the scheme is just a 'lazy' way for the council to increase revenue.	Resident
319	Discounts for landlords that provide parking as the roads are too congested.	Resident
321	Private residential care homes and warden assisted flats.	Resident
325	Why is there a charge? What is the benefit to landlords? What do they get in return? I think rent will certainly rise - not a good idea.	Resident

Case no.	Fees Household survey	Respondent type
328	Having to tend to unresolved reported faults i.e. damp and modernising.	Resident
332	Discounts to landlords that favour people on benefits.	Resident
336	Large landlords such as ***** own blocks of flats and they would have privileges of reduced charges - this isn't fair.	Resident
344	When they own 1 or more houses. When next to each other I don't agree with £472.00 x2	Resident
346	If someone has breached the terms of the scheme - but I am sure there is something in place for that scenario.	Resident
351	Sole property landlords e.g. a landlord with only one property let is more likely to have focus on ensuring that property & tenants are in keeping with the Housing Act 1988.	Resident
356	Good landlords with a long term track record of sound properties & management, maintenance completed to "Target dates", supporting "disadvantaged groups" successfully e.g. single families, young parents etc.	Resident
357	I think landlords who own properties purely for rent with no option to sell should not have to pay fees at all.	Resident
360	***** & other anti social landlords pay more. Assessments based on conditions not generalised.	Landlord / agent
364	Landlords who are ready to take tenants who are on benefits or disabled tenants should get a discount.	Resident
372	No, I think discounting the fee if landlords sign up now is blackmailing people to agree to the scheme & it's immoral.	Resident
378	If this system includes a system which rewards landlords for reaching & maintaining aspects of their management then a discount could apply.	Resident
382	Additional fees for repeated ASB, nuisance, fly tipping.	Resident
384	Discounts for landlords that already look after their properties to a good standard. Fees to tenants who consistently undertake crime and anti-social behaviour.	Resident
389	Good landlords only. Should charge dodgy ***** twice as much.	Resident
390	Disreputable landlords operating high volumes of bedsits and houses of multiple occupancy.	Resident
396	No discounts landlords take advantage of tenants.	Resident
399	Additional fees to landlords who have multiple amount of immigrants living in a small property.	Resident
403	Keeping any property owned and rented out in a good state of repair and gardens looked after and any building kept in a very good condition for at least 6 months/1 year on a sliding scale.	Resident
405	Discount for providing good-quality accommodation. In terms of decoration, furniture etc. - subject to annual inspection.	Resident
408	If there is a charge it should be per rental unit e.g. 1 house or 10 flats in a block = 10 charges.	Landlord / agent
410	Lovett are a respectable landlord who should receive an exemption from the scheme.	Resident
412	I believe my landlord should be charged.	Landlord / agent
413	To landlords that provide a great service and quality accommodation to their tenants.	Resident
414	If there is a history of repeatedly failing standards there should be penalties.	Resident
416	Additional fees for bins/recycling because tenants of blocks of flats rarely sort their rubbish, therefore it is up to the landlord to enforce this.	Resident
419	Should not apply any charges at any time.	Resident
423	Where landlord has a block it's ridiculous they are separate dwellings household - already protected by environmental health.	Resident

Case no.	Fees Household survey	Respondent type
425	Discounts for those who already care for properties well & have good relationships with tenants. Increases for those who refuse to take part, don't care for their properties or tenants - sliding scale.	Resident
432	Property size & rental yield. 2 beds vs. 4/5 beds, discounts for smaller properties.	Resident
433	You are making it complicated. Set a fee for say if you own 25 units or less, 26 units and above (for example).	Resident
440	Still concerned that the tenant would end up footing the bill as landlords would increase rent to cover the loss.	Landlord / agent
442	Charges/fines when property is not maintained to a decent standard including disposal of waste and maintenance of grounds.	Resident
443	Yes! Accommodation that offers excellent service of housing should receive discount. Accommodation that is sub-standard - higher rate.	Resident
446	Further discounts for landlords whose tenants are 'at risk'	
447	Additional fee if other tenants have a problem with a lodger.	Landlord / agent
459	If the charge covers the training & licence of one individual why charge per property?	Resident
460	If a block already has a management agent, some responsibility may overlap, or its outside the landlords control where only one property in a block is owned e.g. external appearance. Discount?	Resident
461	I think leaseholders who outlet should also be licensed as they cause just as much of a problem as the freeholder.	Resident
467	Questions 7/8/9/10 are worded to look like the decision is a foregone conclusion!! If legislation is to go ahead it should only be a manual fee and legislation only related to the time property is let.	Resident
468	Landlords that the council use to house people i.e. private hostels and *****.	Resident
470	No - charge more	Resident
471	Discounts for live-in landlords - or are these not affected by the scheme?	Resident
480	Pro rata bedroom accommodation to denote fee for licence.	Resident
483	As owners of only one rental property we think that the charges need to be fairer spread over the larger property owners.	Resident
484	It has been the large landlords who have caused most of the issues by not policing/managing tenants and working ethically.	Resident
486	Perhaps for voluntarily producing evidence that they comply with regulations such as gas safety checks yearly, fair tenancy agreement and deposit taking etc.	Resident
489	Why do we not charge students council tax as they use the same services i.e. bins, police & fire.	Resident
490	Fees could be applied if standards are not met.	Resident
493	Additional to landlords who don't keep an eye on their tenants and property whose bins stay on the road.	Resident
495	Maybe where landlords have registered but fail to observe the conditions - provided such fees are not passed on to the tenants.	Resident
500	If the landlord has recently refurbished the property to an appropriate standard.	Resident
504	Extra fees on problem properties	Resident
506	1 fee per property. 1 block of flats 1 fee.	Resident
508	When repairs are not done	Resident
511	If the landlords property is in a good condition especially proper heating/windows are up to date then a reduction should be discussed. There are so many properties rented out that are a disgrace then the fee should go up until the property is updated to a living standard.	Resident

Case no.	Fees Household survey	Respondent type
517	People renting out a spare room in their house?	Landlord / agent
518	Landlords living out of the UK	Resident
521	I totally disagree with the proposal for the scheme or the selective licensing.	Resident
525	Discount for landlords who have no complaints against them or demonstrate an exceptionally high standard of accommodation a star system.	Resident
528	Single parents living in rental flats	Resident
532	If the landlord has split the property into more than one residents and still lives in one of them.	Resident
533	I believe there should be a set up where all landlords have up to 1 year to register for free. Then any landlords who don't register by that date will be fine.	Resident
538	Unkempt, poorly maintained external premises that are easy to patrol and govern by the local authority.	Resident
542	I think 1 fee for an entire block would be adequate, not per unit in the building. What about a small extra charge for large blocks that use multiple plots?	Resident
545	Discounts for prepayment and an extra charge for late or non payment on time.	
548	When they don't resolve a tenants issue within a reasonable time scale or if it is a health and safety issue.	Resident
550	Landlords who demonstrate a positive impact on the quality of housing or improvement in tenant satisfaction.	Resident
551	Landlords should be discounted according to previous behaviour or property condition to encourage good landlords.	Resident
557	There should be a far higher fee for landlords who own multiple properties as these landlords usually show disregard for their responsibilities.	Resident
562	HMOs should have additional fees.	Resident
568	This scheme will penalise some good landlords & favour the big landlords who are the worst culprits.	Landlord / agent
570	Good recommendations	Resident
574	If you pass an inspection, low/no fee. If you don't pass, you pay a penalty. That is fair and effective.	Resident
577	I am unsure that charging a licensing fee to an owner for letting his/her property is at all legal?	Resident
586	Houses with good management should not be hit with this scheme. I think the bad landlord should pay but not punish everyone.	Landlord / agent
591	When there are significant improvements in licensed accommodation after the scheme has been introduced.	Resident
599	Proactive participation & an effort made to deal with issues (on subsequent licence renewals)	Resident
600	Charity & housing associations should be exempt	Resident
603	Additional fees if properties aren't maintained. ***** property on Cleveland Road is disgusting!	Resident
607	Additional fees for landlords having each unit above area average.	Resident
612	Discounts for well kept properties. Additional fees for unkempt properties, littering etc. & antisocial behaviour.	Resident
614	If there is no crime in the area/building reported	Resident
620	I feel that landlords who are very good at looking after their properties to a high standard should be exempt from paying a fee. My landlord is excellent!	Resident
621	I think about penalty charges when they don't stick with the program, but rewards when they do.	Resident
622	Landlords who have a good track record in providing quality accommodation should have more generous discounts subsidised by punitive fees for landlords with consistently poor records.	Resident

Case no.	Fees Household survey	Respondent type
625	Landlords that own a single flat/one bed house should be exempt/heavily discounted.	Resident
629	Depends if a block of flats is more than one number.	Resident
630	Yes, landlords who fail to keep property to a good standard for tenants to live in. If they get charged they will take the issue more seriously.	Resident
633	Worried that cost will just be added to rents. I already pay a £40/week services charge which has doubled in 6 years!	Resident
634	Should a landlord own multiple units i.e. entire block or several bedsits in one house i.e. entire house I think full fee for each unit should be applied.	Resident
635	Landlords that hold properties in other areas.	Resident
637	I think this fee will be passed to the tenants anyway and not yearly but possible in some greedy landlords, monthly. So if rented accommodation was already high priced now it will be even worse.	Resident
641	Discounts on properties maintained to high standards. Landlords who don't register should be fined along with £157 per licence.	Resident
642	Landlords who own a block of flats should pay full price for each flat - they charge rent for each flat. If the council is making life even harder for good landlords they should make things really tough for the dreadful landlords who will simply ignore this legislation as they ignore all other rules. The penalty for not registering should be serious enough to make bad landlords comply.	Resident
643	Use your common sense and scrap this stupid scheme!	Resident
647	Depending upon the rent, if it is significantly lower than average for this area and for comparable flats.	Resident
649	The total should be £350 with discount £175 and the extra charges should be no more than £20 per unit. Cut back and the crafted recession created the circumstances that councils now want to cash in on.	Resident
653	Discount for landlords that own more than 1 flat in a block.	Resident
665	If the landlords fail to keep the property in a good condition they should be fined.	Resident
666	Those who comply at all times (retrospective discount) with all requirements etc.	Resident
670	Discounts for low-energy properties that have a positive impact on the area.	Resident
672	Discount for landlords joining scheme on/before 1st rental	Resident
673	No more additional fees! I think the fees are too high anyway.	Resident
678	Above average standards merit discounts.	Resident
680	Yes student accommodation should be charged rate	Resident
681	Landlords whose properties do not meet the schemes rules should face increase in charges/fees & added to list. Serial offenders should be barred from renting properties.	Resident
683	Additional fees to buildings that have not been well maintained e.g. blocked gutters causing damp, rotting windows. Landlords should be penalised for not maintaining properties to a decent standard. Must be hard-hitting and make landlords take action FAST.	Resident
686	Only if the landlords properties are in really good condition and are kept that way & tenants are happy with living conditions.	Resident
689	Possibly charge the 'dodgy landlords' a higher fee until they bring their properties up to the required standards.	Resident
694	A landlord is proven to provide an excellent quality of housing and meets all requirements, why not reduce the cost of the licence further as incentive/reward?	Landlord / agent
697	I think it will be almost impossible to catch landlords who think they can avoid these costs. This plan is going to be hard to implement successfully.	Resident

Case no.	Fees Household survey	Respondent type
701	As a shared household, we can still struggle with the rent, rising house renting prices could be too much, although the better living conditions are sorely needed. The riddance of ASB would also greatly improve our area and make it generally more desirable.	Resident
702	If there are disabled landlords or ones who have children under a certain age, then discounts could also be considered.	Resident
705	Additional fee's should be imposed if a landlord doesn't keep a property up to standard either outside or inside.	Resident
706	Discounts for landlords who follow good practice	Resident
707	Yes - when I have previously rented my property, I have always done so via letting agents, ensuring good tenants and a well maintained property as I am duty bound to provide gas safety certificates. I think there should be a discount for landlords who use agents.	Resident
709	The proposal discount is too low and disproportional to those landlords with low individual properties.	Resident
710	If a landlord owns a property that already looks appealing and brings the area up, not down, a small discount (10%) could be given as an incentive? Private landlords only - not *****.	Resident
711	100% discount where no recorded problem with the landlord or tenant. Should only apply to bad landlords or problem tenants properties.	Resident
727	If there is evidence to suggest they are meeting or are exemplary at meeting the standards. Good behaviour should be rewarded - it's an incentive.	Resident
728	Exclude leaseholders or make special provision.	Resident
729	HMO's of more than five rooms.	Landlord / agent
730	This is starting to sound like a cash grab for the council.	Resident
734	I don't think there should be a fee for one off landlords as that fee could be spent on repairs and maintenance.	Resident
738	Landlords with only 1 or 2 properties.	Resident
739	Consideration should be given to landlords who maintain properties. Charges should be made to anyone not complying.	
740	Lease holders need protection.	Resident
744	Well, we only own one letting property, so you won't be busy with us. Those owning many properties will be a greater drain on inspectors etc. So maybe there should be a sliding scale. Licence fees will be passed on to tenants as rent, that's the way the world works.	Resident
745	Sole property landlords should have a discount, corporate/multiple property owners/managers - additional fee's.	Resident
746	I do not agree with the proposal at all.	Resident
750	If housing is provided for people with disabilities, the elderly or single parents discounts should apply.	Resident
753	I am already in a position of my landlord, putting up rent, I feel this licence fee will also be passed on to tenants.	Resident
756	I don't think there should be any discounts at all and that the fees should be as high as allowed with higher fees for the very many houses of multiple occupant, which blight the area.	Resident
758	Well, those having a few flats to pay less.	Resident
759	Good value rentals - discount. Poor quality/value rentals - extra fee's.	Resident
761	Discounts should be applied where landlords are letting out their own homes for a limited time e.g. while studying in another city.	Resident
766	Students?	Resident
771	HMO's should be charged per individual unit within property.	Resident

Case no.	Fees Household survey	Respondent type
776	If the property is proven to be well managed, accounts are in order, owners and tenants are happy, I think that these should have no fee's. You should be tackling HMO's and the shark owners - not reputable letting agencies or landlords.	Landlord / agent
777	First time landlords (properties that have already have a history of being let in the area) - to encourage mixed landlord market rather than creating a limited market between a few existing landlords.	Resident
778	Question 7,8,9 Are mind already made up? The questions put me in mind of the old journalise questions 'When did you stop beating your wife?'	Landlord / agent
780	Additional fee's - but standards need to be logical e.g. landlord must have decorating/painting plan - enforceable. Windows that actually are made to open - not just one to cover planning laws. Cleaning of windows in flats, not on ground floor. Additional Fee's - more inspectors = better conditions.	Resident
781	Increased fees next time for landlords who were non-compliant or unhelpful first time around as a deterrent.	Resident
783	Council tax is sufficiently high, instead of considering this proposal, the council should improve it's management of public services with the existing revenue	Landlord / agent
785	I do not agree with the scheme.	Resident
793	To encourage use of housing i.e. free for first year, if people only renting one address.	Resident
794	I don't understand what the licence fee is for? What is it paying for? People to chase up neglectful landlords? or to prevent 'anti-social' tenants? So this would no longer be the landlords responsibility?	Resident
810	Yes - I think this should be based on the standard and quality of the flat/apartment e.g. if the rented property is clean and nice then council should give them discounts - otherwise raise the cost.	Resident
812	Not charge at all.	Resident
815	If a landlord fails within four week to tidy and improve the street, there should be a charge.	Landlord / agent
817	Discounts for landlords with good track records, penalty for landlords with poor track records..	Resident
818	There should be no charges what so ever for landlords who have attained the Bournemouth Certificate of Landlord Accreditation - these are responsible landlords.	Resident
819	The proposal fee for the period of five years is too low. A fee could be charged annually to maintain and ensure continued compliance.	Resident
824	Landlords should not have to carry this unnecessary burden.	Resident
825	It is unfair that a landlord with one property (single flat) would be charged the same as a landlord who owns a whole block of flats. Small investor penalised, whilst someone with money to purchase several is not.	Landlord / agent
826	Discount to landlords who currently have long-term tenants in satisfactory property.	Resident

Open survey

Case no.	Fees Open survey	Respondent type
4	Surcharges should be applied to ANY landlord not registering their property.	E panel non SL resident
11	None, fees should be roughly equivalent to one months rent for a one bed £600	E panel non SL resident

Case no.	Fees Open survey	Respondent type
16	"To cover the cost of the scheme" this does sound a lot. I presume you are paying for someone to administer it, as well as someone who goes out and inspects properties? Would making this scheme cover a larger area bring the price down? I would hate to see this charge passed on to tenants who already have a hard time with high rent prices across Bournemouth. Once the properties are listed on your records, does the following years have to cost as much? I am not a landlord by the way, but I am a tenant in a not well kept property.	E panel non SL resident
17	The fee for not registering should be higher	Non SL Landlord
24	***** is half the problem in this area. What is the council going to do to him... probably offer massive discounts so it will not affect him.	SL resident
25	The charge should be per tenant not per property, perhaps you don't wish to upset the likes of *****? Where private landlords are paying 10% of the income from their rental to a bona fide agent to manage the property perhaps you should work with the agents to assist in removing 'undesirable' tenants promptly instead of trying to do it all in duplication.	Non SL Landlord
30	It would be interesting to hear what the Council's additional costs would be because of these measures and how this compares to the additional income that would be generated. The objective should be for the scheme to self finance - anything other than self financing will generate criticism of the Council for either profiteering or subsidising the scheme Council Tax.	E panel non SL resident
31	Landlords with a very limited number of properties in a building, for example a converted house, half of which is let to one tenant.	E panel non SL resident
36	Landlords who operate through a reputable letting agency.	Non SL Landlord
46	If you must implement this scheme why not charge the fee as a percentage of the rent acquired for the property? Simple. If a fee is due, all must pay.	E panel non SL resident
49	Additional fees should be charged if the Landlord hasn't had repairs carried out i.e damp, no heating. etc	E panel non SL resident
51	"Professional" landlords - those owning multiple properties - should pay more than people owning only one property, who may be renting out pending sale, as executor etc.	E panel non SL resident
53	Would need more indepth info as to what the fees would be used for.	E panel non SL resident
54	Extra fees for landlords who do not maintain the property to a acceptable standard	E panel non SL resident
55	Discounts should apply depending on age and condition of property.	E panel non SL resident
56	Reduction if it is the freeholder's only property other than the one they reside in (helps local people who have invested in a single property, and puts greater responsibility on those who run multiple properties).	E panel non SL resident
60	These fees are far far too low for a 5 year licence. It should be a fee of £200 per extra unit.	E panel non SL resident
61	There should also be discounts for Landlords who own multiple well maintained and well managed properties within the area. Or possibly for Landlords whose properties are managed professionally by an ARLA registered agent	SL Landlord
62	The fee should be lower for people who only rent out one property and higher for those who have a number of properties.	E panel non SL resident
63	the fee should be higher for an entire block as there could be particular flats causing problems	E panel non SL resident
67	Those landlords who have disabled flats etc	E panel non SL resident

Case no.	Fees Open survey	Respondent type
71	This will impact the small landlords with a single flat the greatest. I can't see why it shouldn't be the same charge per property (perhaps based on a floor area, or rateable value, or similar.	SL Landlord
81	Additional fees should be applied to landlords who fail to maintain properties to a reasonable standard within 12 months of owning the property.	E panel non SL resident
86	if the property is designated towards elderly or disabled tenants.	E panel non SL resident
87	Any landlord that fails to register should either be fined sufficiently and or be declined a 'licence' either permanently for persistent breach or for a period of time almost like a disqualification period	E panel non SL resident
88	To any landlords who have kept their properties in good condition and have been good to their tenants and whose tenants do not reflect badly on Bournemouth.	E panel non SL resident
90	If the Landlord has a history of treating tenants unfairly	E panel non SL resident
105	I agree that a sliding scale is appropriate. A landlord who rents out one two bed flat should pay less than one who has more or larger properties. The more profit the landlord makes the larger their license fee.	E panel non SL resident
106	Prompt payment - discount Late payment - additional fees	E panel non SL resident
113	How can you calculate the cost when you have not issued any and they should be only the costs incurred with that licence, as you cannot get your own figures correct for your own leaseholders I would have no faith in the amounts charged.	E panel non SL resident
118	I don't think that we should be discouraging landlords from providing accommodation. Perhaps there should be a discount for landlords with multiple properties who otherwise adhere to the rules. Perhaps additional fees could be applied to properties where landlords fail to maintain them properly or are subject to unresolved nuisance complaints.	E panel non SL resident
128	Only in buildings which cater for the disabled	E panel non SL resident
131	It's too much money, if I owned a block of flats and managed it to the best of my capabilities then I would not be happy about paying out a lot of money to do what I am already doing.	E panel non SL resident
132	registration does not guarantee solution of problems and just gets people angry at another layer of bureaucracy which will be seen as a money grab by council	E panel non SL resident
134	Fee is too high. The whole system could be administered by one person part time. Ridiculous cost.	Non SL Landlord
142	If a landlord rents out without obtaining a licence in the hope that the Council does not find out that the property is rented out, there should be a high penalty imposed on the landlord as a "punishment". I would suggest £1,500	E panel non SL resident
143	Failure to comply. Breach of regulations.	E panel non SL resident
144	I am completely against this scheme. I see it as more government meddling.	Non SL Landlord
146	DISCOUNTS FOR WELL MAINTAINED PROPERTIES	Non SL Landlord
148	No discounts of special rates. These people push up the price of renting because of greed. Every landlord should have a licence or they can not have tenants. Also landlords should not be able to pass the cost of a licence to the tenants.	E panel non SL resident
158	Stupid idea all the way around. Don't do it.	E panel non SL resident

Case no.	Fees Open survey	Respondent type
162	Discounts for landlords who significantly improve their properties and living conditions for their tenants within a certain time; additional fees for landlords who fail to significantly improve their properties and living conditions for their tenants within a certain time.	E panel non SL resident
165	There is a difference between a purpose-built block of flats, and converted houses of multiple occupation.	E panel non SL resident
175	For landlords who only have one property and maintain it to a high standard there should be a reduced rate	SL Landlord
177	Discounts for Landlords that supply exceptional rented property with good services and amenities. Additional fees for Landlords who do not comply and are unwilling to raise standards but drag their feet and blame tenants. Also, some form of rent control as used to exist, whereby a tenant that considered that the rent was unfair could appeal to the Council for a judgement.	E panel non SL resident
189	To private individuals who may own second properties & let them as an investment rather than a business & run their property through a reputable agent.	E panel non SL resident
191	Just make sure that you charge enough and that this scheme isn't funded by any council tax, I pay enough already.	E panel non SL resident
200	***** will find a way to reduce the charge it pays due to the massive amount of properties it owns. Turning houses into bedsits destroys residential areas while *** reaps the benefits. Will the charges apply to landlords who rent to DSS tenants?	E panel non SL resident
215	Registered charities who provide facilities for those with additional specific needs.	E panel non SL resident
217	For those landlords who have, within a few * years, spent a considerable * sum in raising the standard of the accommodation, especially if they have to adapt it for disabled*users. Those marked with an asterisk * will need clarification and agreement.	E panel non SL resident
218	I think discounts should apply to landlords who DO look after their properties and are of a high standard.	E panel non SL resident
225	The whole scheme is just another tax on decent people from what I can see so far! You say you can't make a profit but I say you can be as wasteful as you like with the money and it won't cost you a penny will it ?	SL Landlord
232	discount landlords that have no record of a poor service	SL Landlord
233	Failure to meet minimum energy efficiency and health and welfare standards should prevent a property being let at all, and the landlord should be fined. I think there should be discounts for landlords whose properties achieve a C rating on the EPC or higher. Otherwise a disproportionate amount of a presumably low-income ends up having to be spent on fuel, leading to fuel poverty. The charges need to make sense, though. If the bulk of the cost of administration (for which the fee is being charged) is related to an individual property rather than an individual landlord, then fees ought to be charged on a per property basis.	E panel non SL resident
234	Landlords who fail to register, should not allowed to operate a letting business.	E panel non SL resident
235	Where someone has down sized by dividing their home and thus provided extra housing which is needed.	E panel non SL resident
237	For blocks individual conditions can vary between units so would think each unit would need inspecting and the unit charge does not seem to equate to charge on a single unit	E panel non SL resident
239	Be strict with the charges.	E panel non SL resident
246	Properties used by known troublemakers should pay more	E panel non SL resident

Case no.	Fees Open survey	Respondent type
248	where there are less units	E panel non SL resident
257	AND IMPOSE AND HIGHER FEE OF MORE THAT DOUBLE THE £157 FOR EACH YEAR THAT THEY HAVE STILL NOT JOINED.	SL resident
258	Where properties meet safer homes standards. Properties where the council have little to do.	Non SL Landlord
260	Much more stringent control of appearance of blocks both inside and outside is needed	E panel non SL resident
261	Discounts for owners of blocks will effectively be subsidised by those with individual flats. Also, complying with the regulations (e.g. electrical safety tests) will be cheaper for those who are booking lots of work with professionals, or possibly having their own maintenance teams. This will favour the larger private landlords.	Non SL Landlord
264	I think it would be simpler & cheaper to administer if a flat fee per rented property applies i.e. I do not agree with any discounts or additional fees.	E panel non SL resident
274	Properties where regular anti-social behaviour happens and the landlord is not doing anything about it should be charged an additional fee especially if they don't live locally.	E panel non SL resident
280	Non-"professional" landlords e.g. Rent-a-room etc. What about short-term holiday lets? And people temporarily letting out their property while they're away e.g. working abroad? Parents who charge rent to adult children - will it apply to them? And is Bournemouth Council a landlord in this area - will it have to join too? Could get complicated! Is it tax-deductible as an expense?	Non SL Landlord
285	apply discounts to landlords that advocate an affordable rent /tenancy and are not just out to secure as much profit as possible.For example,those landlords that demonstrate that they make a contribution to the local community and invest in the local community.	E panel non SL resident
286	you've already said you can't make a profit so it is the cost that you should charge. I'm not sure how a sliding scale means you cover your costs.	E panel non SL resident
288	Extra charges should be enforced on larger landlords to ensure that they maintain the appropriate standards. Giving them discounts will leas the impact of the scheme	E panel non SL resident
289	If we introduce an accredited landlord scheme where good quality landlords (fair rent, sort out repairs, etc) are certified, these landlords should be exempt from fees.	E panel non SL resident
290	Where a landlord has never been responsible for an issue of anti-social behaviour at their properties	Non SL Landlord
291	Landlords who own not the whole building but more than one unit in a building.	E panel non SL resident
294	Considering the landlords are in the back pocket of the council the council should make sure that properties are up to council standard not the slums these landlords own now and should be checked often	E panel non SL resident
314	I WOULD LIKE TO THINK THERE WOULD A SLIDING SCALE FOR LANDLORDS WHO ONLY MAY HAVE ONE OR PROPERTIES BECAUSE THAT IS A WHOLLY DIFFERENT BALL GAME TO AN ENTIRE BLOCK OF FLATS. LANDLORDS FOR MULTIPLE UNITS SHOULD NOTGAIN ANY ADVANTAGE OVER SMALL LANDLORDS.	E panel non SL resident
326	There tends to be a lot of Crime and ASB in these areas in particular, Boscombe East & West & Pokesdown areas. This is due to the Drugs and Dealing and all the unlicensed Add Hoc Treatment places. These new rules will hopefully help to resolve or limit these problems/concerns of the locals tax payers.	E panel non SL resident
333	Possibly offer discounts to landlords who own multiple properties in the licensing areas	E panel non SL resident

Case no.	Fees Open survey	Respondent type
342	Surprised that £157 is the maximum extra charge; would envisage a higher sum	E panel non SL resident
343	Prosecution if not signed up after the year, not just a fine. If it is a legal requirement it should be enforced. If there's another enforceable scheme that's not enforced it doesn't put faith in these schemes and they lose their impact	E panel non SL resident
347	NO - no fees should be applied as this is just going to be an added burden to those the council already thinks are deprived. How about taxing the rich for a change!?!	SL resident
348	Having briefly read the accompanying documentation I am unclear as to whether the proposal would apply to all landlords, I'm particularly thinking of owner occupiers who might have a fixed term work contract for example which means they are moving away from the area for a relatively short period, say less than 2 years and are renting out their home while they are away. If 'non professional' landlords such as these are to be included in the scheme I think there should be a discount for them	E panel non SL resident
349	When there are lots of complaints especially when landlords 'charge' to cover essential work which often doesn't happen.	E panel non SL resident
362	The landlord should be charged the fee per property in the block, not a top up fee per flat on top of the standard fee.	SL resident
364	Need to ensure the scheme is well publicised and that landlords/ freeholders see the publicity and not just the occupants if you are to penalise those registering late.	E panel non SL resident
365	Additional fees should be charged for delays caused by the landlords	
369	If significant recent repairs or improvements are made above a certain cost	E panel non SL resident
372	Is this high enough? For landlords this doesn't seem like a huge amount of money	E panel non SL resident
375	A landlord should only pay the one-off fee no matter how many properties he owns. If someone owns several units/houses, he surely has earned them and shouldn't be punished for being rich or taking the risk to buy houses/flats / invest money. On the other hand, people voluntarily not joining the scheme should be fined heavily.	E panel non SL resident
378	Where landlords who own a block of 4 flats which are in good repair and maintained both inside and out prior to the scheme starting as opposed to landlords who have a block of 4-6 flat in need of extensive maintenance	E panel non SL resident
382	Why is registration not a requirement for such landlords? Failure to register suggests a landlord reluctant to act in a responsible way towards tenants and a financial consequence, if large enough, makes the point.	E panel non SL resident
383	Discounts for continuity after the first 5 years.	E panel non SL resident
392	I feel that the proposed fee for tracking down non registered landlords is too low and does not reflect the potential costs incurred	E panel non SL resident
395	No discounts should be allowable	E panel non SL resident
396	Landlords who currently let through an Estate Agent. These people will probably be letting at high standards already. Your requirements will be a tick box exercise in these cases.	Non SL Landlord
399	Additional fees for hmo	E panel non SL resident
405	Does not keep places up to date and livable. Is no mould bad windows etc	E panel non SL resident

Case no.	Fees Open survey	Respondent type
408	This seems to be favouring large landlords who own lots of property. If they own a whole block they should still pay per dwelling. This might stop them chopping houses into smaller and smaller flats. The question is worded badly so I'm not sure if I should be agreeing or disagreeing with the statement.	E panel non SL resident
418	No. I think that the proposals have been well debated.	E panel non SL resident
440	A rising scale based on total number of properties owned.	E panel non SL resident
455	An additional fee should be applied within 6 months of the start date if the condition of the properties are not brought up to an acceptable agreed standard. Therefore a further discount should be applied to those improve standards of property management before the start date and within the first year.	SL resident
468	Not for profit i.e. Church housing groups should get a discount *** should pay double but it looks as though you have planned it to ensure he pays the least.	E panel non SL resident
469	You shouldn't be charging landlords at all. You are not qualified to do this and will go after the soft underbelly of individual landlords just trying to replace pensions that were robbed over the years. These are not the rogues. The rogues are generally the professional landlords who are already getting tax breaks the individuals have been denied. There are other ways to increase council revenue without these snidey taxes	Non SL Landlord
485	Possibly those who specialise in Charity Housing such as Disabled or Women's Refuge, Rehabilitation of Ex-Prisoners, e.g; YMCA, BCHA and others, perhaps also Elderly and Dementia and Children/Family Support, this might have a positive effect upon those thinking of Developing such Services in Partnership with Social Services?	E panel non SL resident
486	There should be no discounts or additional fees - the Council should only charge the actual cost.	E panel non SL resident
489	where the property is to be let to anybody disabled and the property has had the appropriate adaptations	E panel non SL resident
491	the council should set the rate to make enough money for the cost of the scheme not too little and not too much. landlords of more than one property should be charged for the initial license fee plus a fee for each extra property.	E panel non SL resident
492	If the council only needs to cover costs then the costs per landlord does not change if the landlord owns multiple properties. If a landlord has only 1 or 2 properties then the proposed charges will be a substantial amount in relation to rent received. If the scheme goes ahead, after 5 years the costs to the council should be significantly less than initial costs. In which case the charges should be significantly less.	SL Landlord
499	I think other charges should be in place if Landlords refuse to register	SL resident
500	They are differences in costs caused by landlord behavior - not rewards or punishments!	Non SL Landlord
501	If tenants are a problem to neighbours could landlords be penalised for not dealing with them within a certain amount of time? Likewise with the condition of the outside of the building if in the scheme they still do not improve conditions can they be 'threatened' with a penalty if not sorted?	E panel non SL resident

Case no.	Fees Open survey	Respondent type
503	The council is only allowed to cover the cost of the scheme (although Council Tax payers (in a financial sense) and vulnerable tenants (in a social sense) will undoubtedly eventually cover the cost of the longer term negative effects of the scheme (i.e. increased pressure on accommodation, increased rents, increased homelessness) and therefore asking whether the cost is 'appropriate' is non-sensical. Any cost of the scheme is likely to get passed on to vulnerable tenants (and therefore the Council (where these tenants are supported financially by the Council), and ultimately Council Tax payers), as well as encouraging any landlord (good or bad) to move to other areas, or withdraw their properties, to avoid this additional administration and cost.	E panel non SL resident
508	We own our flat. The mechanics of that ownership are that a company owns the block, we purchased a share (1 share per flat) in that company and were issued with a long term lease. Although we are leaseholders (effectively tenants) we regard ourselves as owners. The company does not operate for profit and in these circumstances we and others are of the opinion that the company should be exempt from any License Fee. We further feel that all similar blocks should also be exempt.	SL resident
509	Fees should be levied per landlord and NOT per property with discounts being offered for landlords who own multiple units	SL Landlord
512	Why should I pay for a licence at all? I own a property, paid tax on it and continue to pay taxes from the rent!!! Why should I pay more???	SL Landlord
516	Discounts for landlords who have made a special effort to adapt buildings for disabled or vulnerable people	Non-SL resident
521	People who let out spare rooms? Subletters?	Non SL Landlord
525	I don't think there should be any discounts because I don't believe there should be any fees in the first place. The Council already has the powers to sort out these problems and this is just a way of attempting to make landlords pay for Council services. This section of the survey sounds very much as though the decision to implement this has already been made.	Non SL Landlord
526	Discount should be applied if landlord owns several properties in selective licensing area	SL Landlord
530	It sounds bad but a discount should NOT be made for landlords creating 'halfway houses' etc.	Business / Organisation
535	Landlords who fail to register in the first year and ignore communication from BBC should be fined additional sums for not registering.	SL resident
542	Additional fees if much remedial work needed, eg fire precautions. Scheme should be cost-neutral for the council, not a money making scheme.	Non SL Landlord
543	Additional fees should be in place for each property for landlords with multiple properties of 5+.	SL resident
545	If the real reason for the scheme is to address poor housing quality, then the Licence should be offered on that basis alone and no fee payable. If the Landlord is providing good quality housing they should not have to be penalised by paying fees! They are being charged for being good landlords!	Non SL Landlord
546	I think the fee should be just and fair - but also that it cannot be passed on tenants.	Non-SL resident
549	The landlords must already be rich to be able to afford to buy a property to rent in the first place. I think you should charge as much as you can, and put the money into purchasing/building good council housing for local people who cannot afford to buy their own property, or afford the ridiculously high rents around here.	SL resident

Case no.	Fees Open survey	Respondent type
550	Maybe if cosmetic improvements are made to the property and/or it is being kept in a tidy, presentable condition. (This may cost the landlord money, but a discount could provide an incentive for them to be more involved in creating/upholding better standards for the neighbourhood.)	SL resident
552	would need time to answer this	SL resident
562	When a landlord has had complaints raised against them they should be charged more. Perhaps landlords who receive good favourable reviews could get a discount. Landlords who house students could also receive a discount.	Non-SL resident
564	There should be no charge to those landlord and owners with a good history with the council in managing and running rental properties . You should first deal with all the drug , alcohol and other rehabilitation properties in those areas proposed and see the effects of that first. Only target those properties and landlords that are not performing specifically and not on a global approach.	SL Landlord
568	The fee should be related to the cost of 'Mandatory Licensing'. Also how will 'early registration' plus 'accredited landlord' discounts apply? Why not have an annual fee (or be able to spread the fee over 5 years) - to ease cash flow for Landlords and give the council a regular income.	SL Landlord
569	If they already rent their properties through a reputable estate agent.	Non SL Landlord
571	As ***** and other large housing landlords who have HMO's that have multiple renters won't feel the pinch of this licence, I don't see the benefit of it to the community. I live and work in Bournemouth and I manage my 3 buy to lets conscientiously. I am just a local social worker who has bought over the years 3 flats, 2 are 1 bedroom and the other is a studio and I barely make enough as it is to cover the costs of improvements.	SL Landlord
574	Where the tenant has been in the property for a long period of time - over 2 years. If the tenants are families.	SL Landlord
576	To landlords who you can see provide quality housing to decent tenants - you should incentivise with no fees at all so they continue investing in the area.	SL Landlord
578	Not all landlords are wealthy: some people have rented out their own property to help with the mortgage and may need time to pay the fees.	SL resident
579	each room should have a fee. ***** , will get away with murder, as he owns a lot of, below standard property, in the area	Non SL Landlord
580	If a landlord has more than one property and some falls outside the proposed designated area but maintain a high standard to all their properties in and out of area then they should be compensated for being a good landlord.	SL resident
585	Landlords who are slow to make repairs or who have had environmental health in should pay an extra surcharge	
589	If you want the scheme to succeed and not end up costing the tenant's money, then make the licence application free for landlords and just take it as an expense. That way, you'll get positive support from landlords and tenants won't have their rent put up.	Business / Organisation
590	No fee for landlord's who can demonstrate upon application that they adhere to the requirements. Don't charge those that are already ok.	SL Landlord
599	This is just another scheme to keep staff who should have been made redundant	Non-SL resident

Case no.	Fees Open survey	Respondent type
600	If landlords are in hardship and cannot afford appropriate repairs or the licensing fee there should be some kind of hardship fund, easy to access grant and/or support and advisory service to help these landlords to bring their properties up to scratch. We had a landlord in Winton who kept avoiding to fix the rising damp problem in our flat. She had painted over the problem areas before we moved in and for most of a year we had to cordon off part of the living room because it was so bad (wet mouldy walls, including around a plug socket). We found out once we moved in that there was some dodgy wiring and electrical fittings installed. Her neighbour said she'd been made redundant and had moved out to rent the flat so she could pay the mortgage whilst the property was in negative equity. Otherwise it would it would have been repossessed. Consequently she'd no money to make proper repairs. Under this scheme she would not be able to rent the property as I imagine she could not have got a licence. On a larger scale this would mean a reduction in rental properties which is bad news for tenants like us. Therefore it seems essential to me that there is support for small private landlords.	Non-SL resident
602	Landlords who take tenants in receipt of housing benefit. Without us you would have a major housing problem. The LHA is already too low & not due to be revised until 2020. This alone will create the Council a problem, let alone charging landlords for the privilege of renting out their properties!	SL Landlord
603	When the landlord is a member of something like the NLA or Where they may not due to personal circumstances - (such as family bereavement) been able to keep up an accreditation Or where the landlord has appointed a good letting agent. It seems unfair if landlords are paying an agent to act for them so that they do not need to attend courses and become accredited landlords - that they have to pay a higher fee than those who do it themselves and do not use a letting agent.	Non SL Landlord
604	If the scheme becomes law then we must all abide by the rules. However I strongly disagree with the thinking and reasons behind the scheme. regardless of whatever might be said this is just a revenue generating scheme for the council which will just create unnecessary and costly extra work for those people who partake in it. I agree that landlords who abuse their tenants and offer substandard housing should in some way be policed, but I do not agree that it should end up with the good and proper landlords paying for it I daresay those who do partake are unlikely to be the ones who need regulating	SL Landlord
605	None of the above. This eliminates free marketing in the area. If this is to be conducted, it should only apply to those landlords who you claim to have evidence as irresponsible.	SL resident
606	Those that can prove that they have decent property and house the vulnerable	Business / Organisation
611	Additional fees should be considered according to the reputation of the Landlord's ability to look after their property and tenants according to good practice; i.e. if they are reported and are found to be in contravention or breach of their responsibilities they should be directed to pay according to a higher scale of fees. A scale of higher fees might help encourage Landlords to take more responsibility, which is one of the reasons the selective licensing scheme is being introduced.	Non-SL resident
612	Why should a large landlord pay less than someone renting out just one or two flats ? The larger landlords are often the most guilty and not offering decent accommodation. Are you to be seen as penalising the small landlord and giving something to the larger landlord that will create problems in the future ?	Business / Organisation
617	If the Landlord uses a professional letting agency which is accredited to a national letting organisation such as ARLA.	SL Landlord
618	When a landlord takes tenants from housing solutions	SL Landlord

Case no.	Fees Open survey	Respondent type
628	If properties are not maintained to a good standard. I am aware that certain landlords within the borough do not keep their properties in a state that is conducive to good physical and mental health.	SL resident
632	I disagree with the whole scheme, the "Bad" type of landlords, who own large property portfolios and don't care about their tenants, will easily be able to absorb these fees, individual landlords with just one or a few properties will not be able to, and they are the kinds of landlords who look after their tenants. New buyer-occupiers will not move to the area incase their circumstances change and they're faced with extra costs that they wouldn't face elsewhere - this'll make the community more transient and strip Boscombe of the community spirit that has been built by the residents	SL resident
643	I don't think you should be charging at all, it won't help the anti-social problem which is the major problem in the area identified. Anti-social behaviour is a drug and alcohol problem, not a housing problem.	Business / Organisation
646	Discounts should be applied where a landlord can prove that they are responsible landlords - irresponsible landlords should be penalised	SL Landlord
650	if they are regulated by HCA as an RP, or accredited with another regulator.	Business / Organisation
657	Land lords with blocks should be charged per flat in that block or it will disadvantage a landlord with just one property.	SL Landlord
658	Landlords should require one licence to cover all properties owned. If we are good landlords it does not matter where the property is located!!!	SL Landlord
660	Anti-social behaviour will affect blocks more where it occurs. Blocks tend to be owned by larger landlords who make larger profits through economies of scale and are wealthier. You are not doing enough for the landlords that may through family circumstances have only one or two small properties.	Non SL Landlord
667	I think those Landlords who have been attending your meetings and keeping in close contact over the years should have a much reduced fee, as we have been dedicating time and effort, and upgrading our properties (at no small cost when you consider the 'basin' debacle!) constantly. I also think that if the fee were less, you would get more Landlords willing to participate. I think the fees should be much higher for the 'rogue' landlords, or those who just 'can't be bothered.' Those who have been continually avoiding and ignoring your appeals to sign up to the Council's list of landlords, or to become Accredited. They should pay a bigger portion of the fee. Presumably, if this were the case, it would save the Council money in having to chase up those who continue to refuse to register, and be more cost-effective. It would also, presumably, serve as a deterrent to those thinking they can continue to get away with avoiding registration, because the penalties are less severe than the cost of the licence!	Non SL Landlord
668	Free for the good Landlords - those who are accredited and registered. After all if your objective is the rouge landlords - why add administration and costs to the good tenants & good landlords - miss them out completely, just register them. Then you can focus on your objective. ALSO, The Courts need to be supporting the Council. It is no good unless you have the legislative backup - what is the point if the courts only fine a pittance? - This should be a concertive attempt to resolve the issues & raise standards - not just raise money for the Council and make the situation worse for Bournemouth generally.	SL Landlord
675	I own two flats in a block of 11, and would like to see only one charge for that property - I am a responsible landlord, and rent only to good quality tenants	SL Landlord
676	I think landlord whose property is looked after by an agent and who therefore already pay to make sure all safety laws etc. are observed should either be exempt or have a reduced fee.	SL Landlord

Case no.	Fees Open survey	Respondent type
678	I think £157 is not enough for late payers. You will be chasing landlords all over the place in the case of irresponsible ones evading yourselves with name changes country changes etc make it stiffer then you can always charge less in subsequent years if its to high	SL resident
679	If a landlord is already registered with the council and a national body they should be exempt from the licence - the council has already approved me and the NLA allows me complete CPD. Why should I pay this exorbitant fee for a licence? How will the council 'chase up' those who don't come forward voluntarily, surely there is already local bye-laws in place for sorting out unscrupulous landlords, why doesn't the council make more use of them? How does the council bring landlords to account at the moment? How does the council re-educate landlords at the moment? How many landlords does the council fine for having properties in a bad state of repair?	Non SL Landlord
687	The fees are too high, again this will only be passed on to tenants	Non SL Landlord
691	we do not want any scheme	SL Landlord
695	Too many irresponsible slum landlords already. Hope to price them out so properties go up for sale to working people.	SL resident
696	Additional fees/fines for tardy or non-compliance with safety inspection reports, lack of vehicle parking within footprint of property, insufficient insurance documentation, no record of copies of NI number or passport number of tenants and reference checks, tenant deposits held by Borough, or other trust, so landlords and tenants have to prove liability for damages deducted and intimidation is reduced. Producing all documents to Borough annually after three quarterly inspections have been presented but revert to quarterly verification for any infringements.	Non-SL resident
699	None	SL resident
701	There should be a discount if a landlord only rents out 1 property. Also perhaps if a landlord owns 1 or 2 properties and can prove that the rental income is their only source of income they should have a discount.	SL resident
704	I think the fees for property owners should be in relation to the rental income they receive from those properties. It would seem unfair to charge a licence at full price to someone who owns one flat which is rented out and the same price to someone who rents out a small block.	Non-SL resident
706	If the landlord refuses to pay?	SL resident
712	As long as this does not affect HMO's , please confirm how you would deal with a HMO? This should be one licence in my opinion as it is already subject to HMO rules.	Non SL Landlord
714	Actually licensing landlords does not necessarily guarantee their tenants/properties will be well lived in - is there going to be any powers for the council to impose financial penalties on these landlords for subsequent anti social behaviour/poorly run properties? If not, what is the point of the scheme? Shouldn't we actually be looking at ways of restricting large scale landlords and positively encouraging ownership/long tenancies?	SL resident
715	For landlords owning only 1 property to rent	
722	The scheme is ILL ADVISED, demonstrating a blatant lack of thought. The council covers a geographical area, any money raised to address an issue should be done across the entire geographical area. It implies a different ethnicity within the target area. VERY VERY WRONG.	SL Landlord
725	Private home owners renting out their property for under 1 year	SL resident
726	This idea punishes landlords and homeowners, rather than actually tackling the problem of antisocial behaviour.	SL resident
728	A discount should be given where the landlord can demonstrate that he/she has had a high level of expense due to improvement of the property.	SL Landlord

Case no.	Fees Open survey	Respondent type
737	Landlords who own a number of separate properties, e.g a number of houses.	Non SL Landlord
738	I feel the fee rating is unfair as just hitting the "good " landlords. What benefit is it to the landlord .. none I believe.	Non SL Landlord
741	Further Discounts should also be given to landlords, like me, who only have 1 property and pay an agency for a 'full management service' to avoid paying for services twice.	SL Landlord
742	Landlords who take on benefit tenants	Non SL Landlord
745	If this scheme comes in then landlords who do not register which are usually bad landlords should pay a healthy fine.	Non SL Landlord
746	None. The Council has a statutory duty to enforce a number of the licensing conditions already, and failing to cover the costs of the licensing scheme will erode further the limited resources that the Council is deploying to this end. The Cabinet report para 29 states that "(Fees) can include the cost of taking action to make landlords comply with the scheme ... meeting conditions of the license." So, if you collect more than budgeted, use that for enforcement, and so increase the likelihood of achieve the goals .. reducing deprivation etc. Simply issuing licenses will not have this effect.	SL Landlord
747	I disagree with all fees as I disagree with the whole scheme. It seems as though landlords with money and power will be the only people who benefit from this ridiculous bullshit.	
748	I think those landlords who own vast numbers of properties should not get too much of a discount	Non-SL resident
749	It should be per flat otherwise unfair to landlords who have the same number of flats spread over a few buildings	SL resident
755	Discounts are not the issue. The validity of the scheme is the issue.	SL Landlord
758	This proposed scheme will be a disaster for Pokesdown and won't work for Bournemouth as a whole. The good landlords will sign up and pay the fees, and the bad ones who need to be targeted will stay "under the radar". I cannot comment on the level of fees or discounts proposed as I am strongly opposed to the scheme, and any fees to landlords.	SL resident
759	I cannot comment on the level of fees or discounts proposed as I am strongly opposed to the scheme, and any fees to landlords. The good landlords will sign up and pay the fees, and the bad ones who need to be targeted will stay "under the radar" and therefore not pay. The so called rogue landlords are those who should be targeted in any scheme. Good landlords should not have to pay for the council to do this. This is a case of those abiding by the rules will be paying for those who aren't.	SL resident
761	Landlords should not have to pay for the council to tackle Crime & ASB that has nothing to do with them.	SL resident
764	Council has eliminated the discount for properties that undergo work to improve their standard so tenants can have a quality accommodation. On the one hand, the council wants landlords to be responsible for their tenants ASB and provide the quality of accommodation and on the other, investor-landlords are penalised by paying 100% of the council tax while they improving the quality of the accommodation. This is very inconsistent message.	SL Landlord
765	There will need to be a penalty for not being registered	
766	You will be giving large scale landlords a cheaper rate, once again the small business holder is most punished by the state. And as previously stated social landlords are exempt and will carry on inflicting their antisocial tenants on the rest of us.	SL resident
767	Landlords who own blocks should be penalised in the same way as these proposal infer for each unit in the block.	SL Landlord

Case no.	Fees Open survey	Respondent type
770	I don't agree that landlords in the Pokesdown area should pay anything. There is not a problem of crime / ASB in the Pokesdown / Boscombe East area.	SL resident
771	I don't agree that landlords in the Pokesdown area should pay anything. There is not a problem of crime / ASB in the Pokesdown / Boscombe East area.	SL resident
772	A discount where a landlord substantially improves his/her property could be considered. Better properties - less payment/worse properties more payment.	SL Landlord
774	If a landlord owns a block of flats, I'm sure they can afford to pay a fee. The issue is the owner of another block of flats on say, the East or West Cliff, will not have to pay any such fee, as they are outside of the area. In Boscombe, for instance, where there are large landlords who own blocks of flats, they will not be covered by the scheme. This cannot be fair. The discounts also favour larger landlords. Individuals may not be members of professional bodies and less able to afford membership fees, but no less willing to provide good quality housing.	SL resident
778	there are landlords that have several properties in the proposed area. It should be that the landlord is charged only once and not for additional properties.	SL Landlord
779	Landlords of properties which have professional managing agents (belonging to ARLA, etc) and use professional letting agents (belonging to ARLA, etc). Discounting for Landlords in an accredited scheme or that own an entire block is penalising the private owner with one or two flats and who has a personal caring attitude to their property.	SL Landlord
780	The current position is that selective licenses are required one per let unit so if a landlord owns two flats in a house he will need 2 licences.	Non-SL resident
782	I not have an opinion on this as I feel that the Council can use power they have already to require improvements to properties etc.	Non-SL resident
784	A flat is a flat regardless of how many you own, each flat should be charged separately.	SL Landlord
786	Blocks of flats owned by the same landlord of 5 or more - reducing scale. But if standard of flats or complaints received, full amount at next licence meeting.	Non-SL resident
788	If landlords own a number of properties - discounts.	Non SL Landlord
792	Charge for any clean up operations where the tenants are causing mess and damage and dumping rubbish in gardens.	Non-SL resident
793	Large discounts if the property meets all the requirements and is well maintained.	SL Landlord
795	When landlord is in a family who have only one property to rent.	SL resident
796	Landlords who primarily take housing benefit tenants or who charge less than the going weekly rent to tenants in order to home more lower or lower wealth tenants.	Non-SL resident
798	Nobody should have a discounts as the selective licensing should not go ahead.	SL Landlord
801	No fee's to perhaps accredited landlords.	Non SL Landlord
802	No fee for responsible landlords who keep properties in good repair and abide by all the rules for letting e.g. deposit scheme. NB. In London a license costs £150.	SL Landlord
806	Scrap the whole scheme, it is a stupid idea.	SL Landlord
807	Landlords who do not except responsible i.e. do not repair or replace defects.	SL Landlord
808	Charge for every unit - landlord is responsible for every unit. Any rented accommodation should be reported to the council.	Non-SL resident
810	Discount should be applied where the property is providing community benefit e.g. homeless off the streets, sheltered housing etc. Consider a higher charge for higher value properties to pay for this.	Non-SL resident
811	Discount if tenants don't want inspection.	SL Landlord

Case no.	Fees Open survey	Respondent type
813	Discounts should be given to good landlords - if the council did their 'homework' correctly, it would know who they are instead of penalising.	SL Landlord
815	Landlords who are from minorities because of genuine beliefs - religious communities - should be exempt.	Non-SL resident
817	Properties managed by registered letting agents should not pay, as they have charges of visits by professional staff. You might influence surveyors in a negative way when selling and buying properties.	SL Landlord
819	Larger fees should be paid by large housing association and ***** etc. Smaller fees for small one person renters and independents.	Non-SL resident
826	The license fees are appropriate over a period of five years.	SL resident
831	Housing Associations and large property owners i.e. ***** should pay more than individuals.	SL resident
832	If a landlord provides comprehensive evidence of safety e.g. CO monitor, fire/smoke alarm, boiler certificate, fire extinguisher, testing of electrical appliances and an intruder alarm, then a discount of at least 50% should apply.	Non-SL resident
833	I believe that it will be fairer and more transparent to state how many units will be covered by a single license.	Non-SL resident
834	The flat rate doesn't reflect the rental income of varying properties i.e. the rate is disproportionately large for a studio/one bed home, compared to larger accommodation that will field a higher rental income.	SL Landlord
843	If a landlord has proven to already be responsible for his/her property and the behaviour of the tenants there in, should have discounted fees. After all this scheme is to prevent irresponsible landlords and tenants from stepping outside, what is considered responsible.	SL Landlord
847	We own a flat in a block of 37 flats. We have a management co (***) costing £1.190 p.a. for their service, a letting agent costing £582 basic, so your licensing conditions are covered by the above.	SL Landlord
849	Landlords employing letting agents should pay very significantly more than these who run the property themselves.	SL resident
852	***** must be charged.	SL Landlord
855	Housing Association and extremely large landlord agencies, such as *****, should be included in the scheme, otherwise it is unfair to smaller companies and individual landlords.	SL resident
857	Fees passed onto tenants = tenant tax.	Non-SL resident
858	No. I understand HMO's will not be included, which is where the main problem is. unfair if ***** does not have to pay.	Business / Organisation
860	No fees! These will be passed onto tenants - they will fall into arrears and then evicted with a CCJ for outstanding rent and costs etc.	SL Landlord
863	I cannot accept that selective licensing will achieve the designed outcome. It should not be introduced - no fees.	Non SL Landlord
864	Unable to comment on fees, as have no idea of how much the scheme will cost to implement.	SL resident
865	No fees.	SL resident
866	Additional fees for HMO's - they are still the main problem.	SL resident
868	Charge should be on number of letting rooms after initial charge for one unit.	Non SL Landlord
869	There may be disadvantaged groups who could live in discounted properties - maybe students?	Non-SL resident
871	I think the discount should be extended to owners up to 3 months from the beginning of the project, who register in the first 3 months (translated from Spanish)	SL resident

Do you have any specific comments about licence conditions or any suggestions for alternative or additional conditions?

Household survey

Case no.	Licence conditions Household survey	Respondent type
6	It can discourage people from moving in on investing in the area. Therefore making the area even more deprived.	Resident
7	No idea how this will affect anti-social behaviour when many are unemployed or visiting a drug/alcohol clinic here.	Landlord / agent
10	Problem tenants are 99% rent paid by council and in many cases, put into accommodation in this area by the council.	Resident
19	I'm struggling to see how I, as a landlord am responsible for the anti-social behaviour of the tenants assuming that behaviour doesn't stem from the condition of the property.	Resident
21	Each letting room should be checked annually announced to make sure it is of the recommended standard by the council.	Resident
32	Make more parking area available (doing away with garden areas that attack rubbish etc).	Resident
33	Should require landlords to keep outside of property and plot maintained to an acceptable standard. Run down properties drag the area down.	Resident
46	What's plan B - is there one?	
49	It won't work if it's not monitored and enforced with penalties. Landlords will pay the fees and walk away £472 - five years is peanuts.	Resident
64	Specially about the behaviour in the accommodation.	Resident
80	Feedback from tenants on competent or less able landlords to be taken into account. Discounts for good landlords.	Resident
83	I believe a license should not be issued if the accommodation is not up to standard there are some awful places in Bournemouth with very high rents.	Resident
91	Protection should be laid down so that costs to bring premises up to standard aren't passed on to tenants/leaseholders.	Resident
96	Yes this is England, people have a natural right, part of our culture to keep pets. ***** used to recognise this but now he is retired and cruel ex-university people are against pets kept by tenants - this is discrimination if freeholders keep pets, tenants are no less entitled as humans being to do so. Please respect this.	Resident
97	I am perfectly happy with my tenancy and have encounter minimal anti-social behaviour in Boscombe.	Resident
101	Some contribution to a community fund, extra bins, play equipment for local park.	Resident
103	The tougher the better, we live in an area where poor landlords control, is highly evident.	Resident
110	Letting agents should also be licensed.	Resident
111	Some need to be put in place as soon as possible.	Resident
113	Tenancy management - oppose to producing rent statements (bank account can be used as proof of payment). Complaints - oppose to some extent as people have their own freedom to change households if they aren't satisfied. Changes to property - another compliance burden.	Landlord / agent
117	Mandatory.	Resident
130	Should be compulsory and need to monitor anti-social behaviour with landlords taking more responsibility.	Resident

Case no.	Licence conditions Household survey	Respondent type
139	Thought councils had a duty to inspect rented housing to see if it fit for purpose anyway - so why the extra charges?	Resident
148	Already have laws that the council do not follow through.	Resident
151	It can only improve the area's.	Resident
160	Licence conditions must be charged to landlords who are rich and own many properties - not to the poor people.	Resident
164	Anti-social behaviour must be dealt with by the licence provider on an individual basis.	Resident
165	As long as reasonable standards are being kept that's the main concern.	Resident
168	I have always co-operated with council policies.	Resident
181	Permanent car-park will be a factor.	Resident
190	Furniture dumping should heavily fined. Landlords should be assessed as 'compus mentus'. I can think of a few crazy ones I had, they should be licensed every year. (some of them get dementia) i.e. 'I don't remember you paying your rent'. They should get a criminal record bureau check.	Resident
194	Areas around landlords properties should be made the landlords responsibility. This would help keep areas refuse free.	Resident
197	Yes, all landlords who do not live in Bournemouth must register irrespective of selective area.	Resident
198	All landlords that do not live in the selective area must register for selective licensing.	Resident
199	All landlords that do not live in the selective area should register the selective licensing.	Landlord / agent
200	Need good links with the police and good access for advice for tenants for ASB.	Resident
202	Most tenancies in Boscombe are low cost because that is all tenants can afford, adding on extra costs and rules will decrease the number of properties available.	Resident
213	Safety of tenants in proposed areas, streets especially during the night when walking from work - not safe, no street lights on.	Resident
214	Not clear what happens when a landlord is paying fees to a letting agent to maintain the property, manage the tenants etc? Who would be responsible for a breach of the licensing rules?	Resident
221	Move on opportunities for good tenants especially families and vulnerable people.	Resident
223	Most of the important conditions are written into English law.	Landlord / agent
229	Would like to know how the council would ensure property management is enforced - some properties near me are in disrepair (one in particular is dangerous) but the landlord will sign up to this scheme.	Resident
230	The conflict of landlords already paying fees to other accredited bodies will be paying twice to be regulated. This could be seen as unfair and unnecessary.	Resident
237	Who is going to check these conditions are carried out? A large number of owners don't live in the area, as long as they are getting rent they don't care.	Resident
238	Security issues like lockable gates into garden areas and good lighting around the entrance door way.	Resident
242	The extra scheme is wholly unnecessary.	Landlord / agent
244	Fair rent control.	Resident
245	Already enough rules and laws to deal with.	Resident
250	Overall management would certainly benefit the area.	Resident

Case no.	Licence conditions Household survey	Respondent type
254	Make very stringery conditions on HMS licences, where all tenants must pass certain criteria and maximum number of tenants per property.	Resident
255	I hope this applies to rowdy students, late at night.	Resident
261	How can a landlord realistically 'manage' anti-social behaviour - especially if they aren't local? This needs more charity and governance.	Resident
264	Landlords should make sure their properties are fit to live in. No damp, sound proofing from other tenants and secure windows and doors.	Resident
271	Tend to support but not at tenants costs.	Resident
272	Bins overflowing all around, left on the pavement permanently. No one taking responsibility - that will not change.	Resident
276	Stop the multi occupancy, most of them are the cause of anti-social behaviour and most of them belong to *****.	Resident
281	Large landlords - pay % income to improve community. Facilities - playgrounds, flowers, painting, dog bins.	Resident
283	Maintaining gardens.	Resident
291	Parking issues, community involvement.	Resident
294	Whoever owns 'Florence Court' Boscombe Spa Road, should be questioned about the state of the place, both back and front and about some of the residents whose actions are questionable - look at the windows.	Resident
297	I'm happy with where I'm living now but I've had some very dodgy landlords in the past, who probably need some sort of scheme to monitor what they are up to financially.	Resident
308	The price and no discrimination if you area in receipt of housing benefits. Unrealistic deposits etc.	Resident
316	We were not provided with the appendix, so can not make a full informed decision.	Resident
319	Upkeep of outer views of properties, as this tends too make an area look rundown i.e. gardens, windows and driveways.	Resident
320	To cover property and surrounding area. Gardens drive ways - areas surrounding the property.	Resident
328	A standard should be set, landlords do not maintain properties to a standard they would be willing to live in - this needs to be addressed.	Resident
331	All parts of a landlords property should be maintained and kept to a standard including car parks.	Resident
332	Surely most, if not all these conditions are covered already? Don't punish the good landlords along with the 'racuman' ones.	Resident
336	This will have no impact on the above as it is the large freeholder/landlords who are the problem. The HMO's and the blocks owned by companies would not be affected.	Resident
342	Make sure they are adhered to.	Resident
344	When renting through an estate agent like we do we feel we are treated very well. Regular house inspections which cover us & landlord.	Resident
351	Tenants on housing benefit should not have access to this money & should be paid directly to landlord. Rent prices for their properties should be assessed as being reasonable as to not over price the property & burden the tax payer.	Resident
356	Issue "guidelines" / "local business support". Maintenance support re. damp/spores, heating/boiler issues, roof issues (minimum temperatures for basic daily "living conditions")	Resident
357	The council should support tenants who are unable to get repairs done by sequestering and holding rent payments to pay for such repairs.	Resident

Case no.	Licence conditions Household survey	Respondent type
359	More regular property inspections to make sure they are all up to the standards the law states they have to be.	Resident
361	No	Resident
365	A similar scheme operates in Croydon and has had no discernible benefit and has just cost money. Another tax on landlords!	Landlord / agent
372	Only problem properties or blocks should be affected. More specific targeting, do not tar everyone with the same brush.	Resident
382	Important that vulnerable people are encouraged to be good tenants by the landlords and not just moved to unregulated premises.	Resident
385	We feel all of these things should be regulated without need for licensing.	Resident
388	Landlords should be compelled to maintain good basic decorative standards inside the properties. Some landlords won't allow tenants to decorate nor decorate themselves even after years of being good reliable tenants.	Resident
390	Landlords who target vulnerable individuals in their "business model" - impacting very negatively on the area.	Resident
394	Not necessary	
396	Will landlords just raise the cost to tenants. What safeguards for tenants?	Resident
399	Housing association houses, tenants are a nuisance they are loud in areas with private houses and they don't fit in, they are rif raf mostly. Most of them are on benefits and are just a nuisance.	Resident
408	Restrict immigration into the country! No housing issues then.	Landlord / agent
410	Barnado's charity on Christchurch Road did not require a fence, it is an abomination against charity and goodwill.	Resident
413	Running costs of heating in properties are affordable to tenant. Too much storage heaters which are not cheap to run.	Resident
419	Bournemouth council has previously had a policy to rehome problem families in these areas. Because they caused the current problem why should I help fund their mistakes.	Resident
423	HMOs need to be regulated not blocks of separate s/c flats.	Resident
433	All of these areas you already have access to looking into. How do you plan to enforce? Your resources are not adequate now.	Resident
438	1. Obligatory working doorbells to each flat. 2. Obligatory contract with tenants of minimum 6 months. 3. Limit number of visiting people to one property. 4. Improve property condition. 5. Clarify rubbish responsibility.	Resident
443	See Q6, Q10 (There are variations in quality letting accommodation from bad to excellent. I suggest a star rating to highlight the differences, a 5 star for excellent, no star for bad. This might help towards a more positive impact, otherwise could cause resentment with landlords already under too much legislation. Yes! Accommodation that offers excellent service of housing should receive discount. Accommodation that is sub-standard - higher rate.). Star rating included in scheme. Anti-social behaviour will need major changes in the town.	Resident
444	It would be good if there were some restrictions on extremely short term lets i.e. bed and breakfast type accommodation where different people live in properties week by week. Also, landlords should be forced to ensure tenants only park in allocated spaces and they should incur penalties if they fail to enforce this. Also landlords should have to ensure tenants recycle.	Resident
451	My property manager *** are useless and need regulating!	Resident
459	Fair pricing of properties & fees	Resident
463	There should be a league table regarding rent value maximum charge!	Resident

Case no.	Licence conditions Household survey	Respondent type
467	You do not mention the responsibility of tenants to keep the property in good repair and pay the rent! How do you propose to improve anti-social behaviour outside any rental properties!	Resident
468	Homes should be rated by the council. If a landlord has a high rating for speediness of action required on properties etc. then that helps everyone.	Resident
471	I'm not convinced that anti-social behaviour management should be the responsibility of the landlord.	Resident
475	Concerns regarding current residents who are vulnerable being unfairly discriminated against.	Landlord / agent
488	Policies & procedures by landlords for managing ASB	Resident
489	Have checks on property that other students not kipping down on others accommodation.	Resident
495	Maintenance/repairs in a timely manner - no prevarication in implementing any conditions.	Resident
500	Should landlords be subject to criminal checks themselves? Can we ensure the external appearance of the properties is also included.	Resident
513	They need to be strictly enforced and regular audits must happen!	Resident
517	It all sounds rather bureaucratic and difficult to enforce. I'm sure council have enough powers already which they don't use effectively. Council don't want to push the problems into areas with conservative voters.	Landlord / agent
519	I have CCTV now in my property, only recently installed but clearly is of importance to the police as they regularly knock on my door for info or recorded evidence. How to make this in any licence a condition I can not think, nevertheless, I believe it would help record bad behaviour, prove positive for police & property owners & residents alike.	Resident
525	An association in addition would be a more positive aspect to the scenario.	Resident
528	Fly tipping in areas with large back yards/open space.	Resident
533	I believe it is unfair to ask for landlords to police their properties to reduce ASB or crime. They should only be responsible for the management of their properties & tenancies.	Resident
542	After seeing first hand how a bad landlord can affect someone life I'm 100% behind this. Do it yesterday!	Resident
550	Properties should be fit for purpose & have (higher than current) standard to meet - for economic efficiency, SAP (energy) ratings & facilities.	Resident
551	Discounts for good landlords. Fines for bad landlords.	Resident
554	Landlords are supposed to have gas & safety certificates. If this doesn't lead to safe housing how does the council intend on implementing this. What if tenants don't pass on post? The letter is addressed to the occupier i.e. the tenant, it should be addressed to the owner/landlord.	Resident
557	There should be a way to clearly report antisocial behaviour.	Resident
561	Some properties in our street are housing people without their landlords knowing i.e. immigrants.	Resident
562	Landlords may be penalised for poor behaviour of tenants.	Resident
564	Due to landlords neglect of rented premises and veranda. My son fell 30 ft & now has brain damage. The same flat has been rented out again with minimal repair to veranda.	Resident
586	You should target the houses with bad records and landlords with a bad reputation.	Landlord / agent
607	Landlords should be responsible for keeping up appearances and control ASB in and around their property.	Resident
621	I think a reward scheme would be good, make people proud of their area.	Resident

Case no.	Licence conditions Household survey	Respondent type
622	Landlords who have a good track record in providing quality accommodation should have more generous discounts subsidised by punitive fees for landlords with consistently poor records.	Resident
625	Landlords that have flats in a shared building should be in direct contact with each other.	Resident
628	If tenant is not happy with property or management they are free to change at the end of the tenancy.	Landlord / agent
630	Not at this stage but damp has to be treated!	Resident
641	Tenants should be vetted.	Resident
642	Good landlords do not need even more regulations as the vast amount of current regulations ensure properties are of a good standard if landlords comply and the council makes sure legislation is complied with. Bad landlords will ignore licensing just as they disregard all other legislation.	Resident
643	Rather than penalising the landlords for the actions of their tenants, which they have little control over, the council should stop granting planning permission for overcrowded areas that will encourage anti-social behaviour.	Resident
647	I doubt there will ever be 'low housing demand'. There may be a low desirability in certain areas but the majority of residents cannot afford to choose.	Resident
648	Frequent inspections by the council should be made to privately let properties to ensure they are of good living standards.	Resident
652	Landlords should not have to police antisocial behaviour. The council should not allow things like drug rehab in the area and this will really help.	Resident
653	Very difficult for a landlord to control anti-social behaviour.	Resident
661	Any 'licensing' will only affect honest landlords, as bad landlords ignore measures already in place. It will also affect tenants if price has to be passed on.	Resident
663	Do not licence but prosecute bad landlords after complaints only from tenant.	Resident
666	Rented properties to be inspected at regular intervals. Support/easy contact for residents with problems. Support/easy contact for landlords with problems.	Resident
668	I am the director of Argyll Mansions, a purpose built block for 8 flats. The block is managed perfectly well with the help of Asset Property Management co. We do not need this extra charge/burden.	Landlord / agent
673	No	Resident
676	Leave us alone, stop interfering, council action is usually counter-productive.	Resident
678	Please look to Europe where landlords and the state are better balanced.	Resident
681	Am wholeheartedly in favour of improving living standards for those unfortunate souls who find themselves at the mercy of unscrupulous landlords who provide inadequate housing. However, I strongly believe this proposal although in principal sounds great, is unfortunately open to abuse and will be targeting the wrong people.	Resident
683	Online database that public can view that logs maintenance, how quickly landlord dealt with emergencies etc. name and shame poor practice.	Resident
685	Landlords must be made responsible for their tenants anti-social behaviour e.g. loud music, drugs, shouting and drinking. Perhaps the landlords could be fined if they don't get the tenants to behave or their licence taken away.	Resident
690	Landlord's rights to evict tenants for anti-social behaviour quickly are severely limited. The legal procedure for evicting tenants is lengthy, complicated and expensive. The law is very much weighted in favour of the tenant.	Landlord / agent

Case no.	Licence conditions Household survey	Respondent type
697	I think with regard to anti-social behaviour as well landlords having played their part, the tenant must be held liable and if they cannot be considerable tenants, then landlords must be able to get rid of such tenant - it must be followed through.	Resident
698	I fail to see how these proposals will affect anti-social behaviour. This will simply deter new landlords - badly needed.	Resident
700	No other than penalties should be issued for non-compliance.	Resident
701	The installation of CCTV outside properties, would reduce ASB and help to identify people who are causing problems. Inspections to ensure the housing is of a decent quality and talking to tenants.	Resident
702	Property management will be extremely helpful. In one of our previous houses we were left with black mould, even when the landlord was made aware of it.	Resident
705	I believe that people who own and live in their property, should be exempt from paying the fees if management companies impose these on residents.	Resident
708	Legal enforcement and penalties for non-payment.	Resident
711	The scheme should only apply where a problem with a landlords or tenant has been identified.	Resident
721	Landlords to keep copies of tenants passport for inspection by council.	Resident
724	This will be an added burden to any landlord to include - state agent fees, maintenance etc. Resulting to higher rental rate.	Resident
728	Improvements to community should be funded from this taxation.	Resident
739	Unsure why town centre is not included in this, as areas around Old Courts and Lower Westbourne should be included.	
742	About ABS landlords, whether licensed or not, are already expected to take reasonable steps against it. How is licensing going to help with this? It might make landlords better and more problems to neighbouring areas.	Resident
744	The licence seems expensive. Not sure what landlords will gain. The language used 'support landlords' 'help to achieve' etc. marketing speak.	Resident
746	I believe I already pay council tax to fund policing and environmental health department of the council.	Resident
747	Pointless since conditions would not be enforced.	Resident
748	Not sure how you identify a 'fit and proper person'.	Resident
750	Surely the council should be able to ensure that landlords manage their properties, well under existing legislation, without the need to put the area under 'selective licensing. Using selective licensing could unnecessary blight properties of owner occupiers within it, affecting the re-sale value of their land. This would therefore defeat the council's aim to improve the equality of life, health and housing of residents within it.	Resident
751	Just have landlords doing proper checks for their tenants.	Resident
753	Stability of rents and fair rents. Help for those in true need of financial assistance, in these instances.	Resident
756	There needs to be a well publicised scheme for reporting anti-social behaviour. During the night, the police don't want to know and the council aren't available. Provide a 24hour help/reporting phone number.	Resident
758	Well, it could be a kind of price for those making improvements in their properties or surrounding areas.	Resident
760	Aren't there already laws and regulations in place that cover all this? Apart from landlords having to take steps to deal with ASB, I've not heard of that before.	Resident

Case no.	Licence conditions Household survey	Respondent type
761	I doubt whether it can be enforced effectively and it is unfair to make landlords responsible for tenants behaviour.	Resident
764	HMO's and parking - these need to be regulated frequently.	Resident
774	An unnecessary level of bureaucracy. You are able to control landlords from existing legislation. I fully support the National Landlords Association comments to be submitted to you shortly.	Resident
776	However, I believe that if a property is being successfully let, that all parties are adhering to the legally binding contracts in place, then the landlord should not be subject to paying these fees.	Landlord / agent
778	Most of the conditions are already required by law. Failure to stick to the rules could lead to a landlord facing actions in civil courts. The council already has more than sufficient powers to deal with these matters.	Landlord / agent
780	Dog fouling. All landlords that accept pets i.e. dogs - they should be chipped and fully inoculated. Local community police to have chip reader - on spot checks, not up to standards, dog confiscated.	Resident
781	Co-operation for responsibility in dealing with problems with shared areas of properties, which may not be of one particular flat but do impact tenants i.e. building front, door lock and driveway.	Resident
785	ASB should be dealt with by police as not landlords responsibility. Landlords can only evict, they are not guarantors for tenants behaviour. Councils have new powers as of 6/04/2017 to crack down on rogue landlords.	Resident
786	It is about time something is done. The area is run down and needs something.	Resident
789	See Q14 - I oppose the scheme because the licence fee's, will eventually lead to an increase in my rent. I have a good landlord already and I don't need the councils licensing scheme.	Resident
790	As stated below, you already have tenancy officers who are supposed to monitor the private rented sector and enforce the above. Why this extra layer of unnecessary bureaucracy?	Resident
798	I do not see how charging landlords will have any impact in their tenants.	Resident
812	These conditions already exist in present legislation but are not enforced.	Resident
815	Any rubbish in front gardens not picked up in two weeks, should be prosecuted. This has been going on for 30years.	Landlord / agent
819	Trimming of hedges/shrubbery as necessary, maintaining tidy parking areas (in particular garden drives) and frontages. I think unkempt exteriors can degrade an area.	Resident
825	There should be stronger reference system for tenants, so that any 'bad behaviour' is tied to tenant in future, which may affect what they do in current property. Current systems seem to favour tenant and their precious human rights - what about (good) landlords who offer a service? Saves council money.	Landlord / agent

Open Survey

Case no	Licence conditions Open survey	Respondent type
2	will these be licensed by the Council, as there are many shark landlord out there	E panel non SL resident

Case no	Licence conditions Open survey	Respondent type
20	I don't agree with the scheme at all. If charges are made this will be passed on to the tenants or housing benefit etc In principle it "sounds a good idea " I think people will still rent from bad landlords Also if the landlords improve the properties and are made to , they will seek a different "type " of tenant. This will result in the more difficult tenants not finding housing (eg drug alcohol problems anti social behaviour) Will landlords that have significantly improved their properties let to more " difficult " tenants? I think it will move problems on to neighbouring areas	E panel non SL resident
24	how is anti social behaviour to be affected. what rubbish.	SL resident
25	There should be reductions for those landlords paying for a registered/approved local agent for ensuring the quality of the tenant and keeping a check on the premises with regular inspections. You don't need to involve the Town Hall if such an agent is already being used as they will do the work for you.	Non SL Landlord
30	Maximum occupancy level (if this is not included above)	E panel non SL resident
31	Don't set the bar too high, at least initially. The MOT test when introduced was for vehicles 10 years of age or older, and only tested brakes, lights and steering. Even so, the breakers' yards were full of quality cars that had been scrapped rather than take the test.	E panel non SL resident
36	It is completely wrong to give landlords any responsibility for reducing anti social behaviour. This should be dealt with by police.	Non SL Landlord
46	Why the hell would a landlord be responsible for his tenants social behaviour? Pay housing benefits direct to landlord so tenants are less able to default, making everyone's life easier.	E panel non SL resident
56	Encourage strong links with local police and EHO to deal with ASB	E panel non SL resident
57	we must ensure the council has the staff to monitor and enforce	Non SL Landlord
58	I think the landlord should take, or consider suggested ideas from his/her tenants.	E panel non SL resident
61	I oppose these moves in their entirety as it is unreasonable to licence landlords for something they cannot control. If a landlord does rent to a tenant who breaches the rules it is extremely difficult, costly and time consuming to get the tenant evicted and by imposing licensing you are asking landlords to be held to account and to bear all the costs. The council would be far better off working with the landlords rather than against them.	SL Landlord
67	The area does need regulation, as Bournemouths economy is attracting people to the area, however it would be interesting to know what the Council proposes to do in terms of provision of accommodation for rough sleepers	E panel non SL resident
69	This will never work in practice, the good Landlords will abide, the bad Landlords will evade all their responsibilities, because the Council will not be given the necessary resource to administer this properly.	E panel non SL resident
74	Overcrowding, sub standard accommodation, rents should all be controlled under the scheme if the law permits this.	E panel non SL resident
86	I would like to think that the licence conditions are stringently met. Who would govern that they are?	E panel non SL resident
88	This will or should help to tighten up on obligations for poor landlords and bad tenants in the long run and set a precedent about anti-social behaviour.	E panel non SL resident

Case no	Licence conditions Open survey	Respondent type
90	That the ceilings and floors be safe and well-kept, that damp and mold are properly treated (as I know that this is a big problem around the Bournemouth area) and that if the Landlord doesn't comply they must be fined.	E panel non SL resident
115	I think rent level should also be included to ensure landlords aren't allowed to charge inflated rents because of scarcity of rented accommodation.	E panel non SL resident
116	Many of the crime figures in the area relate to crime related to the precinct... shoplifting clubs pubs not the residential units so published figures are distorted	E panel non SL resident
131	Pretty pointless conditions	E panel non SL resident
132	surely this is the job of the letting agents or landlords themselves not the councils business	E panel non SL resident
133	I do not agree with further discouragement to landlords to let property or increase costs which of course would be passed on to tenants.	E panel non SL resident
134	What dos Other Mean ? Bit of a daft question. Still unsure what difference a registration scheme will mean, after all landlords are supposed to register properties now, and you have that information as part of the council tax scheme. Would it not be more cost effective to see what information sources you have already and utilise those first ?	Non SL Landlord
144	The whole scheme is wrong!	Non SL Landlord
146	NOT SURE ABOUT REQUIREMENTS FOR ENERGY EFFICIENCY AS WITH A LOT OF OLD BUILDINGS, THERE IS ONLY SO MUCH THAT CAN BE DONE IN TERMS OF INSULATION/DOUBLE GLAZING . MAKING THIS A PENALISABLE MAY DISSUADE PEOPLE TAKING HOMES OUT OF RENTAL STOCK.	Non SL Landlord
149	It can only be a benefit to both existing residents, new tenants and the landlord	SL resident
158	Get the rents lowered before you worry about making more money. Lower rents equal people in homes they care about, more money to spend, and more VAT coming your way. Your way gets none of that.	E panel non SL resident
162	I read the document explaining the scheme and I also agree with the alternative schemes for helping landlords manage antisocial behaviour	E panel non SL resident
165	surely these matters are controlled by legislation already? What extra safeguards do special licences provide, and is it at a reasonable cost? Surely tenants just end up paying more.	E panel non SL resident
175	Support these conditions as long as they are fairly implemented ie. enforcement officers are not intimidated by bigger landlords and just target the smaller (ie easier) people	SL Landlord
183	Licence conditions should ban an party or parties from continuing after 2300hrs seven days a week. Residents deserve their right to a peaceful nights rest more then the party goer's	E panel non SL resident
189	Landlords can have difficulty removing unsuitable tenants. The council should also offer members of this scheme practical help & advice in order for them to adhere to the scheme.	E panel non SL resident
191	Just make sure it's enforced, otherwise it's useless.	E panel non SL resident
198	TENANTS WILL PAY, SO IT WILL HAVE NO IMPACT ON LANDLORDS.	E panel non SL resident
199	Conditions should also include the exterior maintenance of the property and bin storage/rubbish removal	SL resident

Case no	Licence conditions Open survey	Respondent type
208	landlords are in it to make money. they will comply with bare terms, and no doubt this will create a new class of outsourcing capability, where tenants will be dealt with indirectly from the landlord. all the costs will end up landing on tenants. perhaps make conditions around the housing benefit limits - it seems that some rents are at strange values since that is the exact maximum amount a property attracts in terms of housing benefit. this means that landlords profit at wider taxpayer costs. costs will be passed on, meaning rents will exceed housing benefit, meaning people will be forced out of accommodation they've probably had for years, simply because the Council is meddling.	E panel non SL resident
211	I agree with the aims but surely most of these "conditions" are already legal requirements for landlords - the problem is that they are not enforced. How will this new scheme lead to better enforcement if there is no additional money available for this? It is stated in the Consultation document that enforcement and legal costs cannot be included as part of the scheme costs so unless the Council spend more money than at present to support enforcement, landlords can just ignore it. Good landlords will be charged for doing what they do already whilst bad ones will probably take no notice, or move elsewhere.	E panel non SL resident
221	Individual flat owners should be held responsible for tenants renting their flats	E panel non SL resident
224	I cannot imagine how landlords can be responsible for any anti-social behaviour of their tenants. They may not live in the area and can't be expected to police the property or properties every day.	Non SL Landlord
225	No one wants bad tenants - They are bad news -to any landlord. How will you help the responsible landlord who is simply trying to provide accommodation where people can live decently. - A responsibility formerly the duty of the local authority. Dealing with anti Social people is a Police responsibility . They want to get down to earth out of that helicopter that keeps flying over my house . Dixon of Dock Green never had one of those and we ratepayers have to pay for that!	SL Landlord
233	I would expect that EPC ratings would be a mandatory condition on calculating (a) whether a licence will be granted and (b) how much it will cost the landlord. I am extremely disappointed to see that this is not so. What a missed opportunity!	E panel non SL resident
235	Police should be responsible for dealing with anti-social behaviour. If landlords try dealing with it there could be more violence.	E panel non SL resident
237	There might be a risk that a number of properties stop being rented out and left as derelict which could encourage squatting and occupation by the anti social groups being displaced by this action.	E panel non SL resident
245	some of these things are law, e.g. use of tenancy deposit scheme. so why should good landlords who already observe these things have to pay, and possibly increase rents to cover these proposed council charges. there is already a department in the council to cover most of these things, eg. poor housing conditions.	Non SL Landlord
248	What will happen when prospective tenants CANNOT provide references?	E panel non SL resident
251	There has always been some landlords that look upon renting out properties as earning a "fast buck" off of people who are not necessarily equipped to fight for their rights. Anything that can reduce this sort of poor treatment of others will benefit our community. If properties are required to be well maintained and exteriors cared for this can only improve property stock in Bournemouth rented and owned.	E panel non SL resident
258	How are Licence conditions going to speed up the eviction process?	Non SL Landlord

Case no	Licence conditions Open survey	Respondent type
260	The condition of the property overall	E panel non SL resident
261	Safety requirements are generally a benefit (most are already covered by existing legislation) but do entail additional costs which ultimately be passed onto the tenant. Background checks will be an unnecessary burden and will exclude a number of potential tenants if only because they do not want their landlord to know their background, or feel that it would be rejected. Again these will be additional costs that will be passed on, possibly before any tenancy agreement and be non refundable.	Non SL Landlord
264	Although this e-panel suggest the scheme will be cost neutral I suspect that some costs have been omitted e.g. inspections - these would cost more than the proposed cost of the 5 year license (taking into account the admin to arrange an inspection, staff to perform the inspection and staff training etc.); 'support and training' to landlords - the cost of licenses would not cover this. I strongly feel that the financial aspects of this proposal have not been thoroughly considered.	E panel non SL resident
280	How do letting agencies fit into this - tenant selection and references, property management etc?	Non SL Landlord
281	I think that the persons that manage tenanted properties should be free from any police records or any other stains on their character	E panel non SL resident
286	There has been a requirement to secure deposits separately for a long time. any landlords found not doing this should be prosecuted. You need to include right to rent immigration checks as well.	E panel non SL resident
290	There are already laws in place to prosecute landlords who contravene these regulations. There is no evidence to suggest that a licence scheme will make any difference to the behaviour of landlords who disregard laws in any case already.	Non SL Landlord
292	Unfortunately this looks like another paperwork exercise, many housing associations have these conditions but never appear to enforce them.	Non SL Landlord
294	Were I live we have a drug dealer and two other people living with him and they have been shouting about drugs threatening people dealing and we have just been to court against him with the council and they threw it out ,3 years of him and it carries on so don't make me laugh about anti social behaviour	E panel non SL resident
297	I agree with high standards should be set for both the landlord and tenant, but I think it most unfair that the landlord should pay for all the extra expenses.	Non SL Landlord
310	Fed up with council acting like Big Brother. Where will it end. End of private enterprise.	E panel non SL resident
324	I think that landlords should be held to better account than they are now in order to protect tenants rights, but it is already incredibly expensive to rent and this scheme is only likely to increase those costs. It is also very difficult for tenants to provide references for all sorts of reasons, and what one person may term anti-social behaviour another may not.	E panel non SL resident
328	Shouldn't the Tenants have to sign as well.	E panel non SL resident
331	I love the idea in principle but thinking about it, it will penalise the people who willing enlist and the landlords who don't, get away with it again, it will depend on how this is policed. If it is half hearted then it wont be worth doing other than getting in more revenue from honest landlords.	E panel non SL resident
343	These conditions should be standard anyway regardless of this special license so definitely be enforceable and regulated. How will these be regulated though? Will there be someone from the council checking and enforcing these requirements after the licenses are issued? If not, it all seems a bit pointless?	E panel non SL resident

Case no	Licence conditions Open survey	Respondent type
347	I would expect these things to be happening already.	SL resident
349	Good landlords tend to get involved and want to sort things out and will already have clauses in contracts to deal with behaviour, poor payment, damage to property etc. They will also keep the property in good repair and offer long term leases for good tenants. Long term leases are essential for children's stability and reasonable rents are key to family sustainability and quality of life.	E panel non SL resident
360	I feel strongly that local accommodation should be for local people and therefore prohibit advertising by Landlords in other areas simply to fill their pockets, to the detriment of local residents.	E panel non SL resident
368	Landlords to prioritise families and working adults.	E panel non SL resident
376	That the properties are fit for comfortable habitation. In fact anything to persuade landlords to act responsibly and not just in their own best interests. It should be made clear whether forcefully or less so, that the new regime must not be used as an excuse for profiteering in terms of rental charges. It is hoped that inspections will be carried out as far as is possible, unannounced of with as little notice as possible. This may be the last opportunity for the council to tackle Boscombe's problems. Any suggestion that licensing is wrong because it moves the problem elsewhere, should be strongly resisted. Boscombe and its environs has been a lost cause for too long. It is to be hoped that the police will be willing partners, should the need arise.	E panel non SL resident
394	I believe tenants are entitled to safe, warm and mould free accommodation. I also believe landlords should have the right to evict anti social tenants .	E panel non SL resident
396	But only for those landlords who are not letting through an Estate Agent and are not following High letting standards.	Non SL Landlord
408	I totally disagree that the tenant ha to pay for companies to take references. This will. E another way to stop the most disadvantaged having access to these properties. References should be taken but not at the expense of the Tennant or a fixed small fee is taken. Not the £200 some companies charge for references	E panel non SL resident
426	Some allowance for tenants who cannot provide references due to age (not rented before) or other circumstances that makes getting references difficult.	E panel non SL resident
427	as a landlord who uses an agency why should I pay an additional fee - those who are poor landlords are likely to continue to abuse the system so responsible landlords yet again pick up the costs	Non SL Landlord
428	The council should have a right to impose a punitive charge on those who cause anti-social behaviour it should not be the responsibility of the landlord other than to report it	Non SL Landlord
443	Landlords should be members of an accredited landlord scheme and tenants should be made aware of this. However, there are bad Landlords and all enforcement and inspection costs should be recovered from successful prosecutions.	E panel non SL resident
455	Nothing to add, agreed	SL resident
458	If no complaints are received for three years, then a licence would not be needed. This would not financially penalise good landlords and tenants	E panel non SL resident
461	If this is followed through it can only be positive for everybody.	E panel non SL resident
462	how will rehabilitation homes and other unregulated providers be policed	SL resident

Case no	Licence conditions Open survey	Respondent type
465	How will paying this fee ensure landlords carry out the conditions? Is his just another way for councils to take money which will inevitably be passed onto tenants. Why limit it to only these areas - landlords should be using management companies and ensuring they provide good, safe housing.	Non SL Landlord
468	Some control on acceptable rent for a property would be good.	E panel non SL resident
472	Multiple occupancy dwellings- the maximum number of people allowed tore siege there.	Non SL Landlord
483	I have ticked 'other' to include criminal activities i.e. If a tenant commits a criminal act within or in the immediate vicinity of the property the landlord should evict that tenant immediately or be fined under the license conditions.	E panel non SL resident
486	Use the existing law which already exists to deal with problems. Duplicate and additional law and another layer of administration, at Council level, is totally unnecessary and will not solve the problem - just move it around leading to a degeneration of a wider area and, thus, increasing the problems indicated.	E panel non SL resident
492	Items covered in tenancy management are duplicating current legal requirements for landlords everywhere surely? I presume the problems of anti social behaviour relate to tenants rather than the landlords. Assuming the landlord follows up on references then how can the landlord be responsible for tenants' behaviour. Also, bearing in mind the area you are proposing to regulate , if landlords all insisted on good references it is possible some tenants would be unable to find somewhere to stay. This would cause problem tenants to move to other areas or sleep rough. The aim of the council is presumably to ensure accommodation is safe, healthy and provides reasonable living conditions. Proposals appear to me to be excessive for this purpose. Perhaps start with suspect landlords rather than target an entire area.	SL Landlord
500	Already in place through decent letting agents	Non SL Landlord
503	Problem tenants/Landlords can be pursued through existing laws, and this extra layer of administration at Council level is entirely unnecessary, unless the aim is simply to engorge the Council with extra administrators at high cost.	E panel non SL resident
509	Licensing should be intended ONLY to ensure that the housing stock is "fit for purpose" and nothing further. Landlords cannot control anti-social behaviour any more than the Council is able within its own properties.	SL Landlord
511	condition to limit how much the landlord can increase the rent fee by so that they don't profit from the scheme themselves	Business / Organisation
516	Landlords could be better neighbours by having to ensure that their gardens/grounds are kept clear of litter / debris / dumped appliances etc	Non-SL resident
517	The methods of control are already there, this is a money grab by those who don't want to do what is already their jobs.	SL Landlord
521	Advice and help before enforcement	Non SL Landlord
524	There is already provisions in place for all the above without the need to licence each property. This is just another way of raising funds.	SL Landlord
525	I oppose the whole idea.	Non SL Landlord
526	Conditions imposed in a licence will have little impact unless the council has resources to monitor	SL Landlord
529	Property Management and anti social behaviour should be tacked under existing legislation. This is simply adding a further layer of administration with the cost borne by decent landlords.	SL Landlord

Case no	Licence conditions Open survey	Respondent type
536	While I do fully support the licensing and regulation of properties in the area, it must be done in a way that benefits everyone. All of these things will have a cost to landlords. Those landlords will pass the cost on to tenants. This could potentially displace tenants on lower incomes, unable to afford higher rents. The result of this could be increased crime and anti-social behaviour.	SL resident
538	My concern (based on other non related initiatives) is that those who offer a good standard of property will not need to change and those "slum landlords" do not do anything to improve and the council doesn't have the funds or determination to enforce the issues. If the licence fees only cover the cost of managing the licences there will not be desire to fund the cost of enforcing the standards required.	SL Landlord
545	It cannot be the landlord's responsibility to ensure the tenant does not engage in anti-social behaviour. That is the responsibility of the Police to enforce law and order. If the landlord owns a leasehold flat, it is not the landlord's responsibility to ensure the property is managed correctly. That is the responsibility of the Freeholder. The landlord cannot carry out the responsibilities of the Freeholder	Non SL Landlord
549	The rental agreements the landlords give to their tenants should include all the conditions in the lease of the flats they own. If the tenant breaks the conditions of their tenancy agreement or the landlords lease, the tenant should be evicted. The landlord must maintain the property, and allow inspections of the property by the council. There should be a way for neighbours who are suffering because of the actions of the tenants or the landlords to be able to report what is happening to the council, without them being at risk of not being able to sell their own property. Smoking should not be allowed on communal grounds, hallways etc. Tenants should only be allowed to park in the designated parking area of the property, if they have one, or on the road if not. Other owners should not have to have excess buildings insurance because another flat in the building is let out.	SL resident
550	Maybe landlord contact information could be displayed on properties so that residents know who to forward any concerns to? (A small wall mounted plaque for example?) We have a rental property next door, & at times where tenants have been a problem, we have not known who to contact.)	SL resident
551	I oppose the whole idea of a license as I think it will kill the area	SL Landlord
552	Does this apply to a 'leasehold flat' in a freehold block of flats . will a license still be required and if so by whom.	SL resident
553	But this should apply to only HMO/DHSS type properties and not to professional landlords using professional agents with properly formulated tenancy agreements and deposits held by a professional body.	SL Landlord
564	We already deal with all, of the above. The council has already got the powers to deal with all of the above. No need for expensive registration.	SL Landlord
565	This brings in more Red Tape for the Landlords and how can a Landlord be responsible for the actions of a tenant? Over a number of years new directives have been brought in by the council which has had little effect at reducing the bad landlords. This proposal is, once again, giving more Red Tape to the good landlords.	Non SL Landlord
566	Funds should be used to track down those dealing drugs out of certain properties	SL resident

Case no	Licence conditions Open survey	Respondent type
568	Condition to check References - can't do for students (or others) who are leaving home for the first time. Also what if the reference is Bad - I check it is still bad - I have complied with your rules so that is OK!!!! As a landlord, I cannot take any action against a tenant for Anti-social behaviour except to evict. Eviction can take months and cost a landlord a lot of money (rent loss during the eviction steps, court costs, property damage by unhappy tenant). Will I lose my license whilst the protracted court case goes through and the protracted process of actual eviction???	SL Landlord
569	I oppose this in the case of landlords that sent through a reputable agent as there are already controls in place through the agent it means landlords would end up paying for the same service twice.	Non SL Landlord
571	I agree that some properties in the are where I live in Boscombe need a lot of money spent on them to improve them, however these tend to be large corporations who won't find a licence of the proposed amounts that covers the whole building, a problem at all. It's the small landlords who tend to keep their properties in better condition who will.	SL Landlord
574	I think that licensing it a terrible idea and will not actually achieve anything.	SL Landlord
579	it's not the landlord fault if a tenant is a knob. Charging a fee, won't change the knob of a tenant	Non SL Landlord
582	Tenancy and Property management are already regulated under statutory provisions so an additional level of paperwork will not make things easier to help people find homes. Anti-social behaviour is the primary issue from a tiny minority of tenants so a focused approach to these tenants and their landlords is what is required. This whole proposal has the 'law of unintended consequences' written all over it.	SL Landlord
596	Who sets the standards for anti social behaviour thresholds? this could potentially impact on a whole family when it is one family member who is causing the problem. who would manage this?	Business / Organisation
602	I note housing associations are excluded, yet I have found they are among the worst culprits. I think Government/Council interference in the market place can only be a bad thing. Especially when it is purely about raising revenue.	SL Landlord
603	When a landlord appoints a managing agent then perhaps there could be standards or licensing for the agent and then the landlord knows who they can reliable delegate to. In my experience some managing agents and letting agents are better than others. While I am a member of the NLA and do my own research sometimes advice eg about smoke detectors or door and window fittings, can be different from electrician, Letting agents, the fire brigade, the insurance company and NLA and so on. Therefore the council should be able to provide a common sense approach and recognise that sometimes there is not an absolute correct answer to maintenance or tenancy management. Also If a landlord acts in good faith and guidance from their agent and that agent has not kept appropriate records then it seems unfair to penalise the landlord harshly. So overall - I think SENSIBLE regulation licensing could be beneficial but it has to be handled sensitively and there should be a way for an appeal route for over zealous regulation by the council over landlords who are overall doing a good job.	Non SL Landlord

Case no	Licence conditions Open survey	Respondent type
604	As long as the regulations are practical and sensible, and do not create additional work and costs. However I am skeptical that Councils can ever be this. Shelter is a perfect example of a well meaning body become a huge force of harm to both landlords and tenants with their unrealistic and detached attitudes Be aware, be very aware that if there are additional costs created then it will ultimately be passed down the line to tenants. Tenants groups are continually claiming that housing costs are too high. It is very obvious that these proposals are only going to exacerbate this situation	SL Landlord
605	There is imbalance between landlords and tenant's responsibilities. Especially social housing tenants who are the main culprits as shown in "Don't pay we'll take it away"	SL resident
606	I have property in other areas of the country where selective licensing has been in for a few years. Unfortunately the councils have taken the fee and never, ever visit the properties to make sure we are complying!!	Business / Organisation
607	Anti-social behaviour can not be controlled by the landlord.	SL Landlord
610	Police should be dealing with Anti Social Behaviour if there is any....not our Landlords who don't have the necessary powers to deal with it.	SL resident
611	In failing to uphold their responsibilities, some Landlords are negligent, others might be oblivious to the Law, etc. The selective licensing scheme should act to introduce more information and provide Landlords with a better understanding of their responsibilities. Many Landlords don't have a clue what they are getting themselves into when they buy to let - a handy reference book of key responsibilities might help get the message across, including relevant extract from Landlord and Tenant Law and the Housing Acts.	Non-SL resident
612	How will this help alleviate anti social behaviour. Charging more rent to cover the costs just makes things worse not better for tenants on benefits and struggling with difficult relationships and mental health - hence anti social behaviour. How will this help ??? You have not stated how this is to happen.	Business / Organisation
616	There is too high a concentration of HMOs in this area leading to it being an area for benefit dependent people ... those tenants who are vulnerable need this kind of support from the council.	Non SL Landlord
618	Charge rehabilitation centres in the area to cover all costs. It is due to them we have low deprivation, anti social behaviour, drug dealing, alcohol related crimes etc as people are sent and funded from other councils moving their problem onto us.	SL Landlord
620	It is difficult to manage tenants who have their own negative agenda, and poor quality premises attract poor quality tenants so exacerbating the problem. Anti social behaviour is an outcome of such housing. I would also question why the local authority is not ensuring HHSRS is being enforced.	Non SL Landlord
624	Property owners/residents should keep the front of the property and garden in good condition, rubbish and wheelie bins not left permanently on the pavement outside the property. These issues downgrade our area.	SL resident
625	This question is poorly phrased and is a double negative. Therefore the results you will obtain will be unhelpful.	Non SL Landlord
626	This seems a good scheme, but not easy to implement. Too many rogue landlords?	
631	Why should the lands lords pay for the anti social problems just because the council will not do anything about it. It will put up rents and devalue our property	SL Landlord

Case no	Licence conditions Open survey	Respondent type
634	What will happen to existing tenants .if landlords are not granted a license? The council already have powers to force landlords to improve properties through the department environmental health these could be made to work more effectively. When a tenant displays anti social behaviour what support will landlords get towards eviction? Eviction can take a court order and months to achieve.	SL Landlord
646	A good landlord will already have made sure the property is safe, clean, regularly decorated, safety certificates up to date, tenancy agreements legal etc Property management is the responsibility of the freeholder or management company. Why should good, responsible landlords be penalised because of the bad landlords?	SL Landlord
657	Current legislation is not used to full effect. Make proper use of current legislation in place before creating more legislation that the council be afraid to implement.	SL Landlord
658	I am a landlady and WILL NOT be responsible for my tenants behaviour. I am a female and will not put myself in danger for you or anyone or any license whatever you say. I am not their parents. They are over 18 and responsible for themselves. I WILL NOT accept any responsibility in any way shape or form EVER for their behaviour. That is the job of the police which I am already paying for. As for Tenancy Management and Property Management I follow all the rules on the Tenancy Agreements which are governed by Law so that is sufficient. STOP THIS BULLYING OF GOOD LANDLORDS!	SL Landlord
666	Various TV programmes have shown both sides of tenant and landlord misconduct. This scheme appears to strive to ensure a level of fairness with a potential for reducing anti social behaviour.	Non-SL resident
667	TENANCY MANAGEMENT: Disagree with Rent Books, unless the Tenant provides and is responsible for collecting a signature; Disagree with References: How on earth is this supposed to work!?! I've had bad tenants in the past, who I've needed to evict. If I give an honest reference stating they are a nightmare tenant, they would never leave my property! The alternative would be to lie to a fellow landlord and give a good reference. We're stuck between a rock and a hard place. I also did not see ANYWHERE in this document, even one sentence about helping Landlord's evict bad tenants. And that is at the root of such a lot of the problems with undesirable tenants! Complaints procedure? I think tenants receive plenty of help from Citizens Advice and SHELTER about how to complain about their Landlords! PROPERTY MANAGEMENT: Tend to agree with most of this, although I personally would not know WHO would be willing to 'deputise' for me, if I were not available. I'm always at the end of the phone, but don't know how I would fulfil this condition! ANTI-SOCIAL BEHAVIOUR: Tend to support, but my experience is that LANDLORDS don't receive any support when they try to deal with bad tenants exhibiting anti-social behaviour. That said, my experiences are (possibly) four years out of date. Since I stopped evicted and taking Housing Benefit Tenants (I had 15 at one stage), I have had no problems with unpaid rents or anti-social behaviour! OTHER: Don't see a problem with this.	Non SL Landlord
668	This has not worked in other centres in England and therefore there is no evidence that it will work to address anti-social, drugs & criminal behaviour in this area of Bournemouth.	SL Landlord
674	If a landlord is using an agent that is registered with UKALA or ARLA then all your conditions are already met so why ask a landlord to do the same thing again and charge him for the privilege.	SL Landlord
676	These things are all taken care of by my managing agents.	SL Landlord

Case no	Licence conditions Open survey	Respondent type
678	It should be a requisite that a full disclosure certificate as used by security and social care and the nhs should be a part of the signup process. it would cost prospective tenants around £40 and not the Landlord. Then if a new offence is committed with a guilty outcome it should be notified with failure to notify being a evictable offence	SL resident
679	I don't understand how having a licence will prevent anti social behaviour - it sounds as if some of these anti social tenants need to have a licence. Any increases in costs to landlords will slowly and surely lead to less PRS property available, more discrimination from landlords over who they let to (eg no UC, no-one without a British passport) and more tenants being forced into situations with landlords who will exploit and abandon.	Non SL Landlord
682	The council already has the means to take action and this license is a license to print money.	SL Landlord
683	Get the police to deal with it!	SL Landlord
687	No landlord wants a tenant who behaves badly, unfortunately the mechanism for evicting them means we are usually stuck with them.	Non SL Landlord
691	we do not want any scheme	SL Landlord
692	I fail to see how this will solve anti-social behaviour and why this should fall on the landlord's shoulders.	SL Landlord
693	The council police fire service already have these powers in place to deal with the issues if required. . So please use the powers in place to tackle the issue and not put another wage on the tenant in a deprived area where crime is getting worse each day. As you are fully aware the landlord will pass this cost onto the tenant, and a bigger issue back onto the streets and community of Boscombe.	
695	No more halfway houses	SL resident
696	As commented on previous page. Although I suggest Draconian and punitive financial measures, it is money and greed that drives Rachmanism, crime, addiction and intimidation that victimises people - the only way to drive 'slum landlords' out is by making it too expensive to own streets worth of misery, fear and deprivation. Good landlords in this Licensing zone probably comply with most of your proposals already.	Non-SL resident
699	Keeping front areas of there property clean tidy respectful .	SL resident
702	I use a letting agent who ensures these conditions are met already.	SL Landlord
706	Will there be conditions relating to rehabilitation tenants or those with alcohol or drug dependencies? Those with criminal records? Bearing in mind we have a lot of families around this area and schools.	SL resident
707	anti social behavior is the main driver behind your proposal yet nothing has been achieved to reduce the number of drug and other dependency services located in the Boscombe area. The customers for these services are the anti social people you need to disperse fairly. I have live here 8 years attended many meetings and nothing has changed. Galaxy and the likes have all failed so why should this new proposal be any different? One of your colleagues at a meeting in Southbourne library said the boundary was drawn up based on a handful of metrics including the number of anti social complaints received. As a result of hearing this , I will no longer ring the police to report anything as it will only impact on me and my families residence and finances. do tell me otherwise?	SL resident
708	You are bringing in & charging for a licence that covers many things that are already covered by other regulation eg deposit schemes. What are the rates being used for?	SL Landlord
709	All of the above is already covered by the councils exist legislative powers.	Non SL Landlord

Case no	Licence conditions Open survey	Respondent type
710	The Council already has legal powers to intervene in respect of anti-social behaviour and provision of sub-standard quality property for rent.	SL Landlord
712	It can't just be up to the landlord to manage tenants anti social behavior. The landlord is limited by law and ability in what they can do. Property management - many landlords do this themselves we shouldn't be forced to appoint someone at huge cost.	Non SL Landlord
714	Some properties are run really badly by letting agencies who take the money and have no interest in how the tenancy is afterwards. There needs to be a clear process for those in our community who have a complaint about these companies	SL resident
721	Landlords cannot alter and have no legal control over tenants after licensing . The only control, are those currently available within current legislation	Non SL Landlord
722	THE LICENCE (AND ITS CONDITIONS) ARE NOT THE SOLUTION TO THIS PROBLEM	SL Landlord
723	Help landlords evict bad tenants. Stop all HMO property being allowed to house alcoholics, drug addicts.	SL Landlord
725	You cannot license to prevent anti social behaviour. More police presence and tougher punishment would be the only way to drive a reduction in instances on anti social behaviour. Also note that the presence of Bournemouth football ground will exacerbate any figures that are not caused by residents of the area.	SL resident
726	This idea punishes landlords and homeowners, rather than actually tackling the problem of antisocial behaviour.	SL resident
727	Bournemouth Council has many existing powers. Section 57(4) of the Housing Act 2004 states that a local authority 'must not make a particular designation... unless (a) they have considered whether there are any other courses of action available to them... that might provide an effective method in Bournemouth with the problem or problems in question'. The council already has powers that can be used to rectify the problems and, hence, the ability to tackle many of the issues that they wish to overcome in all parts of Bournemouth.	Non SL Landlord
736	Landlords are required in law to have a signed contract with their tenants. As such, a tenant signing to say, for instance, that any anti social behaviour or, say, drug use, is in breach of the contract should be enough to allow eviction should it become necessary. There is absolutely no need to hold a landlord responsible for the tenants' behaviour. The tenants are all adults and are responsible for themselves. If the landlord has no contract with a tenant then surely he is in breach of the law already and steps can be taken?	Non SL Landlord
737	Anti-social behavior is not the responsibility of the landlord. it is the responsibility of the tenant and the Police and possibly social services. If the accommodation is of the correct standard and appropriately maintained, and the tenancy agreements are legal, that is the end of the landlords responsibility. Obviously, they can get rid of the tenant, if their behaviour is inappropriate and/or they damage the property, but only if they have evidence .	Non SL Landlord
738	I do not believe the Council will manage to view the properties, have time to advise and they already have the powers to deal with anti social behaviour and should not be passing the buck to the landlord who cannot have any control over their tenant once out of the property, but the Council does	Non SL Landlord
741	Give further discounts if landlords are already paying an agency for tenancy/property management fee.	SL Landlord

Case no	Licence conditions Open survey	Respondent type
742	Landlords will have great difficulty in taking responsibility for anti social behaviour tenants, these tenants are likely to be non rent payers. The council should deal direct with the offenders, not leave it to a landlords. Its a bit like saying the seller of a property is responsible for the behaviour of the buyer	Non SL Landlord
746	Four of the conditions (mandatory conditions 1, 3, 4 and non mandatory condition 1.1.1/3) are unambiguously already legal requirements. I am concerned that the local authority is not already enforcing these laws, given that it has a statutory duty to do so. Mandatory condition 2 is vague. What good is a declaration by the license holder as to the safety of appliances etc? What is the 'relevant certificate', and what is a 'periodic electrical report'. The law does not establish any standards around this for non-HMO landlords, so the license needs to be specific. Google ' landlord electrical report' and page after page refers to it being discretionary and only 'recommended' by electrical trade bodies. I cannot see a license condition around energy performance certificates. Given that this is an existing legal requirement, and we're throwing all those into the license, why not include that as well. It is at least a defined standard in terms of what needs to be provided. It's also easy for the Council to check independently, once you have the 'intelligence', as all the EPCs are available on the internet.	SL Landlord
747	Laws already exist that protect both landlords and tenants please stop waiting time and money on schemes that are of no benefit to the general population	
749	I would consider property standards to be the biggest issue which is not mentioned here	SL resident
750	You already have powers - proposals add nothing	Non-SL resident
751	We don't understand what you intend to cover under question 3. Of course, we oppose anti social behaviour and take action when it occurs on our properties. All the incidents are from drug addicts and down and outs trespassing on our property, NOT from any of our tenants.	SL Landlord
755	I do not support the scheme in its entirety	SL Landlord
758	Laws already exist to cover much of the above. Licensing is not needed to enforce / regulate these things.	SL resident
759	Many landlords use the services of letting agents to take care of these issues for them. Having a license will not change anything. Laws already exist to cover much of the above. Licensing is not needed to enforce / regulate these things.	SL resident
760	I think there should be a condition of fair rents and a cap on the amount of rent landlords can charge.	Non-SL resident
761	The council already have the power to enforce these things. Licensing is not needed	SL resident
764	Since April 2017, councils have new powers as described in the Housing and Planning Act 2016. Use these powers to pursue rough landlords and reduced the number of properties for rehabilitation in Boscombe. While the disproportionately high number of these houses continue in existence in Boscombe, problems will never go away. Simple. I have lived in the area since 2000 when it was classed as "a regeneration area", nothing has changed and ASB still the same. The reason? People with problem keep coming and coming and they never go away.	SL Landlord
766	Only a fool will think that this scheme will affect anything other than costs to tenants! Housing benefit will end up paying for this scheme in many cases. And once again, the worst landlords are the social landlords whose tenants behave how they like without fear of any consequence. Private tenants have to clear up their own mess.	SL resident

Case no	Licence conditions Open survey	Respondent type
767	I oppose entirely the whole proposal as politically it will pass the responsibility buck from the Council to landlords.	SL Landlord
770	The council already have the power to enforce these things	SL resident
774	If the aim of the scheme is to deal with tenancy and property management, while reducing anti-social behaviour, this is covered by existing legislation. The Council can already issue noise abatement orders, deal with houses of multiple occupation, fly tipping, and so on. What extra powers of enforcement would the Council need? Anti-Social Behaviour officers can act on a number of issues. If the costs of the scheme only covers the costs of administration, and cannot make a profit, how will it actually deal in a meaningful way with the three areas outlined above? Is there a breakdown of how this money will be spent?	SL resident
777	The Council already has all the powers it needs, all Licensing will do is raise money for the Council that it should not have for a purpose it is already equipped to solve.	Non SL Landlord
778	Increase policing and housing officers, this is not a rich suburb as maybe parts of London, these costs will be passed onto tenants which will see more empty properties and drive down value to both parties concerned.	SL Landlord
779	I think the proposed area is too large. I think the council should start with the worst roads only - say 100 properties. They could then administer this scheme and learn the pitfalls and advantages. They would then be able to make the biggest impact on the worst areas with the manpower. If the scheme cost more than envisaged, it would be 25% less than if the whole scheme was initiated. Council money would be better spent on checking on HMOs. Council money would be better spent on more hostels and drug offender facilities away from the tourist areas.	SL Landlord
780	HHSRS and other existing legislation give plenty of powers to tackle property conditions and licensing should not be used for property standards. Anti social behaviour is not, and should not be considered the landlord's responsibility (see the SN01012 Parliamentary Briefing Paper para 1.1). Without these issues there is almost no justification for the scheme.	Non-SL resident
783	Where licence conditions are shown as supported, it is because we believe the items covered are important to have/adhere to, however there are already laws in place that require these anyway, therefore there is no need for an extra/selective licence. If the current requirements are not being managed by the council, we are not convinced these will be covered under the selective licensing either. It should not be down to landlords to manage anti-social behaviour. Co-operation of landlords and council/police should be in place already, without an extra licence. We do question the anti-social behaviour numbers reported by the council as when a freedom of information request was submitted to Dorset Police in relation to recording antisocial behaviour information and housing tenure, they replied that they do not record the housing tenure.	Non SL Landlord
784	Dependent on how it is implemented, basic standard as set out by you is poor, not good enough, standard need to be improved.	SL Landlord
787	Landlords should perform checks on tenants. Tenants should likewise be able to perform checks on landlords. Landlords should probably give longer terms for 'notice to quit'. Council should be able to inspect properties and insist on upgrade if necessary.	Non SL Landlord
788	Concern about safety of landlords if they find their tenants area connected to anti-social behaviour and the tenants reaction.	Non SL Landlord
789	Lodgers under the scheme?	SL resident
793	Landlords should be given a list of requirements to be met and there should be only one low fee for the consequent inspection.	SL Landlord

Case no	Licence conditions Open survey	Respondent type
795	Property management should include inside, as outside overall is looking good i.e. appropriate windows, door etc.	SL resident
802	In London, we pay a smaller license fee. The property has never been inspected by the council. We have an agent who manages the property and we oversee all repairs.	SL Landlord
803	I think this is totally wrong as many landlords do supply good housing , there are a few rogue landlords that must be known to the council - so sort those out! It must be remembered that the tenants have a responsibility to keep the property tidy as well but sadly don't, so is that the landlords fault?	Non-SL resident
805	That there will be legal enforcement and penalties, for non compliance.	SL resident
806	The license must cover the whole of Bournemouth. There is anti-social behaviour in Bournemouth, Westbourne, Winton, Southbourne, in fact all over. This is a stupid idea.	SL Landlord
807	Tenants should be given opportunity to feedback periodic 3, 6, 9, 12 months.	SL Landlord
808	PM - should include litter bins, garden, parking etc. BBQs outside property, smoking and last night noise. ASA - landlords should contact neighbours at earliest opportunity, not 7 days later - good neighbour relationships. Protecting tenants against rogue landlords.	Non-SL resident
809	Councils already have sufficient powers which are not used adequately.	Non SL Landlord
811	Licensing will make no improvement to the area. It will have the opposite effect, as rents will rise and tenants will not want their home inspected. Building insurance will rise because you will 'blight' an area.	SL Landlord
813	It is absolutely disgusting to penalise all landlords for the sake of the rogue ones. I myself am a responsible landlord, my property is let managed through a reputable letting agent. Therefore anti-social behaviour is unacceptable.	SL Landlord
814	I am a responsible landlord, who maintains my property, using a registered letting/management agency and therefore do not accept anti-social behaviour.	SL Landlord
815	Illegal Immigrants.	Non-SL resident
817	Block management and full tenancy management by estate agent, is enough as a safe guard. It does not give help to landlords to deal quickly and cheaply when tenants do not pay their agreed rent.	SL Landlord
818	The police and court, already know of the place's of anti-social behaviour and do nothing about it. So putting the owners as landlords will not help.	SL resident
819	A landlord at present cannot evict on grounds of anti-social behaviour without going through courts. More support for landlords needed, rather than putting owners on them to regulate behaviour.	Non-SL resident
820	Staff at the school have had time off work due to ill health, caused by their rented property.	Business / Organisation
822	Ensure letting agencies are in the loop and comply - benefit landlords, tenants and all parties in the scheme.	SL Landlord
826	The scheme would call for landlords to perform proper maintenance on their properties as they should do so now, but it could affect tenants adversely.	SL resident
827	I would support this were it limited to keeping properties up to scratch, if it didn't increase rents. I think it could be used as social cleansing and excessive control of tenants.	SL resident
828	Improve the area.	SL resident
829	It's a free society if people don't want to rent, they don't have to or they can move if they don't like it.	Business / Organisation

Case no	Licence conditions Open survey	Respondent type
831	Tenancy requirements are already in operation and are required by law. Landlords are required by law to ensure safety etc. of properties. Landlords cannot be expected to police their properties.	SL resident
832	Limit the fraction of houses let out to 30%. This would reduce the price and consequently encourage owner occupiers to move in. This would help to stabilize the area.	Non-SL resident
833	Only these conditions are likely to achieve the desired outcome. Other - immigration is a real problem which might add to landlords current poor practice.	Non-SL resident
836	Too improve the area.	SL Landlord
847	See Q10 - We own a flat in a block of 37 flats. We have a management co (***) costing £1.190 p.a. for there service, a letting agent costing £582 basic, so your licensing conditions are covered by the above.	SL Landlord
849	What sort of references would be acceptable? How could they be checked particularly with new comers to area/UK.	SL resident
851	I am strongly opposed to any licensing.	Non-SL resident
852	The council should use their existing powers to deal with these issues. Landlords have no jurisdiction over their tenants, other than issue a section 21. Good luck council, who have to re-house them	SL Landlord
853	Anti-social behaviour - strongly oppose.	Non-SL resident
855	How will the council ensure all the above and how will the efficient of the scheme (if any) be measured, as there are no specific outlines stated in the summary document?	SL resident
858	The council know of problem properties, so they should target all the known problem properties.	Business / Organisation
859	The use of Operation Galaxy which already exists.	SL resident
860	There should be no licence conditions. The PRS is becoming over regulated and costly. ASB is caused by a minority and no one will ever eradicate it. Many may have mental health issues. That will not change. I cannot detect these or manage them when in my property. Only report it to you.	SL Landlord
862	How is the scheme going to regulate above, as no real information given either online or in any documents. Landlords do not have any powers above those already covered by law i.e. eviction.	SL Landlord
863	Landlords can only have authority in their property and its curtilage, not on the sheet. Tenants should be given a quiet enjoyment of the property but any interference in their lifestyle could be interpreted as harassment.	Non SL Landlord
865	All will increase my rent.	SL resident
866	Licence conditions will increase homelessness, rents increased and will not stop anti-social behaviour. It is up to the police and community officers at council to target problem people and properties.	SL resident
868	I admired landlords who manage properties in Boscombe, they need nourishment, not punishment. Council should work with them, not against them. I cannot ever see quality of tenants changing in Boscombe area.	Non SL Landlord
869	The conditions that apply should apply to all rented properties in any area.	Non-SL resident
870	The council and police should be 100% responsible for anti-social behaviour and crime.	Non-SL resident

What, if anything, would you change about the designated area? Are there specific areas that you think should included or excluded?

Household survey

Case no.	Area Household Survey	Respondent type
5	Expand it.	Resident
6	The designated area should be a lot larger perhaps include the entire Boscombe, East Cliff, Town Centre and even West Cliff, in order not to single out an already vulnerable area.	Resident
7	Every property in Bournemouth that is rented - not just this area. Why are we penalised yet again.	Landlord / agent
10	Immediately close all 'Drug Rehabilitation' centres in the area. There are 60 in Bournemouth and in this area. Planning permission is granted under the term 'care home' so under the radar.	Resident
12	Any area in Bournemouth should be under such a licensing. Many landlords provide accommodation that does not meet sufficient standards. I, for example, spend over £3 a day in heating because of very poor insulation.	Resident
13	If the scheme works, just widen it to cover the whole of Bournemouth.	Resident
19	Cover a wider area as landlords could easily just move properties a couple of streets to stop incurring extra costs.	Resident
23	Why not Boscombe Grove Road/South Road - always drug dealers and prostitutes at footbridge.	Resident
30	Cover the whole of Boscombe too cliff top.	Resident
40	We are in a cul-de-sac and the next door house has five students. Although they are well behaved, my husband has dementia and we find all the young groups extremely stressful.	Resident
42	Licence everyone.	Resident
44	You can not penalise or target only certain areas - this is unfair. Just because there is (for example) 200 bad landlords in this area but only 50 bad landlords in an other area you penalise only 200 - it should be all landlords or none, why should the 50 not be licenced.	Resident
46	Obviously you must realise that some of these areas, a lot of them are already struggling immensely - come on.	
48	This will effectively increase rentals in the proposed area. This discriminates against the lower paid who will be ultimately paying for the scheme. Should be carried out across all areas - This will reduce the cost/landlord/scheme.	Resident
53	I think all areas in Bournemouth should be included in licensing scheme.	Resident
54	There are some disgusting conditions of properties in Bournemouth Town Centre.	Resident
57	All areas around the Kings Park.	Resident
60	I think all areas in Bournemouth should be included in licensing scheme.	Resident
66	I think all private landlords should be subject to conditions in all areas.	Resident
71	I don't agree with all the areas included in the selective licensing area. I wouldn't want rents to go up for the people who look after their rented places appropriately.	Resident
74	All of St Clements Road, Windham Road, Boscombe Grove Road, Knole Road, Vale Road, Frances Road and Spencer Road.	Resident
80	Extend to include Charminster.	Resident
91	St Clements Road (in the West), Southcote Road (entire) and Vale Road (North) should be included, as should the area to the North of Christchurch Road around Pokesdown Station.	Resident

Case no.	Area Household Survey	Respondent type
92	I believe the area should be larger than proposed.	Resident
94	Area should be expanded to cover whole street, not just a couple of properties. Seems way too selective and jigsaw like. Whole neighbourhood's should be included.	Resident
96	Leave the prostitutes alone and befriend them (advise to police) it is the men who are dangerous here. The prostitutes can give helpful information, if they are not prosecuted. Prostitution is natural, not criminal.	Resident
98	Are there any plans to operate any local lettings plans with housing partners? Some residents who will benefit from this, maybe looking for housing due to lack of/not eligible for affordable housing - or are evicted and then stuck in the local area - by looking at longer-term preventions, is this my only option?	Resident
99	Would include area between Windham Road, Ashley Road and train line.	Resident
103	Should be a larger area - All BH.	Resident
105	The areas of Boscombe Grove Road, Knole Gardens, Knyveton Road, Derby Road, Somerset and Warwick Road, definitely need including - always trouble in these areas.	Resident
106	It does seem like a very large area but I assume the council have would have given some serious thought to their objectives in putting forward this proposal. Hence I believe we would defer to their expertise.	Resident
108	Boscombe is full - find other areas.	Resident
110	The whole of Boscombe.	Resident
111	Many problems seen in Central Boscombe.	Resident
113	Area is North Pokesdown and the train line areas including roads - Boscombe Grove Road and South Road.	Landlord / agent
114	I have seen the poor condition of some of the properties.	Resident
136	I think it's a great idea and once it's proved successful I think it should be spread all across the country. I feel sure it would be adopted by other countries.	Resident
142	Include all and Knyveton Road.	Resident
148	Why is Canford Cliff not included.	Resident
164	You are trying to control and solve a problem at the same time, so to use Boscombe as a guinea pig needs careful consideration.	Resident
165	This isn't something I have knowledge on.	Resident
168	Sub-letting, overcrowding, unknown people at property.	Resident
183	Boscombe	Resident
184	As a trial, it looks about right.	Resident
185	Boscombe Grove Road and South Road.	Resident
187	I believe selective licensing should cover all areas.	Resident
190	All of Boscombe East and West should be included - including Boscombe Manor, Boscombe Spa, Knyventon Road, Vale Road, Boscombe Seafront and all of Pokesdown.	Resident
196	Boscombe Crescent.	Resident
197	All areas - maybe include all live away landlords to register.	Resident
198	I think areas on West Cliff and Central Bournemouth should also be included.	Resident
199	I think areas in West Cliff and Central Bournemouth should also be included.	Landlord / agent
202	Very rude to designate particular roads. Portman Road is a very nice road - rude!	Resident
203	I would also include the areas - St Clements, Knyveton, Vale, Knole Gardens, Windham, Boscombe Grove, South and Grantham Road. The triangle surrounded by Gloucester Road, railway line and Christchurch Road.	Resident

Case no.	Area Household Survey	Respondent type
208	Area should be widened.	Resident
213	All streets to have street lights, other areas dark at night.	Resident
214	Think the area could be widened - I'm not sure why some the streets have been excluded when they obviously contain a lot of rented properties.	Resident
222	The area should be expanded to the A35 Christchurch Road and include the remainder of Southcote Road, Knole Garden etc.	Resident
223	Scheme is not required at all.	Landlord / agent
225	Charminster	Resident
237	I have lived in Boscombe for 21 years and would point out that properties and people living in Crabton Close Road, have greatly improved in that time.	Resident
238	Glen Road included - plus the area that covers just below Knole Gardens, Southcote into Drummond and Vale Road into St Clements should be included as it is frequent with prostitutes and crime is quite bad.	Resident
242	Cover the entire town of Bournemouth or forget the project - all of nothing.	Landlord / agent
261	Include Boscombe Grove Road (there are rented ***** properties on this road) plus include Vale Road area - I see no logical reason why they're not included.	Resident
262	Southbourne/Town Centre/Charminster/Winton.	Resident
264	I think all areas would benefit from this proposal.	Resident
271	All of St Clements Road, area between St Clements and Knyveton Road, Boscombe Grove Road and South Road area should be included.	Resident
272	How come part of Windham Road/Ashley Road area excluded from the licensing? Ditto part of St Celement's Road/Knole Gardens then Carlton Road, is no good but the houses with gardens are ok? Same with Beechwood Avenue/Browning Avenue?	Resident
273	May need to include Watkin Road, Glen Road, Wilfred Road and Percy Road.	Resident
281	Would address at 5 year review.	Resident
288	All areas included.	Resident
291	Include - Kings Park Road, Buchanon Avenue, Hayes Avenue and Frances Road.	Resident
292	Knyveton Road/Knole Gardens to St Clements Road should be included. Also Owls Road, Percy Road and Glen Road area.	Resident
294	Am happy with the areas covered with these proposals.	Resident
301	All of these areas are drug saturated - prioritise removal of drug addicts etc.	Resident
305	Should include a more complete area, not cutting in excluding areas like Vale Road or South Road.	Resident
308	I think it will force the price of rent up.	Resident
316	Would be nice to include Boscombe because it's a high poverty/crime area and they need more protection.	Resident
318	Should apply to whole Borough.	Resident
319	If anything, extend the area.	Resident
323	Why the silly shape, make it a circle with everything inside.	Resident
332	Not Aylesbury Road.	Resident
336	None of it should be included except on large blocks of flats or HMO's as those are the problems.	Resident
344	If this is to go ahead it should be all of Bournemouth not selected areas.	Resident
347	Parts of Charminster i.e. the Charminster side of the dual carriageway.	Resident
351	In my area BH7 6 I'm unaware of much if any anti social behaviour & even if I see any, I very much fail to see how this scheme will lower it.	Resident

Case no.	Area Household Survey	Respondent type
357	I think using such well defined limits will have unintended consequences which will skew the market and do damage which will take years to undo.	Resident
358	Are you counting a person who has a lodger as a landlord? If so would they be expected to have a license? What if they accommodate foreign students?	Resident
360	Paying a fee does not ensure landlords are "fit & proper persons"! These had landlords.	Landlord / agent
364	To find a way to make sure landlords do not increase rent once they have to pay their fees. The tenants need to be fully aware of their rights.	Resident
368	I am puzzled as to why 2 and 4 Owls Rd have been included. 2 being a community place and 4 being a 5 year old block of flats. Neither in poor condition also why is the school and college included adjacent to the B3059.	Resident
372	Generally disagree with it as a whole concept, but it would be fairer to include the whole of Bournemouth & Poole area rather than setting areas against each other as this will do.	Resident
374	It covers most of the less than desirable part of Boscombe but not all. So there is room for expanding the scheme should it be successful.	Resident
380	I think it should be applicable to all areas.	Resident
382	Interested to know how the area was selected and demarcation arrived at.	Resident
384	Knyveton Road area to be included. Boscombe Grove Road to be included.	Resident
385	We would want to know why these areas have been selected and not the neighbouring areas? Especially as you have selected only half/parts of some streets?	Resident
389	Should include Pokesdown end of Southbourne. All areas of triangle up to Westbourne and Old Christchurch Road.	Resident
397	Should be for whole town.	Resident
399	Springbourne was a nice area once, I have lived here all my life and have seen it go down and down. Nice old houses knocked down to build (affordable homes) to house a lot of people on benefits who are mostly scum.	Resident
400	I think Boscombe so bad as people say, so I don't think this selective licensing is necessary	Resident
405	As mentioned in Q5 (Dishonest landlords and the tenants who have little choice but to live in the accommodation that they provide, would be pushed to other areas, probably nearby. I am curious to know why surrounding zones - such as Boscombe Grove Road, that are near Knole Gardens, Hannington Rd etc. are not also covered.), I am curious to know why some of the surrounding blocks of houses are not also covered - Boscombe Grove Road, Hannington Rd, Knole Gardens etc. My concern is that landlords & tenants displaced by this scheme might move to and be concentrated in such outlying areas, worsening their situation.	Resident
410	The discussion of the areas around Boscombe Grove Road, Knole Road, Knyveton appear arbitrary.	Resident
419	Not have any areas or have it across all of Bournemouth.	Resident
423	Legislation makes no difference - bad landlords will still remain. We have enough costs due to regulations. Register HMO could be better scrutinised.	Resident
425	Perhaps blanket coverage better as inconsistency (i.e. where half a street is in & half out of the area) may undermine the licensing. Understand that you are using data for particular areas but those just outside it unlikely to be difficult.	Resident
430	Included should be Richmond Park Road.	Resident
432	Include Charminster, everything mentioned from crime, property management, anti-social behaviour etc. is all evident in charminster & local areas e.g. Shelbourne Road.	Resident

Case no.	Area Household Survey	Respondent type
433	If you are going to have a licence do it for everyone, or the problem areas will move elsewhere.	Resident
441	Area is fine	Resident
443	Areas should include Boscombe Grove Rd, South Road, Grantham Rd, Ashley Rd (all of), Knowle Rd/Gardens.	Resident
444	I feel that the area could be longer to include all of Boscombe and Pokesdown.	Resident
451	Personally feel this should be country wide!	Resident
461	No change needed	Resident
468	This area should only be used as a pilot scheme, then rolled out across Bournemouth.	Resident
475	I feel the whole borough should be subject to the same system otherwise it raises the discrimination issue - why should anyone be penalised for the area they live in? Especially when their neighbours may not be.	Landlord / agent
480	I think our area should not be discriminated because of problems, housing, history. All houses with tenants should be treated the same.	Resident
486	It covers the problem areas	Resident
493	All of Bournemouth should be licensed to be fair.	Resident
495	Talbot Park/Winton/Charminster. Areas of high student accommodation or concentrated areas of foreign influx.	Resident
500	Please include HMO's with designated areas for additional licensing requirements. Some are currently in a very poor and its these that bring biggest blight.	Resident
504	Remove parts of Springbourne area - this is a 'Boscombe' problem.	Resident
505	Maybe the designated area boundary could be extended as far south as Boscombe Overcliff Drive.	Resident
506	I would include larger area, Boscombe Grove Road, Roads next to Pokesdown train station.	Resident
510	Using ward boundaries may give some anomalous inclusions/exclusions, being done by I assume administrative simplicity. e.g. why exclude Boscombe Grove Road area between Springbourne & Boscombe? e.g. why include south Pokesdown but not north Pokesdown south of the railway?	Resident
517	Should be all of Bournemouth or nothing	Landlord / agent
523	The area between Pokesdown station and the railway line should have been included. The whole of Springbourne should be included.	Landlord / agent
527	Why are certain areas excluded? Such as Spencer Road, Vale Road, some of Frances Road, some of Southcote Road, Drummond Road.	Resident
528	Fairly big area, just hope the money is used to support landlords & not all for council profit.	Resident
529	Spencer Road should be included due to problems at one (or more) properties, especially as my home is included where no problems have occurred.	Resident
531	Some parts of Holdenhurst Rd towards Kings Park are not in an undesirable area, & only tend to have issues with football supported. If doing Holdenhurst Rd should do all adjoining roads.	Resident
533	I feel licensing should be introduced nationally to help improve the rented sector. However not for the reasons of ASB & crime.	Resident
535	Will stop investment in this area. Will have bad name compared to other areas!	Resident
536	Should cover as wide an area as possible.	Resident

Case no.	Area Household Survey	Respondent type
538	More trees, less road signs/traffic signs - make visitors aware residential area 20mph traffic zone. Extra zebra crossings.	Resident
541	I don't know	Resident
542	Why have small areas within the bulk excluded? (Knole Rd, Boscombe Grove). Include the whole area so there aren't little pockets where things can be left as it is - these areas bleed out to the rest.	Resident
544	Area should be enlarged.	Landlord / agent
545	Don't know. Not in my area of knowledge.	
546	It should be borough wide.	Resident
549	Get rid of all the rehabs & drop in centres, this will ease the amount of people hanging around committing crime in the area.	Resident
551	If introduced should be whole of Bournemouth and how will this be affected if councils merge?	Resident
553	The whole town not just one area of Bournemouth.	Resident
554	Yes. The area of the chiropractic college on Parkwood Road over to Pokesdown should not be included. This is a reasonably affluent area and there are few problems there.	Resident
559	I think to include Boscombe Grove Road and the Jecco home planning development should be included in this proposal. I do not understand why it has been omitted! Since fences have been erected, fly tipping and vandalism has occurred.	Resident
562	Include area North and South of railway tracks at Pokesdown from Leaphill & Spurgeon Road to Somerset & Wickham Road etc.	Resident
567	Extend it	Resident
568	The scheme penalises landlords who are investing in this area to improve it. If you are trying to improve things it should cover the whole town or not at all. You would do better employing someone just to visit all rented properties once every 6 months.	Landlord / agent
570	Boscombe all.	Resident
572	Parks mainly	Resident
577	This should apply to the whole of the Bournemouth Borough.	Resident
580	The main problem particularly about my road is street racers that meet and drink in the park opposite my flat, very annoying!	Resident
586	Give you an example. How can you select a quarter of Knyevton Road and not all? Does not make sense the proposal. You should target the property not the area, like insurance if you are a good driver you pay less, not punish every one with the changes. Just a way for you to make money.	Landlord / agent
588	Excluded: Fairhaven Court 32-34 Sea Road. Included: 5-19 Florence Road	Resident
589	Some landlords are not paying tax after their rental income.	Resident
594	Springbourne area	Resident
597	Extend further in to Boscombe. Poor housing, anti-social behaviour and crime are major issues here too.	Resident
600	Southbourne/Pokesdown should be included. Would be better to cover whole town. Dodgy landlords will just avoid area where scheme is in place.	Resident
618	Why single out this particular area? I'm on Ashley Road and included, my neighbour dead opposite on Ashley Road with approx 30 HMO's above the Queens Park garage is not included? Discrimination.	Landlord / agent
621	I think tenants should have more say on outside areas!	Resident
622	Good start but should consider extending to Winton & Charminster.	Resident

Case no.	Area Household Survey	Respondent type
628	I think all of Bournemouth should be included or none.	Landlord / agent
635	It should be a general rule for Bournemouth and not specific to communities that you consider that have issues, it is either a local council licence or no licence, why would only some areas benefit?	Resident
642	It is completely unfair that my road, Hamilton Road, will be blighted by inclusion in the scheme when adjacent roads, and roads with much worse accommodation will not be affected. Far better for the council to crack down on bad landlords all over Bournemouth rather than ignoring them.	Resident
643	Why exclude certain parts of Bournemouth and victimize the poor. You won't do it to areas like Winton because you're too concerned about upsetting the precious students.	Resident
646	Remove the small section of Knyveton Road outlined on the area map because: 1. no. 24 is a hotel/restaurant aimed at high class clientele. 2. no. 30-32 is a 'luxury' development, new-built and marketed in 2003-4, currently administered by our own 'right to manage' company. 3. no. 36 is a refurbished high class apartment block.	Resident
648	Include Manor Road, Knole Road and Knyveton Road also.	Resident
649	I have lived in the area for 28 years and don't think the label of this area is accurate or any different from some others such as parts of Winton, Ferndown or Christchurch. The crescent proves the authorities prefer to leave Boscombe as slums otherwise it would have been redeveloped.	Resident
652	Seems mad that part of St Clements Road and Vale Road and Southcote Rode are excluded - odd that ***** headquarters are not included.	Resident
653	It should cover all of Bournemouth and would be fairer.	Resident
659	I would include all of Boscombe, Southbourne and Springbourne.	Resident
661	High density areas of HMO's should be only ones affected. Anti social behaviour is brought about from the high density of rehab hostels not bad landlords.	Resident
663	No areas	Resident
668	Argyll Road should not be included as it is a perfectly pleasant road, not to be compared to roads to the north of Argyll Road.	Landlord / agent
669	Include all Boscombe postcodes.	Resident
670	Fully support the proposed area. This is a really positive step towards raising standards of living in my area.	Resident
673	Why have you chosen this area? Why don't you bring it in Townsend area?	Resident
674	Should not include Springbourne	Resident
676	The exclusion of Boscombe Grove Road is clearly discriminatory.	Resident
678	The whole of Bournemouth.	Resident
681	I agree with a form of licensing but needs further clarification. Landlords with multiple properties should pay per dwelling. Landlords with 1 property pay for less, if anything. Current proposal smacks of being another taxation on those who cannot afford it.	Resident
684	The border is not smoothly defined	Resident
690	I don't think this scheme is a good idea. Rogue landlords will still be rogue & it will only be the good landlords who have nothing to hide that will comply.	Landlord / agent
694	Our properties are in Springbourne and we spend a lot of time in the area. We don't see evidence of ASB, fly tipping, poor properties etc. Therefore disagree that the roads between Curzon and Cleveland should be included.	Landlord / agent

Case no.	Area Household Survey	Respondent type
697	The area should either include the whole of Knyveton Road or none at all. To target just two blocks from the rest of the road is intolerable. This scheme will not get rid of anti-social behaviour because this is drug and alcohol related. You should be targeting these people and get them sent back to where they are from.	Resident
700	I think all rented properties in the Bournemouth area should be covered by this scheme.	Resident
701	Honestly, the entirety of Boscombe should be included. The area brings down the quality of Bournemouth as a whole.	Resident
708	Tend to agree that the area should be enlarged to take in more of Bournemouth.	Resident
709	Seems a bit arbitrary and should be extended.	Resident
710	If the scheme runs well, other areas could be included, such as Charminster/Winton where there are high density lettings/landlords.	Resident
722	Wilfred Road does not have the characteristics that selective licensing is designed to combat. I totally disagree that 1-5 and 2-6 Wilfred Road should be included, particularly as the rest of Wilfred Road is not included. I would also call into question, why the area from St Clements Road to Knyveton Road has not been included	Landlord / agent
726	Why is 'half' of Florence Road excluded/included. Why is the 'Northern' boundary of Florence Road included, but part of the 'Southern' boundary excluded - either all in or out?	Resident
728	Area could be extended.	Resident
729	Exclude Wilfred Road 1-5 and 2-6 - these are all quality mansion houses with no issues.	Landlord / agent
730	Use your cash grab for the big boys. Local Authority should be aware of all areas short comings re: landlords - disinterest	Resident
738	Rents need to be capped, housing benefits pay £650 max rent for two bedrooms. Landlords are charging that for studio flats and getting that rent.	Resident
739	Unsure why town centre is not included in this, as areas around Old Courts and Lower Westbourne should be included.	
740	Why not extend to all of Bournemouth?	Resident
744	Good idea for everywhere.	Resident
746	I do not agree that the poorest in this area, should be funding another level of bureaucracy.	Resident
747	It should include all areas.	Resident
748	It probably should apply everywhere, then you would not incur the risk of displacement.	Resident
750	I am completely against its introduction. If it should be introduced, the designated area, should be extended to include the area between Windham Road/Ashley Road/ The Railway Line/King's Park Road/Hayes Avenue. If selective licensing should be introduced, which I am completely opposed to, the designated area should be extended. It should include the area between Windham Road, Ashley Road, Boscombe Grove Road, South Road, Grantham Road up to the railway line. Other roads included should be Kings Park Road, Hayes Avenue, Buchanan Avenue and all roads between Gloucester Road, Christchurch Road, up to the railway line and King's Park, St James School. All properties should be included, rather than cherry picking of house numbers.	Resident
753	I have long for seen this type of intervention and let us not pretend that it is for the benefit of any, but those who own property and business in this obvious worst part of the whole of Bournemouth.	Resident

Case no.	Area Household Survey	Respondent type
755	Because precinct worst place for this. Too many drug addicts on streets of Boscombe, lending to anti-social behaviour. Problems have got worse steadily over past five years.	Resident
759	BH2 St Michael's Road area, needs regulating and Purbeck Road.	Resident
760	If you're going to do it, I can appreciate why you've chosen those areas - over the past twenty years, I've lived in six properties all in the area.	Resident
761	While I understand the reasons, I feel that only selecting one area of the town will make our properties less desirable to potential investors, will just move the problems around, and does not address similar areas e.g. the triangle.	Resident
765	Surprised that BREEZE, 4 Owls Road (corner of St John's and Owls Road) is the only block included along that particular block. This is a NEW and modern block of flats, in good decorative order.	Resident
766	Either don't do it or do it everywhere.	Resident
767	Usually a person is specifically aware of their own area - I cannot comment on other areas.	Resident
768	1-7 Beechwood Gardens, 2-8 Beechwood Gardens , No44 Beechwood Gardens and No17 Parkwood Road. The above properties do not meet any of the 'qualifying' conditions and should not be included. They could be vastly removed by using the boundary - although not sure why this in included.	Landlord / agent
771	Means to prevent crime, anti-social behaviour property management etc. should be applicable to all prospective/current landlords, otherwise the scheme is likely to disperse the problems to other areas, rather than dealing with the matter head on.	Resident
776	I am worried that you are taring the whole area with the same blush. Properties that are being properly managed by reputable agents, should don't have to come under this system.	Landlord / agent
778	The whole proposal is unnecessary. The council already has the power to deal with the problems mentioned. The selective licence project seems intended to direct attention away from the actual problem, by appearing to 'do something'.	Landlord / agent
780	Should be UK wide, we need to get tough and stick to it.	Resident
785	If a scheme were to be imposed it should include all areas of Bournemouth.	Resident
786	I think you have got it about right.	Resident
790	This is discriminating against a certain area. It will have a negative impact on other properties in that area. Why is this being proposed? Where are the rent officers, tenancy officers and environmental agency? You already have people who are supposed to enforce these proposals.	Resident
791	BH9	Resident
795	I am an owner/occupier of a flat in * Owls Road and have no plans to sell or let my property within the foreseeable future. It is the only property in the Eastern part of Owls Road this is included within the designed area under review. I think this is wrong as it immediately gives the impression that the block in question (Breeze) suffers from one or more of the problems that have been raised. In my view this property is on a par with others in Owls Road (to the East of St Johns Road) and should not be included within the designated area.	Business
797	Why pick on one area, when there are rogue landlords in other areas? If you are to introduce licensing, a borough-wide area would reduce costs and be fairer.	Resident
803	Stop immigration.	Resident
812	All areas should be excluded.	Resident
814	Do not agree with the scheme.	Resident

Case no.	Area Household Survey	Respondent type
815	Make flower beds in Churchill Gardens or a 'peaceful garden'.	Landlord / agent
816	Just one property in Owls Road is affected by this service. It is purpose built flats constructed about 7 years ago, I think the property should be excluded from the licence.	Resident
818	Your crime bar chart is based on anti-social behaviour, the highest area by far for repeated anti-social behaviour, was the Town Centre, so why was this area not included? A bit too lucky for you?	Resident
819	All areas of Bournemouth should be included, as there are rented properties throughout the area, where there are crime and anti-social behaviour problems too.	Resident
824	Increasing opportunities for the unemployed, new schemes for people with addictions. Young people's schemes to motivate towards goals that are attainable.	Resident
825	But unsure if it will be counter-productive. Why is Knole Road through to Vale Road not included?	Landlord / agent

Open Survey

Case no.	Area Open survey	Respondent type
2	futher North and East of current suggestion	E panel non SL resident
4	Charminster south of Charminster Road should be included as many from Springbourne/Boscombe have already crossed over into this area	E panel non SL resident
9	Why is winton not included	E panel non SL resident
10	Think it should be extended to all areas.	E panel non SL resident
16	This scheme should be rolled out across Bournemouth/Conurbation, so that all tenants can benefit and be safe from rogue landlords.	E panel non SL resident
18	If this is successful, would like to see this expanded to other areas where there are significant numbers of poor quality rental properties.	E panel non SL resident
20	All a bad idea	E panel non SL resident
21	Why the weird shape?	E panel non SL resident
24	why not roll this out for everyone in all areas = Bournemouth, Poole, Christchurch and everywhere, why just penalise us here ?	SL resident
25	The area should cover Boscombe centre only not drift out to the east. End the line at Ashley Road, Boscombe. Why is the area to the west of the centre not included?	Non SL Landlord
30	A reasonable area to start with.	E panel non SL resident
31	It looks completely arbitrary. You should certainly include those dire bocks of flats on Pokesdown Hill.	E panel non SL resident
39	To be aware that university students may require accommodation and special consideration should be offered to them	E panel non SL resident
46	How a specific area should be selected I don't know, either landlords need regulation, or they don't. What side of the town they are is irrelevant.	E panel non SL resident

Case no.	Area Open survey	Respondent type
47	No matter where the boundaries are, the danger is those just outside can carry on as they were	E panel non SL resident
53	As I said before I would need more info to comment. What would the fee cover. How would it help etc etc. The nearest road to me is Seabourne Road (I'm in Southbourne Road)	E panel non SL resident
55	Do not know why the area behind the railway station is not included?	E panel non SL resident
56	These areas should definitely be included, but I'd like to understand why some bits of the same roads are in or out. If anything it should be bigger.	E panel non SL resident
57	Boscombe, Hawkwood road area should be considered	Non SL Landlord
58	I believe this is fine.	E panel non SL resident
60	Why does it not include the whole of Bournemouth - it should.	E panel non SL resident
61	It is far too extensive and goes way outside of the core area where "most" problems currently are	SL Landlord
63	larger area of Charminster and Winton	E panel non SL resident
65	Don't know.	E panel non SL resident
66	Roll out to whole of Bournemouth to save moving undesirable tenants to other family areas.	E panel non SL resident
77	Make it for whole of Bournemouth.	E panel non SL resident
81	I am not sure if this includes Boscombe Crescent, Walpole road area. If not then I believe this area should be included	E panel non SL resident
83	Perhaps make Bournemouth a town with these licence requirements are universally required a) to ensure the highest standard of responsibilities and management by landlords b) sends out a message to tenants too c) deters the least responsible tenants and landlords from targeting Bournemouth.	E panel non SL resident
86	I would think anything North of Christchurch Road including those areas including Winton and Charminster where they are an exorbitant amount of student tenancies owned by landlords who provide poor accommodation for a lot of money.	E panel non SL resident
91	To include the Eastcliff- the part included to the council boundary- the Carlton Hotel- Meyrick Road.	E panel non SL resident
94	Knyveton Rd should be excluded,as there are 5 blocks 2 are old peoples homes, 1 is a High Quality Hotel, 2 are high quality private Apartments. So I don't see any Selective Licensing for us,it's totally & utterly out of order	SL resident
103	Should include Winton	E panel non SL resident
105	Take in Charminster; esp area next to dual carriageway up to Charminster Road.	E panel non SL resident
110	A blanket cover should cover all rental areas. All rentals should be monitored for the benefit of the tenants and neighbourhoods. There are far too many rental properties locally that are left in poor, unsightly states with absent landlords/estate agents who are supposedly maintaining them and dealing with problem tenants when they clearly don't.	
115	It should cover the whole of the Borough	E panel non SL resident
116	The council have enough powers to deal with problem properties already	E panel non SL resident

Case no.	Area Open survey	Respondent type
117	Make it bigger - stretch to the cliff top	E panel non SL resident
118	I think it should include the area west of Wessex way to Charminster Road and Charminster Road to Heron Court Road. This area has numerous rented properties with student lets.	E panel non SL resident
128	Would extend the Springbourne side	E panel non SL resident
132	why select this area??	E panel non SL resident
133	Again I do not agree with the proposal of additional costs to landlords and thereby on tenant.	E panel non SL resident
139	If it's going to happen it should be across the whole of Bournemouth, this scheme is likely to have a negative impact on surrounding areas.	E panel non SL resident
140	Hopefully in time the area will be extended to cover other parts of Bournemouth	E panel non SL resident
141	All properties private rented should come under this scheme. It will improve the lives of tenants and build better relations with neighbours already living in the area.	E panel non SL resident
142	I think the whole of the Council's area ought to be under the same licensing protocol not just the designated area on the map. That larger the area the better.	E panel non SL resident
143	I would make it larger	E panel non SL resident
144	All should be excluded. The idea should be forgotten.	Non SL Landlord
145	As stated	E panel non SL resident
146	WHY BE SO SELECTIVE ? WHEN THERE ARE, POTENTIALLY, DIFFERENT RULES ON PROPERTIES ON THE SAME ROAD IT SURELY WILL CAUSE PROBLEMS; CHANGE PROPERTY VALUES ?	Non SL Landlord
149	However I do feel that this proposal would benefit the whole of Bournemouth	SL resident
158	Not needed.	E panel non SL resident
162	I think these are the right areas, however, other the council needs to make sure other areas are monitored. We don't want areas of neglect to simply move from one place to another.	E panel non SL resident
173	Why JUST Springbourne & Pokesdown ?	E panel non SL resident
175	Why is a big part of St Clements Road (ie the part that backs onto ***** Headquarters) not included?	SL Landlord
189	Area should be extended to the roads in the Boscombe area leading into Bournemouth & springbourne, also known for many badly managed properties & problem tenants.	E panel non SL resident
192	All BH postal codes to be included, otherwise the Council will be responsible for creating a designated sink area or ghetto. Major blow to Boscombe's fragile reputation as a good place to live. To repeat, all BH postal codes should be included.	SL Landlord
194	Why does it not cover other areas of Bournemouth where a difference could be made?	E panel non SL resident
198	These areas tend to be low grade renting. But there is a possibility the scheme will be extended as a blanket policy with costs passed on to all tenants .	E panel non SL resident
201	I would include all areas.	E panel non SL resident

Case no.	Area Open survey	Respondent type
207	Not really big enough, maybe the scheme should cover the whole borough indiscriminately	E panel non SL resident
212	Perhaps to include parts of the Winton area as well	E panel non SL resident
214	I would like to know why you chose the area's you have.	E panel non SL resident
216	Charminster and winton should also be included	E panel non SL resident
217	There must have been considerable thought and the selection of criteria to determine this area. Would it not be possible to share those criteria with us, please?	E panel non SL resident
219	The areas are not all problem roads you need to do all of Bournemouth or not at all!! You will make areas seem worse than they are and creating ghettos! Strongly disagree with this proposal as it stands, in principal could work but too selective in roads and area if you are to do it must be in all of Bournemouth, not just some parts of Boscombe,	SL Landlord
220	Maybe extend to Winton and charminster	E panel non SL resident
221	It could be extended to include Christchurch Road and the East Cliff	E panel non SL resident
222	Should also at least include lower charminster as many people use walk way through to shops and road through to spring borne for amenities.	E panel non SL resident
223	would make it larger	E panel non SL resident
224	I would make it smaller, possibly leaving out the section including Harrison and Jefferson Avenues etc.	Non SL Landlord
225	As I said - Why here? First thing you should do is close down the Cash Converters shops- They are a magnet for thieves wishing to dispose of stolen goods. When I was young they did not exist	SL Landlord
228	All rented properties should be licensed	E panel non SL resident
232	I don't agree with this but if its going to happen would have thought Charminster	SL Landlord
233	It's a trial. If it works I think it should be extended to all of Bournemouth. I particularly think it should be used to ensure that minimum energy efficiency standards are being met. How else is Bournemouth going to reach it's strategic energy efficiency targets ?	E panel non SL resident
234	Include CHARMINSTER ROAD CAFE AREA AND FLATS EITHER SIDE. OLD CHRISTCHURCH ROAD from Lansdown roundabout down to the common and both sides of that. Any new blocks of flats etc. which are proposed or under construction now, must comply with the new legislation on letting , or the landlord cannot let the properties out, and the council can automatically put a compulsory purchase order on them. To rehouse the needy.	E panel non SL resident
235	Would like to see the area slightly enlarged	E panel non SL resident
237	Should cover along to the Lansdowne area along Christchurch road and Knveyton road as a number of converted properties ae turned into flats in this area.	E panel non SL resident
238	extend up to coast to include Boscombe and West Cliff/Westbourne area	E panel non SL resident
241	It appears that the area I live in is not included.	E panel non SL resident
243	should include whole town	E panel non SL resident

Case no.	Area Open survey	Respondent type
244	I would extend it. Also puzzled to it's shape and why some areas are included others not. I hope this is not protecting some Councillors or Council employees interests.	Non SL Landlord
248	Every town needs a 'sink' area, this is Bournemouth's! Any high-handed interference will only move the problem to other areas!	E panel non SL resident
249	I would like Winton to be included as there is a large number of rented properties here also.	E panel non SL resident
251	As previously stated the area between Ashley Road and Kings Park Drive and Holdenhurst Road and Kings Park Road should, in my view, be included. I am not sure why Boscombe Grove Road, South Road and Grantham Road have been excluded, but I am not so familiar with that areas occupancy.	E panel non SL resident
252	Are there areas of central Bournemouth that are in designated zones?	E panel non SL resident
256	Should be the whole of Bournemouth	E panel non SL resident
257	MAKE IT LARGER	SL resident
258	You have provided no evidence to support the need for additional powers in any of the area so how can anyone make a judgement	Non SL Landlord
259	There is probably a case for bringing more areas into the scheme .This could ensure a fairer distribution of properties in the Borough.	E panel non SL resident
260	There would seem to be area included that surely do not apply to the proposals but presume this is too keep the scheme confined to certain wards	E panel non SL resident
261	The area proposed includes several areas that do not meet the council's reasoning for creating the scheme and exclude far more that should also be included giving the reasons given (e.g. West Cliff & Westbourne). It also doesn't make any geographical sense, excluding a street here and there, including a few odd houses there etc.	Non SL Landlord
264	Although I understand the criteria used to identify the proposed area I do think it would be more straightforward to implement licensing across entire postcode districts.	E panel non SL resident
278	The area should cover the whole of Bournemouth as students don't only live in this area, Charminster for example has some very run down rented properties.	E panel non SL resident
280	Looks broadly to cover problematic areas - not enough knowledge of specific, troublesome roads etc.	Non SL Landlord
286	will this include social landlords with property in this area?	E panel non SL resident
290	Disagree with the whole concept of the scheme in any area.	Non SL Landlord
301	I cannot comment as I do not live anywhere near this area	E panel non SL resident
303	I would include a larger area. It is difficult to see on the map, but I would include Ensbury Park and Kinson, if it is not.	E panel non SL resident
304	Not big enough	E panel non SL resident
313	I would have a bigger selective area to cover the whole town, why should it only be here?	E panel non SL resident
314	It might be prudent to consider Winton as well as there are lots of tenants in that area	E panel non SL resident

Case no.	Area Open survey	Respondent type
320	You appear to come up one side and part of The Vale - missing Spencer Road altogether. You then come to the top of Knyveton Road and turn to the right and take in one side of the road to the roundabout at Derby Road and then down to the right. The only two blocks of flats in that area are extremely well kept and have no signs of anti social behaviour for many years. Knyveton Road is a long road with many blocks of flats including a new block just being completed which will have much social housing but this in not included. Regent - extremely well looked after is next to a residential home for the elderly and then there is King Courtyard which is of extremely high standard and in itself does not allow antisocial behaviour and then there is a property owned by the council which I believe is to be respite for people between hospital and going home and then there is Derby Manor Hotel which has just had many thousands of pounds spent on it to bring it up to a high class beautifully kept hotel - they will be delighted to know that their beautiful hotel is in an area marked as deprived. There is absolutely no reason to come up to Knyveton Road but go to Spencer Road across to Frances Road. It does not make sense to have these little hives mapped out - it should be the whole area or not at all. You are targeting some areas which are not required to be monitored and where the landlords are good landlords.	SL resident
324	I don't know what it is like to live in these areas myself currently so can't really comment.	E panel non SL resident
325	Bournemouth Council should cover the whole of Bournemouth	E panel non SL resident
326	I wouldn't change anything in this area designated. These areas need to have licensed landlords.	E panel non SL resident
334	Why the gap on the lower, left part of the map where some few roads have been excluded?	E panel non SL resident
335	Many other areas should be considered for this scheme particularly Charminster where there is a large community of student renters who cause a lot of ASB. They in fact are the bane of this town in most areas.	E panel non SL resident
343	I don't know the roads around the mapped area in much detail so there must be reasons for choosing the designated areas, if there are rented properties close to the boundary it would make sense to expand the area to include these	E panel non SL resident
347	Why not include these regulations and fees (if you really must have them) for the whole council area? Why penalize those with the least money? These fees will all be passed on to the people you already have described as deprived. Hardly fair.	SL resident
348	There are certain areas of the proposed area with which I am less familiar e.g Springbourne so I cannot comment on these, however I am familiar with the Pokesdown/Boscombe area and in my opinion its about right	E panel non SL resident
349	I think this is a good area to start with but if successful, widen the area as quickly as possible.	E panel non SL resident
354	The designated area is just right as a start for the scheme, but sure you will add other problem areas for anti social behaviour etc., at a later date.	E panel non SL resident
362	Consider other parts of bournemouth if not all, sounds like a good idea to regulate all landlords, letting agents also need more regulation too.	SL resident
363	should take in more area	E panel non SL resident
365	Keep it as it is proposed here	
371	Glen Road and Percy Road should be included together with the piece of Florence Road currently excluded.	E panel non SL resident
374	Map too small to see clearly	E panel non SL resident

Case no.	Area Open survey	Respondent type
376	It may be that there are other small pockets which should have been included, but this is a good start. I hope that the money will be ring fenced by the council. I have been to one of the drop in sessions and found the officers (Steve being the one I spoke to), both very helpful and totally up to speed on the subject.	E panel non SL resident
379	Not sure why this particular physical area has been chosen.	SL resident
383	Include: Charminster	E panel non SL resident
387	Why stop at this area, shouldn't ALL landlords come under the same regulations.	E panel non SL resident
391	All Bournemouth or the whole of the new Poole/Bournemouth/Christchurch if new council area. this would stop the problems moving to other areas	SL Landlord
393	I would suggest extending it towards Wimborne Rd Winton	E panel non SL resident
394	I think the proposal is a good start. The area can always be modified in future.	E panel non SL resident
399	Include whole of Bournemouth	E panel non SL resident
408	I think if you want this scheme to be a success It needs to cover all Bournemouth not one small area. I understand this area needs support and this is a start but I would hope this is stage one of eventually covering all the borough which will stop the problem just being moved on.	E panel non SL resident
412	Why is southcote road, knole road etc got sections excluded? There are problems within that area.	E panel non SL resident
418	The area would appear to be just right for the proposals, as at now.	E panel non SL resident
419	This proposed area, is a good place to start selective licensing. However, such costs must not be borne by an increase of rent for the tenants, by the landlord.	E panel non SL resident
424	Any selective licensing should apply to the whole of Bournemouth, not just the areas you have chosen.	E panel non SL resident
426	The best option would be to have a compulsory licensing scheme for landlords across the whole of Bournemouth. Within the approach being suggested other areas such as Charminster and Winton should be included.	E panel non SL resident
428	I think this should be a subject for further review once it is seen to work	Non SL Landlord
440	Needs to be all of Bournemouth and Boscombe. A small area will only encourage buy to let in surrounding areas and bad landlords will buy outside this area. Losing a lot of the value of the scheme	E panel non SL resident
455	I think that Churchill Gardens should be made a priority, due its outstanding natural beauty and, historical importance.	SL resident
461	Could have been a bit larger to include central areas and charminster, and wimbourne road	E panel non SL resident
462	could be wider and why not all of Bournemouth?	SL resident
468	The area of Kings Park Road should be included	E panel non SL resident
473	Unsure whether there are other areas that should be considered	E panel non SL resident
486	No area at all. If the Council think that any area has the sorts of problems highlighted then they should use the existing laws (which are comprehensive) to sort out the matters, rather than introducing another layer of administration.	E panel non SL resident
490	Include Charminster area	E panel non SL resident

Case no.	Area Open survey	Respondent type
491	It should cover the whole of Bournemouth. If these standards are best practice then every landlord should be included.	E panel non SL resident
492	Am not aware of what problems occur in the proposed area so cannot comment. This is a fairly large area. It seems practical for the council to process small segments at a time to avoid huge staff costs and fluctuations.	SL Landlord
495	Cannot see why one street is in the area when the other is not considering their gardens is back to back and the street outside the area is surrounded on 3/4 by the licenced area and the 1/4 who is not surrounded is the entrance to the street!!!	SL Landlord
497	Should also include the district around the Triangle, including Norwich Road, Norwich Avenue etc..	E panel non SL resident
499	I think all areas in Boscombe, Pokesdown, Springbourne should be included.	SL resident
500	Areas like Charminster which contain a lot of sub-standard student rentals plus some parts of E and W Howe re deprivation, anti-social behavior	Non SL Landlord
503	No area should exist for this unnecessary scheme.	E panel non SL resident
508	We strongly disagree with the numbering that has caused Gorsecliff Court (3-5 Boscombe Spa Road) to be included in the Selected area with properties nearby being omitted.	SL resident
509	The area is far too extensive and would be much more effective is concentrated around specific "hotspots"	SL Landlord
511	it would be better if all addresses in a road were included	Business / Organisation
515	I am concerned that being just outside the proposed area, there will be more rented properties and these will not comply with the proposed scheme. Anti social behavior will increase.	Non-SL resident
520	Additional Boscombe areas could be covered such as Knyverton Road, Vale Road etc	Non-SL resident
521	Some chunks of Boscombe, Springbourne, Pokesdown and East Cliff left out, not sure why?	Non SL Landlord
526	There is no need for selective licensing in Bournemouth. There are already sufficient powers available to the Council to improve housing and reduce anti social behaviour without imposing additional administrative burden on landlords. Landlords with good quality property will bear the cost of the licences whereas landlords with poor quality property may fail to apply for licences and remain under the radar.	SL Landlord
529	It is not the answer to the problems. There are roads missed from the selective map which have just as many rented and therefore potential problems.	SL Landlord
533	Exclusion of Chessel Avenue as luxury housing, inclusion of Sea Road as some older residents accommodation I know to be substandard here.	Non-SL resident
538	I think the area included is not large enough. Certainly only a small part of parkwood road is included and the amount of rented property and issue areas down here is still quite large.	SL Landlord
541	inclusion of St Clements Road in its entirety. I know there are properties in the area not currently included which would benefit from selective licensing	SL resident
543	Properties to the east of Parkwood Road (ie Pokesdown) should not be included in the selective licensing area. This area does not have the same issues as Boscombe or Springbourne. The area does have a large population of students, but these properties would be covered by HMO licences. It's wrong to randomly throw a number of streets into the scheme in this area when on some occasions their next door neighbours house is not included, especially when this area does not have problems mentioned in this questionnaire.	SL resident

Case no.	Area Open survey	Respondent type
544	Suspect this is just the start of a growing coverage for council to make money out of licensing	Non SL Landlord
546	Add in West Cliff	Non-SL resident
547	Include the whole of Bournemouth and then there would be an equal treatment for all.	Non-SL resident
549	I the area should be a little larger. It has also missed out part of southcote road and at Clements road, they should be included. Also that area that's been missed around boscombe grove road.	SL resident
551	I think only specific landlords should be licensed, not tar everyone with the same brush	SL Landlord
552	interesting locations. There are some very expensive flats in Kniverton road with some highly recommended Hotels (Lilly Langtree)	SL resident
554	Boscombe has deteriorated greatly, particularly in the last 6/7 years. The town centre is full of pound shops, charity shops and cafes. No businesses will be attracted to the town until things are changed. There are far too many buy to let properties in such a small area. People do not want to buy property in Boscombe due to the dilapidation.	SL resident
562	Non deprived areas and student accommodation should be exempt from the areas.	Non-SL resident
563	I think that it will bring down prices in the proposed area so needs to be extended across Bournemouth for a level field	SL Landlord
568	I would like to see real evidence for each street that is included. I would suggest that Northcote Road is excluded.	SL Landlord
571	Don't allow ***** to build more homes until he has spent the money on investing in the ones he already has. My daughter lives in Grosvenor Gardens and I live in Adeline Rd and all the buildings that look tatty and uncared for around us have the ***** logo on the front.	SL Landlord
575	THIS IS A GOOD STARTING POINT FOR AN AREA OF CONCERN , BUT SHOULD BE FOLLOWED UP BY FURTHER AREA'S.	Non-SL resident
579	students lets should be included	Non SL Landlord
582	I would include the Wessex Way to Charminster Road and south of Richmond Park Road area as well as this is where to 'overspill' is moving to. There is a lot of very substandard housing here too.	SL Landlord
584	My only concern is that as a tenant already paying high rent to live in a crappy area is that the landlord is just going to pass the cost onto me!	SL resident
590	I don't think any area should be subjected to this paperwork "selective licensing" charge.	SL Landlord
592	Could be extended	Business / Organisation
594	I don't understand why the boundary goes down the centre of Chessel Avenue as there are multi occupant properties on both sides of the road. Surely the whole road should be included at excluded as need be.	SL resident
595	Expand South all the way to the coast in the Boscombe area.	SL resident
596	There are pockets omitted from the proposed area that are highly populated and areas of deprivation, Knole RD, Boscombe grove RD, etc.	Business / Organisation
599	By having a defined area it will just generate that area to have even greater problems	Non-SL resident
602	This should not be taking place in the first place.	SL Landlord
604	I wouldn't have selective licensing at all. It is a waste of everyone's time, effort and money	SL Landlord
605	Should be abolished all together as this does not reflect "true and fair"	SL resident

Case no.	Area Open survey	Respondent type
606	The whole of Bournemouth should be included. This will stop the drift of anti social behaviour going out of area. Many large houses out of this area are perfect for HMO's etc. We could end up with pockets of issues just on the edges of the selected area.	Business / Organisation
607	At a loss to see how the random proposed boundaries were decided?	SL Landlord
611	It is assumed the Local Authority has thoroughly researched and investigated the designated area to be in the best position to make a decision. The highlighted areas appear to reflect the concerns identified within the summary document.	Non-SL resident
612	The whole town - every rented accommodation, should be included - or none at all. Penalising an already poorer area is just going to make it worse and not better. The council and people like *** have made these areas what they are today. Large landlords like *** need to put some of their millions back into the area they helped destroy. Boscombe was lovely before *** filled it with bad accommodation and bad tenants and besides raking in millions,. what does he put back into the community to help make things better ? It is not the small landlords at fault here - it is the big boys who have taken the area and flushed it down the toilet and then you are going to offer them discounts and reduced charges - which is so typical... so typical... and the small landlords pay in full..... We can all see where this is headed.	Business / Organisation
618	Scrap it.	SL Landlord
624	Spencer Road included, all of Frances Road included.	SL resident
626	Sorry, do not know the whole area, so hard to comment.	
628	Again, the properties that are about to build opposite my house are on a road that is not included within the SL area.	SL resident
629	Until the council is able to articulate how this idea is going to be managed, monitored and PUBLICLY reported on , this is an academic question. Furthermore, without in-depth analysis of the crime & ASB data how can anyone respond to this question with an informed answer?	Non SL Landlord
630	make it a larger area.	SL resident
631	It will operation had to come in it should be all land lords in Bournemouth not just us in the area	SL Landlord
632	I have had the same neighbours for over eight years, and my street is included, this proposal will make boscombe more transient which will increase neighbour disputes as first time buyers/occupiers who are they type of people who build community and settle will avoid the area due to these extra conditions	SL resident
634	Social housing landlords eg ***** should definitely be included if the property is in the designated area.	SL Landlord
646	My property is at the top of Boscombe Gardens - it is within a listed building so I already have certain criteria that has to be met to maintain standards- the Council would do better by putting more police on the streets and inspecting rented properties	SL Landlord
648	I would like to see the licensing to cover the types of shops and business also the bars which I think there to many of	Non-SL resident
650	Although the area identified has the indicators as previously presented, selective licensing if proved to be a helpful resource should be applied everywhere, otherwise the landlords that do not register may just move out to other areas and take their problems with them	Business / Organisation
657	The area highlighted has been the councils dumping ground for poor quality accommodation paying through the nose to companies like *** for years. More compulsory purchases of poorly maintained rentals that contribute to the ASB and build a better housing stock on that. Not the token amount done up to now. Implement a charge to drug rehabs in the area making them responsible for importing drug users who fail to engage remain in the area an commit crime or add to the ASB.	SL Landlord

Case no.	Area Open survey	Respondent type
658	Figures for ASB are not precise. How about leaving out the crime from all the Drug rehab centres addresses....as well as all the football fans from other areas....as well as all crime from HMO's and Council and Housing Association...and private residential homes.....THEN...AND ONLY THEN WILL WE HAVE CORRECT FIGURES OF EXACTLY HOW MUCH PRIVATE RENTAL SECTOR HOUSING IS ATTRIBUTABLE!! NOT DIFFICULT...TOUCH OF A BUTTON!!!	SL Landlord
664	Should not be introduced anywhere	SL Landlord
666	The southern border along Owls Road appears to be inconsistent and does not continue along Percy Road which has many flats on its north side	Non-SL resident
667	I don't know these areas well-enough to make a suggestion, except that I think Boscombe has become more and more run-down over the years. I also understand that this is possibly due to a lot of the London drug takers coming to Boscombe for treatment, and then staying. Not sure if this information is current, but that would surely have had a negative affect.	Non SL Landlord
672	The property we own at * Beechwood Gardens does not fit any of the 5 categories given. 1. This part of Boscombe Manor has a high demand for property, recent valuation £625,000 2. The property has been owned by our family for the last 25 years and we are not aware of any anti social behaviour issues. 3. Beechwood Gdns are large detached properties fully maintained 4. We are unaware of any migration issues. 5. Beechwood Gdns cannot be described as a deprived area (you need to walk round this area and have a look at these houses!). 6. We are unaware of any crime within the last 25 years in Beechwood Gdns. We do not believe Beechwood Gdns should be included in this selective licensing area. We are private landlords and have no objection to a licensing scheme but STRONGLY BELIEVE this location should not fall within your proposed area. We have not completed other areas of this questionnaire because Beechwood Gdns does not fit the general category of the deprived Boscombe areas which should be the general focus of your scheme. 10 houses were built in Beechwood Ave/Gdns in 1983, 2 of which fall outside your area and 8 within. They are identical and must have exactly the same demographics!	SL Landlord
673	My immediate neighborhood has well maintained houses. I am not aware of any criminal behaviour. Only one house on this road looks neglected	
674	Leave well alone, you are just causing problems not fixing them.	SL Landlord
675	You can try to improve the housing conditions by increasing the quality of the landlord - but the tenants who live there currently are not going to improve on their own - they will have to be housed somewhere!	SL Landlord
677	Whole conurbation or nothing. Why penalise the people who can I'll afford the additional charges landlords and agents will pass on.	SL Landlord
679	I do not think licensing is the answer. The council should use the already multitudinous array of statutes, rules and guidelines to regulate landlords and the PRS This proposal will be a disaster and will end up costing more than expected with very little visible benefit - just another forest of paperwork and jobs for the box tickers.	Non SL Landlord
681	Can't speak for all of the areas but I've lived on Carlton Rd for many years and have not seen or heard of any anti-social behaviour. Nor have my tenants ever reported any problems to me. I can't think of any properties along this road that look run-down or in any way a bad condition. In fact, most of them have been having building/renovation work on them at some point over the last few years.	SL Landlord
683	It's not landlords jobs to police badly behaved residents.	SL Landlord
686	I grew up in Queens Park where the house opposite was raided twice for heroine dealing. Never had any problems in springbourne. The map is discriminating people from so called poorer areas	SL Landlord

Case no.	Area Open survey	Respondent type
689	The current catchment area is far to extensive and includes areas too close to the cliff top, this includes buildings considered to be fairly affluent, by including these areas you will devalue these areas potentially increasing the ASB problem, in particular the areas you have included near the clifftop such as the Breeze building in Owls road should be excluded along with other affluent buildings, as they have little to do with the problem.	SL resident
691	Why include any of Wilfred Road, there is no problems in this road of mainly up market large single dwelling houses ?	SL Landlord
692	The proposed area doesn't make much sense. Why are some roads included and some excluded. For example there is no reason Wilfred Road should be included in the scheme	SL Landlord
693	This is the problem area and I very much agree with you, but looking at moving the vulnerable housing schemes so close together would be a huge benefit and also drop the ASB and problem individuals getting together and re offending	
694	you will simply move spread the problems elsewhere. existing people will be made homeless adding to the hundreds on the streets of the town already	SL Landlord
696	Gentrification, despite its negative impacts, quickly spreads its positive impact to adjacent areas. Attracting young families into 'improvement' areas like this where housing stock is sound, crime is reduced and rents are fair is an autonomous progression that spreads just as fast as deprivation and decay claimed it. Petrov Rachman 'owned' Notting Hill which was a 'no go zone' - it has certainly changed! It was because one spider has his web removed from him by the law.	Non-SL resident
697	Continue to consider extending the area as thought necessary.	SL resident
700	Having studied the map, I think that the selected area is appropriate.	SL resident
704	I think the area should be extended to include the triangle within Ashley Road, Windham Road and the railway. this area is already developing and offering for the student market and houses that are requiring renovation are being rented out to more than one individual. This is causing a clash for families that live in the area. This area will become especially vulnerable to rogue landlords taking over properties and causing problems which have existed in Boscombe.	Non-SL resident
706	The whole area of Bournemouth - not certain roads excluded - it makes a joke of the whole thing - all landlords in all of Bournemouth should have to follow the same rules.	SL resident
707	change the designated area by not reporting anti social behavior etc. it seems the good residents are the ones that will pay for this proposal You may say this is non profit but there is many ways to skin a cat when reporting financials, will you be opening your books for public scrutiny? what inter department fees will be applied for example?	SL resident
710	Why is half of Frances Road in the area and half not? The area opposite Knyveton Gardens, which includes my rented flat, is included, presumably because of anti-social behaviour in the Gardens. I am certain it is not local tenants from across the road that are to blame. By way of an example, my current tenants are a young married couple who work full time and have been resident for some 5 years. I am 100% sure they are not guilty of any anti-social behaviour.	SL Landlord
714	It will just encourage landlords to buy outside of the area surely? So pushing the problem elsewhere/widening it. Which is possibly why it is better to have an assertive positive interface with current landlords that isn't based on financially penalising those who are good landlords. This licensing scheme risks financially disadvantaging the majority of landlords who are running properties responsibly, instead of focusing on problem properties.	SL resident
715	exclude pokesdown	

Case no.	Area Open survey	Respondent type
718	There CANNOT be any logical reason for including Beechwood Gardens when houses close by (just metres away) in Beechwood Avenue are not included. The Beechwood Gardens properties are always in demand when they come up for sale. Visitors and delivery men and women often comment that this group of houses are like an oasis - quiet, attractive and desirable. At the public drop-in session the reason given for the inclusion of our group of houses FAILED to impress as it was said to be due to way in which national statistics are collected. I also still fail to understand how a well renown college, Anglo European College of Chiropractic is also in the Selective Licensing Area	SL resident
721	Don't think it should be brought in at all, the Council has existing power under current legislation and has not even tested the power under new legislation that came into force 6/4/2017	Non SL Landlord
722	SCRAP THE ENTIRE IDEA. IT IS INSANITY. MONEY IS NOT THE SOLUTION. ACTION IS!!!!	SL Landlord
723	There should be no Selective Licensing at all.	SL Landlord
725	The absence of York place, Hannington Road and various other streets that border the railway between Boscombe and Pokesdown makes no logical sense. From our window we will be viewing houses not in the scheme. Some very quiet toads such as Hamilton Close have been included. I can see no rhyme or reason to the designated roads.	SL resident
726	The area is huge and includes quiet areas with nice properties. This is clearly not about looking after residents and just about earning money. This idea punishes landlords and homeowners, rather than actually tackling the problem of antisocial behaviour.	SL resident
727	A consequence will be that landlords will look to house people from outside the borough of Bournemouth. This will make it more difficult to house those from Bournemouth who receive local housing allowance. The proposal does not explain why a landlord would want to help the council after it has introduced a policy that will increase their costs. I do not support Selective Licensing in any part of Bournemouth.	Non SL Landlord
737	I think the plan needs more thought and more consideration given as to its impact, before it is implemented	Non SL Landlord
738	I cannot agree as I do not think the licensing the Council intend to enforce will make any difference to the area	Non SL Landlord
743	Include boscombe grove rd, south rd and grantham rd	Non-SL resident
744	Where a land lord has multiple properties taking problem clients all their properties should be registered as they can just move their clients around to non registered properties. Spencer Road to include sunset House a P.A.S property.	SL resident
745	The council should just get on with their job of controlling anti social behaviour with the help of the police and not pass the buck to private landlords. The councils will have to set up a department to collect the license fee - they would do better to spend it on anti social behaviour/policing the drug problems.	Non SL Landlord

Case no.	Area Open survey	Respondent type
746	The FAQ refers to output areas as the reason for the strange boundaries. I don't understand the logic here. The goal is to tackle deprivation and poor housing; does this stop just because the Cleveland Road junction happens to cut into St Clement's Road at that point? Spencer road: if there's an antisocial behaviour problem in that area, that justifies including Knyveton and Carlton Roads, why is Spencer Road excluded? I think you should be including the balance of Frances Road and St Clement's Road, Knole Road, Boscombe Grove Road (At least west of Curzon) and Spencer Road. Consider also how to include the missing north chunk of Owls Road, the missing chunk of Florence Road, and Glen Road should be included. I represented Boscombe West as a Councillor, so I'm very familiar with some of these roads and the condition of the properties.	SL Landlord
747	I hate the scheme, and think you are not solving anything introducing this in boscombe. If you want to help Boscombe, stop allowing HMOs.	
749	Whilst I appreciate the peer is a method to the inclusion of properties in the map, the inclusion /exclusion of areas seems arbitrary and bizarre. Why include all the southcote depots which have no housing then carefully exclude a part of st Clements rd which has grotty flats. Why exclude the 'vulnerable to multiple occupancy by stealth' houses in Spencer rd, but include the luxury flats in knyveton rd?	SL resident
751	We strongly object to the whole impracticable scheme.	SL Landlord
753	all areas should be included . what about the people who live in central Bournemouth?	Non-SL resident
755	There should be no SLA area	SL Landlord
758	I've studied the full document and the data it contains does not support any argument for Pokesdown to be included. According to figures from the document, Boscombe East (Pokesdown) has a high demand for housing with prices of flats rising above the average for Bournemouth and England as a whole. Levels of Anti-social behaviour are below that of Westbourne & Westcliffe. And Crime levels are below Westbourne & Westcliffe and Winton East – areas not in the proposed scheme. Within the Pokesdown area highlighted for the scheme is the highly regarded Chiropractic College. Therefore most of the private rented properties are occupied by their students, who are on the whole conscientious respectful tenants. Any issues that do arise can be quickly dealt with through the college. Also in the area are four social housing developments. Colville Close, 2 & 2A Queensland Rd, Morley Close & Dolphin Mews in Seabourne Rd. This is likely to be where the reported crime & antisocial behaviour comes from. Yet these properties will not be included in the scheme.	SL resident
759	I've read the full consultation document and the information it contains does not support any argument for Pokesdown to be included. According to figures in the document, Boscombe East (Pokesdown) has a high demand for housing with prices of flats rising above the average for Bournemouth and England as a whole. Levels of Anti-social behaviour are below that of Westbourne & Westcliffe. And Crime levels are below Westbourne & Westcliffe and Winton East – areas not in the proposed scheme. Within the Pokesdown area highlighted for the scheme is the highly regarded Chiropractic College. Therefore many of the private rented properties are occupied by their students, who are on the whole conscientious respectful tenants. Any issues that do arise are quickly dealt with through the college. Also in the area are four social housing developments. Colville Close, 2 & 2A Queensland Rd, Morley Close & Dolphin Mews in Seabourne Rd. This is likely to be where the reported crime & antisocial behaviour comes from. Yet these properties will not be included in the scheme.	SL resident
760	I think it should apply to all areas not just Boscombe and Springbourne.	Non-SL resident

Case no.	Area Open survey	Respondent type
761	I have lived all my life in Queensland Rd Pokesdown BH5 2AB. It is a quite road & a safe place to live. I have looked at the maps of crime figures on Police.uk I've totalled the monthly figures for all crime reported from March 2016 to February 2017, for the roads in Pokesdown inside the proposed selective licensing area. Morley Close (Social Housing) 58. Coville Close / Colonnde Rd. (Social Housing) 38 Morley Rd. 23 Colville Rd. 19 Queensland Rd. 6 Rosebery Rd. 4 These figures clearly show the roads with the highest rates of crime are those with social housing. But these properties are to be excluded. The total reported crime figures are very low for the Pokesdown area. Therefore licensing will have no effect in these roads and should not be included.	SL resident
764	The issue is not the area, the issue is the excessive number of "house for rehabilitation". Reduce these houses and stop people coming to be "rehabilitated" and then the area will improve.	SL Landlord
765	Based on statistical evidence of crime and deprivation	
766	Why are the poorest tenants expected to pilot this scheme, why can't it be tried with those who can afford to pay the extra costs?	SL resident
767	The lines seem to be drawn arbitrarily as one side of some streets are within the boundary and the other side is not. The whole proposal is a mess with the main aim of the council relinquishing responsibility and finding a scapegoat for their historic neglect of the proposed areas.	SL Landlord
770	I STRONGLY DISAGREE with Pokesdown being included in this proposed scheme. It is a very nice quite place to live, there is no problem with crime or ASB. Figures on Police.uk back this up. The total monthly figures for all crime reported from March 2016 to February 2017 is Morley Close (Social Housing) 58. Coville Close / Colonnde Rd. (Social Housing) 38 Morley Rd. 23 Colville Rd. 19 Queensland Rd. 6 Rosebery Rd. 4 Harvey Rd. 3 It's clear that the roads with social housing are those with the higher figures. They also overspill into Morley Rd. & Colville Rd. It's also clear licensing will have no impact on these figures since the incidents are linked to social housing not private rented properties.	SL resident
771	I STRONGLY DISAGREE with Pokesdown being included in this proposed scheme. It is a very nice quite place to live, there is no problem with crime or ASB. Figures on Police.uk back this up. The total monthly figures for all crime reported from March 2016 to February 2017 is Morley Close (Social Housing) 58. Coville Close / Colonnde Rd. (Social Housing) 38 Morley Rd. 23 Colville Rd. 19 Queensland Rd. 6 Rosebery Rd. 4 Harvey Rd. 3 It's clear that the roads with social housing are those with the higher figures. They also overspill into Morley Rd. & Colville Rd. It's also clear licensing will have no impact on these figures since the incidents are linked to social housing not private rented properties.	SL resident
772	I think the designated area is about right. I could always be changed later.	SL Landlord
774	Why wouldn't the Council want to introduce this scheme to all wards within the Borough, if the aim is to improve the quality of the housing? You apply a standard across the board, but you will allow other landlords to treat tenants badly, poorly maintain properties and act with impunity. A set of standards needs robust measures, and a means of enforcing it - and to apply to all.	SL resident
776	PLEASE EXCLUDE 1-6 WILFRED ROAD FROM THE SCHEME. THANKS	SL resident

Case no.	Area Open survey	Respondent type
779	I think the proposed area is too large. I think the council should start with the worst roads only - say 100 properties. They could then administer this scheme and learn the pitfalls and advantages. They would then be able to make the biggest impact on the worst areas with the manpower. If the scheme cost more than envisaged, it would be 25% less than if the whole scheme was initiated. Council effort would be better spent on checking on HMOs. HARVEY ROAD is a pleasant residential road with no graffiti and no ASB. It is not a deprived area - the housing is well cared for and the cost of buying a property has increased more than the borough and is in line with the national average. I am not aware of crime in this road and I feel happy to walk along this street at night. At the end of the road is the renowned Anglo-European Chiropractic College and the private St Thomas Garnet's School - this does not define the road as deprived area! BOSCOMBE EAST as a whole has less problems than the other three areas and should not be included in this scheme.	SL Landlord
783	None should be included. Instead, the focus should be on current powers within all areas of Bournemouth. Motivating, rather than punishing landlords will go a lot further. The Council is already aware of the properties/landlords that cause issues, therefore these should be concentrated on first, before punishing residents in the area as well as many good landlords. Anti-social behaviour is not necessarily down to the property/landlords/tenants directly, as we understand a lot of these happen outside. They do not relate to the actual tenants/landlord of that property. There's also the danger of displacement as well as negative effect on house prices and ability to get a mortgage in the selective licensing area. Once an area is labelled in a negative way (Selective Licensing is such a label), that in itself is perceived as negative and will amplify any issues already in that area. As far as we are concerned, the council and Operation Galaxy should be picking the issues up and dealing with these accordingly, with the help of the police and perhaps even the residents, tenants and landlords in the area. It should be about people working together, not against each other or in isolation.	Non SL Landlord
785	In Boscombe the area South of Christchurch Road seems to me, to have few problems compared to North of Christchurch Road, The Crescent and areas around Churchill Road and here drug and alcohol rehabs are situated.	SL Landlord
789	Knyveton Road to the railway line Boscombe Gove Road to Ashley Road.	SL resident
791	Should be the whole of all these area's, not just parts of them. It risks the problems spreading into the currently unaffected roads.	Non-SL resident
792	Should be the whole of England. The whole of Bournemouth and Poole should have it.	Non-SL resident
793	Not needed at all.	SL Landlord
794	It should cover the whole of Bournemouth area (actually I would like to see it cover the whole country).	Non-SL resident
802	Only landlords who let substandard properties should be fined.	SL Landlord
803	There are other areas that could be included but I have to be careful what I write. If the police were to do their job better lots of these things would not arise. Respect for properties is not a priority to lots of people.	Non-SL resident
804	St Clements Road properties backing on to ***** yard, should be included - cannot see any reason to exclude these.	SL Landlord
805	Would like to see more stringent regulation of all rented properties in the town.	SL resident
806	For this license to go through, must include the whole of Bournemouth.	SL Landlord
807	Request tenants feedback on living conditions i.e. building repair/maintenance.	SL Landlord

Case no.	Area Open survey	Respondent type
808	Don't think they know of the area, it should be a larger area. Include Southbourne and Lower Pokesdown to Castle Lane area. Also King Park and Charminster all the way to Castle Lane. Stick within whole wards.	Non-SL resident
809	It is arbitrary designation, just to make up to 19.990 - to stay within government guidelines.	Non SL Landlord
810	It is well scoped.	Non-SL resident
811	Bournemouth Council have all these powers under the housing act. They have tried Boscombe Regeneration, Operation Galaxy to little avail. By allowing drug re-habitation centres to the area and take non Bournemouth residents, is only creating more than housing problems in the area.	SL Landlord
812	Boundaries will always be somewhat arbitrary, while there will always be roads within the area that are fine and those outside that are not.	Non-SL resident
813	Strongly disagree, the licensing should be across the whole of Bournemouth and it's environs regardless of percentage of rented properties. It would appear the council is being vindictive in choosing Boscombe because of its 'renowned' reputation.	SL Landlord
814	I disagree, because I believe Bournemouth Council have been remiss in dealing with the problems associated with rogue landlords. I cannot see how licensing will change matters, Bournemouth Council needs to be more proactive.	SL Landlord
815	Seems like a ghetto, no matter where the line is drawn.	Non-SL resident
816	This whole idea is a ridiculous waste of rate payers money.	SL Landlord
817	I don't like the idea at all, as it will create problems. Leave tenancy management to estate agents and property management (they can be checked) and social behaviour to the police. These are registered bodies with lots of knowledge.	SL Landlord
818	Will further condemn to the area to be bad and undesirable place to be.	SL resident
819	There are many other areas offering rentals in town i.e. Town Centre, Winton, West Howe etc. and should also be included as unfair, to hard working people of Boscombe to be stigmatised.	Non-SL resident
826	Areas that have landlords who manage their properties poorly	SL resident
827	The town centre is quite similar to the proposed area.	SL resident
829	The town centre figure for anti-social behaviour, are much greater than Boscombe - so sort that out first.	Business / Organisation
830	Is there a potential for a ghetto type area being produced if the selective licensing roads are too closely grouped?	Non-SL resident
831	Would not have licensing area - would be better for police, council and social services, deal with anti-social residents, as they don't know who they are.	SL resident
832	Why are parts of the Bournemouth railway station included?	Non-SL resident
833	It will have to be a gradual process and enlarged based upon experience.	Non-SL resident
835	Nothing will change, target large landlords, don't give planning permission for new builds, when social landlords have appalling properties that need renovating first. This applies to a large local landlord.	SL Landlord
841	I would query why Wilfred Road has been included.	Non SL Landlord

Case no.	Area Open survey	Respondent type
843	<p>Yes I think 30-32 Knyveton Road should be excluded as there is no reason for it to be so. Please see sheet - Kings Courtyard is a high development of apartments, situated in an attractive area of apartment blocks, residential care home and quality hotels. We fully support the introduction of the scheme and the resulting social benefits but strongly request that the Southern boundary be moved from, Knyveton Road to Spencer Road - to the North. The current boundary is anomalous and by a quirk of Central Government LSOA mapping is included in the deprived area of Springbourne to the North rather than the non deprived area of East Cliff to the South (i.e. running from Knyveton Road to the sea). It is an outlying 'peninsula' and if it were more sensibly included in the normal area to the West, South and East into which it abuts, there would be no statistical grounds for inclusion in the proposed selective licensing area. More specifically, Kings Courtyard does not in any event conform to the deprivation measures for the East Cliff and Springbourne area (as defined in the consultation document). There has been no ASB reported relating to the property. Typically, it is only around 30% rented, and then, accommodation of a high/premium quality with rental levels reflecting this. There is no multiple deprivation. Occupants are predominantly, healthy, middle income professionals in full employment or retired. There is a low to nil incidence of empty properties at any one time. There is currently a relatively buoyant resale market for properties in the development, whether for owner occupation or rental to tenants. If Kings Courtyard is subject to selective licensing, this will stigmatise the development and adversely affect property values and saleability. The risk assessment in the consultation document states that there is a low risk of lenders not lending in such an area, but sets out no mitigation. We believe the risk is higher, given the current climate of strict criteria applied by mortgage lenders and the fact that the major part of the development is owner occupied. Also, the 30% of owners who rent out their properties will be subject to unnecessary cost and inconvenience but will realise no benefit.</p>	SL Landlord

Case no.	Area Open survey	Respondent type
844	Should exclude Kings Courtyard 30-32 Knyveton Road. Please see sheet - Kings Courtyard is a high development of apartments, situated in an attractive area of apartment blocks, residential care home and quality hotels. We fully support the introduction of the scheme and the resulting social benefits but strongly request that the Southern boundary be moved from, Knyveton Road to Spencer Road - to the North. The current boundary is anomalous and by a quirk of Central Government LSOA mapping is included in the deprived area of Springbourne to the North rather than the non deprived area of East Cliff to the South (i.e. running from Knyveton Road to the sea). It is an outlying 'peninsula' and if it were more sensibly included in the normal area to the West, South and East into which it abuts, there would be no statistical grounds for inclusion in the proposed selective licensing area. More specifically, Kings Courtyard does not in any event conform to the deprivation measures for the East Cliff and Springbourne area (as defined in the consultation document). There has been no ASB reported relating to the property. Typically, it is only around 30% rented, and then, accommodation of a high/premium quality with rental levels reflecting this. There is no multiple deprivation. Occupants are predominantly, healthy, middle income professionals in full employment or retired. There is a low to nil incidence of empty properties at any one time. There is currently a relatively buoyant resale market for properties in the development, whether for owner occupation or rental to tenants. If Kings Courtyard is subject to selective licensing, this will stigmatise the development and adversely affect property values and saleability. The risk assessment in the consultation document states that there is a low risk of lenders not lending in such an area, but sets out no mitigation. We believe the risk is higher, given the current climate of strict criteria applied by mortgage lenders and the fact that the major part of the development is owner occupied. Also, the 30% of owners who rent out their properties will be subject to unnecessary cost and inconvenience but will realise no benefit.	SL Landlord
847	We bought the flat when our daughter went to Bournemouth University. We do not live in the area, but out management.co would soon inform us if there were problems with ASB. They maintain the block in line with the current legislation	SL Landlord
852	No area should have selective licensing. It does not work. Name one council where there is data that this has worked. What is your criteria for success - please quantify it.	SL Landlord
853	Remove it - oppose to any area being designed.	Non-SL resident
854	Opposed to any area being selectively licensed.	Non-SL resident
855	According to council figures, most crime occurs in the town centre. Target problem areas there. According to Dorset Police, no information of tenure is noted regarding criminal activity and so private landlords cannot be marked and nor can their properties.	SL resident
856	Who will house problem tenants?	SL resident
858	Most of the problem issues from outside of licensing issues. Increasing costs into this area will only make more problems.	Business / Organisation
859	This procedure should either be implemented across the whole of Bournemouth or not at all. Do not blight a specific area.	SL resident
860	PSL should be abandoned. I want to know how you can measure the results?	SL Landlord
862	Stigmatises this already stigmatised area. Will not help anti-social behaviour. The whole town centre has higher anti-social and crime rates according to Dorset Police and there is no evidence of private housing sector being the cause. Scheme will not work and should not be a consideration.	SL Landlord

Case no.	Area Open survey	Respondent type
863	Cannot understand the boundaries of the designated area. Suggest they were defined to reduce the private rented stock in the borough to 79.7% and then avoid seeking the approval of the Secretary of State's requirements of 26%	Non SL Landlord
864	Boscombe East should not be included. Morley Close - a social housing area, is the only deprived area, according to your maps.	SL resident
865	There should be no area.	SL resident
866	Just target specific properties and people.	SL resident
868	Success and failure need to be with scheme - assess every six months and see if there is any signs of improvements . Street anti-social behaviour and property anti-social behaviour, must be separated.	Non SL Landlord
869	If there is to be licensing, there is no logic to any boundary. Defined by real issues but by ONS areas.	Non-SL resident
870	There should be no area at all.	Non-SL resident

Do you have any further comments about the proposal to introduce Selective Licensing in Boscombe and East Cliff & Springbourne? Please include any suggestions for alternative ways of dealing with the problems in the area, or any ideas for improving the scheme.

Household Survey

Case no.	Additional comments Household Survey	Respondent type
4	Discounts deferred for tenants who form associations to deal with anti-social problems. One simple example is the correct disposal of rubbish. The landlords will pass there discounts on to encourage tenants to take responsibility for their environment.	Resident
5	Clean the roads and pavements. Fine dog owners for dog mess on footpaths. Pay and parking residents car permit scheme for every road that leers onto the high street. Clean up chewing gum and fine smokers and chewing gum users who drop their litter. No tolerance of street drinking and have CCTV cameras and mobile CCTV vans following anti-social groups and drug dealers. Immediate heavy fines on landlords for ASB incidents and every time police record and incident at landlord properties. Heavy fines for landlords with illegal immigrants or overcrowded premises or mould. No tolerance for posters and contact persons at council for reporting ASB incidents at rented properties.	Resident
6	Enforcing the guidelines will be a major problem for council because if guidelines are vague and are not enforced property, then the areas problems will multiply.	Resident
7	Police on the beat would help traffic wardens making regular rounds with less cameras. More police, more interactions and a police station in Boscombe that is open all hours.	Landlord / agent
8	Yes, I feel proposed scheme will benefit tenants in the private sector because standards will have to be maintained by landlords. Many of them are reluctant t carry out repairs and keep establishments clean and habitable.	Resident

Case no.	Additional comments Household Survey	Respondent type
9	Drugs and drink - needs to access each tenant problems in this block a few years ago. Myself plus police dealt with it. Also the neighbours can be a problem.	Resident
10	A letting agent will generally filter out bad tenants - a 'social landlord' will take the 'allocation' from the council of tenants without proper references as they are obliged to do so and it provides a good income.	Resident
13	I agree with the proposal in theory. What happens if a landlord refuses to pay, do you compulsory buy his/her property. How much will it cost in time and effort. The good thing if it improves the look of the property in this area, then maybe the rest will fall into place	Resident
20	The main problem I see is the tenant will end up paying. The landlord will pass on the cost and very little will improve. Rent regulation correctly applied, would see a better result.	Resident
21	Landlords should be made responsible if the tenant plays loud music etc. after hours.	Resident
25	Stop inviting drug addicts from the North of England to centres here, it is irresponsible and dangerous. Some people don't dare walk to the shop in certain parts of Boscombe or Southbourne. The area has changed very badly in just a few years. We live in fear as we get older.	Resident
28	Large organisations that offer social housing too tenants that have become disruptive must ensure effective and fast ways of dealing with ASB. This should be closely monitored by the council.	Resident
33	Hope it will help tidy up semi-derelict properties and untidy sites. Hope you can ensure costs are not passed on to tenants.	Resident
37	More police on streets, move the beggars and drunk on. Shut down the half way houses, as owner does not have to put up with anti-social. Behaviour that their clients involve, as the owners live in Sandbanks.	Resident
44	SL unfair - should include all areas. Poor housing in the areas, hence lower rent - suggestion. Make lower rents in other areas. There is a lot of vulnerable people here, more should be done for them and not dump them in Boscombe which has been done for years. Anti-social behaviour - the SL again, unfair and not realistic in practice.	Resident
46	I think its ok for government but watch homelessness, drugs and alcohol.	
47	£5,000 fine per unit if not registered and fines if they fail to keep to conditions of licence, hot line for tenants to report.	Resident
48	This is pure gentrification. If that spread all of Bournemouth, it is nothing other than discrimination on the poor - in the poorest area chosen for the scheme. For which the poorest tenants will pay for in the end.	Resident
50	More sheriffs in uniforms on patrol govern by council not just police. Bournemouth homeless shelters to increase size to reduce this. Everyone should have shelter at nights that was no social housing in private area.	Resident
51	Could be a massive boost to the area's responsible management of properties, improved tenant conditions equals improved attitude towards their accommodation.	Resident
54	I think this is a great scheme.	Resident
67	Greedy landlords and estate agents are making a fortune at the moment. This should be the issue your addressing with more and more poor people becoming homeless its disgusting.	Resident
71	I feel different ways of letting people rent could be offered on a trial bases to see if tenants can be respectable rather than charge high moving in-costs as these are often just credit checks.	Resident

Case no.	Additional comments Household Survey	Respondent type
83	I've lived in Windham Road for 32years and can't believe how this road has changed, you've allowed ***** to alter the area into a run down place. Turning detached houses and semi-detached houses into more flats with no outside area for family and no parking - shameful.	Resident
85	More police presence.	Resident
91	It needs to be fair and not force those less fortunate from the area. Gentrification is often at the detriment to those who've lived in an area all their lives.	Resident
94	Ensuring good street lighting and ensuring trees around lights are cut back. Evening police patrol's on bike/foot. Old/damaged vehicles on the street should be tackled. Untidy and unkempt properties should also have enforcement/maintenance assistance.	Resident
96	Pet ownership is a natural right, especially for lonely OAP's etc. Landlords and freeholders have pets including DW Hemsey because these folks are higher on property ladder, they seem to have pet owning rights denied to the lesser folk. If folk object to pets they should be told to tolerate.	Resident
97	I am very concerned - there is no need for licensing, the fees will be passed onto tenants.	Resident
98	That this is a huge project to undertake - will the cost account for enforcement and data complying and cyclical information being prepared? Will all resources required be funded through this? How are you consulting with landlords from outside the area? I'd be concerned that decent tenants will have higher rent set by decent landlords to pay for the crooks.	Resident
101	As home owners we have to put up with anti-social behaviour from nearby tenants. We have gone through the correct channels to complain but feel that the council turns a blind eye. I really hope that this scheme is implemented and the due processes is adhered to fully.	Resident
103	It all helps as a lack of policing on the ground either direct or support is failing to control the situation for local owner/residents.	Resident
105	Persistent trouble makers should be expelled from the town.	Resident
106	Simple and everyone knows it. Reduce the number of drink and drug rehab centres in the area. It is not rocket science that users and addicts, along with the crime and anti-social behaviour are attracted to areas with large numbers of 'customers'. Also an even more obvious and consistence police presence would be welcome, making people feel safer.	Resident
108	This should have been done years ago, then perhaps more than one landlord could have been able to provide rented accommodation instead of a monopoly to very few.	Resident
110	Ensure students accommodation is being included in the scheme. Reduce houses of multiple occupation.	Resident
111	All landlords should be fined for failure to improve their premises - many landlords do not care who they rent to.	Resident
113	I believe more productive approach would be another way around where service would be provided to the tenants who could make complaints to council. Council officials would have a right to inspect the property as a result. First step, to have informal request with homeowner, taking more formal dealings if not co-operating	Landlord / agent
122	Regarding landlords - Would like to see a table of flat landlords in reference to the challenges of continued anti-social behaviour to law abiding citizens and reported to council for clamping down quickly, as people have to live their lives in harmony with others.	Resident

Case no.	Additional comments Household Survey	Respondent type
130	Look at the amount of Social Housing and rehab places which always end up in the Boscombe area.	Resident
139	I am aware of many foreign people living in a property that are not using the waste and disposal rules and not keeping homes clean as they are not used to it, so they are creating more problems for UK neighbours. They are all not working, so they are all in the house all day making noise, waste and hanging around in groups.	Resident
148	More jobs for the council pen pushers.	Resident
151	This is a start to improving the area's you suggest. You have to start somewhere.	Resident
152	This should be dealt with by the council within the current council tax. Poor management and policing of this area has allowed this situation to occur. Yet another stealth tax! We can thank ***** for this situation.	Resident
164	Yes, I believe you should control all rented accommodation in the same way, for the problem will only move somewhere else.	Resident
168	Income of the landlord should be taken into account. There are very rich landlords and very poor landlords.	Resident
171	There are two bars, Baxters and Mello Mello Bart and also the snooker club which have a negative effect on the area. Lots of shouting at night and in the early hours of the morning. People standing outside the bars in groups during the daytime smoking which can be intimidating especially for the older people. This could be addressed.	Resident
181	This is an excellent proposal for all concerned - the decay and general improvements of the specified area has been keen a head of this.	Resident
184	Why permits/licensing? When this should already be covered by the council and paid for via rates. Is this not just another money making scheme.	Resident
185	What action will you take against landlords that don't register? £157 isn't going to make an impact - more action needs to be taken.	Resident
190	Eastern Europeans in Westby Road dumping their furniture in the pavement should be 'heavily' fined. Anti-social behaviour - they make the area look cheap and tacky as it is left at the front of the building in the car park or garden. They do it all the time, please do something about it.	Resident
196	If this happens, can the council stop the landlords from raising the rent fees.	Resident
197	Existing HMO's don't need to register.	Resident
199	Yes, I think all streets with high crime rates should be included. Streets that don't should be exempt. This should include the whole of Bournemouth and not just one area - this is unfair.	Landlord / agent
200	Need to make sure that the landlords/agents don't pass on the charges as 'admin fees'. These are already too high and should be paid by the landlord or agent anyway. So the council must stop house admin fee's due to this scheme. Very important, could be one of the big negative aspects for tenants.	Resident
202	The more this spreads the more problems for councils to re-house homeless people - not clever.	Resident
205	Ensure the licence fees are not passed to tenants.	Resident
207	It should include exterior maintenance of properties and windows at the landlords cost not the tenants or leaseholders.	Resident
209	Fines for landlords who don't sign up and or don't adhere to conditions.	Resident
212	For tenancy management, make sure Estate Agents are also penalised because they are the only ones who set and supply tenants for landlords. It all seems stalked about landlords, what about tenants responsibilities for their behaviour.	Resident

Case no.	Additional comments Household Survey	Respondent type
213	Police street patrols now and then controlling of dog mess in the area.	Resident
221	Private landlord associations should be encourage to contribute towards community reinforcements, initiatives that focus on the health and well being of the whole community.	Resident
222	Wheelie bins and rubbish on the pavement 24/7 outside student accommodation on Southcote Road.	Resident
223	Scheme will increase costs to landlords who will pass cost onto tenants.	Landlord / agent
228	Stop the foreigners coming here.	Resident
229	Increase of presence of community policing.	Resident
237	Most of the anti-social behaviour is on the streets - people stop you and ask for money - drinking and smoking. The owners of the rented properties ca not deal with this (a number not living in the area.) I hope that some of the money you get from this plan can be spent on having a small team of people walking around these roads to spot the trouble areas. The police are better employed dealing with crime rather than anti-social behaviour. Drinking has been stopped in the high street area of Boscombe, so it has moved to other roads. Take a look at the seat in Crabton Close Road, two of us clear the empty cans several times a week.	Resident
238	I worry about landlords increasing rent to cover fees. There are many people on low income or benefits that live here because it's cheap. There are many good people in this area and it would be unfair to push them out just because they are poor.	Resident
242	The council needs to hold one or more public meetings so that interested parties may offer their views. There are much better ways to achieve the council's aims than this proposed bureaucracy. I recommend a voluntary scheme, equivalent to BAHA (for hoteliers).	Landlord / agent
244	Fair rental control.	Resident
248	Much more police presence.	Resident
254	None - if it is stage by stage, i.e. can always be extended. The licence scheme in Wales has been introduced and I am a registered landlord there. Good landlords will sign up - it's not that hard. HMO's are a problem in the area though.	Resident
255	Costs incurred by these proposals should be paid by owners of property, not added to cost of rent.	Resident
261	More investment and discount schemes to improve quality of exteriors of properties, including tackling fly-tipping, junk in gardens and painting properties.	Resident
264	If this proposal is successful in the designated area if would be good to get all area's on the proposal. This would benefit good tenants and good landlords and hopefully reduce crime and make landlords who refuse, to help improve conditions for their tenants act more effectively and within the law.	Resident
265	Stop letting the *** Group put up more flats/bedsits.	Resident
267	Boscombe has the potential to be a nice place to live but due to the sub-standard properties and tenants, it's becoming un-slightly and crime ridden.	Resident
271	I cannot see this scheme being a success as all costs will be passed on to the poorest tenants - safeguard them.	Resident
272	What are the criteria to be in or out? Where are the statistics?	Resident

Case no.	Additional comments Household Survey	Respondent type
275	Ensure that landlords are responsible for depositing old furniture, bedding and rubbish on the public footpath outside their property with heavy financial fines.	Resident
276	It will not change anything at all to what is happening at the moment, so it is a pointless exercise which will make the area more difficult to rent as the council will not have the power to regulate the rent.	Resident
281	Increased cost paid by landlord and not passed on to tenant - no reasonable rises area allowed during each 5 year increment. Otherwise scheme penalises the poor/deprived whilst simultaneously taking away tenant autonomy.	Resident
283	Landlords should also maintain any gardens attached to the property it would improve the appearance of the whole area.	Resident
288	Drug problem and homelessness in Boscombe, could be addressed.	Resident
292	Some police presence in the area would be good. More lighting in Boscombe Gardens.	Resident
293	Why are you putting it all on the landlords? I know some do not look after their properties very well, but the tenants often wreck or damage things no matter how many times you replace things, they still get damaged. I know I am a landlady and try my best to look after the tenants and property but the amount of money you are proposing to charge is an awful lot.	Resident
294	Am very pleased that at last, council staff are actually taking positive actions regarding drinking problems in these areas.	Resident
297	It's not directly connected but I'm really worried and upset about the level of homelessness in the area. There are many causes for this but I'm sure high property prices don't help the issue and can contribute to anti-social behaviour sometimes.	Resident
301	Landlords do not ask for references in most areas, this should be number one to safeguard law abiding people.	Resident
316	More of Boscombe could be included.	Resident
317	It is rumoured that Bournemouth Council encourage drug addicts to relocate here as they (the council) benefit financially from it. This should stop if it is the case. The area is slowly improving.	Resident
319	Make sure tenants have ID and are entitled to be here - do we know who everyone is?	Resident
320	The area also needs to be looked after by the council. Always needs lighting to prevent collection areas for anti-social behaviour. Paths and road surfaces improved. Bins available.	Resident
325	My first reaction is that it's just another council fundraiser. Landlords already have many overheads and regulations.	Resident
326	Things are better with police hub in situ. Great to see community officers on 'the beat'. We work closely with Jane Kelly and Chris Wakefield, and residents in our block take keen interest in safety and reputation of the area. It needs 'regenerating'.	Landlord / agent
328	Bring in ASAP. I have reported my landlord to national association who acted in his favour not mine. The council have no impact as managed by authority, leaving me, the tenant un-represented.	Resident
332	I have lived in Aylesbury Road for nearly 14 years. I had no complaints about my ex-landlord and none about the new owner of the building I live in. Licensing will not help, just listen to tenants who don't have as good a landlord as I do and work with them to improve. Don't penalise the good ones.	Resident

Case no.	Additional comments Household Survey	Respondent type
335	As long as rent is not affected.	Resident
336	The council will be missing an opportunity to make a difference if they go ahead and realise individual flats as this wasn't the problem of the owners of large blocks of flats, which are usually owned by companies - often ones who are not from this area.	Resident
341	Fine to start with.	Resident
342	Should be implemented very quickly and landlords held to account.	Resident
344	We have always rented through a well known estate agents with good landlords. I'm concerned such people could be put off being landlords in the future, pushing up rents.	Resident
346	Sounds very good & will bring a much needed facelift to the area.	Resident
347	Introduces penalties for littering & fly tipping	Resident
350	More police patrol in places such as Asda car park / Aldi car park to crack down on drink and drug abuse that contributes to crime and anti social behaviour.	Resident
351	I don't think enough thought into how the scheme will reduce & improve conditions. What it will do is cause more wasted time for both parties & increased rent for tenants. To improve these communities, change must occur from the tenants upwards, perhaps a council run assessment when tenants feel their conditions of housing are unacceptable. As for anti-social behaviour, this is for the community & local help groups to solve with the tenants & police to understand why it is occurring.	Resident
357	I think a regulatory environment in which tenants are penalised for proven anti social behaviour is a good idea. Not convinced that the council has the back bone or the will to make SL work.	Resident
358	Whenever a property is sold in our road it is converted into multiple occupant dwellings rabbit hutches to fill with low paid workers or single parents. We fear that one day our sewage and water systems will one day collapse.	Resident
360	Will just move to different areas then you'll extend this scheme. Far better for you to identify individual bad landlords and take action rather than penalising all.	Landlord / agent
365	More strong credit controls of tenant applicants.	Landlord / agent
372	Perhaps assessments of accommodation could be done to sample the area as I do not believe this is a widespread problem but targeted areas (i.e. one block on a road). Perhaps only those who have been reported should be required to sign up. At the moment this scheme relies on those who do not require it to support & fund those who do, which is unfair & will create more of a divide & suppress everyone.	Resident
374	We cannot do a great deal about the large number of rehab units, hostels for this, that and another care in the community homes, bail hostels, ex prison bedsits, ad nauseum. It's too late for that. A block on more should be in place.	Resident
378	Yes, this license scheme makes the tenants under its "care" a target. Living within the area is a struggle at times and to have this addition would highlight your address to certain authorities which could cause a negative reaction. So its hopeful that this would not be that case even though generally everyone would talk about the area as such.	Resident

Case no.	Additional comments Household Survey	Respondent type
380	As I'm a very proud resident, I desperately want to see an improvement to Boscombe and I'm afraid I can't see it ultimately improving if we have the drink & drug rehab going on, which brings crime and major ASB problems. But if this will help improve our area then I'm 100% behind it.	Resident
382	What will the funds be used for? Anti social behaviour should be targeted quickly, tipping is on the increase in my area, items left outside properties "free to a good home" often outside council properties - are they also subject to Selective Licensing codes?	Resident
384	More enforcement action for anti-social behaviour, crime and poor standard properties.	Resident
385	Although your proposal is to change landlords, this will undoubtedly be passed onto tenants. We feel you need to do more to improve the standards of living in these areas, rather than raise costs.	Resident
387	You already have all of the legislation in place to implement the law, the fact that you choose not to prosecute landlords for appalling properties says this won't work.	Resident
388	I don't think the money collected from all landlords be used to pay for raising standards of properties owned by landlords who just keep all their rent money for themselves and pay nothing towards the upkeep of their tenants homes. Huge amounts of money are collected by landlords, some pay less than a basic minimum back to the properties. Not fair for good landlords who look after their properties inside and out to pay for landlords who just pocket all the rent money. Some landlords will attempt to 'milk' the system for funds rather than pay themselves.	Resident
389	Get rid of dodgy ***** & any landlords who fill their properties with drug/alcohol addicts.	Resident
390	Please find a way to plant more trees on the high street - there is clear evidence that more trees can reduce anti social behaviour.	Resident
393	Proposal long overdue especially with regard to anti-social behaviour by tenants in bedsit accommodation.	Resident
397	Already enough laws to deal with any problems!	Resident
398	More neighbourhood areas. Higher sightings of a police presence.	Resident
399	A lot of people in these accommodations are foreigners and don't care, I can't see anything changing and a lot of these landlords are foreign and only out for all they can get.	Resident
404	Penalise heaving places with bed sits. We want more family accommodation rather than bedsits which encourage unemployed people & undesirables to the area.	Resident
406	A very ambitious proposal, but it would vastly alter the area in more ways than one, for the better.	Resident
407	Problems in our area have also arisen through residents running businesses from their home, with multiple vehicles and waste/rubbish over spilling into sheets. This has led to fly tipping and neglect of the area/street, which gradually escalates and becomes worse. This needs addressing also.	Resident
408	Bigger fines/prison sentences for ASBO offences. 3 strikes and out.	Landlord / agent
409	The biggest negative situation is the property management agents. Despite the upkeep & payment of our rental properties & good relationship with the actual landlord, the agency is of no use whatsoever. There should be better investigations on bad property management with fines.	Resident

Case no.	Additional comments Household Survey	Respondent type
410	I believe, rather, that selective licensing should occur in South Boscombe. Also there are many diminutive and smelly flats in Southbourne no one wants to live in. Why punish an area for its success among the working classes.	Resident
413	My only concern is that properties won't be checked by council, and if/or problems found landlord will take shortcuts for a quick fix. Would it not be better to fine the landlords who have failed property if they don't fix the problems.	Resident
419	Its a money making scheme. If it does come in, apply it to all areas of Bournemouth otherwise you will only be moving the problem. This is a cash cow for Bournemouth council.	Resident
423	All my properties are self contained and separately rated. My rents are fair and I look after my property each year. I pay more & more for regulations - fire alarm checks, gas checks, electric checks, health & safety checks. This is one step too far. HMO's are already on register, this is just so the council can make more money.	Resident
432	Fine landlords & home owners for not maintaining their properties. Mid terrace next to ** Wilson Road is in despair, not fair for people who may want to sell or who are house proud.	Resident
433	Use the powers you already have. Close down the landlords who fail to look after their building. Absentee landlords, go get them not make those of us with good properties pay.	Resident
435	Stronger police presence - especially in the evenings and at night time. More patrols (police or community wardens) gives a sense of security.	
439	Don't locate all rehab drug & drink personnel in one area. Begging at 7.30am - 8.00am is not pleasant.	Resident
441	Will the landlords up the rent as they wouldn't want to pay this fee at all.	Resident
443	Zero tolerance to anti social behaviour. More policing (town wardens - police). Cycling on high street/pavements. Litter fines. CCTV in areas of concern. Residential areas of the high street to be respected. Quality of street environment (trees, seating). Improve conditions for business, landlords, tourism. More cycle routes.	Resident
444	I would like to see strict licensing in the area so that Boscombe becomes the desirable and popular area with a positive reputation as Boscombe deserves.	Resident
447	I haven't seen patrol for ages in this area either day nor night.	Landlord / agent
452	Tell **** not to screw for all they can as they will drain the blood of the tenants when this comes into force.	Resident
458	HMO's acting as rehabilitation should be closed or regulated.	Resident
459	I'm concerned the costs will be passed on to tenants and it doesn't seem to include any regulation on fair pricing. If landlords are being charged per property, I haven't seen if this includes property inspections by the council to justify that cost?	Resident
461	It is a great idea and will have a very positive impact on the area.	Resident
465	You are perhaps penalising poorer families who sub-let.	Resident

Case no.	Additional comments Household Survey	Respondent type
467	Bad housing and bad landlords have been a problem in all areas for 100's of years. Legislation and statutory powers are already available to councils/police/government to rectify some of the problems but they seem to be 'afraid' to use their powers or haven't got the money to pay for action - which will force bad landlords to improve their properties, or tenants to improve their behaviour. I do not feel these proposals will make any significant difference to the amount of poor quality housing and bad tenants. People put up with poor quality accommodation because there is nothing else available that they can afford. Until we increase the amount of cheap housing stock to rent/or buy, it will be very difficult to make any inroads into reducing poor housing stock, anti social behaviour and poor health. The proposals included in this scheme will, I fear, only increase rents and put off good landlords from increasing their portfolio of properties and for some, may push them into selling up and get out of the rented market altogether - thus reducing the amount of good rentable properties. The amount of fees being suggested looks like the council is asking good tenants/landlords to fund any council action against bad tenant/landlords!! It shouldn't cost that much to keep a list of names & addresses!! Should this scheme be implemented, more single people will be made homeless. The council takes no responsibility for housing them - so where do they go in a town which already has insufficient low cost housing available for rent - there will be more people living on the streets!!	Resident
470	More police on streets - close brothels on Windham Rd - more enforcement.	Resident
471	I agree that something needs to be done to improve the living situations of some of the housing in these areas. I would like a better understanding of where the fee money will go for 'running the scheme'? Will any of the money be put back into the local community?	Resident
475	Maybe extra policing would help with any anti-social behaviour - HMO regulations should ensure the standard of accommodation issue is maintained.	Landlord / agent
478	Shops should be open until 8pm at least, including cafes and family friendly places. Closing at 5/6pm makes the pedestrian area look 'dead' already by then. A depressing view when coming back from work.	Resident
480	I think our area should not be discriminated because of problems, housing, history. All houses with tenants should be treated the same.	Resident
490	People who rent in this area tend to have had problems in the past with credit and are on benefits or very low incomes. This is the only area that they can find properties to rent and it still costs £2000 to move in now.	Resident
495	It is a good idea.	Resident
500	Existing, licensed HMO properties should fall under this and/or additional requirements. My understanding is they are excluded, but they (in my opinion) are the properties in most cases that bring the largest blight and 'ugliness' to our areas. They are unkempt, in some cases, windows boarded, unkempt gardens and furniture discarded. In my area one or two in particular are known for drugs distribution, prostitution and continual subject to ASB. It's the properties that make you feel unsafe walking down the street or bringing up children.	Resident
505	Good liaisons with the police could be a successful deterrent to anti-social behaviour in the designated area.	Resident
506	Bring back full functional Boscombe police station.	Resident
512	Will lead to rent increases and even more council bureaucracy.	Resident

Case no.	Additional comments Household Survey	Respondent type
513	More CCTV	Resident
517	Proper enforcement of existing powers and better policing. if central government hadn't cut back the police, the police might actual answer the phone when you call them. This doesn't deal with the cause of the problem - alcohol and drugs. Use of social care (more cut backs). No rehab facilities, outdated drugs policies. Non existent police.	Landlord / agent
523	There should not be a selection process. The whole area should be covered.	Landlord / agent
528	Dumping of rubbish, state of some properties needs to be tidied up, bit of an eye sore when waking up & down roads in my local area.	Resident
533	ASB & crime should only be dealt with by the police and council. This should not be the responsibility of the landlords or agents.	Resident
535	Already have town schemes including operation 'galaxy' & Boscombe regeneration partnership - why another?!	Resident
538	Most other schemes initiatives have been tried and failed. This one has far more chance of creating and maintaining a choice of good rental opportunities not to the detriment of existing private residents.	Resident
545	Seems like a good idea. Anything that can help Boscombe back to its former self will be a plus.	
548	There are a lot of unsafe things that go on sometimes, especially at night or weekends, when people drink too much.	Resident
549	More policing, where's the drug dogs doing their patrols/ Close rehabs & drop in centres. Stop local shops selling cheap booze, cut back on licensing for booze. Also the immigrants need sending back to their country, as we don't have enough housing.	Resident
550	Your consultation document is far too vague in saying how this will be enforced & operated. How will you support landlords in tackling ASB for example? Fees to private tenants are already extortionate (which is why the government have had to step in to introduce legislation on letting fees). This cost will be passed on to tenants.	Resident
551	Should be all of Bournemouth or nothing.	Resident
552	Will the licensing cause landlords to increase rents? If so, would cause problems for people.	Resident
553	This the result of years of extremely bad planning on behalf of the council. Allowing good family homes to be turned into bedsits and multi occupants housing. Encouraging more people into this small area than is already healthy. It's well thought out planning that is needed not cash related incentives. Your scheme is aimed at the people who are out of work and rely on government hand outs so it's the tax payer who pays in the end.	Resident
554	I do not see how this could possibly be policed. Unscrupulous landlords won't get a licence and there will be no way tell which properties are let or not. The problems in the area come from the drug rehab, centre & people on the streets, the council would be better spending money on these problems.	Resident
562	More litter bins. More street cleaning. Enforce penalties for incorrect bin usage. Address number of rough sleepers in Boscombe.	Resident
565	Need to make the street signs acceptable & put streetlights in for state of repair. e.g. paint not flaky. Make appearances better, people will come more. Anti social behaviour.	Resident
568	The council have made it too easy for big landlords such as ***** to dump all the bad tenants into one area on behalf of the council.	Landlord / agent
570	Will it reduce landlords/availability of housing?	Resident

Case no.	Additional comments Household Survey	Respondent type
574	Why penalise all the landlords for the behaviour of bad few? Focus on bad ones, leave the good ones alone. It's unfair and unjustified.	Resident
586	More police on the roads will help, not cutting down on them, and then change the landlord for bad reports. Doesn't make sense your proposal.	Landlord / agent
589	I strongly support the idea as it will help screening the landlords. Safer homes for tenants.	Resident
597	Greater police presence in certain areas that are known crime hotspots.	Resident
618	You want to shift the problem out of Boscombe... I get that. Ban HMO's full stop. Make ***** and others convert into proper 1 bed flats. Myself included would develop with better quality tenants attracted.	Landlord / agent
620	I would suggest that tenants who have a disability or are vulnerable would benefit from moving into housing association properties which are generally kept to a good standard but also there is help on hand. Known scrupulous landlords should either be unable to rent out properties or if applying for the licence that their properties are inspected or monitored. Likewise tenants who fail to look after a decent property should be evicted or fined.	Resident
621	I think tenants should have more say on outside areas!	Resident
622	Enforcement of current bye-laws by more PCSO's & wardens (civil enforcement).	Resident
625	***** and owners of half-way houses need to take more responsibility for anti social tenants.	Resident
627	Please ensure that owners of drug rehab organisations that own dwellings for their clients within the designated area also have to comply.	Landlord / agent
628	I would not say that Boscombe or Springbourne are more problematic than Lansdowne or Pokesdown.	Landlord / agent
630	I think it is a brilliant idea!	Resident
642	I suggest you do not pick on all landlords in some areas and ignore all landlords in other areas. The council should heavily penalise bad landlords wherever they are and allow good landlords who look after their tenants and properties to simply get on with their business. The employees who will run the scheme would be better employed for cracking down on poor landlords, they are easy to find.	Resident
643	Rather than creating a stealth tax on the poor, the council should stop granting planning permission for unsuitable, low quality dwellings and the police should do the job we pay them for and tackle anti-social behaviour.	Resident
648	General better street cleaning, more efficient recycling facilities, community work involving those with anti-social behavioural problems.	Resident
649	Projects such as the flats and shops being built near completion in Christchurch Road, near catholic church are what is needed. Because all the council will end up doing is charging landlords for them to continue to do what they do in cases of poor accommodation and the tenants will still be the ones who suffer. Redevelop all empty properties in the crescent and Walpole Rd area.	Resident
652	It would push up rents and not help honest people who are struggling to get by.	Resident
653	More local police. More housing officers.	Resident
654	NB not directly related to the above. Living on Argyll Road, which appears to have a mixture of both very well and poorly maintained properties, I wonder if parking was restricted to one side of the road only, this would reduce the density of the area, open up the tree lined road and should help upgrade the area.	Resident

Case no.	Additional comments Household Survey	Respondent type
660	This scheme would be most welcomed.	Resident
661	Remove rehab houses from areas with existing dependency problems. Bournemouth Council should not volunteer to help people with dependencies from outside the area/borough as it then goes on to affect the whole area with anti social behaviour & increased crime which is not good for tourism.	Resident
663	Police to respond quicker to anti social behaviour - or just respond.	Resident
664	Worried landlords won't want another fee to pay so will stop renting, making a shortage of rentable properties.	Resident
665	Rents are already high enough as it is and I believe rent will be increased to pay for the fees. So maybe a rent cap should be made and also letting agency fees reduced.	Resident
666	Needs to be underpinned by 24/7 housing support department so that support and easy contact is available for both residents of rented property and landlords of rented property. Support should be offered to residents of non-rented accommodations i.e. privately owned accommodation who find themselves affected by anti-social issues.	Resident
668	Argyll Road should not be included as it is a perfectly pleasant road, not to be compared to roads to the north of Argyll Road.	Landlord / agent
670	I would like to see a robust process for residents to report issues that occur as a result of poorly managed properties in the area.	Resident
672	It would be good if the scheme brought about a positive impact on the cost of house and car insurance in the affected areas.	Resident
674	I don't see how charging landlords is going to change anything other than effect those of us that do not cause problems by making our rent go up. Perhaps you should consider making some of the drug rehab centres away from the area!!	Resident
676	More police in the area.	Resident
678	Landlords that fail to deliver to standard should be subject to a compulsory purchase order.	Resident
681	Don't agree with reduction in price if landlords apply in advance - unfair. Landlords with multiple properties should not get discount. How will scheme actually be enforced?	Resident
682	Would like to see a greater police presence on the streets of Boscombe.	Resident
684	More control on drug houses and less rehab property may avoid the drug magnetism of the area.	Resident
689	My concern with the licensing fees is that it will be immediately passed on to the tenants in the form of rent increase or service charge.	Resident
690	One of the biggest problems with the proposed area is the concentration of rehabilitation centres and clinics in the area, the proliferation of low grade cheap single bedsits (as favoured by *****) is also a problem. The suggested licensing scheme will do nothing to address these problems.	Landlord / agent
693	More police.	Resident
695	I researched the effect of similar schemes across the country and finding suggest these schemes have no effect, and end up costing the people who live there. Council needs to tackle anti-social behaviour directly.	Resident
697	As stated above - until you tackle the problem of drugs and alcohol you will never get rid of the situation. People come from all over England to Bournemouth, which is becoming the soft touch for drugs and alcohol.	Resident

Case no.	Additional comments Household Survey	Respondent type
698	I have lived in Boscombe for over 20 years and it has improved in that time. The presence of the police hub for instance, has cleaned the crescent. Most of the anti-social behaviour is in problems like dog fouling and graffiti, when seems to be done by one young man with a spray can. I saw him doing it but he'd before I could say anything.	Resident
699	No - I think it's a good idea.	Resident
700	More should be done about trees and bushes growing over pavements, also unsafe walls and fences.	Resident
701	The stress need to be cleaned more often or more thoroughly. There have been times where human waste has been left smeared on buildings for weeks at a time. Regular police patrols could also help this issue.	Resident
702	Boscombe is a very rough area. Along the High Street is often inhabited by a lot od drunks, especially in the evenings. This makes leaving the house scary/daunting task. The other day there was even human faeces on the wall of a shop. Perhaps CCTV would also help reduce ASB.	Resident
704	Selective licensing charges, will merely be passed onto tenants. The scheme is supposed to work in conjunction with other methods (council funded) of tackling deprivation, anti-social behaviour etc. We have not been told what, if anything is being proposed besides selective licensing. Also, given that majority of social housing is currently owned/managed by one landlord, if council wanted to tackle these issues, it could impose restrictions on the landlord (***)).	Resident
705	I think a lot of the shared houses and properties should be knocked down completely. Most of them are unkempt and look scruffy and dirty. I hate driving through Boscombe and along Holdenhurst Road.	Resident
708	Owner occupiers need to keep their properties in better condition.	Resident
712	Concern about rent increase.	Resident
728	Strongly support that all landlords should contribute and area to cover the whole conurbation.	Resident
730	Please concentrate on owners of several properties. I have an excellent landlord. If he has to meet your cash-grab, we will need to get the payment from his tenants - me! I will then need increased H/B.	Resident
738	More social housing to be made available. Impossible for single parents to afford decent housing, social inequality has been created in Bournemouth.	Resident
742	Good idea to know and track all landlords and to be able to communicate with them as a group.	Resident
744	More council involvement with street sweeping etc. There are still leaves and mucky streets.	Resident
746	Perhaps the police hub could open for slightly longer hours.	Resident
747	Just enforce current law - the council have a terrible record of enforcing current law and regulations.	Resident
748	Generally a good idea. However, the problems in the area (and of course other areas) can only be resolved if more money is available for police/social services/cleaning services - these services have all been cut by the council/government.	Resident

Case no.	Additional comments Household Survey	Respondent type
750	I am completely opposed to the introduction of selective licensing, in the designated area for the following reasons - The area appears to have been 'selectively' designated to include some areas of high density rented housing and not included other areas of rented housing. In so doing, I am assuming that in order to obtain government funding, the authors of his scheme have 'cherry picked' certain roads in order to meet the governments criteria for funding. Within the area there area many owner/occupiers whose properties will be blighted/devalued by association of being within a selective licensing area. The police and other agencies such as Operation Galaxy already have the powers and the laws to deal with anti-social behaviour and can compel landlords with large number of properties for example (*****) to implement changes to their properties. Surely landlords will pass on the fees they are charged to their tenants, pushing up rents. By suggesting that the residents of the area are more likely to commit crime, take drugs or take part in anti-social behaviour, the council would be implementing this scheme by blighting lives further. If the council is so concerned about the health and wellbeing of residents, especially children, why is it not implementing other measures to improve air quality/pollution on our roads, especially those close to local schools, which may improve pupil attainment outcomes as well. The way in which the questions have been asked and the fact that no public formal Q&A meeting have been held, are in my view weighted in favour of the council going ahead with the scheme.	Resident
752	My only concern regarding the proposals is that, people without choice, could well be between substandard accommodation and no accommodation at all, could be rendered homeless as a consequence of the S.L.A. rather than participate in the scheme. What safe guards will there be? Monitoring? Alternative provision? and has the potential for an increase in the housing benefit budget been factored in? i.e. upgraded property = increased rents = enhanced benefit needs.	Resident
753	Anyone with a brain can this draconian proposal is the first of it's kind I have heard of. I have no doubt it will achieve it's desired affect for those that matter, all others will be driven out like the Jews of the holocaust, without the violence of course. 20/20 hindsight will judge whether you will be right or wrong. This will go ahead regardless.	Resident
755	Could council regularly check up on privately rented properties to make sure the rent is fair for the tenants and property isn't sub-standard e.g. damp/safety checks for electric/gas registered.	Resident
756	This is an excellent idea but as already noted - there needs to be a reporting line or similar - 24 hours a day, with a response unit, so that incidents can be dealt with as they occur. The many all night parties, no-one can do anything after the event. Your scheme to tackle, will not work otherwise	Resident
757	Too many poorly lit side roads.	Resident
758	Will we should more police forces around - extremely necessary.	Resident
760	I feel sorry for landlords having to shoulder more responsibility in dealing with ASD of tenants. Tenants who engage in ASB can be very intimidating - if I was a landlord renting out my property, I would be scared to try and deal with it on my own in the first instance.	Resident
761	I think it will penalise small time landlords. The bad HMO's are owned by property occupancies on the whole. A one-off annual/two-yearly condition inspection fee per property, would be better. Just as the annual boiler check is done.	Resident

Case no.	Additional comments Household Survey	Respondent type
764	Double yellow lines on Victoria Road (double parking, causing hindrance to council refuse collection and potentially ambulances and fire engines. Visible police presence occasionally would be helpful due to quite open drug dealing, particularly on the corner of Spring Road and Windham Road.	Resident
766	If all his money is available, use it to tackle deprivation. Do more to encourage home ownership. Provide more public rented accommodation.	Resident
771	Slightly sceptical that this scheme is just another box ticking/way of extracting money from tax payers to make it look like the council are 'doing something' to solve the areas with problems. HMO's/specialist centres to combat for e.g. addiction etc. whilst having to be somewhere, should perhaps not being such concentrated areas, especially where there's such high poverty, crime and anti-social behaviour issues there in.	Resident
776	You need to tackle the lone sharks landlords who are not adhering to the policies of reputable housing agents. You can not expect good tenants to pay twice - or good landlords.	Landlord / agent
778	The problems this scheme seems intended to address, can be dealt with by police/council powers. The aims of the project are not clearly defined and there are no obligations about law success.	Landlord / agent
780	Any person who arrived for rehabs should not be a burden to us. We should reclaim all of their costs e.g. housing, council tax, water, sewage and living expenses form central government. Not out council tax.	Resident
781	Is a lot of this not already covered by law? Underfunding shouldn't mean extra council money spent on doubling up admin etc. where issues such as anti-social behaviour area already being documented, it just means more funding is needed.	Resident
782	The environment could be improved by greater efforts in street cleaning of rubbish, litter and dog waste. An encouragement of pride in our surroundings, especially near schools.	Resident
785	Do no implement a LL scheme. Use existing and the new powers granted to councils as of 6/4/2017.	Resident
786	The landlords being more particular who they have living in their property - better references.	Resident
789	I oppose the scheme because the licence fee's, will eventually lead to an increase in my rent. I have a good landlord already and I don't need the councils licensing scheme.	Resident
790	This is an exercise in futility. All it will achieve is a rise in rents for those least able to afford it and a distinct possibility of more homeless people.	Resident
796	Don't do it - landlords will raise rents to pay their costs.	Resident
797	Why not encourage tenants to report 'rogue' landlords and make them pay the council's costs in getting matter put right. Alternatively a one-off inspection every few years of a landlord's properties and the insurance of a certificate would be cheaper.	Resident
798	Charging landlords will not have any impact on their tenants behaviour. Most landlords in Boscombe are honest people who look after their properties and have good tenants. I do not agree with this scheme, I hope ***** properties will all be charged as they house the majority of the problem tenants.	Resident
800	I feel that this is a scheme that punishes good landlords and tenants. Bad landlords may move or make property non-rented - what's in place to support evicted tenants? Banks seem to stop lending to people to buy-to-let in other selective licensing areas - how will that help, when it happens here?	Resident

Case no.	Additional comments Household Survey	Respondent type
801	Improved infrastructure in Boscombe. Better street lighting. Re-open Boscombe rail station.	Resident
804	Can only be a good thing for the areas and for people who rent properties that are not in good condition and have unscrupulous landlords. Although we don't live in the area on a permanent basis we are home owners paying council tax and feel that this can only benefit everyone regardless of who they area and where they live. Everyone deserves decent places to live and have a decent landlord.	Business
812	This scheme is being introduced without any way of measuring it's performance. Does this mean that Operation Galaxy was a failure.	Resident
814	Problems will move to other areas and not be solved with.	Resident
815	It will depend on the attitudes of those dispensing licenses e.g. we all know the extraordinary influence of *****, family on the council - special rules.	Landlord / agent
817	I am all for removing out poor or rogue landlords. Good reputable landlords may be put off but selective licensing. Encourage re-development with some incentives could be a positive move.	Resident
819	There need to be a dedicated team to monitor and police the scheme to help achieve a positive impact.	Resident
823	Anti-social behaviour will not be changed and this will not be resolved by licensing. The police will deal with it - not the white collar council official. Nothing to do with landlords when cars are vandalised or noise nuisance occurs.	Resident
824	More sports centres, drop-ins, learning centres, counselling rooms, financial help for the motivated.	Resident
825	The landlords who need watching, won't sign up. Council too weak to follow up problems. This is yet another restriction on law-abiding landlords. What about tenants? Don't pay rent, but can afford tattoos? Without (good) landlords, the council would need to provide a lot more housing.	Landlord / agent

Open Survey

Case no.	Additional comments Household Survey	Respondent type
2	A very good idea of the Council, fully support this scheme	E panel non SL resident
4	There are many other areas of Bournemouth which have a high proportion of rented accommodation which would also benefit from such orders, in fact BCC should introduce mandatory registration for ALL landlords in the Bournemouth CC area. As well as introducing these kind of orders BCC should also strengthen it's response to un-approved rented accommodation. In Charminster/Winton there are several properties which have been converted to multiple units of accommodation without PP, few seem to be issued with enforcement notices and enforcement seems to take forever or not happen.	E panel non SL resident
9	Why is winton not included	E panel non SL resident
17	If the requirement for registration includes dealing with Anti-Social behaviour of tenant, there should be support and assistance offered by the council to assist landlords.	Non SL Landlord
20	I've already written my views More support and education required I don't think a quick fix housing will sort out these areas	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
23	None....the market....demands.... or not, in this case!....largely decides...	E panel non SL resident
24	Clean up scummy landlords like ***** and the likes. They ruin this area and have done for decades. Blaming everyone when we all know the problem and who causes it. Now the council are kissing his *** and will do nothing to him or his scummy properties and nothing to clean them up.	SL resident
25	As before I believe it is possible to use the local managing agents to do most of this work for you, then the Town Hall would only need to be involved in cases where there are complaints or where managing agents are not doing their job. In which case they should lose their accreditation as a Approved Bournemouth Council Managing agent. If a landlord does not use an agent then they should register as such with you and pay a fee to be on your list of landlords.	Non SL Landlord
31	I suggest asking existing landlords and tenants.	E panel non SL resident
33	I think it's a good idea to make landlords more responsible.	E panel non SL resident
36	More police patrols with tough action to remove low level criminals from the streets.	Non SL Landlord
39	People are entitled to have a safe living area with affordable rent. Many 'landlords' either neglect their property or do not spend money to keep it a safe place to live. Absent landlords e.g. those who do not live in the area, are not always aware of the conditions, nor the behaviour of their tenants to the surrounding areas and neighbours.	E panel non SL resident
42	It bothers me that people who are seen as unfit to rent in licensed areas will be pushed out and end up as a problem in unlicensed areas. I live in Southbourne and it has already happened with rough sleepers moved on from Boscombe who have gravitated to here. I do not have any ideas for solving this problem but I hope others may have. I also think it is important that the fees are not passed on to the tenant.	E panel non SL resident
47	I think its a positive action is looking to be taken and is needed, but the concern is this solves one problem by moving it elsewhere	E panel non SL resident
51	A snap survey doesn't seem a sensible way to consult on an issue which requires a level of interest to read a consultation document (sorry I don't have time) or a level of knowledge of the sector & area. I hope you are consulting people who are actually affected.	E panel non SL resident
53	Give me more info. After a quick read it looks like you are raising a bit of money from landlords. What will the money be spent on and by whom ? If the landlords raise the rents and the tenants are all on housing benefit surely another department in the council will be paying for this. What percentage of tenants in the designated areas are on housing benefit ? Don't think I'm criticising you. I think on the whole the council do a good job but you need to compile a better survey.	E panel non SL resident
55	Whilst I agree that some areas may require regulation. Why have selective licensing. Why not just have a borough wide scheme?	E panel non SL resident
57	I think council tax records should be checked to ensure landlords/ property owners are actually declaring they are renting out a house/room (s). I believe many people who rent out room or rooms with their home will not declare they do this	Non SL Landlord
58	They should increase shelter for the homeless, and have on-duty officers during evenings in case of ant-social behaviour.	E panel non SL resident
61	Selective licencing has been introduced in other areas of the Country and there is NO EVIDENCE to demonstrate that it works. The Council would be better off conducting regular inspections of properties and issuing improvement notices to drive up standards rather than to penalise hard working landlords, the vast majority of whom do nothing wrong	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
69	This will never work in practice, the good Landlords will abide, the bad Landlords will evade all their responsibilities, because the Council will not be given the necessary resource to administer this properly. A targeted approach should be made, not a catch all tick box approach - which will cost everyone (the costs will just be loaded on the rent) - and achieve nothing.	E panel non SL resident
74	Carrots as well as sticks - how about an annual 'best landlord' award in the area, or 'most improved'. And there should be regular press releases praising those who comply, and shaming those who don't. People seeking accommodation should have ready access to lists of compliant and non-compliant landlords. A plaque or sticker should be affixed to all licensed property (like the stickers for hygiene in food premises).	E panel non SL resident
76	The proposal should apply to all areas within a Borough. For example Westbourne. On the whole the area is a great place to live, but there are pockets of the Westbourne area that would benefit from such Licencing.	E panel non SL resident
78	I have seen this before in Scotland where it was brought in as a 'temporary' measure by local councils but generated so much revenue for the councils that it became permanent and fees have rocketed. This is certain to happen here. Another cash cow for councils.	Non SL Landlord
86	I think the landlords should pay at least £200 annually for a license. Reason? They have enough rental income to pay this especially those who own many houses or HMO's or whole blocks of flats. It may deter people buying to let rather than selling to local people who wish to buy their own home. Bournemouth has too many HMO's pushing families out of the area. It also encourages behaviour problems amongst students which have been seen in roads around Winton and Charminster with noise and antisocial behaviour. I also think that the college and universities should do more to provide accommodation on site for students.	E panel non SL resident
94	Yes Included in this map should be Boscombe Grove Rd,& Grantham Rd Area, Spencer Rd . NOT Knyveton Rd	SL resident
97	Survey has not detailed exactly what the problems are, so meaningless for anyone without a detailed knowledge of the area	E panel non SL resident
98	I can only see this increase of cost on the Landlords being passed on to the tenants, there needs to be some sort of guarantee that won't happen.	E panel non SL resident
105	Mandatory licencing for all HMOs in the borough might help. Support for landlords who only rent out one property as well as for tenants. The relationship between landlords and tenants can be exploited either way	E panel non SL resident
106	Market intervention is unlikely to change things as slum landlord's don't care. Better policing would benefit all parties.	E panel non SL resident
111	If these proposals result in better conditions for tenants and reduce anti social behaviour etc. Could the scheme be extended to the areas of Bournemouth?	E panel non SL resident
115	I think this is an excellent scheme but it is not fair to limit this to a particular area as it may discourage prospective landlords from purchasing 'buy to let' within the specified area. If the initiative was Borough wide it wouldn't have such an impact.	E panel non SL resident
117	Boscombe definitely needs an anti-social behaviour crack down - to see Polish vagrants drinking Lech beer in the street outside McDonald's on a Saturday morning is just one example of how the area has gone rapidly downhill. ACTION IS NEEDED!!!!	E panel non SL resident
125	Although in theory it could increase rents, it is absolutely necessary to make landlords accountable and inspect premises regularly because so many in the Boscombe and surrounding district are in a shocking, illegal and uninhabitable condition. It might also encourage some of the landlords to have fewer one-room flats and more family sized flats - well, we can but hope.	SL resident

Case no.	Additional comments Household Survey	Respondent type
132	we all see this next level of bureaucracy as a money grab. landlords pass costs onto tenants. its not the councils business to get into the private rental market. by all means give notice of required improvements to properties as I would think this is their remit in any case. butt out!!!	E panel non SL resident
141	This scheme should apply to the whole of Bournemouth.	E panel non SL resident
144	It is not the landlords fault if people are criminals or antisocial. It all starts with education and bad parenting. Do not penalise landlords or rents will just go up.	Non SL Landlord
148	I think this would improve the area but will have a negative effect on others.	E panel non SL resident
149	We do need to make landlords to take responsibility for the way that tenants abuse the area and are fly tipping instead of taking rubbish to the local tip. Also parking needs to be addressed in houses of multiple occupancy. In the end we need to take a more community based look and focus on the areas that we live in.	SL resident
151	likely to push problems elsewhere	E panel non SL resident
162	It's about time poor, vulnerable tenants were protected. Good for you for wanting it.	E panel non SL resident
165	Is there scope for trying to manage the suitability of properties via planning controls and requirements to prevent anti-social behaviour and run down properties?	E panel non SL resident
169	It is important that the licensing fee covers the Council's costs for the full 5 year term of the licence not just the granting of the licence.	E panel non SL resident
175	Some regular collections of large items of rubbish from outside rented properties (from tenants without cars to take it to the tip) would vastly improve the appearance of the area. Landlords need more carrot / less stick. How about awards for good rented properties?	SL Landlord
177	Possibly something in the agreements whereby good tenants are rewarded by rent discounts or rent freezes. Or the opportunity to work with the landlord on cleaning communal areas, liaising with other tenants, looking after the garden / frontage reporting defects and helping the Landlord to rectify.	E panel non SL resident
178	I think all rental properties should be licensed , not just selective areas.	E panel non SL resident
186	It will be a good way to protect the landlord and the tenant.	E panel non SL resident
188	Why have a system that will financially penalise all landlords, when only some need to be tackled? Again it seems that the few ruin things for the many. The council should be chasing bad landlords and leave the rest alone. Renting my flat was going to be part of my retirement plan but now I am considering selling instead since the scheme would just be more hassle and cost me more money. What is the incentive for me?	SL resident
191	Just make sure you charge enough for what you need. Don't be charging anything over to council tax payers. And enforce any asb issues, and clamp down on poor landlords, whoever they are!!!	E panel non SL resident
194	Please consider whether the East Cliff area could be extended into the Town Centre where help is really needed.	E panel non SL resident
198	Don't give permission for multi occupancy housing in these areas.	E panel non SL resident
199	This is a great idea and will finally get boscombe back to be a nice place to live and stop the area being full of grotty houses with rubbish and poor quality over crowded homes.	SL resident

Case no.	Additional comments Household Survey	Respondent type
200	Whilst the introduction of a Selective License may help to deter the 'occasional' landlord, the big 'players', like *****, who are already hugely invested in the areas proposed, will find a way to circumnavigate the councils changes. I find it hard to believe that any landlord will not, in some way, pass on this cost to their tenants	E panel non SL resident
205	I do worry that this will just move the problem to other areas	E panel non SL resident
209	Excellent idea something needs to be done urgently to tackle the serious problems in these areas. Thank god I don't live in these areas but in a very nice area nearby, but the problems spread and impact the wider area	E panel non SL resident
211	A good idea in principle but the additional costs of enforcement which will fall on Council tax payers need to be clearly stated as part of the proposal. The financial projections are misleading as they do not include these costs, but only those directly relating to running the scheme. The financial projections are also extremely risky as they are full of assumptions about income, costs and staffing requirements. As the Council cannot make a profit this risk is all one way as it cannot make a surplus but any overspend would have to be met from General Council tax.	E panel non SL resident
214	If these measures will truly help tenants then the idea is good however I am not convinced the people this is meant to protect will have more protection or its just another reason for an increase in rental. It would also be beneficial when being asked to make the choices on the survey why a particular area has been targeted for selection.	E panel non SL resident
219	Licensing areas or properties is not just the solution , must deal with each property individually if problem or complaint and not just penalise all, will spread recourses too thin and wide. Fines for offenders better and nominal fee to join positive scheme better. I worked for Bournemouth borough council as their hotel and accommodation inspector for 7 years for tourist board , on the Bournemouth quality standards scheme, making headway to improve accommodation for visitors. In those years up until 2015 did see vast improvement in accommodation by working with hoteliers in positive way, and giving incentive to improve. This could be same for private sector landlords if scheme set out right. Would be Interested to give you help/ views.	SL Landlord
220	More bobbies on the beat	E panel non SL resident
224	I don't know whether it would work effectively and could deter prospective landlords from buying in the area as well as increasing rental charges for tenants. As a possible future landlord myself I would certainly prefer to buy property which did not involve selective licensing and would avoid the area.	Non SL Landlord
225	This proposal is an unjustified attack on property owners who if like myself are people trying to provide the best they can for their tenants at a price - Extra expenses and burdensome duties will inevitably increase rents to hard pressed tenants and probably cause a reduction of properties available to rent . The money from this new undemocratic tax will be useful for some waster at the Town Hall to squander at will - Perhaps more spheres or benches in the Main Road / undefined parking areas or road crossing places where nobody knows who has the right of way. I think you need someone down there with a bit of common sense - So what are you going to spend all this money on after you rake it in?	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
226	I am wondering if a type of antisocial behaviour that few even think of will be taken into account by these measures. The landlord of the neighbouring block of flats actively looks for ways in which to complain to our landlord (*****) about us. As a result we regularly receive letters from our landlord about this block being a nuisance. I list a few of the many instances as examples. 1) The mother in the flat next door hardly dare let her children, even though better behaved than most, play in the garden on a summer weekend afternoon as this will bring letters of complaint about 'screaming kids'. 2) He has even complained about two youngsters stood talking on the pavement outside his property, even though their level of conversation was no more than that of two friends who happen to meet. 3) Last summer we had a barbeque. All was placed at the part of our garden furthest from his fence (approx 100ft.) and the wind was noted to be blowing away from his property. Nethertheless, within a few days, we received a letter from *** about a complaint of our disturbing the neighbour with our smoke and banning us from having any more barbeques. This guy is a real nuisance but as things stand he, due to being a landlord, is the injured party. While we, as tenants of a large organisation (i.e. ***), are the guilty party whose protestations of innocence disappear into the bureaucracy. While our only means of dealing with the issue are either personal confrontation (has been tried, with calm politeness, but proven useless) or complicated & costly court action. Will the proposed scheme have any measures to deal with this type of behaviour?	SL resident
232	I feel this is a sledge hammer to crack a nut and target responsible landlords too. Surely there is a way to expose bad landlords? Landlords cannot be responsible for bad/anti social behaviour of tenants if it is not related to their accommodation. As always it will be the 'good guys' that pay up and conform and the 'bad ones' the get away with it! Just more bureaucracy.	SL Landlord
235	Inspections must be thorough and impartial. I remember a TV programme showing property in this area, in very poor condition, including thick mould on walls. The landlord then claimed it had been inspected by the council and declared fit for use. A dated certificate must be issued and renewed at least every three years.	E panel non SL resident
237	Need to make sure problem is not just displaced. Maybe an accredited grading scheme like for the hospitality industry to give some reward to good landlords. Some investment in area and nearby area to encourage owner occupancy buyers or council to rent out own properties while adhering to this scheme. What about rental of single rooms and how do you find out people renting without declaration.	E panel non SL resident
239	Can do nothing but good should be widened.	E panel non SL resident
240	What will the Council do for those extra persons sleeping on the street?	E panel non SL resident
243	no exclusions or discounts for landlords("landlords" to include so called housing societies and partnerships) who own multiple properties, possible discount for landlords with only one rental property.	E panel non SL resident
244	I'm all for it, but I do think it needs extending further or you will simply drive the problem a mile down the road. Areas such as Charminster/Winton would benefit greatly from this due to the high number of rental properties particularly for students.	Non SL Landlord

Case no.	Additional comments Household Survey	Respondent type
245	it is a misconception that landlords make a lot of profit. I own flats, not in that area. I observe all the laws, regulations and requirements. keep my flats in good condition and pay taxes. consequently I make little profit for all the work, stress and cost this involves. consequently I have been slowly selling my flats, so I believe this will lead to less property available for rent. the law should be used to crack down on landlords who have properties not fit for renting - NOT the local council. I believe that policing this scheme will prove to be an impossible task, and far more costly than you anticipate. I also fear that any additional costs will be borne by local council tax payers, which is also unfair. where will tenants go that can no longer afford the rents, and who currently can perhaps get a flat in those areas without a (big) deposit. more people will be homeless with the ensuing problems and costs to the council that brings.	Non SL Landlord
248	Will you never learn? Don't interfere! I am sure that the busybodies who complete this survey will completely agree with you - for now, but they are wrong! This type of interference in a market has always led to tears.	E panel non SL resident
254	I wish to know what will be done to mitigate the inevitable drift of "problem" tenants into surrounding areas.	E panel non SL resident
256	Close the drug rehab centres	E panel non SL resident
257	NOT TO SURE YET AS TO HOW WELL IT WILL WORK WILL PLACES LIKE LOVETTS JUST PASS ON THE COST TO TENENTS?	SL resident
258	Start using your existing powers and if they are insufficient then produce the evidence to support/justify your proposals. It was telling that Bob Lawton could not produce any evidence to justify the additional powers the scheme would give the council.	Non SL Landlord
259	Don't concentrate all the difficult or problem cases/issues in one or two areas.This sort of approach gives certain areas(like Boscombe for example) a bad reputation.	E panel non SL resident
260	The questions of the number of drug rehabilitation units in the area was in the news some time back.Hopefully this has been addressed by the council and some improvements. Can nothing be done about other authorities paying for their drug addicts treatment in another. It is well know that many of the people come from Liverpool and abroad	E panel non SL resident
261	Many of the issues intended to be resolved by this scheme are already covered either by Environmental Health regulation and general legislation. The regulatory powers already available should be utilised and better resourced to achieve the same ends. The councils worst case scenario for costs being passed onto the tenants only includes the cost of the license fee. Even if the landlord already has the paperwork required to fulfil all the requirements, the simple act of filling in the form and posting off copies, or by Special Delivery if originals are required, will entail further costs. Not many, if any, landlords of small numbers of rented accommodation will actually have this, so they will face considerable extra costs and this will be passed on. I would suggest that a more likely figure to be passed on will be of the order of £20-30 pcm. There will also be a number of landlords who leave the rented sector will what would be considered good quality properties as they will not want the trouble/work/expense of complying. Being the better quality properties, these will sell easily and will end up reducing the pool of rented accommodation in the Borough. While such a scheme MAY improve the quality of some rented accommodation, it WILL DEFINITELY increase the cost and reduce the availability rented accommodation, not just in the selected area (which is incongruous anyway), but throughout the Borough and adjacent towns.	Non SL Landlord
263	I congratulate the Council on all methods designed to improve the living conditions of people of all ages, race and colour!!	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
264	Has another local authority introduced a similar scheme from which Bournemouth Council can learn to avoid potential pitfalls and waste of money? How do other local authorities deal with similar rental accommodation issues - is there an alternative method using existing regulations? How much is this consultation costing council tax payers and has the cost been factored into the cost of setting-up and running the scheme.	E panel non SL resident
271	Why one area, why not the whole conurbation ?	E panel non SL resident
272	I agree there needs to be regulation regarding rented properties which are not fit for purpose. However, how are the council going to regulate and enforce any of this? A landlord registers but if how will the council deal with complaints? I have made complaints to the council on various matters and never get a reply back and when I have followed it up, I'm told (like others) departments are too busy due to cuts etc. Anti social behaviour should be for the police to deal with, however, again community police officers are scarce.	E panel non SL resident
275	Who will supervise the Licensing of these properties and deal with any follow up problems. It seems this could be a colossal undertaking if the scheme gets off the ground.	E panel non SL resident
280	Worth a trial. Boscombe and Pokesdown could be more akin to Westbourne and Southbourne - have great potential. Area and people who live there need lifting up, not moving on.	Non SL Landlord
285	1/ Ensure that the alcohol and drug problems are contained. 2/Visibility of police officers engaged with the local community. 3/No more bedsits/Flats that bring anti social behaviour to our local neighbourhood.	E panel non SL resident
286	zero tolerance. sniffer dogs should be on patrol in the market and bus station to catch users.	E panel non SL resident
290	In my experience, this type of scheme invariably brings in a huge layer of additional admin for the council with no tangible benefits. It punishes the good landlords who will suffer and pay up, without having any additional adverse effect on the bad landlords. Enforce the laws you have. There are plenty of them. Don't just create more red tape and put more pressure on landlords who are already under strain from the new government tax changes. These landlords (particularly in the areas you highlight) are providing accommodation to some of the poorest residents in the area. They must, of course, adhere to laws on safety and standards, but they are probably working on shoestring profits which this scheme will simply erode further. Personally, I would not be affected by this proposed scheme, but I have seen it backfire previously in other parts of the country. Don't do it!	Non SL Landlord
292	There are enough rules and regulations in place to deal with rogue landlords and antisocial behaviour, the Council just needs to enforce them. The additional cost of this scheme will be passed on to tenants living on benefits, so the taxpayer will end up footing the bill.	Non SL Landlord
297	The ideas are good, which is to have better quality accommodation for tenants and that landlords treat their tenants fairly, but it is a two way process. Also, it is most unfair that all the additional costs are put on the landlord for it is the tenants who benefit from all this.	Non SL Landlord
301	Rented properties are springing up in my area. I therefore agree with selective licencing	E panel non SL resident
310	Stop imposing restriction on landlords If a property isn't habitable then it won't let. Landlords want to let property so up to them to keep and present property in good safe order. Certificates of gas safety etc should be part of tenancy agreements. Landlords cannot be held responsible for tenants behavior. Ridiculous. Is the bus / train company responsible for its passengers behavior when they go into a shop??? Where does this end. If a crime is committed is a landlord responsible because the person lives in his flat property???	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
313	Once this area has been trialled I think it should be rolled out across the town otherwise I think you will just move the problems of this area to others in the town!	E panel non SL resident
317	If managed properly, this could be a means of controlling anti-social behaviour and unscrupulous property owners.	E panel non SL resident
319	The most important thing is to get the area right. Also to ensure that where landlords are members of accredited associations there should be checks that there are audits on what standards are being adhered to, not just a loophole to get a discount.	Non SL Landlord
320	Anti social behaviour comes from boredom and drink. I think you should be directing yourselves towards the licencing laws etc. - drinking in the street, begging. This does not always come from multiple occupation of housing but certainly some does. I strongly object to Knyveton Road being included in this area. The flats in this area do not warrant being included in the rest of this area. The good landlords already police their property very well. The bad landlords have been dipping under the radar for years and will certainly continue to do so despite the council threatening £1,000 finds. I really do not think that this is the answer but if you have to do this I would concentrate on the Boscombe area where parts have very badly kept MHO homes.	SL resident
324	As said previously I would really like to see different types of housing mixed together to provide a fairer and more mixed style of community. When cheap housing is all lumped together then of course it is going to be a 'deprived' area, and an air of hopelessness and lack of attention to the area can prevail. However, despite the increased level of crime and deprivation in these areas I think that there is a strong sense of community which is lacking in more affluent areas. This confirms the point for me that we could all benefit from living in a more mixed community. I don't think that it's fair that people who have already had very tough lives and been marginalised from society should be forced out of the area to a different 'deprived' area somewhere else or be added to the dramatically rising number of homelessness people.	E panel non SL resident
325	I don't know any enforceable alternatives	E panel non SL resident
326	I think Boscombe and Springbourne are the worst areas, and should therefore have licenced Landlords and Properties.	E panel non SL resident
328	Always remember that a lot of the problems are from bad/awkward tenants.	E panel non SL resident
343	Don't give permission to convert big houses into Flats. Try and encourage families to buy the whole house.	E panel non SL resident
344	It's just more legislation, another tax to get more money to the council, it will create problems for landlords but also could make problems for tenants, I personally think Bournemouth councillors are dishonest, do not really care about what really counts for the people of Bournemouth, none have ever lived in the real world so could never know what problems ordinary people have to go through.	SL resident
345	The only problem I can see I am sure there will be a tendency for landlords to pass on the proposed charges to tenants by way of rent increases. Due to the present financial situation this is understandable, and landlords may well see this as simply another financial burden. A very difficult situation. No easy answer.	E panel non SL resident
347	I think it's a disgraceful and ill conceived idea. You are talking about adding something like £600 per year to every rental property in what you call a deprived area. How can people pay for this? It will push them out of these areas either on to the streets or into nearby areas.	SL resident
351	Once the licensing has been enforced presumably there will be checks on properties to ensure the rules are being followed .Pro rata, is there a limit to the number of people that can share a house ? All very well collecting license fees but will that stop for example 6 people in one bedroom etc ?	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
354	Licensing is an excellent idea, as the Landlords will be keen to improve properties and make sure tenants are supported in keeping the dwellings in good condition, thus taking pride in the area.	E panel non SL resident
360	In my opinion. Boscombe from The Crescent up to and including the Pedestrianised shopping area has become a bleak area frequented by many undesirables. In my youth, Boscombe was known as "The Golden Mile" with a vibrant shopping community. The Public multi storey Car Park is an area, I will not permit my Wife to park in, due to my own observation of "Yobs" hanging around there. The natural solution calls for a more visible Police presence, which will not happen due to severe cutbacks within the Police Service.	E panel non SL resident
361	Good landlords should be treated compassionately.	Non SL Landlord
364	I support this idea but feel that progress and effects should be monitored carefully as evidence of improvements arising from the policy may be needed to justify its continuation. Also, there may be a tendency for the poorer landlord to start purchasing in other areas and so move problems around the town as suggested in your introduction.	E panel non SL resident
365	It would be wonderful if the scheme was self financing to the extent that it was not a burden on the existing budget and that it would mean a designated person could be held responsible and rewarded for its positive management	
374	As long it does not become a bureaucratic end in itself, employing many people, rather than demonstrably achieving its objectives, this could become a useful development Every clause and regulation should be subjected to tests: 1. Will whatever is being envisaged, add real value, or simply another level of administration. 2. Will both tenants and landlords be better off as a result of the scheme. 3 Will enforcement be pursued with the same alacrity and thoroughness and is applied to maintaining the bureaucracy. 4 Will the people who will be responsible for achieving the underlying objectives of the scheme have demonstrated that they actually have the required level of competence, to ensure that the scheme is correctly constructed and administered.	E panel non SL resident
375	I am currently renting and experiencing very poor management of my issues. Therefore, I think it's a very good idea to bring properties back to acceptable standards. On the other hand, Landlords should be free to get rid of bad tenants and make sure they are not at a loss when bad tenants finally leave the place.	E panel non SL resident
376	I have commented during the completion of this form. I hope that the council, who has not always enjoyed public support, goes ahead with this matter and takes it very seriously. I have had to put up with problems of vagrancy, drug dealing and using and even urination by various persons, in the open. This is the type of action that can provide the regeneration that we have been promised over the years, as it gets to the very root of the problem. If it moves those causing the problems elsewhere, then so be it. It may be that ***** provision of flats will need to be looked at, not that I am singling his company out other than because he owns so much property and one does hear rumours.	E panel non SL resident
378	Hope it goes ahead, too many scruffy flats in this area, we do after all, advertise ourselves as a tourist spot so there is a definite need to tidy some of these premises	E panel non SL resident
387	Obviously the right area to start, but it is unfair that landlords in the whole borough are not treated the same.	E panel non SL resident
388	Make it sooner rather than later, do something about rough sleepers and beggars encouraged to the are from Liverpool, Manchester etc.	E panel non SL resident
391	already stated not just Boscombe & East Cliff	SL Landlord
393	I don't know enough about it. However I do know that some areas have become very 'run down' and are considered unsafe to walk through alone.	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
394	I feel landlords should be encouraged to let to people with local connections before 'incomers'.	E panel non SL resident
396	Make all landlords rent via an established letting Agent, which has been previously vetted. Otherwise these ' Good' landlords will be paying twice for the same things.	Non SL Landlord
397	As far as I am concerned ALL Landlords for ALL lettings Residential should be licenced, far to much abuse of this investment area has be abused to far to long	Non SL Landlord
398	Anything that encourages good land lords and tenants is beneficial. I would suggest that the time is set to that of support and encouragement to both parties rather than being draconian	E panel non SL resident
402	Policing the streets around Charminster for antisocial behaviour around closing time.	E panel non SL resident
408	I would like MPs to be looking at the rental market on a national scale. Tenants are being exploited because they can't buy and are held to ransom to rent the property of their choosing. Fees need to be capped and a good reference should actually mean something i.e. Your deposit is smaller if the reference is good and higher if it is bad.	E panel non SL resident
413	Imposing additional fees on landlords will have a negative effect on private rental stock available	E panel non SL resident
416	No additional comments I think it all seems to be covered	E panel non SL resident
418	Thank you, no. As stated, I consider the Council members have, as usual, taken all matters into consideration. Congratulations.	E panel non SL resident
419	This area is in great need of regeneration. Community tax payers money has appeared to be earmarked for Bournemouth Town Centre projects and wasted in the past e.g. IMAC. That money could have gone into the deprived areas of Bournemouth such as Boscombe, East Cliff and Springbourne, some years ago. Many of the buildings and public transport are not disabled friendly this really does need to be taken into account.	E panel non SL resident
421	Action is long overdue. Too much poor housing crime and antisocial behaviour.	E panel non SL resident
424	Any selective licensing should apply to the whole of Bournemouth, not just the areas you have chosen. You cannot treat different areas of the borough differently.	E panel non SL resident
428	beggars and itinerants should be moved on and litter management should be included.	Non SL Landlord
443	This scheme penalises both good and bad Landlords (they are not all bad!!!). Landlords should be members of an accredited landlord scheme and tenants should be made aware of this. The accredited landlord schemes should be heavily promoted. It should be up to the tenant to choose if they use an unregistered Landlord. I am a tenant and I am able to make choices. It is my fault if those choices were wrong (unless the information I was given was incorrect/misleading). I have recently lived in the proposed Selective Licensing area in a lovely flat with nice neighbours and no problems. The small number of problem areas/people should be dealt with directly not beating the whole community with a big stick. The misrepresentation and demonising of private Landlords (amongst other people/things including the Council) by the media in order to sell their paper/website/advertising space (hypocrisy - making profits when criticising others for doing the same!) exaggerates the situation. However, there are bad Landlords and all enforcement and inspection costs should be fully recovered from successful prosecutions only. This scheme unfairly hits the good Landlords because of a few bad Landlords. The good should be encouraged and the bad disciplined.	E panel non SL resident
445	am concerned that if rents rise to pay for improvements then tenants may not be able to meet the extra charges and there will be more families without a home	

Case no.	Additional comments Household Survey	Respondent type
455	How soon can you start?	SL resident
458	The cost of the scheme is too high. The landlords will simply pass the cost onto the tenant. So reduce the number of council scheme workers.	E panel non SL resident
461	I do not own a rental property but live in a block which have several, and have seen the result of decent people being ripped off by greedy landlords so it is about time for this brilliant scheme.	E panel non SL resident
465	I am not sure that this is the best way to improve the rental market in this area. There are obviously landlords in all areas that do not provide good conditions and they will just move to buying in different areas. Also rents may become unaffordable in an area that has many smaller properties for young or single people. I do understand that there needs to be regulations and a way to monitor landlords but this should be done automatically and all landlords should have to be registered to a scheme anyway. Making them pay for a license may not change anything?	Non SL Landlord
468	I fully support anything you can do to control the very poor standard of housing provided by some local landlords. Unfortunately you support the main culprit who seems to bully the council as much as he does his tenants. The management plaques that are placed on properties look awful, perhaps this scheme could include a council uniform attractive plaque that has the function of recording the management company and shows the property has a licence? That might reduce the stigma that is placed on properties with a *** plaque on them. Some control over the bins that blight these properties would greatly improve the look of the area. A move to communal bins would help and may save council funds.	E panel non SL resident
469	I know you are probably prevented from doing this by the dogma of the current government, but the right way forward is for the council to buy and restore run down properties, sell under-utilised current property and buy or build suitable accommodation (let's start with Hicks Farm that has been more or less empty since the last long term tenant died - you aren't fixing the collapsing barns and this property would do better in the hands of a private owner)	Non SL Landlord
472	The local police force being more visible, seeing one walking the streets	Non SL Landlord
473	I suspect that selective licensing could address some problems that have been in existence for decades, but unsure of if and how much things have improved or otherwise over many years.	E panel non SL resident
477	As you said in the beginning, Licensing Landlords/Property, they might pass on the costs in increased rents. I know that Bournemouth Council would have looked at other councils that have already implemented this scheme, and seen if the costs have meant an increase in rents. Plus like all things in life there is positive and negatives about any scheme. Hopefully if this scheme, shows great potential positives that outweigh the time and costs in implementing it. Please make the right decision and go ahead with it, or take an early decision and cancel it before more money is wasted.	Non SL Landlord
482	I live in this area and I am a private tenant. However the contract is monthly which means there is less commitment to the care of the property and tenants come and go. There are no references asked for and so some tenants are unsuitable. There is a permanent wooden sign outside saying the name of the managing company that manages the place. The place has a cleaner but he is derelict in his duties as the Letting agency do not pay heed much to things that need fixing. Selective licensing in this area would help the bad reputation it has. There is a property at the Boscombe crescent that is empty and derelict. Also a bad sign. Squatters and homeless people look for these properties. There are several homeless people about this area. Many residents are upset by crime and anti social behaviour. The police are doing a good job but it is well known that drugs are sold and people selling these drugs are seen in Boscombe Chine Gardens. usually at night or when tourists are not around.	SL resident

Case no.	Additional comments Household Survey	Respondent type
484	I have lived in my 'studio flat' for nearly 13 years . I have had no problem with my previous landlord nor the new one that has just taken over the building. I do not agree with the 'licence fee' as anything that gives the landlords an excuse to up the rent .	SL resident
486	Use the existing laws (to their fullest extent) - which are comprehensive - to sort out long standing concerns. Stop wasting time trying to develop more law. Additionally, it is unfair on vulnerable tenants, as the costs will inevitably be passed on directly or indirectly to them. However, it is the Council (ratepayers) who will pay for the increased rents/B&B costs for those tenants supported by the Council. Many private landlords (the good and the bad) may be put off renting altogether by this scheme, which will increase the housing shortage and thereby increase the costs to the Council (ratepayers).	E panel non SL resident
487	Concerned it will drive the problem elsewhere	Non SL Landlord
489	Hopefully it might force large landlords to maintain their properties to a high standard and to manage the tenancies more effectively. There is a very large landlord in the area currently. I believe the properties he owns are not well maintained and definitely not well managed. I recently worked for a large Housing Association and had to accept applicants from this landlord where their tenancies have not been properly managed. On many occasions these were vulnerable people. My only other comment is that should a landlord not manage their properties or tenancies to an acceptable standard the licence should be revoked.	E panel non SL resident
492	What are the average rents for properties in the designated areas? Is this proposal feasible for the average landlord? What has prompted the selective licensing? Have there been complaints from tenants or from GPs in the selected area? I have 1 small flat in the selected area. The profit I make is small and the license will wipe out most of my annual profit. I will have no alternative but to raise rent as I am unable to sell the property for another 3 years due to mortgage contract	SL Landlord
493	I find the text a bit difficult to understand and hope I followed it correctly. I see there is a problem in that if you explained it in more depth the length of any document would be off-putting, but to shorten it would risk inadequate explanation. I'm afraid I see no answer.	E panel non SL resident
499	I feel this would protect many people, families ensure have safe home, reassuring, I feel this proposal for licensing would be a good idea to create opportunities improving the areas poor housing conditions & help improve area issues, crime, substance misuse, housing issues, improve the local environment for all.	SL resident
501	Just to say that I have a vested interest in this as we are looking to buy a property in this area so this license would be very beneficial to people already living in that area as well as prospective buyers. Commend any work helping to manage 'rogue' landlords and tenants.	E panel non SL resident

Case no.	Additional comments Household Survey	Respondent type
503	Existing legislation, which is already capable of dealing with these issues, should be used to deal with these problems, rather than this additional unnecessary layer of administration at Council level, which will prove to be expensive to tenants, the Council, and therefore Council tax payers in the long term, and likely make pressure on housing even worse by losing bad Landlords (who would not cooperate with the scheme), and good landlords (for whom the additional administration and cost may cause them to withdraw their properties from the rental market). Landlords who remain are likely to 'find' the money to pay for this scheme by reducing that spent on the upkeep of properties, resulting in long term problems for the rental housing market. The council should consider 'carrots' to encourage good landlords with high quality properties into problem areas (including new landlords, perhaps with empty properties that could be brought back into use, relieving pressure on housing), rather than 'stick' to chase bad landlords out of these areas and into adjacent areas, such as a reward scheme for good landlords - e.g. preferential use by Council of Landlords belonging to professional bodies, or enhanced rent allowance for council-supported tenants renting with good Landlords.	E panel non SL resident
507	Strict adherence to the licensing. Portraying a nil tolerance to any behaviour that is against the spirit of the licensing and anti social behaviour - Making the area unattractive for those wishing to flout the laws.	E panel non SL resident
508	Looking at the list of streets included in the Selective Licensing Area, we find the inclusions/exclusions most bizarre. We do not have a crime or anti-social behaviour problem in our block but we are included, yet other adjacent/nearby properties are excluded. We would appreciate an explanation.	SL resident
509	This is a ridiculous proposal which has no merit whatsoever. In other areas of the country there is NO evidence to show that this has in any way affected the problems it is designed to help with and I urge the Council NOT TO PROCEED with this proposal.	SL Landlord
510	Landlords have a duty to provide quality homes and standards for tenants and if they are failing to do so then such measures are necessary.	Non SL Landlord
511	This must happen! don't be scared of landlords, the tenants and community who would benefit from this the most are unlikely to speak out.	Business / Organisation
512	I think it is very unfair to charge landlords even more money and oppress them for trying to make a living out of renting their own properties!	SL Landlord
517	Councils should DO THEIR JOB as its already set. Rather than blaming the landlords. And also when we DO call the police about drug dealers and we just get told that no one will even note down where/when and appearance then its stupid to blame landlords! Let alone the fact that most residents and renters here are normal good people who will see their rents go up because of this councils greed. Perhaps you shouldn't have spent so much money on the "shared space" aka accident waiting to happen and ridiculous prettifying features that look crap instead?	SL Landlord
519	This combined with operation galaxy and making further movements toward identifying unscrupulous supported housing and those landlords and service providers preying on members of our community with drug and alcohol related problems should help improve the area.	SL resident
521	Worth a try. Boscombe especially has great historic architecture and should be a much better suburb of Bournemouth in which to live (see Neighbourhood Plan!) and more quiet, safe houses for families in the other areas - less dominance by society's casualties and wrecks (sorry).	Non SL Landlord
524	Using current legislation to enforce standards is a must. Charging landlords who already comply fully is wholly unfair and will only cause rents to increase causing further problems for tenants and ultimately higher homelessness..	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
525	I do not believe drug use, crime and anti social behaviour are a result of the buildings people live in. I do agree that rented accommodation should meet a decent standard but the Council already has the powers required to deal with that. This is simply a scheme to raise money from landlords.	Non SL Landlord
526	Selective licensing is unnecessary. Housing can be improved by using existing powers and more rigorously enforcing licences for HMOs. The private sector housing team will have enough to do implementing the changes to HMO licences expected to be effective throughout England from 1st April 2017.	SL Landlord
528	A complete waste of time and money.	SL Landlord
529	I feel very strongly about this and would be very happy to be involved in any discussion you have. I currently have 9 properties varying between houses and flats some in the designated area and have over 20 years experience. I have approached the council on several times with anti social issues, property management issues and I do not believe that licensing properties would have affected outcomes in those instances. I would need a lot of persuading that this is the way forward. I agree that something needs to be done but this is not the answer. The borough already has powers, legal departments and all the mechanics to make changes without the need for more paperwork. Why are you not using the powers that you already have?	SL Landlord
531	Scrap the proposed scheme	Non SL Landlord
532	The vast majority of landlords are very good. It is not appropriate to impose further legislation on good landlords due to a small minority. The controls proposed are simply "business as usual" for landlords and doesn't require yet more documentation and cost. These cost ultimately are passed on to the tenants, as professional landlords are running a business.	Non SL Landlord
534	I see no reason why there should be a charge involved in this, along with the government crippling landlords it is now making it almost impossible to carry on as a landlord with our local council now imposing fees for owning a property within areas.	SL Landlord
535	I would fully support the licensing scheme as I feel that slum housing and absentee landlords are contributing to the seemingly constant downward spiral of Boscombe.	SL resident
536	In order to prevent costs being passed on to tenants, landlords seen as fit to be licenced should be able to apply for a council funded grant to make any reparations or upgrades to properties already owned and with tenants in situ. This grant should be subject to conditions such as ensuring rents are fixed, regardless of improvements and that if sold, any extra profit made (increases in for sale price above what the price would be if it had followed the average increase/decrease for the area) as a result of improvement should be paid back to the council.	SL resident
538	Though I largely support the aims of the plan, I do not really understand why the improvements are not possible using existing legislation and requirements. is it just that there isn't the funds to enforce it?	SL Landlord
539	Thank you for this proposal. It is exactly what we need.	SL resident

Case no.	Additional comments Household Survey	Respondent type
543	Whilst I am not in support of the proposed area for the selective licensing scheme, as I believe the area is far too large. I do think that the proposal could have a positive influence on landlords with multiple properties in the troublesome areas of Boscombe and Springbourne. I think the scheme should concentrate on landlords with multiple properties within the area and not landlords of single dwellings as those landlords tend to be more responsible as their concentration is aimed at one property. It's perplexing that areas including parts of Ashley Road, Grantham Road, South Road and Boscombe Grove Road are not even included in the scheme, yet this area is a known area for problems with drugs, crime and anti social behaviour. What compounds this strange decision is then including Pokesdown, particularly roads south of Christchurch Road that do not suffer with these issues to anywhere near the same extent and certainly not higher than other areas not included in the scheme in the same locality. The scheme should concentrate on a much smaller area, mainly Boscombe and Springbourne and not include the area to the east of Parkwood Road.	SL resident
544	As previously stated see this as a money making scheme for the council and expect the area will grow. This additional cost on landlords will be passed on to tenants through rent increases or landlords will pull out of the market leaving tenants with nowhere to rent and therefore cost the council to rehouse. In my opinion this is short sighted thinking (again) by councils	Non SL Landlord
545	It is an unfair proposal and the landlords will be penalised. They are providing housing stock to alleviate the demands on the Council for social housing. Landlords should not have to pay to have a licence for providing good quality housing. Instead Landlords that do not provide safe housing should be fined. Landlords cannot be held responsible for their tenant's anti-social behaviour. Landlords cannot be held responsible for the Freeholder's management of the property (if it is in a block of flats) This is just another example of Landlords being penalised for simply providing housing. They are providing an invaluable service due to the Council being unable to provide housing. Why should Landlord's have to pay for a licence that says they are providing good quality housing? Surely, the Landlords who don't provide safe housing should be paying instead!	Non SL Landlord
547	Close down the many drug rehabilitation houses and send those in them back to the areas they came from.	Non-SL resident
549	Please make this scheme happen. If the landlords say they can't afford it, then they should sell, not pass the costs on to tenants. It would be great if lots of the landlords sell, it would hopefully bring down the price of buying a property in this area and enable people to buy a property they currently can't afford. More owner/occupiers in this area would help the regeneration of area, more people who lived here would actually care about it. As I said before, the landlords must be rich in the first place to be able to afford to buy a place to rent out, and they must also be living in nice houses in nice areas. I think they should be grateful for that and not be greedy. They have more than a lot of the residents of this area will ever have. I think they are greedy and just want to make money without caring about their properties or their tenants.	SL resident
550	Tenants should not incur increased rental charges as a result of the fee. Properties are expensive enough. More community police patrols could help deal more quickly/directly with issues and provide comfort for residents/visitors. The Police Box in Boscombe town centre is not always manned for example.	SL resident
551	I have already stated that I think selective licensing will lower house prices as they will become harder to sell, inevitably put rents up and further stigmatise the area making it a less desirable place to live. It would be better to license landlords with a proven bad track record, and not the whole area.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
552	The problems seem to be the alcohol and Drugs in the Boscombe area and the Prostitution in the Francis Road area. Once you can get rid of this you might stand a chance of "cleaning up" the areas.	SL resident
554	I think that the buy to let industry has hindered young people from getting on the housing ladder. Estate agents locally are full of rentals and very little in the way of sales in the Boscombe area. I know of several flat owners who want to sell but cannot due to decreases in property value. They end up renting the property again, sometimes to anyone who will find the cash. There are not enough police on the street to deal with crime and drug use. Community beat officers do their best but have no powers of arrest.	SL resident
556	Not all areas of Boscombe are bad! But everyone seems to tar Boscombe with the same brush. Having previously said, where I live is absolutely fine, no problems and I live in a good flat. It's not fair to punish those who are doing good.	SL resident
558	A greater police presence on the streets, particularly in the evenings/night.	SL resident
559	How easy will it be for you to enforce landlords to cooperate with any things that you need them to improve on? Landlords can spend a lot of money making a property nice for tenants for the tenants to then damage things, the landlords shouldn't be penalised for this.	Non SL Landlord
563	This will negatively focus the area pushing good tenants and landlords away.	SL Landlord
564	Please see my earlier comments. If the scheme is implemented the council must support landlords dealing with problem tenants and antisocial behavior by those tenants. Further the scheme will may have an unintended Negative impact as vetting procedures become ever tighter with the prospect of landlords withdrawing from the social rental market as costs continue to increase particularly those areas targeted in your scheme.	SL Landlord
565	With the Anti Social Behaviour, there is an anomaly. If a landlord tries to evict a tenant who is creating a problem in an area, the Council housing department and Shelter, support the tenant to stay in situ. This causes considerable delays, Court proceedings and costs to get the problem tenant out. This proposal is expecting the Landlord to sort the ASB or there are consequences. So a Landlord who tries to comply with this proposal is hampered all the way to the Courts and may even lose their licence to rent properties. Your comment in the Consultation Document Summary; 'Landlords will be made aware of their responsibilities and tenants of their rights' is more encouraging tenants to cause problems for the Landlord. Also, obviously, the rents will go up to pay for the licence and all other tasks this will create. When an Owner uses an Agent, who is responsible under the licence????	Non SL Landlord
567	The council, as do all political agencies, have only considered the future out to 5 years from the date of introduction. There has to be another mechanism (to carry forward the work that has been done) to prevent the area sliding back into the awful condition it is already in. Proactive enforcement should replace the SL scheme with an adequate number of properly qualified and experienced staff to keep on top of the issues THAT WILL RETURN. Why not declare a Neighbourhood Renewal Area now, demolish all of Boscombe and rebuild it?	
568	The main problem stems from Boscombe. Why not start with this area, see if it has any impact over the next couple of years and only then with evidence consider extending it to other areas such as Springborne and Central.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
569	In some ways I do agree with the proposals. I myself when younger had to live in some appalling properties that were privately rented. Since having my own properties I wanted to provide good quality housing so I went through a reputable agent who has overseen my properties for the last seven years. I pay well for the service they provide and I and my tenants are very happy with the arrangement. I don't think that I should have to pay for a further service that is already in place through my agent. I would imagine that other landlords in my situation in the proposed area will have the same objections.	Non SL Landlord
570	you have to make it attractive to landlords by not over pricing	SL resident
571	This appears to just be another ploy by the council to try and look as if they are doing something about the appearance of deprivation in the area. They once before had a reaction like this after the channel 4 Dispatches programme on ***** and the council supposedly went round the rented properties to inspect them (I cooperated fully with this, with no issues raised) However, the ** properties don't look any different than they always did.	SL Landlord
574	The whole scheme will punish the good landlords who register and those that don't will find a way around it.	SL Landlord
576	This is not the best way to deal with the problem of antisocial behaviour. You are targeting all landlords unfairly, and this feels like just another excuse for a money grab.	SL Landlord
579	get all the unemployed, cleaning the streets/country side	Non SL Landlord
582	Making it more difficult for the majority of good tenants and landlords to work together WILL CAUSE A HOMELESS CRISIS. REALLY, IT WILL....	SL Landlord
589	Please don't charge landlords for this. It'll only be put onto the tenants via raised rents.	Business / Organisation
590	Like Bournemouth did a few years ago, don't look to charge good landlords for the actions of bad tenants. Just make the area more appealing and I believe the behavioural patterns of people from a deprived background would change as they would see that they live in a nice welcoming environment. Bournemouth town centre did it, so why can't Boscombe. I can only see such a scheme building animosity from landlords whilst only serving to record what is already happening, and won't really add any benefit to the area.	SL Landlord
592	Licensing only works if it is enforced which will involve the inspection of a large number of properties does the council have the recourses to do this and the powers to do this.	Business / Organisation
593	All of these regulations sound like another way of legally controlling the public. Landlord are and should be regulated by market competition and not by some enforced regulations.	SL resident
595	I live on Hamilton road and there is at certain times a problem with non residents parking vehicles for long durations on our street. There is also a blatant problem with local drug dealers and you often have suspicious vehicles pulling up for short periods of time. I believe that many roads that come directly off Christchurch road could benefit from residents only parking permits. This would help to reduce anti social behaviour and make it more apparent when suspicious vehicles are hanging about and also make it easier to identify them and report this behaviour to the police. The areas around Boscombe already have a high concentration of housing and I am surprised that residents only parking has not already been implemented. The council will benefit from properly run park and ride schemes in the summer for tourists and the community in Boscombe will benefit from being able to park near their own home all year round. Please consider it.	SL resident

Case no.	Additional comments Household Survey	Respondent type
596	Once children are in full time education it is important that families can settle in a comfortable home, the impact of families moving areas impacts on a child's education resulting in poor attainment levels and can result in poor behaviour and attachment disorders. This also impacts on the success of local schools. We have seen first hand the impact of poor housing and deprivation and how it can impact on a family, often resulting in multi agency working and high costs to the tax payer.	Business / Organisation
597	I believe this is the best solution to tackle the anti social behaviour problems in these areas. As soon as the landlords are forced to take real responsibility for the type of tenants they take on and the upkeep and safety on the buildings they occupy then this whole area has the opportunity to improve. This might be the only real practical solution and if it gets rejected, then I believe there may be no hope left.	SL resident
599	Forget the whole scheme and actively promote and support redevelopment to new properties designed for modern living requirements rather than antiquated council demands.	Non-SL resident
600	I am concerned that landlords will take the opportunity to increase rents which are already unmanageably high for most tenants. Further more many tenants in the proposed area are receiving Housing Benefit. Local Housing Allowance levels (the maximum rate of Housing Benefit that can be paid) is already significantly lower than average rents in the area, for instance the 3 Bedroom rate is £800 per month whilst rents for 3 bedroom properties on average are £1100. I work with low income families in Bournemouth and benefit cuts have directly caused rent arrears, debt and evictions. If licensing is not handled sensitively it could exacerbate and already significant problem in Bournemouth area as a whole. On the other hand there are plenty of landlords who charge average prices for sub standard properties because they know tenants have little choice. I also worry that some landlords may leave properties empty rather than pay for bringing them up to standard and then to licence them. Although they will no longer be able to get a Council Tax exemption this is a smaller loss potentially. Especially for landlords with larger portfolios. I think the council will need to provide landlords with incentives to bring sub standard housing up to par. Bournemouth needs to maximise on its housing stock for tenants. I also think a licensing scheme should be considered for the West Cliff area, including Norwich Avenue and surrounding roads.	Non-SL resident
603	Be sensible and not over zealous with regard to property management and tenancy management - do not try to pass the responsibility of keeping the law to landlords. Be aware that recent HMRC legislation has made being a landlord less attractive and yet the private sector needs more landlords, not less and the more regulation and responsibility that gets put onto landlords the less likely smaller incidental landlords are likely to want to continue and this is not good for homelessness.	Non SL Landlord
604	Anti social behaviour and crime is a police matter, not for landlords to solve. Proper housing standards can be achieved much more easily and far most cost effectively by voluntary codes of practice and association with professional bodies. Non compliance with best practices could mean retribution via that body. Tenants would be encouraged to deal with properly associated landlords	SL Landlord
605	Your questionnaire is totally biased and does not reflect any disagreement. I am sure this will contradict European Rights of Justice as to Selective Licensing.	SL resident

Case no.	Additional comments Household Survey	Respondent type
606	I own properties in selective license areas in Manchester and Oldham. The council take the fees but never visit the property. This has caused some very bad feeling between the councils and landlords. Landlords complying can see that those that don't comply simply get away with doing whatever they please, no enforcement etc. The whole of Bournemouth should be considered as a selective license area. This would stop the drift of issues. Some landlords will need to bring up their property to a decent standard, they will raise rents to cover this. Tenants will look for cheaper units to rent. Some will move to outside the license area. This will find them living in the same horrible types of properties as before. Some of these tenants have issues that they will take with them. This can cause a ghetto style of area where the local homeowners get over run and property prices fall and so on.	Business / Organisation
607	The issue here are the rogue landlords operating illegally. The council should direct their resources in dealing with the unscrupulous few, and not burden the majority of respectable landlords and tenants with the task.	SL Landlord
609	anti-social behaviour is driven by crime, therefore the police should be dealing with this, I as a landlord cannot be a 'judge, jury and executioner'. Might I suggest that withdrawal of planning consent for drug rehabilitation centres and that they are actively encouraged to go to another town / city thus taking those that are responsible for crime with them. Alternatively, get the rehabilitation centres to pay a fee for each patient they have.	Non SL Landlord
610	We don't need selective licensing in this area..	SL resident
612	If *** and other large landlords upgraded a lot of their low income properties that are in very poor shape - and contracted tenants to behave etc. and if in doubt, face eviction under the threat of not being re housed by the council, it would help BUT only if the likes of *** lived up to their part of the bargain and offered decent accommodation and kept it so. No use the council relying on *** to house people for them if they are not keeping an eye on how he behaves and the type of accommodation offered. Does the council not hear what the people are saying or are they too arrogant and in the pocket of *** to do anything about it ? Our streets are not kept as clean as other areas. We have a fight every time we phone the council to get anything done in the area and we are offered condescending attitudes when we do phone. Traffic Wardens and police 'on the plod' in the area would help and in 25 years living here I have only seen a Traffic Warden maybe 3 or 4 times ever and a policeman walking the beat ONCE. Obviously they do so more than I see, but it is a problem that this area is left by the council and ignored until we complain and we are then disrespected and ignored because it is Boscombe. PERIOD. Now the council expect the people to pay for the council to do what it should have been doing all along that we pay for through our Council tax and regardless of cutbacks, the council spends a fortune on unnecessary expenditure where it sees fit in other areas but not on the basics in this area.	Business / Organisation
614	Don't abuse our council tax money on implementing mad schemes like these.	SL resident
615	The council should ask itself a question. If you were a private landlord whose tenants had anti social tendencies, would you be prepared to continually put money into properties that are damaged at will? The cynic in me would say "ah, but it may put dwelling back onto the market that need modernization possibly freeing up properties for first time buyers to buy. However the existing tenants still need somewhere to live, reintroducing pressure onto the council. I consider myself a responsible landlord, now feeling put upon by central government tax changes and now possibly further financial pressure by local authority. All for trying to prevent myself from being financial burden later in life. It stinks of a stealth tax and thin end of an unpleasant wedge.	SL Landlord
616	I think the council should offer support to landlords dealing with issues such as anti social behaviour ... maybe training and advice? this will help the small landlords	Non SL Landlord

Case no.	Additional comments Household Survey	Respondent type
617	My feeling is that the costs of this are likely to be passed on to the tenants by way of increased rental charges. As a responsible landlord of some 26 years standing I would state the following. 1. My rents are generally lower than the area going rate. 2. I rarely increase the rents and as a result I have longstanding tenants and fewer void periods. 3. I use the services of a professional letting agency. 4. In one case we own the freehold of the block and strive to look after it properly and respect the area in which it sits.	SL Landlord
618	The main criteria is the anti social behaviour. We have a council who do not help. Police who are under funded and do not help. All the time it is down to the landlord who is then susceptible to violence and intimidation. So more funding for police just for this area is the best way forward, funded by the rehabilitation centres. We as private landlords have taken a financial battering over the past few years and this could not have come at a worse time. When I started many years ago we took dss as they paid the highest rent for that class of property so we took the aggravation that went with it. The government then reduced that to the 50th percentile and the 30th percentile. Couple this with Universal Credit which most landlords said would not work, we cannot keep getting financial hits. As for property standards, if a tenant flat is not up to standard then they contact environmental health. I would think that rather than bite the hand that feeds you, you support us more with problem tenants. Give us help when rents are not payed. Help us when properties are destroyed and damaged. Let us have free use of the local tip when disposing of tenants rubbish. Someone please help us for a change.	SL Landlord
620	It appears selective licensing is aimed at improving the standard of accommodation yet is doesn't necessarily improve the standard of tenant to look after the property. As the area attracts many foreign students, and also other EU nationals whose command of English is poor, then communication becomes a problem. Also when working in agency in Boscombe I experienced tenants who were claiming housing benefit but were clearly working, but that's another story.	Non SL Landlord
621	Use powers that you already have including using the police and environmental health	Non SL Landlord
622	As someone who is about to rent my property within a fairly new well managed block of flats, (I will be using a letting agents) and in order to attract decent tenants I will be ensuring the property is of a very high standard. I feel the majority of decent landlords will be penalised because of the more unscrupulous landlords. The fee is too high for landlords.	SL resident
623	Costs likely to be passed to tenants. Letting agents are already ripping tenants off, with fees of up to £600 for a couple just to move into a property. Housing crisis in the privately rented sector is looming.	Non-SL resident
624	Higher police presence with officers communicating with residents. Traffic wardens taking details of illegally parked and dumped cars on the roads.	SL resident
625	Please do not charge accredited landlords. We should not be paying for rogue landlords. They should be paying.	Non SL Landlord
626	Not relevant, but PARKING! Flats are built with no parking! Boscombe became a nightmare. Houses do not have garages, so We were pleased to move to Kinson where there is more space, though it is getting busier here.	
627	I feel that a charge should only apply to property owners with more than one letting property, as often a second property is purchased to support living and as a pension route for individuals who are not professional business landlords. Professional business landlords generate substantial incomes from the rental of properties and this should be reflected in the charges they pay, this I feel could be done on a sliding scale of the number of properties dictates the amount payable	SL resident

Case no.	Additional comments Household Survey	Respondent type
632	Stop looking for a nice tidy "scheme" that's going to solve everything. There are multiple issues that cannot all be wrapped up in a nice tidy proposal like this: lack of wet-houses, lack of true dry houses for recovering addicts (because those who should be in wethouses are housed in dry houses), lack of mental health services, lack of social care support, deprivation caused by zero hour contracts and benefit cuts.	SL resident
634	I think existing powers should be used more effectively to improve housing stock. I believe there has been too little thought given to the likely impact on displaced tenants and the need for the council to re-house them when they are unable to secure accommodation.	SL Landlord
636	Phase out HMOs	Non SL Landlord
641	I HAVE SAID THIS BEFORE WHEN THE PROPERTY IS THE ONLY ONE OWNED BY THE LANDLORD THEN I THINK THAT SHOULD BE REFLECTED IN THE PRICE THEY WILL HAVE TO PAY.	SL Landlord
642	Thank you for all the thought, planning, preparation that has been put into, as always, for the pr0posals	Non-SL resident
643	This feels like a knee jerk reaction and buck passing opportunity by the council. Sort out the anti-social behaviour already in social housing homes, which don't come under the licencing rules. Sort out the drink and alcohol problems on the streets, none of this affects the proposed selective licensing but would make a much better impact in the area. Selective licensing is the easy option and when it doesn't work as the council think it will, it won't be revoked and in the end it's the tenants, those the council is purporting to help, that will be hurt in the long term.	Business / Organisation
646	I am a responsible landlord with a property within the area - the property is within a listed building so I have to met set standards already - I look after my tenants - comply with all legal legislation and go above what is normally expected from a landlord - I also own & rent property in Highcliffe and a village near to where I live in Northamptonshire. A happy tenant is a good loyal tenant. Why should I have to pay out because of bad landlords - the licensing will only increase crime in the area as the tenants seek to find extra money to cover the extra costs	SL Landlord
647	Worried it will affect rent price as already high in the private sector and landlords will look to offset the cost	SL resident
648	I am glad that at last there is possibly an effort being made to hopefully clean up Boscombe . I think there are too many bars in one area of Boscombe that is between the precinct and crabton close road. It would appear you have been moving the problem from the crescent to this area of Boscombe. Move the smokers from out of the front of the bars to a designated area at the back of the premises	Non-SL resident
651	The problem is to do with people not landlords . *** is mainly to blame for the problems in Boscombe	SL resident
653	Strongly oppose this scheme	SL resident
657	The council and police should be using the powers they already have in place. Close properties for drug use and ASB far too few are implemented. Charge the landlords for the costs of doing so and if they are irresponsible compulsory purchases should be made or their ability to rent out removed through injunctions or the like. That will target the right landlords and remove them from the area. There are a number of tenants who sublet and use their housing benefits elsewhere and suffer no or little consequence. More effort should be made to target this. Charge rehab clinics who import users from out of area who fail to complete the course and remain to cause crime and ASB.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
658	FIND THE ROGUE LANDLORDS. GO DIRECT TO ALL THE BUY TO LET MORTGAGE COMPANIES AND ALL LETTING AGENTS WITH THE POST CODES REQUIRED FOR NAMES OF ALL BUY TO LET OWNERS. THEN ALL THE PROPERTY MANAGEMENT COMPANIES OF ALL BLOCKS IN THE DESIRED AREAS....EASILY FROM THEM DIRECT...FOR ALL THE OWNERS THERE TOO. ANY LANDLORDS WHO OWN THEIR PROPERTIES OUTRIGHT ARE VERY UNLIKELY ROGUE...WITH THE EXCEPTION OF ***. AND DON'T GO ON ABOUT DATA PROTECTION AS YOU ARE THEN PROTECTING THE ROGUES NOT US RESPONSIBLE LANDLORDS!!!	SL Landlord
664	It should always have been much easier to evict tenants for anti social behaviour and provide tenants with more security from unscrupulous landlords via bi laws and good landlords should not have to pay for rogue landlords. Where a landlord fails to meet standards they should be on a blacklist and they should be the ones who pay for a licence to be able enter the market again. Good landlords should not be footing the bill. I for one, and a number of other landlords would get out off the market completely because of the increasing notion that all landlords must pay because of a small percentage of rogue landlords and in the end this would reduce the number of properties to rent.	SL Landlord
667	I strongly feel that there should be NO financial burden on good Landlords - and the Council already know who these are, because you have our names, addresses and property details! We should be free from ANY fees to licence our properties. Then the fees should be scales depending on how willing Landlords are to sign up in future, and there should be heavy penalties to those who continue to avoid registration. After all, you are endeavouring to compile a complete list of landlords and their properties... you need to be tougher on those who avoid, and reward those who have been supporting the Council's efforts thus far. I would have no problem with supplying the Council with information and statistics about my properties from time to time for the purpose of surveys, etc. I do object in extra admin which appears to serve no purpose. For example, why do the tenants need to be provided with a copy of the gas and electric checks, if we are required to show them when applying for licences, fire checks, etc. For Landlords managing HMOs with large numbers of tenants, our cup already floweth over (sometimes) - ESPECIALLY in August - when the student lets need cleaning and renovating after the students have done their worst! I am supportive of anything which will improve the area, bring down crime and anti-social behaviour, keep our parks free from drunkards and homeless druggies and alcoholics! But, making good landlords pay a licence fee is not how to achieve this - IMO.	Non SL Landlord
668	The following might be better addressed: 1. Closure of the addiction, crime, drug, mental illness & alcohol rehabilitation centres in this area. 2. Ban all drinking in the streets. 3. Increased police presence. 4. Greater penalties for blatant infringements - for Landlords and tenants. This means support from the Courts. 5. Fewer confusing changes to the rental procedure - so everyone knows the procedure and it is fair. At the moment people are running in circles because even the Council is confused about the legislation and misinforming people (landlords and tenants combined). 6. Most of the problems are from tenants on Benefits - and these are proving not only difficult to the Council but also to the Landlords. Most good landlords prefer not to deal with either of these. 7. Send people back to their home towns and refuse residence in the area whilst on Benefit. 8. Severe penalties for anti-social behaviour, crime and alcohol disorder. 9. Control of the alcohol drinking establishments. 10. Control of the sale of alcohol especially in properties which stipulate on Land Registry TEMPERANCE on their DEEDS! And no alcohol sold from the properties. The Council has flaunted these restrictions and approved licenses against the rights of the owners in the neighbourhood.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
672	As professional landlords who comply with all regulations placed upon us and who pride ourselves on providing high quality rental property in the Bournemouth area, we do not feel this scheme would address the poor quality landlords who give us all a bad reputation. All that will happen with this scheme is that the good landlords will make themselves known and comply and the rogue landlords will go underground and you will struggle to trace them. We have attended the drop in session at Southbourne Library today to make our points known.	SL Landlord
674	You seem to be trying to make landlords the guardians of society. It is not their responsibility to manage peoples behaviour. If for example a tenant is causing issues then you expect the landlord to remove them but you are not curing the problem but moving it to somewhere else, for the erring tenant has to live somewhere. If on the other hand the tenant is not the issue but an owner occupied neighbour then whose problem is that? Are you going to ask the Building Society to take responsibility, I don't think so. If you then say it would be the police's or the councils problem then they are not a quick fix, problem owner occupiers can take years to resolve but you expect a landlord to act and evict a tenant straight away.	SL Landlord
676	I think that in the end the only thing this would achieve is to increase rents and therefore bring further hardship to an area where a lot of people are struggling financially. It will also discourage people from renting out their property and if there is less property available this will also tend to increase rents.	SL Landlord
677	The powers already exist but are not used effectively. If you were able to produce some evidence where you can show success has been achieved through the introduction of this and a business case as to why it should be introduced in just a small area then that would add weight to your argument for it. This will just raise money for the authority and create some more jobs for the same old people, paid for by the tenants but no meaningful result will come of it. If you insist on doing it then trial it for a year and publish the results.	SL Landlord
678	The only thing I see is that it concerns me Landlords will see this as an opportunity to charge more than the recoverable amount out layed including gas checks etc. A landlord I stayed with stealth taxed all the residents by means of cash meters for electric and gas and I am sure he would of had a field day with this. It is fair that the cost is distributable amongst tenants but by the same token as the council not profiting from the scheme it should be embraced by landlords in the same spirit	SL resident
679	The scheme will be improved by being abandoned before the council features (as Liverpool has) in the media as a shining example of how and why a licensing scheme should not be implemented.	Non SL Landlord
680	It's ridiculous. I let through an accredited agent and run my it as I would like a property run if I were a tenant. We all know the problem landlord in the area is ***** and his slum properties, fed tenants by the council who have also PAID FOR HIS PROPERTIES TO BE IMPROVED!!!?!? Disgusting. Do you really expect us to believe the council will dent a licence to ***** and therefore give itself a big problem? Of course not. It's about time the council got off their ar*e and did something about the problems that are staring them in the face, rather than introduce this ridiculous plan that will simply penalise everyone who lets a property.	SL Landlord
682	Providing more council owned social housing would be a benefit for all of Bournemouth. Building higher would make better use of available land. Encouraging more charities and housing associations to invest in the area would help. Having a market rent allowed for those on housing benefit would give them more choice so that the system no longer forces them into the accommodation no one else will rent.	SL Landlord
683	My properties have never been a problem. Have stricter policing to keep local residents under control.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
686	It's disgusting. I pay enough tax already. Discrimination of myself and the area.	SL Landlord
687	The system will only work if you inspect properties. I let to students and am a NLA approved landlord. All the council/University do these days is rely on paperwork to check out landlords. You all have an open invitation to inspect my property or ask my tenants about me as a landlord, but nobody ever does. The decent landlords will continue to be decent, and the poor ones and sharks will continue to duck round any rules and regulations as always, whatever you put in place.	Non SL Landlord
692	More onus and proactivity on the part of letting agents. Greater police visibility.	SL Landlord
693	Please start enforcing the low level issues first as fly tipping, graffiti, on street begging, ASB and most importantly the on street drug dealing that is causing the whole element of these problems people of Boscombe are facing every minute of the day. I feel that Boscombe now is a place for criminals to come take part in any of the above and its acceptable, only three years ago Boscombe was making progress but now the leadership on crime for the area has taking his finger of the pulse or a new Indian has arrived that needs to get out on the street and look at the issues. This will not work unless we deal with the basic line problems first.....	
694	well intentioned but will have huge negative consequences for all other parts of the town. look what is already happening to charminster-going to the dogs as a boscombe overflow. shut down all the drug rehab centres and you will solve everything	SL Landlord
695	Make it more difficult to house ex criminals at my expense as a taxpayer. These slum landlords are getting rich on our tax money. No new MHOs or flats, we need family housing.	SL resident
696	Good Luck! Money, greed, crime and corruption are the 'dragon' landlords you face but when the 'sword' is punitive financial forensics and taxes the 'dragons' run! Hit them in the back pocket - that's where it hurts.	Non-SL resident
698	I can see some logic to this proposal, but it is penalising landlords who are maintaining there properties well and looking after their tenants. As rent from properties for many landlords is their pension, an extra cost which most probably have to be passed on to the tenants	SL Landlord
699	Bigger landlords who take tax payers money from social housing. Do more for the local community providing support for children . While the big landlords have made millions and created this problem in boscombe since 1980. What have the done to help community . People who do not work help them take some responsibly for community. Street cleaning gardening plenty to do in local area. No excuse	SL resident
700	I think it's a positive thing. Landlords will demand better behaviour from their tenants, which will in turn, result in a higher standard of tenant inhabiting the Boscombe area.	SL resident
705	It would be difficult for 'accidental landlords' who only rent a single property who may need to comply with additional rules to change a property that has been perfectly safe and comfortable for decades. For example, the cost to install fire doors. When it's perfectly acceptable for a family home not to have them.	SL resident

Case no.	Additional comments Household Survey	Respondent type
706	There are laws in place already -impose heavy fines for the landlords already flaunting the law and more support for vulnerable tenants. Compulsory purchasing of housing not up to standard if not sorted out in a set time. The main problem in the area are the amount of Drug and Rehab centres which need regulating . The amount of Drug and Alcohol addicts - which bring dealers to the area constantly. Unless these problems are addressed then how can the area move forward. I know people are trying and this is a massive nationwide problem- but it is obvious on the streets, drug dealing is so blatant that I've had to explain what it is to my children as we've witnessed so much. Bad landlords need to have massive fines. Good landlords should not be tarnished by them. It's people not housing that is the problem.	SL resident
707	yes, get the police to reopen the police station they stupidly closed- more sniffer dogs and more police presence. Close these clinics by whatever means necessary or get them to relocate to other parts of Bournemouth to reduce the concentration. It is always a worry when you never publish any performance/kpi stats for any initiative you undertake, why?	SL resident
709	Bournemouth council already has all of the legislative powers it needs to ensure all wards are a fit place to live for all residents, all it needs to do is to use them and stop attempting to pass the buck onto PRS landlords.	Non SL Landlord
710	The licensing scheme will unfairly stigmatise properties within its boundaries. This will potentially put off better quality tenants from taking a tenancy within the area. As a result the better tenants will move elsewhere to what they perceive to be "better areas" and only tenants without a choice (i.e. the lower quality tenants) will move in. It will also reduce the saleability, and therefore resale value, of the properties. In short the scheme will have the opposite effect to that which is intended.	SL Landlord
712	Remove the charge for the scheme. Clarify how you would deal with HMO's differently. Offer grants to help landlords update properties. Control the amount of drug addicts allowed to settle in the area, help addicts that live in other parts of the city, don't send them all to Boscombe. Help landlords evict problem tenants. Help landlords with relaxed planning laws for new builds and refurbishments, that will improve the properties and tenants living locally. Improve job availability in the town, create more jobs, offices, attract more employers.	Non SL Landlord
714	Can you not actually identify problem properties and target them? Isn't that a more positive/effective use of resources? If you are needing to identify landlords so that you can target them in future, it would encourage more landlords to register if the costs were far lower, eg. £100 per year would seem more reasonable. At the moment, I can see lots of landlords not even registering due to the cost ... which presumably isn't what you want, as you need to be able to approach the landlords where problems are being reported.	SL resident
715	move drug rehabilitation services away from boscombe and Bournemouth	
716	We are mindful of the possible detrimental effect of the proposals on property values within the selective licensing boundary, which could have the opposite effect on the intentions of the proposals.	SL Landlord
717	The majority of crimes in Boscombe are in some way linked to use of Drugs, whether that shoplifting, assault or burglary. The crime has been more then likely caused to feed and fund an addiction. Perhaps relocating the current rehabilitation we have in the area would help. But then the problem would be were do you move them too	SL resident

Case no.	Additional comments Household Survey	Respondent type
730	<p>The area in which it is proposed to introduce SL is a deprived area. Amongst other things the level of antisocial behaviour is relatively high. Although private landlords have no responsibility in law for antisocial behaviour by their tenants, under the scheme the Bournemouth BC in effect makes them so. If a PRS tenant behaves antisocially the landlord will be required to take action, or risk losing his licence. The only action open to the landlord is to serve a section 21 notice and evict the tenant. The landlord has no way of knowing or of investigating whether the complaint is justified or made from malice, but if he wants to retain his licence in order to be able to continue to let his properties within the affected area he can only take action leading to the eviction of his tenant. That tenant is unlikely to find other accommodation in or around the affected area. He will have to look further afield, in other parts of Bournemouth, or in other parts of Dorset including, for example, Poole, Dorchester, or Weymouth. This simply transfers the problem; and will give the appropriate local authorities an excuse to introduce a similar scheme in their areas. Furthermore the very reason why some PRS tenants behave antisocially is that they have problems such as drug or alcohol dependency, or mental health issues. These people are vulnerable. One effect of dispersing them around Bournemouth and beyond will be to separate them from their support systems, whether official or informal. Not all PRS tenants evicted from the area affected by SL will be able to find suitable accommodation or indeed any accommodation at all. Some will have to live on the streets.</p>	Non SL Landlord
732	<p>I believe the Council has existing powers to deal with Anti Social behaviour etc. - please use them rather than hanging the problem round the necks of landlords. The area in question has known issues, not least the number of "rehab" centres, all approved by the Council. Doesn't take a genius to figure out that when the "clients" of such places are discharged, they will stick around why doesn't the Council make a start by closing down these places and turning them back into useful accommodation for the locals. Issues under selective licencing will result in evictions. Does the Council have the facilities to rehouse evicted tenants? I guess not given the growing homelessness that we all see. No, problem tenants will just be moved on, probably to another Bournemouth or Poole area - thanks !! Abandon selective licencing. Use the powers already available to deal with issues and contain the problem rather than letting it dispersed elsewhere in the area</p>	Non SL Landlord
736	<p>Boscombe, and now Springbourne (where I was born) has become a problem and yes something needs to be done. But this proposal isn't the finished article yet and will be a sledgehammer to crack a nut. The methodology already exists for the council to target the problem properties and the problem landlords but they seem unwilling or unable to do it without bringing in yet more unwanted legislation. I worry that this legislation will become the master and the tail will wag the dog, which is what seems to happen with other licencing matters. No common sense will be applied. Laws already exist ... please use them. And please consider the points made in the letter written to you by Michael Bond, Chairman, Dorset branch of the National landlords Association</p>	Non SL Landlord
737	<p>Improving policing. More accommodation for people with drink, drug and mental health problems, which is appropriately staffed and is open all day, every day. More help for those with the above problems. More information for people so they know the consequences of their behaviour. More help from professionals for all of the above problems. More input from social services where appropriate.</p>	Non SL Landlord

Case no.	Additional comments Household Survey	Respondent type
738	I cannot reiterate further that the Council have the powers and authority to deal with problems and that adding a licence and fee to landlords will not change anything other than cost the landlord unnecessary money, with possible rent increases which won't help the tenant either. Again it will also have an impact on the ability to get funding on a mortgage & increase insurance costs	Non SL Landlord
739	More council visits	SL resident
740	Regulate the Buy to Let Landlords with many properties in the area.	SL Landlord
741	Problems should be dealt with at source rather than a blanket approach ie fine irresponsible landlords.	SL Landlord
742	The scheme is unworkable and counter productive, no doubt it will spread to other areas. Working alongside landlords to improve things would be far better	Non SL Landlord
744	Community projects to engage with the people in the neighbourhood in conjunction with the local play school and Uni. A keep fit circuit around Knyveton Gardens to encourage better use of the gardens all year round which would help discourage it as a drug and drink gathering area, a bird watch group for Knyveton Gardens. Signs banning street drinking in the problem areas and Knyveton Gardens. Better use of dispersal orders.	SL resident
747	Stop the scheme. Focus investment on increasing school budgets, support homeless people instead of blaming them, get local businesses to invest in free arts and family entertainment work with AFC Bournemouth, chaplains bar, creative kids, Boscombe, The Reef, all the fantastic things about Boscombe, work with those companies and the area will be better.	
748	I think the scheme is an excellent one and definitely approve of it. We had a unsolicited leaflet posted through our door, with no reference as to who has written it, claiming that selective licensing is "the wrong option" for Boscombe East. We can only assume that this has come from some landlord who has taken umbrage at the possibility of them being held accountable for the actions of their tenants. I think that this scheme will help people who are living in low, poor quality housing who cannot get their landlord to fix any issues that arise. I wonder what the penalty will be if landlords do not conform however, will it just be a fine? Could it perhaps be a restriction on owning any further properties until the problems in the originals are sorted? Or that the properties are not allowed to be let until the issues are resolved, affecting the income of the landlord?	Non-SL resident
749	I am not convinced that there is anything in the proposals that would stop the terrible conditions people are still living in, and the continued change of use without permission to bedsits with no building control consent. I would like to hear as an example how this proposal would work in a property like ** st Clements rd where conditions are grotty but nothing can be done, and the Si Rena Hotel in Krole rd which now operated as dilapidated bedsits because no-one has enforced the breach in planning and building control and now yet again it is too late.	SL resident
750	Proposals are non specific - no definition of what success that we should expect for our fee Anti social behaviour is not a landlords responsibility - its yours This has not worked elsewhere I assume Galaxy has failed else why introduce SL - so why will this now succeed - not inclined to pay for it with no measure of success	Non-SL resident
751	The alternative way of dealing with this is to utilise the powers that are already possessed. All the scheme does is provide "jobs for the boys", the only people who will benefit from this scheme are the council employees administering it. The cost of their employment will fall directly on tenants as rents will increase to recoup the unnecessary expenditure being placed on Landlords.	SL Landlord

755	<p>1) Errors in applying Law / errors in the consultation Spirit of the Housing Act was to give councils powers where they couldn't identify a property owner and there were significant problems, and the council can intervene. This consolation is based on the premise that selective licensing can help control ASB in SL area, which is outside of the scope of the Housing Act. Erroneously applying the law. Government has stated, and it is enshrined in law, that landlords aren't responsible for tenant's behaviour outside of the property. Landlords have no extra powers with the license so can't be expected to control their behaviour outside of the property, yet the stated aim of the scheme is to reduce ASB in SL area. Crime data that consultation is based on is flawed. Police don't record housing statistics, only crime, but statistic consultation is based on housing. This is a false and misleading statistic. Council can only spend money received from SL on prescriptive items, and the things in the consultation paper they want to tackle (ASB, alcohol problems) are outside of the housing policy area (and are not landlord's responsibility of their tenants). Therefore what will the council spend the fee on, and how will this directly correlate to positively affecting ASB, alcohol issues etc. ?</p> <p>2) Flaws in the Consultation - Council No mention of what success is in the Consultation - what will be measured, what can I hold the council to account on ? Look at aims in consultation and tell me how the council will tackle them and how they will quantitatively assess the impact the scheme is having. I have a duty to hold the council to account, the council has a duty to me as a taxpayer to be transparent about what my taxes pay for. Council already had power to issue property management orders, but have issued none in Boscombe in last 2 years. Council has chosen not to deal with the issue to date. Council doesn't get new powers under SL, so doesn't SL just pay for what should be being doing anyway, whilst pointing the finger of responsibility/blame at landlords? No joined up policy across the council - not refused a single alcohol license in Boscombe in last 2 years yet claiming SL is going to solve ASB issues. Consultation says scheme is cost neutral to other council portfolios but if landlords start displacing tenants to other parts of the town through increased eviction rates (because they have to 'take appropriate action' after a complaint) then this puts pressure on schooling, GP's, roads etc. in other areas of the town. Will affect whole town as tenants will be moved on and will seek housing in other areas putting pressure on other service areas. There seems to be a pretext that SL will pay for administrator posts on the council at a time when central government funding has been cut...</p> <p>3) Flaws in the Consultation - Landlords How can I possibly have criminal responsibility for my tenants behaviour The terms of SL do not differentiate good/bad landlords, and good/bad properties. Society should hold individuals accountable, not victimise the many for the behaviour of the few.</p> <p>4) Flaws in the Consultation - Tenants Strongly disagree with council opinion that there is low chance of cost of SL being passed on in rent rises. I run a business. Costs need to be covered. Not just license cost, but all compliance costs involved will have to be passed on as cost of doing business. The presumption of innocent until proven guilty is lost. If any complaint is made against a tenant – based on fact or unfounded – the onus is put on the landlord to 'take appropriate action'. Given the fine and criminal record implications on landlords there is a greatly elevated risk that landlords issue s21 eviction notices – based on an accusation only.</p> <p>5) Flaws in the Consultation - Other homeowners in SL area and beyond You are stigmatising a whole area. Whole area will be shown on insurance maps as high risk, not just for landlords but all homeowners. Also some mortgage lenders might not lend in SL area (homeowner might not even apply to a particular lender, but if broker goes to a panel and a lender refuses they will get a negative credit score mark, and won't even know!). And who will want to buy property in an area the council has blacklisted as anti social ? Will affect whole town as tenants will be moved on and will seek housing in other areas Will the creation of a super-council mean that this</p>	SL Landlord
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Case no.	Additional comments Household Survey	Respondent type
	scheme is rolled out across a wider area, affecting all landlords and residents for the reasons stated above (without a clear definition of success or a clear principle of what the license fee is spent on)? 6) Conclusion The council needs to work with landlords, not against them - you need helpful landlords and good housing stock . Short term financial gain at the cost of long term prosperity for the area and souring relations helps no-one.	
756	I am concerned as a tenant in the proposed area that the landlords will pass these charges onto the tenants.	SL resident
758	<ul style="list-style-type: none"> • The council has failed to present a defined measurement of success and failure and there is no mechanism to show progress against measurable targets, dates and outcomes. • The data on antisocial behaviour does not relate to housing. • There is no joined-up policy within the council to deal with street drinking and the licensing of alcohol. • There is no mention of how the proposed scheme will deliver compared to schemes such as Operation Galaxy and the Home Office initiatives of the late 2000s. • The proposed government changes to HMO regulations will come into force in October 2017 and will cover many of the properties. • The council has failed to address tenant churn and displacement. • There is no table of objectives. • There are no lessons learned from other seaside towns that have implemented selective licensing. Good practice should be recognised and encouraged, yet making all landlords responsible for areas that they have no powers to resolve will only create division. A targeted approach would deliver better results. The policy of selective licensing will not deliver the council's aims. The areas that the council wants to resolve are those where landlords do not have power. Rather than resolve issues, this policy will lead to the displacement of tenants and will potentially increase homelessness. 	SL resident
759	Any scheme should be targeted at the bad landlords - The council know who they are, and the properties that require improvements. They already have the powers to deal with any problems. Pokesdown – That is all roads east of Woodland Walk. Should not be included in any scheme. You only have to walk along the roads day or night to know how safe they are. It is a very quiet pleasant area with well kept, mainly owner occupied properties. Within the Pokesdown area is St. Thomas Garnets, an independent fee paying school attracting some very affluent families. Parents travel from a wide area for their children to attend the school. They would not do so if this was a deprived area with high crime & ASB, where their children might not be safe. Pokesdown has an active community forum, they have over the years encouraged residents to report any incidents or suspicious activity however minor to the police. This is a sign of a caring community looking out for fellow residents. But these reports are now being used against us!! Pokesdown has very different characteristics and none of the problems of West Boscombe & Springbourne.	SL resident
761	At presentations we have been told that the main aim of the scheme is to tackle crime & ASB. Yet there are no figures to show that the perpetrators of these crimes live in private rented housing. The police do not record this information. To reduce crime & ASB the council should be taking action on street drinking. Reducing the number of rehab centres in the area. And tackling the problems of homelessness & rough sleepers.	SL resident
762	Selective Licensing will only damage the good working relationship which currently exists between 'good' landlords and the local council. Prior to making a designation the local council must make sure that are NO OTHER COURSES OF ACTION AVAILABLE TO THEM that might provide an effective method of achieving the objectives AND be clear that they consider the Licensing will SIGNIFICANTLY assist them to achieve their objectives. I believe the above paragraph cannot be supported with evidence and there are currently powers available for the local council to achieve their objectives without introducing Selective Licensing.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
764	Use powers given by The Housing and Planning Act 2016 to tackle rough landlords. Local authorities can now issue civil penalties for housing offences such as failing to comply with housing improvements or overcrowding, etc, etc	SL Landlord
765	There will always need to be some redress and support for a landlord who tries to get it right, but may have tenants that complain beyond the basic levels , or act in a manner that places the landlord at risk.	
766	You are deluding yourselves if you think this will help reduce anti-social behaviour, it is a money making scheme punishing the poorest in the community; people already excluded from home ownership are now expected pay more for the privilege missing out in a housing market designed to penalize the majority.	SL resident
767	The Council has all the legal requirements to deal with the social and criminal problems in this deprived area but have never put them into action nor given enough support to landlords in the past to ensure that problems did not increase and there is no guarantee that support will happen in the future. It is said that this will flush out and discourage "rogue" landlords if enacted but if the council already knows that there are "rogue" landlords why haven't they identified and punished them already. There is no guarantee that Selective Licensing will solve the problems. If you wish to discover the rogue landlords abandon this scheme and accept the already approved and certified and qualified full members of recognised national landlord associations such as the National Landlords Association.	SL Landlord

769	<p>I do not think Pokesdown should be included in this scheme. I think if the scheme went ahead Pokesdown would be labelled as an area of social deprivation with high crime and anti-social behavior in the same way as Springbourne, Eastcliff, and Boscombe West is. I have lived in Pokesdown for 31 years and brought my children up here and my experience says that none of the above things are true. Pokesdown does not share the problems with the above areas. Property prices and investments in Pokesdown would fall if this scheme was introduced. This would affect all house owners not just landlords. Insurance premiums would also rise if Pokesdown was brought into the Selective Licensing scheme. Higher rents will result in the scheme being introduced as landlords will need to recoup the cost of licence. The proposed scheme would be a disaster for Pokesdown and won't work for Bournemouth as a whole. These changes are far more likely to be ignored by the bad landlords, whilst decent landlords will comply, therefore not getting the outcomes that the council desire. There are already laws to cover what the scheme is proposing it will solve. Data in the documentation does not support any argument for Pokesdown to be included in the scheme. Figures from the document, Boscombe East (Pokesdown) has a high demand for housing with prices of flats rising to above the average for Bournemouth and England as a whole. Levels of anti-social behaviours are below that of Westbourne and Westcliffe, and crime levels are below Westbourne, Westcliffe and Winton East (areas not included in the scheme). Within the Pokesdown area highlighted for the scheme is the AECC Chiropractic College, and most of the rented properties in the surrounding areas are let to Chiropractic students. These students are generally well behaved, conscientious students who on the whole do not cause us problems. Any problems associated with AECC students are soon sorted by the college. The far bigger problem is with the social housing that has been introduced into the Pokesdown area in the last 25 years. The development in Morley Close being a considerable problem, I know this through my past work with the 896 Youth Centre. Another development in 2 and 2a Queensland Road designed to help people recovering from Mental Health issues, saw a murder a few years ago, social housing not private landlord managed. Colville Close, Dolphin Mews in Seabourne Road, all social housing schemes are far more likely to be linked to the reported crime and anti-social behavior. These schemes will be exempt from the scheme so again not meeting the outcomes hoped for by the council. The council has failed to present a defined measurement of success and failure and there is no mechanism to show progress against measurable targets, dates and outcomes. The data on antisocial behavior does not relate to housing. There is no joined up policy siting the council to deal with street drinking and the licensing of alcohol. There is no mention of how the proposed scheme will deliver compared to schemes such as Operation Galaxy and the Home Office initiatives of the late 2000s. The proposed government changes to HMO regulations will come into force in October 2017 and will cover many of the properties. The council has failed to address tenant churn and displacement. There is no table of objectives. There are no lessons learned from other seaside towns that have implemented selective licensing. Under the scheme small private landlords will be disproportionately affected, with all the extra bureaucracy and cost of licencing I'm sure a lot of them who have bought a rental property as a way of having an income in old age, will give up and end up selling to property developers. These developers will then build more social housing which will bring with it the problems the council wants to solve, and of course these social housing schemes will not be covered by the Selective Licensing Scheme. If small private landlords sell up this could result in people losing the rental homes, and in some cases becoming homeless. Also the housing stock for AECC students would shrink making it difficult for the College to find accommodation local to College. It all looks like a money making scheme for the council, but it could end up costing them more as the bureaucracy of running it increases.</p>	SL resident
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Case no.	Additional comments Household Survey	Respondent type
770	Pokesdown has very different characteristics and none of the problems of West Boscombe & Springbourne.	SL resident
771	At presentations we have been told that the main aim of the scheme is to tackle crime & ASB. Yet there are no figures to show that the perpetrators of these crimes live in private rented housing. The police do not record this information. To reduce crime & ASB the council should be taking action on street drinking. Reducing the number of rehab centres in the area. And tackling the problems of homelessness & rough sleepers.	SL resident
772	Drugs - a lot of the cheap rental properties are inhabited by persons who deliberately have come to the area because Class A and B drugs are freely available. That is the root of most of the social problems. It blights lives of children and wrecks families. The police and massively understaffed to deal with this problem and a zero tolerance (allegedly) in Boscombe has lead to the 'Boscombe Bleed' whereby addicts now hang around Pokesdown and other areas. In short the problem has been moved. Can the council not get a grant from central government to bring in sustained zero tolerance throughout the area over a good period of time to let neighbourhoods recover? A lot of the bad landlords are getting old now and I am guessing they will be the ones complaining about licensing the most. Once these are out of the way younger landlords will just accept that licensing is the norm - I think there is light at the end of the tunnel you've just got to keep at it.	SL Landlord
774	The whole of the Borough should be part of this, if it is to be a fair and equitable scheme. Parts of Boscombe, East Cliff and Springbourne are not in the scheme, let alone the West Cliff, Central and other wards. There is no reason for this. The aims are quite reasonable, the application if it goes ahead, will lead to a two or three-tier town in terms of the private-rented sector. Including properties which are not currently rented is unfair, as resale value could be affected. You could be more selective, and properly go after those landlords that are prepared to provide poor quality housing. You could have a simple registration scheme for all landlords in the Borough, with a flat fee and agreed standards to sign up to, which would actually leave privately-owned homes subject to the usual provisions of the Council, rather than part of a licence scheme which will never apply. The way the proposed scheme operates, it penalises anyone who has bought in an area; a landlord may not have bought a buy to let, if they can buy one without any scheme or fee attached elsewhere. The Council could do more to promote good housing management, and should not be swayed by landlords like ***** or anyone else. Build more Council Housing, and show the private-sector how it is done. This scheme should not replace the role of multi-agency approaches to anti-social behaviour either. It is unclear how this scheme will help. No model agreement or membership was actually put forward in the consultation document. Above all, quality housing and neighbourhood management are important to the whole of Bournemouth, not subject to a marker pen on a map.	SL resident

Case no.	Additional comments Household Survey	Respondent type
777	<p>Bournemouth County Council has failed to adequately define how it can assess the success or failure of this policy, and have offered no mechanism to assess progress over time. The data that has been provided on Anti-Social behaviour doesn't relate to housing, even though the Council's use of it implies that it does. The Council already has all the powers it claims it will receive through licensing, but does not use them- this is a cynical attempt to squeeze money out of the PRS, at the expense of tenants because this policy is guaranteed to increase tenant churn and displacement, because the only sure-fire way for a landlord to show he or she has taken appropriate action should a tenant even be accused of Anti-Social behaviour is to evict them. It is clear that this policy will only harm tenants, landlords and the relationship the Council enjoys with both. The Council seems to think that Landlords are tied to them and they can treat them as shoddily as they like; they are clearly unaware that London boroughs are seeking Landlords in places like Bournemouth to house those they cannot house because they don't have enough homes. The incentives to choose them over a local council are huge. Further evidence of the Council's ignorance comes from the fact that their proposal has clearly not taken into account other attempts at Selective Licensing, and their failure as policy. The fact is the PRS has tried to work alongside and with Local Authorities, but measures like this look like attempts by local government to hurt those that would help. There is no justification for this policy. The policy is a poor policy. The Council must think again as to whether it wishes to implement such a poor, and flawed policy.</p>	Non SL Landlord
778	<p>Introduce a helpline for landlords and tenants. Impose regular checks for HMO. Do not introduce this scheme to the area. Its unnecessary and costs too much. Poorer families will suffer and Landlords will not find this area attractive.</p>	SL Landlord
779	<p>I think the proposed area is too large. I think the council should start with the worst roads only - say 100 properties and concentrate on those first and see whether they achieve what they think they will. This will minimise the cost if the scheme is underfunded. Resources can target the areas most needed to be worked at. The scheme can be improved as it is worked. Resources won't be spent on areas that do not need this level of additional legislation. Perhaps Police records could be accessed and reports recorded to give greater accuracy about ASB and where the tenants live causing the problem so that this could be targeted. Tenants given an email or telephone number to phone and the council act in a mediatory manner to improve housing.</p>	SL Landlord
780	<p>Although there are a significant number of rented properties in the areas, this in itself is not a reason to bring in licensing, the reasons being limited by statute. The consultation documents do not provide evidence that a significant number of landlords are responsible for a widespread problem. The council has, since the introduction of the 2004 Housing Act in April 2006, had the power to take over properties mismanaged by individual landlords. How often has this been done? Also under new powers there are now powers for the council to apply penalties of up to £30,000 on errant landlords, a serious deterrent. This would be both far more effective to apply and would not penalise the good landlords at all. The consultation fails to identify the sources of anti social behaviour broken into different tenures. For example of the incidents of anti social behaviour, how many were the responsibility of private rented tenants from within the proposed area, how many were related to owner occupiers, how many were related to person with no residence in the area etc. Without this data one cannot hope to understand how much of the problems relates to the PRS and therefore if the proposal will have any beneficial effect. It would also be useful to know what expectations there are for any change in the situation and to give a benchmark against which the scheme could be measured when consideration of its future come up.</p>	Non-SL resident

Case no.	Additional comments Household Survey	Respondent type
783	<p>There are many local landlords and agents who will be able to point you easily and quickly to the rogue landlords. The council is already aware of a few rogue landlords, so why punish and upset the good ones by this process, including the residents, who happen to live the area you have identified? We strongly advise for you to consider working with people, rather than punishing them with fees and penalties. Education and awareness should come first. Extra costs will be passed onto tenants and subsequently, this will affect the council's money and or increase homelessness, that the council is also looking to reduce in the first place. If a landlord receives a complaint of antisocial behaviour, their priority will be to maintain the licence, not to manage the tenant. With selective licensing, a landlord is likely to end a tenancy at the first instance of a complaint, in order to stay compliant. This is not a cost neutral exercise and will have negative consequences. It has already cost a substantial amount of money to get to this point, why was this money not put towards tackling the issues you are highlighting in the first place? How will charging people more to live in rented accommodation improve housing? A further consequence will be that landlords will look to house people from outside the area. This will make it more difficult to house those from Bournemouth who receive a local housing allowance that is much lower than e.g. London, where the council is keen to house people around the country. Why would a landlord want to help the local council after it has introduced a policy that will increase their costs as well as time? Landlords can be victims as well as tenants. What is being done in order to protect landlords from rogue tenants? What is being done about alcohol licences, that affect the behaviour of people in the area, not just tenants? Also, you need to be clear on the way you will measure success. This has not been demonstrated as far as we are concerned and therefore we do not believe that all the effort that will go into the implementation of the licensing scheme, before you start tackling the issues, will lead to any success whatsoever. Why are you looking at a 5-year licensing scheme and not utilising the existing powers that would deliver results quicker? Operation Galaxy has already been established, therefore there is no need to duplicate. Has the council considered alternative schemes, such as the Home Safe Scheme in Doncaster and SEAL in Southend? Both schemes offer alternatives that do not appear to have been reviewed or presented in the proposal.</p>	Non SL Landlord
785	Regular patrols by auxiliary police and anti-social council staff - street cleaning, litter, beer cans etc. indicate a problem area.	SL Landlord
787	Can't see the proposals would achieve aim. Property standards can be upgraded by 'works orders'. Anti-social standards exist across Bournemouth and are not controlled by the police unfortunately.	Non SL Landlord
788	Improved policing. Increase provision for removal of large items of rubbish/furniture etc. Encourage families into the smaller homes - they are not HMO purpose built flats for single people/students. Increase the number of council houses and flats.	Non SL Landlord
793	As in Q12 - Landlords should be given a list of requirements to be met and there should be only one low fee for the consequent inspection.	SL Landlord
797	These areas have a reputation, as problems with drugs and alcohol - many of these people are not residents. They come here for the re-hab clinics. I lived my childhood in Springbourne - it was a lovely area in the 1940's and 50's.	Non SL Landlord
801	Some forms of control but not at good landlord expense.	Non SL Landlord
802	No licensing - when tenants complain, investigate and fine irresponsible landlords.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
803	Another way of the council getting money and very dictatorial attitude. Landlords cannot be held to account on anti-social behaviour, they are not the law. Even the council have problems with people in their properties. Does the council have the right to interfere with private landlords. To many drug/drink problems in the whole town - lots of landlords are with proper agents in the town.	Non-SL resident
804	There is a perception, that large landlords will not be targeted by any proposals. Trust these will be made to comply and that it will not just be the smaller, one property landlords (easy targets) who are monitored.	SL Landlord
805	Would like to see more being done to enforce improvement of neglected owner occupied houses.	SL resident
806	There are badly maintain properties all over Bournemouth and there are bad landlords all over. Bournemouth Council has the power to force bad landlords to maintain their properties up to the acceptable standards. This is a stupid idea and must be stopped.	SL Landlord
807	Integration of tenants. Poor landlords should be penalised. Basic amenities should be rectified when broken within 9-14 days or council to appoint repairer.	SL Landlord
809	Use your existing powers (police powers). This is purely a money raising exercise which will cost landlords, for no benefit. Also put up rents, thereby making tenants from poor families, even worse off.	Non SL Landlord
810	See sheet - Reduction in vagrancy. The council has made good progress in this but the area continues to attract homeless people. The council should address this by going after companies such as Asda, Lidl, Co-op petrol station (24hr) and various small shops, which sell alcohol to the homeless. These shop profit at the expense of the community. Inform them that if they continue to sell alcohol to the homeless, their licence will be removed. Consider tacking their alcohol to the original shop. The clearing of Horseshoe Common area, should be completed. Just cut it all down and make it grass. A wooded area is a bad idea in that location, it just becomes a haven for alcoholics and drug users. I spoke to a PCSO and town ranger and they agreed the current clearing was working well. The perception of crime - the council should encourage the police to stop regularly cars which drive around at night/evening trying to appear 'gangster', as they create a climate that appears violent or criminal, even though no crime is taking place. By this I mean - lowered vehicles, tinted windows, sound system and driving round the block repeatedly. Licensing scheme - The council should expect landlords of lower cost rental properties to help achieve community improvement in exchange for a lower fee. For example, educational achievement is lower in poorer properties, landlords could leave basic GCSE study books in such family properties. These could be obtained for a few pounds but would show that the landlord is not merely seeking profit. Consider consulting department on what they would like.	Non-SL resident
811	Courts need to meet more often to speed up possession orders. Bournemouth Council should never have allowed large family homes to be split into flats or HMO's.	SL Landlord
812	The biggest problem is that there is no funding to cover enforcement. Identification of those NOT registering will be time-consuming and difficult. I feel it will run out of steam when the five years are up, with little resolved.	Non-SL resident
813	This is just another money making scheme thought up by the council. Responsible landlords are having to pay to organise and run live scheme, not the council - this very wrong. Anyway, how is the council going to find out who are the so-called irresponsible landlords - what will they do about them?	SL Landlord
814	If Bournemouth Council carried our their duties, instead of changing plans every five minutes e.g. out sourcing duties , then taking back in-house, they would have the necessary resources to deal with the problems that now exist in the areas designated.	SL Landlord

Case no.	Additional comments Household Survey	Respondent type
815	Where do people draw the lines on the map? Problems in any area need to be solved, through positive community identities. Alienated, anti-social immigrants, further stigmatised. Could be marginalising them further may backfire. Alternatively, that may be the stimulus for identity.	Non-SL resident
817	A scheme to register 'bad' landlords and tenants in any area I can go with. This charge would make sense to me to be supervised for health and safety, damage and anti-social behaviour and not repairing or paying their rent. To be registered with a charge to be followed up. It would be a good, but your selective scheme seems to me, to be asking for problems. My idea would help the police as well.	SL Landlord
818	For landlords to work with police and council as specific houses or flats, where a problem exists, rather than take on the whole area. Concentration on particular flats or houses, will be more efficient and productive.	SL resident
819	The police and council are already aware of those nuisance elements who live in the area, and therefore know who landlords are - these people should be targeted more stringently, not the hard working, well meaning, landlords, whether small or large operators. It is discriminatory to far, all landlords/residents of Boscombe with the same brush's. It is also unfair to target the Boscombe area solely. It is not right to put the owners on landlords to do the job of the police, social services and council regarding, anti-social behaviour.	Non-SL resident
826	The scheme is a definite move in the right direction for all concerned.	SL resident
827	Please don't prevent tenants without references/with convictions from renting, rendering them homeless. Please don't expend anti-social behaviour measures, beyond current reasonable proportions.	SL resident
829	Rents will increase and the supply of housing will go down, creating further problems. Some people will not get re-housed more homeless people.	Business / Organisation
831	The relative authorities know who the repeat offenders are in the area and so should deal with them and their landlords directly. Putting the responsibility on to the landlords is unreasonable. Many very nice properties, safe properties, have anti-social residents - Housing Association, Sovereign Housing in Gladstone Road being one as such. Also council run accommodation in the town also have high levels of anti-social residents.	SL resident
832	I think the aims of the scheme are worth while but are too ambitions to start with. A simpler scheme acquiring registration with mandatory yearly safety checks for co/smoke detectors, gas boiler certificate, electrical testing of appliances and fire safety would help protect tenants and encourage the more responsible landlord. To get involved in the landlord/tenants relationship and anti-social behaviour would make the scheme unworkable.	Non-SL resident
833	I do not believe that Dr Nicky Rose's objective to the proposal based upon the likelihood that landlords will pass the cost. If rent is to increase it will be a profit to the landlord.	Non-SL resident
836	Resources must be made available for enforcement actions!	SL Landlord
837	Can this be enforced?	SL Landlord
838	More obvious police on the beat and improved street lighting in the side streets, and on the pedestrian bridge in Ashley Road. You are too cut off from the road.	Non-SL resident
839	I disagree with the idea of licensing completely, on the grounds that decent landlords will also have extra fee's to pay for something that they don't need - to give the council a 'tool' to try and reach the 'bad' landlords. I can't believe there are not other ways of doing this without forcing 'good' landlords to sign up to more legislation and regulations. It seems to be the wrong way around.	Non SL Landlord
841	Suggest inspection of properties owned by Loret International, especially flats tenanted by housing benefits recipients. Historically council were being charged for letting a three bed flat when in fact the flat had two or even one bedroom.	Non SL Landlord

Case no.	Additional comments Household Survey	Respondent type
843	There should be a log kept by the police and given to the council of individual properties with troublesome tenants and a log kept by the council of properties, which fall well below guidelines - they then can pay higher fees. This will hopefully raise the game of both landlords and tenants in the areas, most needed to be watched and allowing a better study for the future of areas in most need of raising their standards.	SL Landlord
847	Why should good landlords pay for bad landlords. It's a job for low enforcement agencies.	SL Landlord
850	More council visits to problem areas, on a regular basis.	
851	The council should use their existing powers.	Non-SL resident
852	The council should use their existing powers. Why haven't they done so? This is just a money spinning proposal. BCC need the PRS, why on earth are you trying to destroy it? Where will the council house everyone? This is a stupid proposal, it will only create pure hatred between the PRS and BCC.	SL Landlord
853	Council should use existing powers.	Non-SL resident
854	Council should use police and powers they already have. Landlords have no power.	Non-SL resident
855	Stigmatising further, this area will no benefit it. Landlords do not have jurisdiction to enforce any laws, except to move to eviction. Licensing will not solve anti-social behaviour. The council, police, community groups and rehabs, should work together and target know problem, household and inhabitants. Council should put more owners on drinking establishments in area - less street drinking and anti-social behaviour outside bars.	SL resident
859	Identify problem landlords and confront them directly with the use of existing legislation ad enforce Operation Galaxy.	SL resident
860	The council have existing powers to target problem tenants/properties. Target specific rental properties (known as problems). Selected targeting introduce a 'fast track eviction service' with support from courts/lawyers. Stop conversions of houses to HMO, close rehab houses. Increase rubbish collections, including disposal f unwanted furniture etc. or large items on monthly basis. Re-open toilets, displacement PRS housing will reduce.	SL Landlord
861	More police.	SL resident
862	Rents will increase - mortgage companies will make more difficult to get mortgage. Most needy will miss out on housing as landlords maintain licence. Landlords cannot solve AS behaviour, drug & alcohol problems - need council, police and support groups to do this. Council could withdraw licences from pubs and bars with on street drinking, which is intimidation to others. Resources put into positive work in area, rather than placing all emphasis on private landlords, when HMO and ***** properties house most anti-social offenders.	SL Landlord
863	I consider that the Bournemouth Council has existing powers to rectify the issues they wish to overcome. Introducing yet another layer of regulation will ultimately increase rents and homelessness. Have the council considered other courses of action? i.e. direct targeting of problem properties. The council instigated the 'Blight of Boscombe' with rehab establishments. Until these are closed or closely requested, improvement is impossible.	Non SL Landlord

Case no.	Additional comments Household Survey	Respondent type
864	<p>See sheet - The council has had the authority to introduce selective licensing for the last 13 years. What evidence do they have that any increase in anti-social behaviour and crime or deterioration of social and economic conditions in the area during this time can be directly attributed to the private rented sector. In other words - why now? Much of the housing stock in this area has improved as many of the older houses and ex-hotels have been replaced by modern new build blocks of flats, many of which are lived in by owner occupiers, as well as tenants. The poor condition of some of the older properties is due to the council's planning department. Over the last 25-30 years, it has allowed many ex-hotels to be converted to one bed flats or bedsits, which have been sold on as leasehold individual units. Many of these flats no longer meet current building regulations, especially on sound proofing. Improving the condition of these units is likely to be very difficult as it will require the cooperation of all owners and the freeholder. There is a risk that the cost of house and contents insurance may increase. Insurance providers will see that the property is in the selective licensing area and assume there is a great risk, increasing the insurance premiums, for owners and tenants. Some of the owners of 'new flats' may be reluctant landlords. Having brought for owner occupation, when wishing to move, finding themselves in a negative equity - something that is facing home owners in all areas of Bournemouth - let the property, often without informing the mortgage provider. One of the conditions of selective licensing is the requirement to inform a mortgage company, which could result in serious problems for mortgages. Under current housing regulations, the council already has the authority to enforce all the conditions set out in 'Licensing Conditions', without the need to introduce selective licensing. What is the definition of a 'fit and proper person?' Without detailed knowledge about the cost of implementation of the scheme, it is impossible to answer the questions in that section. The area proposed, contains a very wide variety of housing stock, from bedsits to houses. There does not seem any logic to the selection of roads included in the selective licensing area. Overall, I believe selective licensing will have a negative affect on the proposed area. Many agencies and business providers, will either increase their charges or withdraw completely, when seeing that the area is a selective licensing area. There is a possibility it could have a negative effect on the holiday trade. Many visitors, perceiving that Boscombe is an area of deprivation, highlighted by selective licensing, may assume that Boscombe is an unsafe place to take a holiday. Therefore I ask that the council to reconsider the proposal to introduce selective licensing and use the existing powers under Housing Legislation, it already has to improve Boscombe. A Boscombe East resident of 40 years.</p>	SL resident
865	Selective Licensing will not change mind-set of those causing trouble.	SL resident
868	Anti-social behaviour - Introduce police on the streets, which is where the problems are. Not in properties. Stop alcohol being used on streets. The council have produced a fudged report. The landlord will pass on the increased rent to the tenant.	Non SL Landlord
869	There is much evidence over time and in other areas that the proportion of home ownership has a significant impact on the quality of life in an area. More should be done to encourage home ownership. There may also be a case of provide more public rented properties.	Non-SL resident
870	The council should use their existing powers - of which they have many.	Non-SL resident
872	I think that this is a pointless exercise. It will result in an increase in bureaucracy. There are carers and regulations already in place which can be utilised.	

Bournemouth Borough Council has a duty to take into account the impact of their decisions on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage / civil partnership, pregnancy, maternity, race, religion / belief and sexual orientation).

Do you believe that Selective Licensing would have any positive or negative impacts on any of these groups that the Council should be aware of? If so, are you able to provide any supporting evidence and suggest any ways in which the Council could reduce or remove any potential negative impact and increase any positive impact in relation to equalities?

Case no.	Equalities - Household survey	Respondent type
5	No chance and I do not agree that preferential treatment should be given to most of these groups in any case.	Resident
6	This can be a minefield of law suites for the council - be very careful.	Resident
7	Remove the drug and alcohol clinics from this area. Get ***** to clean up the area affected by his bad tenants. It is only a few bad landlords, yet you cast your net wide and catch the good ones as well.	Landlord / agent
9	I think it should go ahead with Selective Licensing. This could sort out the agents where they don't care who they let the property too. Also charge the agents a fee for not accessing tenants.	Resident
12	Bad accommodation and rent/bills that are too high are the basis of households problems that might lead to despair and criminality. It is important that landlords are controlled properly and stop renting horrid properties for insanely high rents.	Resident
16	Make the licensing register available at all times for public inspection. Support and encourage Neighbourhood Watch Schemes without invading individual privacy	Resident
18	Potential negative effect towards disability and vulnerable tenants.	Resident
20	Only rent rises.	Resident
28	Stop filling Boscombe with drug addicts.	Resident
30	Positive would prevent young mum and dads being forced in a slum accommodation.	Resident
37	Waste of time, when do councils listen to what the people want.	Resident
47	Yes all positive for all, as less anti-social and criminal activity, so everyone can live without fear.	Resident

Case no.	Equalities - Household survey	Respondent type
48	Landlords must be compelled to recover the licence fee cost over the five year period. If the tenant is asked to recover the fee in full in the first year. The tenant must be entitled to a five year tenancy agreement. Licence fee costs should be reflected separately on the tenants rent statement - with no mark up. Landlords and agents must not be able to use this scheme as a profit making opportunity. Admin fees should also not be allowed. Landlord fines must not be paid or recovered from tenant rent. Fines should be reflected on rent statement. Costs (licence) should be spread over the period of the licence (five years) i.e. £472 divided by 5= £94.40 or £7.86 per month. Should a tenant leave the property short of the full year, amount paid for the full year must be paid back to the tenant. The landlord can then recover the remainder from the next tenant. As the area chosen is the poorest areas in Bournemouth, it is discriminating and can be challenged in court of law. As scheme proposes to reduce crime, deprivation and anti social behaviours. All areas will benefit and therefore it is right that all areas should pay. I would prefer a scheme where the tenant pays the fee directly to the council. Change name to 'Tenants Rights Scheme'. The scheme as proposed suggests maintaining rights for tenants but managed by landlords and agent. Unemployed or disabled should not have to pay.	Resident
49	It will protect tenants but you will have to keep on top of it.	Resident
51	The only negative would be aimed at a bad landlord who does not care about his tenant or the conditions he makes them live in, he just wants his money. This licence scheme would force landlords to do the right thing. For tenants and residents, positive all the way.	Resident
66	I believe the whole scheme can only have a positive impact for all in rented accommodation.	Resident
67	Outrageous idea, once again putting pressure on the poor. These charges would be passed on to the tenants who are already paying far too much in deposits and rent. Yet another poor idea aimed at making money for yourselves.	Resident
71	Negative impact on people if they are honest working people that may have their rent increased if the landlord passes it on in their monthly rent. Positive if it improves the standard of rented accommodation. Negative as I'm not sure how it would help anti-social behaviour.	Resident
80	Not a negative impact. All positive for all residents.	Resident
85	Do not do this this is a good idea.	Resident
91	I fear unscrupulous landlords will price certain parts of society out of the area.	Resident
96	Is ***** above the law. He has banned fire extinguishers from his properties - the properties belong to the community. Reason his riff raff tenants employ them as weapons who encourage this scum to come to Bournemouth. In spite of it all we have arson here. Maybe council can place communal extinguishers in the street for us?	Resident
101	I am concerned that this survey is not accessible to people with EAL who make up a large proportion of residents in this area. Therefore your results may be unrepresentative. Opportunities for translated versions should be offered.	Resident
106	I have no real knowledge or experience of how such projected groups fare at the moment in the region or any issues they may have. I can not see how circumstances will be affected by responsible landlords who buy into this scheme with integrity, I guess however some may pass on the costs to residents or potentially discriminate against some of the identified groups - but I would assume that is already confirmed.	Resident

Case no.	Equalities - Household survey	Respondent type
107	Licensing should apply to all landlords in the UK. As time goes on and you will evict people under this scheme - you must see don't group those people together. Put them somewhere that is positive for them.	Resident
108	If landlords followed the guidelines, there should be no problems. The council should monitor accordingly - councils rules, so council must be responsible.	Resident
110	Positive impact on all who live and work in the area.	Resident
111	More visits are required to the areas in question. Far too many landlords and poorly maintained properties in Windsor Road and Spring Road, these areas are in a very poor state. This scheme has come far to late, many tenants do not care as they are on benefits.	Resident
113	Would have very positive impact on age, children may be stuck in the households that are not appropriate. Pregnancy - might find difficult to rent at all if additional requirements are considered for pregnant females. Landlords may not be willing to cope with increased compliance.	Landlord / agent
117	Improve areas, more attractive, better social mix, less trouble.	Resident
119	This scheme targets only landlords and tenants. What about companies who manage leases of buildings? We own our flat in leasehold and it takes ages to fix anything on exterior of re building or the common areas because our management company is so slow (very quick to collect maintenance fees though). Thank you 36 Westby Road N.Unsworth	Resident
122	Landlords - off properties should give home ID cards to 12 month and over tenants, who have signed documentation forms for residency.	Resident
128	I think licensing will create more problems between landlords and tenants, making more difficulties and expense for both parties but might help to reduce anti-social behaviour.	Resident
130	Think it would have a positive impact on Boscombe having the selective licensing, as there are so many rental properties in Boscombe offering cheap poor accommodation that is just let out to anyone. This makes it a centre for anti-social behaviour, drugs and crime which is having a terrible impact on the town. This has got a lot worse over the last 20 years.	Resident
134	Positive impact.	Resident
135	It will effect all.	Landlord / agent
136	None either way.	Resident
137	The proposed fees will almost certainly be passed on to the tenants via increased rents which will adversely affect all detrimentally.	Resident
139	Worried these charges will be put on rents to cover their fees and this must not be done as defeats the object and causes more poverty. Need to address homeless too, seen them using streets as a toilet, then the public walking past.	Resident
160	Race, age - I hope this selective license doesn't affect immigrants, poor white people (children/old aged).	Resident
164	There should be no protected characteristics we are all human.	Resident
168	Positive	Resident
181	A general enhancement of the area would benefit all groups permanently.	Resident
184	My biggest concern is who is expected to pay for this licence? The tenant will have this cost past onto them but already stretched housing associations.	Resident
188	I believe the impact will be positive as this will reduce the risks to vulnerable people to be abused.	Resident

Case no.	Equalities - Household survey	Respondent type
190	Yes, I believe if you have a 'selective' licensed area in Boscombe, you further enhance the notorious reputation of Boscombe. You need to include the 'whole area' including the wealthy and more affluent areas. You need to make it difficult for landlords to rent out bedsits and poor levels of accommodation by charging 'high licensing fees'. You need to invest the money in the local area for us residents e.g. new library and new football stadium.	Resident
195	Worry that landlords will pass on costs of improvements to tenants.	Resident
196	Stop rent increases.	Resident
197	Positive for families with kids in area.	Resident
198	Drug addicts and prostitutes should be removed from the area and put in special rehab camps.	Resident
199	Drug addicts and prostitutes should be removed from the area and put in special rehab camps.	Landlord / agent
200	Positive, so don't be worried, just try to make the changes as effective as possible.	Resident
202	Anything that causes additional stress on hassle for landlords will have a negative impact on tenants, reduce rental housing stock and ultimately cause homelessness.	Resident
203	I think the benefits of the scheme can apply to people from all walks of life. I would envisage vulnerable people benefiting the most from the protection the licence conditions would provide.	Resident
207	Positive to clean up the area and type of tenants in the area.	Resident
212	Increase positive impact by issuing fines or criminal fines to bad anti-social behaviour tenants and estate agents. It has to work for everyone and not to one group of people.	Resident
213	Selective licensing will have positive impact to both landlords and tenants to improve healthy living conditions.	Resident
217	People with mental health issues cause problems in bedsits and apartment blocks. They could be monitored more successfully if housed in designated blocks or houses of multiple occupancy.	Resident
221	Not just an impact on poor people, hopefully this will improve their lives and not encourage further penalties on those that have mental health issues etc.	Resident
223	No possible impact.	Landlord / agent
227	My personal view is that any future licensing for this area would create more bureaucracy, which we have in excess already. Further more criminal behaviour and below standards for landlords is a policing matter and not to gain finances in this light! Landlords have to follow, already agreed hours which should suffice. The modern day demands the elderly to become confined by email, computer, satellite and mobiles that gain every access to their lives. A good healthy progressive. Licensing mentioned will only add to more clerical workloads, we have sufficient at present. Agreements spell out standards, informative notices and personal visits to allay any discrepancy. I do not believe another ID or licence card/paper will change anything! We are in a free society guided by laws, long established workable and sound. To conclude, I thank you and your teams for the interest shown and allowing my views.	
236	No	Resident

Case no.	Equalities - Household survey	Respondent type
242	Thank you for providing the 'selective licensing' questionnaire. I've got a few points to make. My properties are already in the HMO registration scheme. If you're going to set up another layer of bureaucracy, you need to know what's wrong with the existing HMO system. We need one or more public meetings, so that interested parties can submit better proposals. A voluntary scheme such as the BAHA (used by hoteliers) is better than a compulsory scheme. Would it help your team if I had an informal chat with yourselves and offered some improved ideas?	Landlord / agent
245	Will have a negative impact because fees will be passed to tenants via rent - should not be implemented.	Resident
254	I think it is an excellent idea. In principle, if there is a commercial housing arrangement, the council has the right to ensure it provides a framework for safe, reliable, good quality housing in a safe environment.	Resident
260	I see a positive impact if the landlords are made more accountable for the choosing of the tenants, who have criminal tendencies.	Resident
264	I think it can only be a positive impact to all concerned. Except people who refuse to live by the law and respect where they live or let property. (tenants, landlord or management).	Resident
266	I am not qualified to say.	Resident
267	All genders, race etc. should be treated the same, with no preferential treatment to any particular group, race, gender.	Resident
273	I feel it would be positive. It would ensure everyone is provided with good quality accommodation, live in an area with limited crime and make everyone feel safer and more equal. It might even attract more businesses to Boscombe Shopping Centre.	Resident
283	I don't see a problem.	Resident
285	General extra possible costs for people over retirement age.	Resident
288	Some impact on the quality of living in the areas.	Resident
291	TVA -applicant could challenge being refused by a landlord based on EA 2010.	Resident
294	Cannot see that any of the proposals would have a negative reaction on any of the above people with protected characteristics.	Resident
295	Positive impact.	Resident
297	I'm not sure, as it's such a complex issue and I don't necessarily understand it all, but I think the scheme will at least protect those of us who are living in rented housing.	Resident
300	I don't see how these licensing areas will prevent drug addicts/drunks from discarding their empty bottles, needles and other rubbish into gardens as well as shouting and swearing etc.	Resident
302	It may assist the council but not the tenants - the whole concept is political.	Resident
316	I think that landlords should not be allowed to pass on the costs to tenants and the max of rent prices should be capped for size/condition of the property.	Resident
317	No, it may well help all who need rental properties to expect a better standard.	Resident
328	My landlord is very opinionated and is unable to accept I have a low income. He questions why I don't connect to broadband and why I have not immediately reported a fault but doesn't wish to deal with a fault when reported within a reasonable time frame.	Resident

Case no.	Equalities - Household survey	Respondent type
332	I assume it will affect everybody for good or bad.	Resident
334	I feel that the areas could do with more affordable housing. I believe that the schemes of licensing will boost the communities. Also there should be accommodation for homeless and vulnerable people. So everyone has a home to live in.	Resident
342	Will be positive - make landlords more responsible. If a landlord takes no action against unruly tenants or a property in a poor state of repair, they should be prosecuted.	Resident
346	I can't see why it should if any thing it will provide a more positive environment for equality.	Resident
350	Regular checks on accommodation and a phone line to contact if people have any issues or complaints. Liaise with police to monitor crime better in certain areas. Secure better more empty properties.	Resident
355	Positive impact - looking after people's interests	Resident
356	Protection - "individuals" checked - photo identity e.g. reduce terrorists, reduce excessive multiple occupancy, reduce fraud. All "paperwork" standardised - tenancy agreements, rent book log, maintenance log / property with clear completion deadlines for landlords to work to per issue type.	Resident
357	Walk in shower cubicles that are wheelchair friendly fitted in all new built premises for rental & grants for proper landlords to change in ground floor flats.	Resident
359	Positive. The council should pay more attention to complaints from tenants with regards to the properties living laws and when they are continuously broken by other tenants. Even when complaints are explained to the landlord they/he takes no action whatsoever. Not even a warning letter. The same goes for property maintenance. After being informed of work/jobs that need doing, no action is taken at all.	Resident
360	Likely to increase rent in this under privileged area of Bournemouth, making it harder for these people to fund accommodation leading to more homeless people in the area.	Landlord / agent
361	Don't know	Resident
363	See letter attached - We have lived in Victoria Road for one and half years and have never had any trouble with anti-social behaviour. We do not feel that we will see any benefit from this proposal. Bournemouth Centre has a much higher crime rate then Springbourne and the Bournemouth Central in not included. We should not be penalised for buying a home in this area. Having better properties will not change tenants behaviour. Furthermore, most private landlords do not allow benefits as they want respectful people in their privately owned homes, as they do not want damage to the properties. The letting agents who you say will not have to pay new fees are the ones that accept benefits and do not take of the home provided. Private landlords, care more about their properties than the agencies do. ***** owns many properties in the area which are in a very bad state, it would be very unfair to let agencies like this get away with not paying the new fees. If this new fee comes into force, then landlords will have to increase rents and this will in turn, make tenants standard of living worse. People on benefits will be ok, as their rent is covered by the government but working people will be worse of and this is not fair.	Resident
364	To be tough regarding drug traffic. Less places of business selling alcohol.	Resident
370	No	Resident

Case no.	Equalities - Household survey	Respondent type
372	I would just like to make the point that his was not sent to landlords who do not live in the area so you will be unable to gather a fair reflection of landlords thoughts anyway. I consider this skewing the figures in favour of the scheme and very questionable practice. This will have a negative impact on both home owners & landlords who have /provide a good standard of accommodation as it will discourage people to live in the area & decrease house prices, bringing in more deprivation. An assessment of accommodation could be made & this only apply to those failing the assessment to make it a little fairer also rolling out to a larger area if any at all as targets a small region unfairly.	Resident
378	No, I believe that even though its the councils intention to help these groups under this scheme. It will leave a negative impact as people within these groups, found to be living within this license areas will be assumed to be a certain way/type casted. The worry would be who slips through the scheme as landlords will work it to their own benefit. No real change.	Resident
380	No I feel this is a positive step forward.	Resident
382	Would landlords be more reluctant to have vulnerable tenants, unemployed, mentally ill, refugees for fear of upsetting neighbours and receiving complaints?	Resident
384	Big impact on the younger generation who will be trying to move out of home and will face higher rental costs.	Resident
386	Yes. Selective licensing would be of a positive effect. Many people walk around drinking beer etc. and leave empty in the road. I pick up about 3 or 4 a day and put in the rubbish.	Resident
389	My landlord refuses to deal with anti social respondents who have been harassing me & bullying me for a year! I have plug sockets & light switches hanging off the wall and a smoke alarm that does not work!	Resident
393	I am 60 years of age and currently reside in bedsit accommodation. Because of the relatively low cost rental, some tenants can be described as demonstrating challenging behaviour. Your selective licensing scheme should help to eradicate this type of individual by holding landlords accountable.	Resident
394	Should not apply to holiday lettings.	
396	Council has a duty to protect tenants from landlords who abuse the power they hold over the tenant!	Resident
398	Should be non-discriminatory. Except with this area being used for rehabilitation of drug/alcohol abusers, such citizens need to be housed & supervised with care.	Resident
399	Not really because these people mostly have an attitude, they turn nice houses into slums, you see outside their houses old mattresses rubbish old sofas they don't care, they don't own the house so they don't care and we home owners have unfortunately to live near them.	Resident
400	I think it's not necessary.	Resident
403	It would greatly improve the look of the selective area, if street cleaning and removal of weeds from gutters were to be on a regular basis thus giving the whole area a more cared and looked after appearance. Also there is a lot of parking on the pavements which can be dangerous, especially for pedestrians!!	Resident
404	Won't make a difference.	Resident

Case no.	Equalities - Household survey	Respondent type
405	I do not see why the proposed scheme would have a negative impact on people in the listed categories. my concern is that there are quite a few genuinely disadvantaged people in the area e.g. those who rely on the rehab centres. These people need support, and have the right to decent housing which I hope the new scheme would provide. However, I would not wish to see them simply shunted elsewhere.	Resident
406	It is an incredibly big undertaking with a lot to consider. But should prove positive after all the considerations take effect.	Resident
410	This is a young, urban area within an old, rural county and so subject to constant discrimination on age grounds. This is also good old fashioned class war, which is discriminatory against Catholics and Muslims.	Resident
411	No effect	Resident
413	None	Resident
419	I believe this will impact. Landlords will pass on the charges to tenants who do not have the funds to pay more due to their protected characteristics limiting their income.	Resident
423	Negative - will not encourage bad landlords to come forward or change. Rents are already too low against property prices, we pay enough fees for regulations already. HMO existing register is good enough, why not pursue this more vigorously?	Resident
433	Negative impact all round as the unscrupulous landlords will up the rents and not pay the licence fee and you have to go after them for that as well. Just get a co-ordinated business running to use the parts, you have to close down the bad properties or get them in good order. It's not rocket science don't be lazy, take people to court if they don't comply.	Resident
434	No	Resident
441	Would need a lot more information. At the moment from this information it seems a waste of time & just a paperwork exercise!	Resident
443	Council could improve the area by addressing the causes of deterioration in our suburb & high street. We need to concentrate on bringing families into our areas and offering a friendly environment. This can be achieved by encouraging property owners/landlords through incentives to modernise housing. We need planning officers to be more sympathetic to planning applications that offer new build accommodations or conversions that offer the requirements. One the proposals don't go far enough to make any differences. Two landlords will pass the costs to tenants. Three please continue arrangements for a self contained studio of 250 square ft, a self contained flat of 650 square feet. What policy charge, if any, on the studio?	Resident
446	I am not convinced that such a scheme will impact on the issues raised. Notably if, as is possible, (many) landlords do not live in the area.	
451	Positive movement irrespective of race, age, gender, religion etc. this should apply to everyone.	Resident
453	Many problems with vandalism, poverty and drugs in our area. Many properties are run down and in need of repair.	Resident
456	No	Resident
458	No impact	Resident
461	No I don't believe it will have any impact on them.	Resident
466	No	Landlord / agent

Case no.	Equalities - Household survey	Respondent type
467	These proposals if implemented will have a negative impact on all ethnic groups listed. It will reduce the amount, range and price of housing available for rent - I hope the council has plenty of emergency accommodation available to meet the demands of those people made homeless by these proposals.	Resident
468	This can only help those who need it and expose landlords that need to be controlled for those living in run down housing.	Resident
473	Negative impacts	
475	We are very concerned that residents with mental health and/or learning disabilities currently living in the designated area may be unfairly discriminated against by the proposed 'Selective Licensing' scheme.	Landlord / agent
478	No further suggestions	Resident
488	None	Resident
489	Too many houses being used as student flats & not enough for normal residents and give us back our quiet residential area with less traffic.	Resident
494	Just see this as money grabbing on easy targets. Target ***** and other poor landlords not the good landlords who will have to sign up to your scheme.	Resident
495	Not sure in which way there would be impact.	Resident
500	I feel it would have a positive impact on the majority and improve our local community.	Resident
501	Yes it will impact single parent families and single males disproportionately and also females.	Resident
502	Monitoring/licensing may assist in providing proper facilities & care in the district for those that need assistance in order to remain in the community safely.	Resident
504	None	Resident
505	I am not sure	Resident
518	This can only be a good scheme.	Resident
524	Yes positive	Resident
525	No special impact in my view	Resident
531	No	Resident
539	I do not believe such scheme would have positive impacts. Ensuring 'fitness' of landlords and tenants should be tackled by government & laws. Charging landlords would only create higher rentals for tenants. There are property management fees which should tackle this. Should you introduce such scheme then I would look for full public disclosure of money collected and spend and what 'improvements' they produced.	Resident
542	It could cause problems if landlords pass these fees down to their tenants in rents. As someone on benefits & looking for cheaper accommodation I'm stuck in a flat I can't afford as everything cheaper looks disgusting!	Resident
544	All for the better	Landlord / agent
545	It is obvious that the registration fee will be passed on to the tenants when the rent charges are assessed by the landlords. Those on housing benefits will receive the increased rent via the council.	
546	No	Resident

Case no.	Equalities - Household survey	Respondent type
550	If the scheme actually did work (unlikely) then it would only be positive, as presumably part of being a 'fit and proper person' to be a selected landlord you would have to demonstrate being compliant with equalities & diversity.	Resident
551	You should reinstate full housing benefit to compensate for rent rises due to licence fees.	Resident
552	Although I support the idea of selective licensing, I would worry that vulnerable people would have less access to rented properties. Also rents might be increased.	Resident
559	Possibly help to tenants who have to deal with unscrupulous landlords?	Resident
561	I'm hoping it would help those of us in need of suitable and affordable council accommodation to meet my husbands disabilities. I've worked in Bournemouth and Poole but because we have not lived here 3 years we are bottom of the list. I worked in these areas before moving, I'm UK born as well.	Resident
562	No impact	Resident
563	No	Resident
565	No none at all	Resident
570	People on benefits as may reduce leasing availability or better accommodation more sought after.	Resident
577	There is a need for more local authority support to landlords to remove tenants that are anti social!	Resident
586	I think will be negative, if you want to tackle the crime, anti social behaviour, drugs, prostitution, you need policy on the streets, not cut work for the people who work hard like the policeman and then turn around and change and say it's the landlords fault. Doesn't work like that, the area needs to have police presence. To stop all proposals that you put forward. Don't blame the landlords, they have no power on that.	Landlord / agent
594	Possibility of landlords putting up rent to accommodate extra charges?	Resident
595	It is going to have a positive impact.	Resident
597	None	Resident
601	None I can think of	Resident
603	None	Resident
620	I would suggest that tenants who have a disability or are vulnerable would benefit from moving into housing association properties which are generally kept to a good standard but also there is help on hand. Known scrupulous landlords should either be unable to rent out properties or if applying for the licence that their properties are inspected or monitored. Likewise tenants who fail to look after a decent property should be evicted or fined.	Resident
621	No	Resident
622	No opinion	Resident
625	No equality issues of note.	Resident
630	N/A at this stage	Resident
635	I would believe it would as it can lead to discrimination and increase in rent as there could be less properties available to rent and the costs would increase.	Resident

Case no.	Equalities - Household survey	Respondent type
640	More disabled properties would be a bonus. Improve all of the rundown properties and make a positive impact on areas.	Resident
642	The licensing scheme will adversely affect all disadvantaged minorities because anyone living happily in a decent flat or house, paying a reasonable rent to a fair landlord, will end up paying more rent if their landlord has to pay out for a licence. Disadvantaged groups struggle to get decent accommodation and find it harder to move if rents become too high.	Resident
647	Not to ask about people's sex lives would be a good start!	Resident
648	Ensuring that property prices remain affordable in the area by trying to avoid that landlords hike up rent costs because of the scheme's fees. Ensure additional support continued additional support to the most vulnerable (those with disabilities, low income, single parents etc.)	Resident
652	Landlords will look for easy tenants to avoid falling foul of any more council imposed regulations.	Resident
660	Positive	Resident
661	It will have a negative impact on all of the above groups due to increasing costs when people in this area are struggling enough due to low wages & high cost of housing.	Resident
663	Negative	Resident
666	The scheme might impact on the cost for housing i.e. rents might go up and therefore there will be reduction in lowest cost accommodation for the poorest in the community and most vulnerable in the community.	Resident
669	Tenancy management may be positive for these groups - promote non-discriminatory practice.	Resident
676	Negative effects on all of the above by damaging the market for sale and rental of property.	Resident
678	Bad landlords must be controlled. Failure should mean compulsory purchase of the property and given to responsible landlords.	Resident
681	I think selective licensing would have a negative impact on those: new to the area & unaware of the scheme, new to the UK & have limited language skills On low incomes as won't be able to pursue any claims or feel they can.	Resident
683	If can't get references for newly arrived people there may be an increase in homelessness/overcrowding of new (and possibly) vulnerable people arriving in the UK.	Resident
684	Genuine equality should prevail and not over compensation in attempt to make it appear equal.	Resident
690	I don't understand why this scheme would affect any one group more than another. I would say no impact.	Landlord / agent
691	As long as decisions are fair and aim to uphold the purposes of the proposal I see no negative effect on any specific groups of people.	Resident
692	None apart from the obvious ways in which well being of people would be improved by decent safe and properly maintained accommodation.	Resident
693	Don't like this idea -sorry. Some landlords are too rich and greedy. It will just be another avenue to make more money from the poor.	Resident
697	I believe this scheme will have a very negative affect on the value of my property. As stated before, this is only one of two flat blocks out of many in Knyveton Road, that are included in this scheme.	Resident

Case no.	Equalities - Household survey	Respondent type
698	No impact. Could do anything about it. As I said Boscombe and the surrounding areas have improved a lot. You don't see drugs on the streets, like you used to and the prostitution also seems to have disappeared - thankfully. The only way you could further improve the area, is more police but with cut backs - I know that's difficult. Immigration into the area - though it has been too high. Has overall had a positive impact i.e. more families.	Resident
699	I don't think so.	Resident
700	This scheme can only benefit all concerned.	Resident
701	People in same-sex relationships or transgender people would feel safe with less anti-social behaviour and feel less likely to be attacked for who they are. I also feel that there needs to be frequent police patrols on an evening to make it even safer.	Resident
702	The only impact I can think of is the potential raising of housing prices, could make it much more difficult to find a suitable accommodation for people of lower income or disabled people as they may be simply unable to afford properties.	Resident
703	I cannot imagine how it would or could be a factor.	Resident
705	I don't believe that selective licensing would or should have any impact on a specific group, as listed above.	Resident
708	Feel the scheme should benefit all concerned.	Resident
711	The cost of the licence will be passed on to the tenant in the form of a rent increase. The old or disabled may not be able to afford.	Resident
714	No impact - positive or negative.	Resident
725	I just hope the council takes better control of the landlords, as they can be very abusive or even kind of thieves, not returning deposits and giving you minimum effort to house you well, even though they charge a lot for simple conditions.	Resident
727	All people should meet the same high standards and as an area, we will be seen for our excellence. No group should have different conditions or punishments.	Resident
730	Lower you licence fee please.	Resident
738	I do think age has a negative impact on help received by the council, in relation to this, especially for young single men, this is negative for all young people.	Resident
739	This is a good idea and a great way of getting landlords to take responsibility of property.	
744	Can't see any problems.	Resident
747	Licensing would probably reduce housing supply for disabled and increase rents. The council leader has clearly stated he wants to close HMO's.	Resident
749	No idea.	Resident
750	I believe there would be negative impact to some of the above groups, therefore by not introducing the scheme their interests/impact upon them would be removed.	Resident
751	The big negative that this would have, is that rentals will significantly go up as landlords will transfer the cost to tenants, which is not right, considering the shortage of cheaper council housing in the area - it's not fair.	Resident
752	I have no idea as to figures for ethnic minority tenants that could be adversely affected by loss of tenancy as a result of selective licensing coming into force. I assume this will be calibrated and offset measures planned if necessary?	Resident

Case no.	Equalities - Household survey	Respondent type
757	No	Resident
758	Positive	Resident
759	No	Resident
767	Hopefully the relevant authorities can deal with any of the problems arising from Q31 as the Equalities Act 2010 dictates in English law.	Resident
776	There area good reliable landlords and tenants who abide by proper tenancy agreements and who follow the law, including regular gas checks etc. I do not feel that these people should have to pay twice. You need to tackle the rogue landlords and it is their properties, which need to be targeted. In the past, ***** was considered to be such a landlord. Properties that are currently well managed by companies, such as house/Wren etc. should not have to comply with the council - they have good systems set in place. A blanket charge on properties will not work.	Landlord / agent
778	To the extent that any of the above categories make a person 'vulnerable' these groups are at risk of negative impacts from this proposal. To lose you home is a very 'negative impact'. Particularly at night, will be there with drug and alcohol problems and mental and physical health problems.	Landlord / agent
781	Should benefit all, which may be a bigger improvement for some who are currently discriminated against.	Resident
783	The scheme becomes another form of taxation. Increasing costs, will effect the local economy. Added regulations creates further complexity. The EU is an example of this effect. More taxes and more disposable income. The challenge remains at the council to be creative, efficient and improve itself continuously to tackle the issues in the community.	Landlord / agent
785	Some vulnerable people will not have computers to be able to view the online full consultation document and the full list of risks in appendix E, will not be fully informed, hence they will complete the form without understanding what they are signing/completing. The same applies to elderly people or anyone without a computer - cannot be right.	Resident
786	No negative impact - just positive.	Resident
790	This proposal will achieve nothing. It will not improve the lives of people in the private rented sector but has the possibility of adding to their problems.	Resident
798	I do not agree with this scheme.	Resident
810	I understand that selective licensing will affect everyone, I agree it may be positive and negative. I just hope you will deal with this matter fairly and people from those groups will not suffer and are tenants as well. I would like to add - most of the flats in this area are not suitable for living because of damp and they are still rented. So improving the condition of the flats will be very positive, plus health aspects to children, disabled, pregnant women or elderly people.	Resident
814	Mentally ill people will find it difficult to have their homes inspected. People with learning problems also. Homelessness will result from this legislation, as many flats are overcrowded or tenants on the breadline.	Resident
815	The council would be keeping the above people to do their duty in improving the standards of living, hygiene, community pride, health by discouraging poor standards.	Landlord / agent
817	I believe that labelling an area as selective licensing would not be a positive move. Therefor I could support total licensing of the Bournemouth and Poole Districts. I still believe rent would rise. I am not confident the council could police landlords effected.	Resident

Case no.	Equalities - Household survey	Respondent type
820	Boscombe is very overcrowded and I am concerned that the new complex opposite Corpus Christi School will house a number of extra people. The Doctors Surgery (Shelley Manor) now has 12 Doctors.	Resident
824	It will make it harder for tenants to get a property and harder for landlords.	Resident
825	Unfortunately, prejudice is down to an individual. Education is vital. However, if a tenant takes on a lease/property under certain conditions i.e. no children, as not suitable and noise not fair to other neighbours, then becomes pregnant, their original circumstances have changed. Landlord should not be blamed if refuses lease extension.	Landlord / agent

Case no.	Equalities - Open Survey	Respondent type
<i>Note: This question was not included in the e-panel survey hence the smaller number of responses</i>		
511	the only people it would negatively impact upon are those linked to criminality or poor behaviour- tough!	Business / Organisation
517	Negative: Unless those renting out a room are excluded many people who rent out a room to manage to cope to live on the meagre income they have from being disabled will be hit in the pocket again and harmed.	SL Landlord
520	Positive	Non-SL resident
521	No	Non SL Landlord
525	How can the Council expect landlords to be responsible for the behaviour of their tenants without discriminating against people they may consider to be more likely to cause problems?	Non SL Landlord
526	No significant equalities impact expected	SL Landlord
531	No	Non SL Landlord
532	If landlords are given more direct accountability for anti-social behaviour, potential those more "difficult" tenants may find obtaining accommodation harder under the licence proposed. Tenants with good, strong references are going to favoured increasingly.	Non SL Landlord
536	No.	SL resident
541	Positive impacts potentially on raising the living standards of people who may be disadvantaged due to ill health or circumstance	SL resident
542	No idea, but hope all groups will be treated equally!	Non SL Landlord
546	No to the above. I just believe that if this comes into effect it will be positive in regulating landlords. What it should not be able to do is increase rents. My flat is less than 50square metres and I pay £640 a month for it. I pay over £100 a month council tax. Then I pay around £500 in food and bills. I am a professional earning 30000 a year, my partner also a professional earns 23000 a year and we can barely save due. . We are lucky that we will eventually leave the rental sector - many people will not and these are the people that need to be looked out for by the council through regulation of the price and quality of rentals in the area. I would also like to add that letting agents in the area could do with regulation. We pay £100 every 6 months to renew our tenancy (which literally involves signing a price of paper)	Non-SL resident
549	It must surely have a positive impact for everyone, except the landlords, and the only negative impact for them would be that they make a bit less money, but they're rich anyway, so it doesn't actually matter.	SL resident

Case no.	Equalities - Open Survey	Respondent type
550	Positive. If any of the groups are victims of anti social behaviour, the licence conditions could help enforce positive changes. Tenants would hopefully consider the consequences of any anti social behaviour as it may result in them being evicted, or cause problems for them when trying to rent in future. I have 2 teenage daughters (13 & 15) and within the last week we have had an attempted rape and an attempted murder (stabbing) within close proximity to our home, and within the 'walk to school' route. In addition, daily anti social behaviour is evident in the local area as a whole. It is very worrying as a parent that your daughter is safe when away from home.	SL resident
552	this should not effect on anyone mengtioned in the above list. But how will this effecgt the vast number of "homeless" and beggars on the streets.	SL resident
553	No	SL Landlord
554	It should have no impact at all, positive or negative. If a person is LGBT, disabled, pregnant, religious or an immigrant it should make no difference whatsoever to selective licensing.	SL resident
556	In some places I believe it would have a positive impact. But again it would have a negative impact for me, who has a good landlord and I live in a good property as the landlord would push the cost of these fees onto our rent and it would increase. Not fair at all just because I live in the selected area.	SL resident
558	No impact	SL resident
559	No	Non SL Landlord
562	Negative, the charges will be placed on them by landlords.	Non-SL resident
563	reduce the cost and cover all of Bournemouth Selective in this area may reduce property prices, the costs for annual maintenance on a well maintained block in excess of 1200 plus other costs most small landlords make little profit There is a strong potential some landlords / agents will raise rents to cover additional expenditure	SL Landlord
566	No	SL resident
570	reduce the amount of rehab properties	SL resident
574	The scheme will cause rents to rise in the area for people who are already disadvantaged. This will cause higher crime and anti-social behaviour the exact things that are trying to be stopped. The cost will just be passed onto the tenants from the landlords. I think this whole scheme should be scrapped.	SL Landlord
578	Overall I believe that Selective Licensing would be beneficial for the targetted area. I am unable to provide supporting evidence or suggest alternatives to the scheme but it does appear to have merit. Landlords forced to improve poor accommodation may decide to exclude certain groups from renting their property or pass on those increases to their tenant. The standard of some accommodation can sometimes be in part because the tenant is unable to maintain their home so landlords are reluctant to make improvements.	SL resident
579	no	Non SL Landlord
580	Yes, level wheelchair access, disabled car parking on drive or road, DDA bathroom adaptations ofr elder people, or disabled people, adequate lighting	SL resident
582	No effect on an individual group, people that live in homes come in all shapes, colours and creeds, and all risk being made homeless if this policy removes the ability of landlords to rent properties to them. The licensing fee will go on the tenants costs making it even more difficult for them. Combined with other tax changes etc substantial numbers of landlords will sell their properties and there will be even less available housing stock to rent so high rents will rise even higher and the criteria to be accepted as a tenant will increase and PEOPLE WILL BE MADE HOMELESS as a result.	SL Landlord

Case no.	Equalities - Open Survey	Respondent type
583	I would like to think that scheme will provide improved equality of living for everyone.	Non-SL resident
590	Negative, as the demographics of the areas you are proposing are those that are protected under the Equality Act 2010 and any additional costs to landlords in these areas may well be passed onto the tenants in these areas, ultimately resulting in these occupants being charged more than those in less deprived areas, which could be seen as discrimination.	SL Landlord
592	MAY improve housing for some of the most vulnerable local people	Business / Organisation
593	Not sure	SL resident
596	Landlords would be reluctant to take families receiving benefits or who have had historical tenancy breakdowns or antisocial behaviour. Deposits and rent would increase to cover the costs of the license therefore having limited impact on irresponsible landlords. Tenants that identify problems within properties become undesirable tenants meaning they do not report concerns in fear of being evicted.	Business / Organisation
599	The majority of these people are going to be subject to an increase in their living costs as payment of the scheme costs will be passed on to tenants who include a larger percentage of low earners.	Non-SL resident
600	Possibly gender as single parent families (mostly with a female parent) are more likely on a low income and therefore renting low quality housing. Therefore it's important the regulations don't encourage evictions and significant rent increases as mentioned earlier. These families can't manage an increase to their expenditure as it is impossible to live in Bournemouth independent of benefits on one earned income and benefits won't increase alongside rent increases, again as mentioned earlier.	Non-SL resident
604	what a ridiculous question - why on earth should it have the slightest impact whatsoever - who makes top this politically correct twaddle ?	SL Landlord
605	Overall this is going to be negative to all - tenants and landlords and owners. Business are going to suffer and the area is going to be deprived and abandoned and will be filled with social housing community. This is the council's aim and it will end up that the police will be called in always due to the above. The Council is short of money and this is a great plan to get more money and take control of things that are working harmoniously. If you find the irresponsible landlords then force this upon them and not penalise the rest of the responsible landlords. Social housing tenants are the biggest problems and these are increasing due to integration of more social housing into areas which were balanced previously. You have not provided enough evidence as to your proposal and it lack a lot of integrity, benefits and more so - this will increase stress on landlords which will have an impact on the existing NHS - suicide rates will increase. How will you cope with this. Every proposal will be monitored and evidence are being collected to provide the parliament with the outcome - This is a new level of power abuse by the local Council to impose on every human in their area. Thank you	SL resident
607	Future higher rents for tenants.	SL Landlord
608	I believe it would positively impact vulnerable tenants including those with learning disabilities, mental health issues and the elderly. There is potential for them to be taken advantage of and hopefully the scheme will reduce this likelihood.	Non SL Landlord

Case no.	Equalities - Open Survey	Respondent type
612	It is always a positive move forward improving an area and accommodation within that area. It is a positive step forward to recognise bad landlords and make changes for the better. It is a negative step forward charging everyone because of the few - and where everyone is put in the same category be they good or bad. Negative move when these charges will just end up being added to rents charged and the poor tenant will be forced to pay and not the landlord who will do nothing as it will not have impact on them. Negative that large landlords be given a huge discount while smaller landlords charged the higher rate. Provide questionnaires to all tenants to complete about their accommodation and invite their input with photo's and then go after the bad landlords who do not make improvements and get them to pay - in full - and fine them if they do not comply. Protect the tenant from the landlord. Negative just putting this in place in such a small area and not rolling it out throughout the whole of Bournemouth, Poole and Christchurch. Are the council to charge themselves for all the student accommodation on offer and if so, how large a discount will they offer themselves ?	Business / Organisation
613	Stop wasting public money on things that are not required.	SL resident
614	I believe the council needs changing. Instead of coming up with these crazy schemes they need to focus on reducing over spend and wasting our money on useless things like Licensing.	SL resident
618	No impact at all	SL Landlord
622	I do not believe the act would have a negative impact on any ' groups ' Too many people bleating on about inequality.	SL resident
626	No idea	
629	What relevance does this question have to the questionable objectives of the ideas?	Non SL Landlord
631	This should not be just for our area everyone one should have to, it like you are picking on the Boscombe area. We have always had good tenants and will always vet them before renting our flat, so why should I pay for this.	SL Landlord
632	Negative impact, this "band aid" distracts from the root causes of deprivation, which cannot be solved with a tidy neat one off scheme like this	SL resident
634	The terms of shorthold tenancies, the need for robust referencing etc are all things I use an agent for, so I believe I am compliant and will easily obtain a license, the cost of which will slightly increase my rents. However, I do not like to be penalised for rogue and bad landlords who do not run their properties as I do. I know from experience that I cannot take certain people due to the need for positive referencing, income levels etc and these may well be those more vulnerable. The area within the zone may well improve and I would welcome that as it will increase the value of my property and the rental income. However, there will still be a need to house those more vulnerable, eg those out of work, single mothers etc. I expect the council waiting lists will become much longer or homelessness will worsen. I would also like to think that every single property is inspected so that the system is fair and transparent and that properties which do not meet requirements will be forced to improve quickly. There will also have to be robust procedures for identifying landlords who are "off the radar" and re-housing tenants displaced or replaced.	SL Landlord
641	I DO NOT THINK IT WILL HAVE ANY IMPACT ON ANY OF THE PEOPLE WHO CAUSE THE PROBLEMS, ALL THAT IT MAY DO IS CREATE MORE HOMELESS PEOPLE WHO YOU HAVE TO HELP., I DO NOT KNOW WHAT THE ANSWER IS, PERHAPS INSPECTION OF THE HMOS MIGHT RESULT IN SOMETHING BEING ABLE TO BE DONE TO HELP THE MOST VULNERABLE IN OUR SOCIETY.	SL Landlord

Case no.	Equalities - Open Survey	Respondent type
643	It will impact all tenants when the rents are put up to cover the costs of the licensing, the landlords will of course pass this on. Those already with help from housing benefit will be unable to afford their homes and be put out on the streets. In the end this will end up costing the council, therefore the council tax payers in the area, more money in the long term.	Business / Organisation
646	Negative effects	SL Landlord
650	no	Business / Organisation
653	Negative impact	SL resident
660	As I believe the cost will be passed on to the tenants then this will affect younger people saving for their own homes, immigrants and refugees who understandably have no homes of their own and have to rent. It may also affect the disabled and other groups that may be on low incomes. It is a poorly thought through scheme which actually will only work for the larger landlords that can pass on or absorb the fee. A better suggestion would be to consider those landlords that have the problems and bring in a selective licensing fee for them until the issues are solved ie 3 years without trouble. Then all would have to take responsibility for sorting the issues.	Non SL Landlord
667	I don't understand how Selective Licensing would impact these groups positively. How would making a Landlord pay a Licence Fee stop race hatred, or any other type of discrimination. I must be missing the point. This is surely down to an individual's personality and characteristic - whether he is a good and fair person, rather than whether he has to abide by a list of regulations regarding property maintenance and pay a Licence Fee.	Non SL Landlord
668	There are a greater number of migrants in the Boscombe area and this will affect them substantially when rents increase - without any compensation whatsoever, for them. Most of them are good, hardworking, honourable people. The problem will be unfairly shouldered by them, whilst those on Benefits will no doubt just have their allowances increased or become more of a problem as their situation declines and life becomes more difficult.	SL Landlord
671	no	SL resident
678	Only positive as better living conditions, hopefully lower crime	SL resident
679	Empirical evidence suggests that landlords who are now having to do the work of Border Control by checking right to reside status are already discriminating against non British nationals as they do not have time to chase up the paperwork - it is easier to rent to someone who can produce a British passport. Any additional costs or admin burdens on landlords will inevitably lead them to take the easiest option when considering tenants - thus possibly excluding anyone on benefits, anyone not in full-time salaried employment, anyone who does not have at least two references and a character reference, anyone with a pet, anyone who 'looks like' they might be anti social, anyone who seems a bit different.... The only way that the council will avoid this sort of discrimination will be to support and encourage landlords in the PRS not to constantly find ways to penalise them.	Non SL Landlord
680	Positive: The council, *****. Negative: All the landlords that look after their properties already. Get the slum landlords (*****) to sort their game out, rather than everyone else pay for their shortcomings.	SL Landlord
682	Often people on benefits come from minority and other marginalised groups. These proposals will effect these groups disproportionately compared to other communities and groups in our community.	SL Landlord
683	Your staff struggle to take phone calls. You waste millions of our money on surf reefs and pointless cycle lanes. And now you want to licence property under the heading it will solve antisocial behaviour issues. I personally don't think Bournemouth council know what they're doing.	SL Landlord

Case no.	Equalities - Open Survey	Respondent type
689	I dont believe the agreement should have anything to do with the characteristics in the Equality act, but based on facts, if the area has issues as mentioned before they should be included.	SL resident
697	If you are born in a country you should live within their laws and respect their traditions and other inhabitants. If you have selected to live in a country you should live within their laws and respect their traditions and the lives of the existing inhabitants. This applies whatever sex, colour etc. a person is.	SL resident
700	I believe that selective licensing will impact the above groups of people in a positive way.	SL resident
704	The scheme could make it harder for vulnerable people to be able to secure affordable accommodation in the area, especially for people who have had addiction problems, mental health problems or learning difficulties. So it will be important to ensure that these groups are catered for. Whilst many people hate ***** and are aware of the history, they do provide for a market that cant afford to go elsewhere. If that dries up the street homeless problem which is already growing will become even worse.	Non-SL resident
705	No, I do not believe there would be a positive or negative impact of any of those groups, purely because of their characteristics. But if someone is protected under the Equality Act 2010 and they are a landlord with a single property, then I feel they would be negatively impacted on.	SL resident
712	Better quality supported housing and services for addicts throughout the whole city (not just near Boscombe) You will make housing more expensive for all of these groups if you increase licencing and demands on landlords and HMO's.	Non SL Landlord
715	no	
721	Negative impact , not the correct way to go about this	Non SL Landlord
722	YES NEGATIVE	SL Landlord
723	It is likely to make landlords try to find tenants who are less likely to be likely to cause Anti Social Behaviour and offer shorter AST's. Also they will evict tenants as soon as they cause any problems.	SL Landlord
724	I cannot think of anything relevant	SL resident
726	I just don't consider it a good idea at all. It will damage property prices and create unaffordable housing.	SL resident
728	It would have the same negative impact as for the general population but possibly more so , if there is a higher proportion of these groups living in the proposed Selective Licensing area.	SL Landlord
732	Politically correct nonsense!!	Non SL Landlord
739	It should of occurred sooner damage already done it needs to happen quickly	SL resident
742	Many older people who rent property as part of their pension, will find this an unnecessary burden, and it will add stress along with associated illness to them as they age.	Non SL Landlord
747	YES, people with disability are generally have lower income, this scheme impacts on tenants the most, people who can not get a mortgage!	
750	As previously stated - you have not defined what you are prepared to be held accountable for in terms of delivering resultrs, without this our fee is just a tax, not funding positive change. Existing landlords will rent properties to councils outside the area for way more money to cover this fee. - you will then have less homes available, less control of tenant behavior and even more people to house, school, plolice etc All in all a really bad idea	Non-SL resident

Case no.	Equalities - Open Survey	Respondent type
767	<p>I have stated my opposition to the scheme at meetings about it I have attended and in comments earlier in the questionnaire. However, I can see no benefits to such a scheme because the council has not fulfilled its obligations in the past and it seems to be targetting the most vulnerable sections of our local society in the poorest and most deprived area of the town (look at the council's own reports on deprivation, crime, poverty etc. published alongside this costly futile consultation). The fee for to landlords joining this useless endeavour will be passed on to already deprived tenants thus causing further deprivation. What sense does that make? To finish off with a few quotes from philosopher of the past. Aristotle - " You can judge a nation by the way it treats its most vulnerable citizens." . From Samuel Johnson, Boswell: Life of Johnson - "A decent provision for the poor is the true test of civilization." "A nation's greatness is measured by how it treats its weakest members." ~ Mahatma Ghandi. How does Bournemouth Borough Council wish to be judged?</p>	SL Landlord
774	<p>If applied to the whole Borough, I'm sure raising the standards of housing and dealing with the issues of poverty and building community-based involvement would have a positive impact. The very selective nature of this proposal does little to combat the issues it seeks to address. The legislation already exists to tackle most of the negative the scheme seeks to deal with. Properly funded services are required, visible community policing and less of a reliance on the private sector for housing solutions are also important. The Council need a housing strategy.</p>	SL resident
777	<p>The simple fact that even an accusation of Anti-Social behaviour will likely lead to a tenant's eviction because it is the best way for a Landlord to satisfy the relevant conditions to retain their licence, means that an accusation motivated by prejudice against any of the above groups will negatively impact them. Equally, many of these groups rely on local formal and informal networks to provide aide and support. Should a tenant "with protected characteristics" be evicted because their Landlord knows that is the only way to guarantee that they will not lose their license in the event of Anti-Social behaviour they will have to move away from their support networks, something that can only have a negative impact.</p>	Non SL Landlord
778	<p>I believe the council are looking in the wrong direction. The majority of properties in the highlighted areas are well managed and landlords cannot be held account for all the crime in the area. HMO's are not being as well checked or managed,dispute the fact that this also carries a fee. The council have failed to provide enough policing even though our council taxes should cover it. I am against this scheme and believe this will cause great hardship to the area. The above groups will all be affected by the council trying to impose this against the public's wishes.</p>	SL Landlord
779	<p>I believe that some tenants of the above categories would not contact the council to complain even if the property was licensed. therefore no improvements would be made.</p>	SL Landlord

Case no.	Equalities - Open Survey	Respondent type
780	If licensing reduces accommodation in an affordable area then the young, single mothers and others on limited incomes would be negatively affected, albeit as an unintended consequence. These groups are not likely to be able to afford to buy and may have to live in other areas leaving friends and support groups. The areas being proposed will contain many properties that are at the more affordable end of the spectrum. introduction of such a scheme will create a negative image of the area, reducing demand (landlords are not likely to choose to buy in that area, creating less buoyant growth in values for those owning in the area and with some mortgage lender hesitant to lend on property in such areas.	Non-SL resident
791	The proposals should not affect any women's refuge or mother/baby places of safety.	Non-SL resident
792	It could help to get rid of the drug dealing and prostitution that is blighting the area. Could help to get rid of some illegal immigrants that are hiding there.	Non-SL resident
796	I think you need to be careful that this scheme does not produce a level of intolerance against potentially any of the above, either by landlords, landlords agents, letting agents or other tenants as a result of tightening up their rules made possible by this scheme.	Non-SL resident
797	These people are bound to say they are subject to discrimination. However I appreciate that the council are trying to improve these areas. Shelter are absolutely over whelmed. You should be able to send people back to the area where they came.	Non SL Landlord
798	Negative impact.	SL Landlord
801	Cannot see how this scheme could be of any use. Yes there is a problem but this is not the way to confront it.	Non SL Landlord
803	Get the police to do their job and get rid of drug rehabs - lots of problems would be solved.	Non-SL resident
805	This scheme should be helpful to the standard of living of all groups of society	SL resident
806	This idea will make everyone who lives in he selective area, these are the ones who are creating the anti-social behaviour. This stupid idea must be stopped.	SL Landlord
807	These proposals will improve housing stock of Bournemouth. Poor landlords will relocate there investments. This happened in Paddington/Nottinghill in 1960's.	SL Landlord
808	It's about time, thank you to the council for considering this scheme. Needs closer work with police - police should be more.	Non-SL resident
809	Nobody, except council finances, will benefit from this proposal, if implemented.	Non SL Landlord
810	The money spent registering means, increased rents for those with low incomes and less money available to rented properties.	Non-SL resident
811	Negative impact. People with mental health issues, learning disabilities will not understand having their homes inspected - gender/sexual orientation may feel snooped upon. Council could reduce this negative impact by not introducing selective licensing. Not all problems are housing related and this will add to stress for tenants.	SL Landlord
815	Creating any 'ghetto style' dividing line will marginalise people. Money expectations of landlords will be passed on to tenants. It is not clear where secured tenancies fit in.	Non-SL resident
817	I don't like selective licensing on any group.	SL Landlord

Case no.	Equalities - Open Survey	Respondent type
818	The positive diversity with the area will definitely be reduced as landlords can not let the coloured tenants and different groups that require more investigation. Property prices will fall within the area.	SL resident
819	Any licensing will inevitably impact on one or more of the above, due to landlords being forced to cover themselves in case of further problems.	Non-SL resident
823	None	SL Landlord
826	Yes I do.	SL resident
827	It could make it easier for neighbours and landlords to use anti-social behaviours, as an excuse to bully/force out tenants.	SL resident
829	Landlords will not want to rent to anyone who does not conform or is a different gender, or race, group etc.	Business / Organisation
831	I believe that licensing will have negative effect on any number of the above, as there will be large groups/ethnicities etc. who will be unable to be housed privately in the area and there is not enough council accommodation in Bournemouth to house them. Private landlords should be encouraged, not charged more and expected to do the work of council, police and social services.	SL resident
833	Everybody will benefit, including those tenants covered by those new regulations.	Non-SL resident
838	No negative impacts.	Non-SL resident
840	On some migrants or people of Afro/Caribbean or African landlords may be more hesitant to rent to this group, on fear of not being paid rent and possibly those who don't look clean.	SL resident
845	No	Non-SL resident
850	Positive impact.	
855	The most vulnerable, may not find accommodation in the area, as landlords may see them as too risky and want to maintain their license, so not providing them with housing, which will impact on council resources.	SL resident
857	Yes	Non-SL resident
858	Anyone who does not fit the mould or who has any issues will be discriminated against, as landlords will not take them as tenants.	Business / Organisation
862	Negative - landlords will want to maintain licence and so will not house anyone who does not tick boxes easily and so many will fall through the net.	SL Landlord
864	My personal details are not required for my opinions on this proposal.	SL resident
865	The low paid will not be able to pay increased rents. £500/5 year = I have to earn £150 a year to pay this increase! Why?	SL resident
867	I don't think this area (Boscombe Manor) needs licensing - all it well and peaceful.	
868	The negative effect will be Bournemouth Borough Council who depend on L-Lorrl working against them and not with them. The council need properties like never before and must work L-Lorrl, not against. London Councils over worked with A.seekers, refugees etc. Plus impact on schooling would be a disaster, trend carefully, this could all come back to bit you.	Non SL Landlord
869	It could be that the impact of selective licensing in this area, will be negative on those not covered by the Equality Act, who 'suffer' disadvantage that is not a 'protected characteristic'.	Non-SL resident
870	Rents will increase which will put a lot of stress on tenants and their families.	Non-SL resident

Appendix B: Written and email representations

A number of representations were made by letter or by email. The full (anonymised) content of these representations can be found below. A summary of these can be found in Section 8 of the main report

Letters



HOUSE OF COMMONS
LONDON SW1A 0AA

Kelly Ansell
Head of Housing and Community Enforcement
Bournemouth Borough Council
Town Hall
Bourne Avenue
Bournemouth
BH2 6DY

6 February 2017

Our Ref: TE6411

A handwritten signature in blue ink that reads "Tobias Ellwood".

Re: Proposals for Selective Licensing in Boscombe

I am writing in relation to the current consultation being held on proposals for selective licensing in Boscombe, which I read with interest.

Having liaised with your team extensively over many years about housing issues in Boscombe, I am pleased to see these more concrete plans to tackle the issue of housing more directly in this area now being formally discussed.

Whilst I have some reservations over the initial costs landlords will incur in order to be registered with the scheme, renewable every 5 years, I also believe that it is important that landlords in the area are directly accountable for the quality of the housing that they provide. Given the problems that Boscombe has historically experienced in this regard, I therefore believe that the requirement to be licensed, and the subsequent regular inspections to retain this license, are a necessary intervention in order to monitor and improve the housing stock in the Boscombe area.

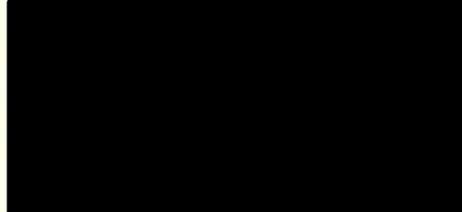
I appreciate that this will put a higher administrative burden on housing teams, but believe that the long-term gains that can be made in having both a full overview of the quality of housing stock and of the quality of landlords in the area, and the possible positive impact on health care, crime and anti-social behaviour levels, makes these steps necessary.



I support these proposals and will be interested to hear the outcome of the consultation and to see whether these plans are eventually able to be actioned.

I hope this information is useful for you and should you have any further queries, please do not hesitate to get in touch.

Yours sincerely,



Consultation Team
Corporate Team
Bournemouth Borough Council
Town Hall
Bournemouth
BH2 6DY

23 April 2017

Dear Madam,

Re: Licensing scheme for landlords renting in designated area

Thank you for your letter.

The scheme is at odds with the principle that a private property owner should have freedom to rent his/her property without unnecessary intervention from the state. As the scheme is not universal it will not be long before the area is labelled as an officially undesirable area to buy or rent property in. This could have a negative impact on property values and the public perception of the area which will damage a noticeable improvement.

In respect of Hamilton Road, Boscombe there are number of properties that have been recently redeveloped and the people that live in the road seem to be well-mannered decent people most of whom appear to work for a living. There are one or two properties that offer rooms to rent which externally look to be in a poor state but I do not know the situation internally. In general though the properties in the road appear to be in a good state of repair and condition. People In rented accommodation move for all sorts of reasons not just being dissatisfied with the landlord.

This country needs less nanny-state not more!

Yours faithfully,

Anonymous

Kelly Ansell
Head of Housing & Community Enforcement
Town Hall
St Stephens Road
Bournemouth
BH2 6LL

Dear Sir/Madam,

Re: Selective Licensing in Boscombe East

Having read and reviewed the Consultation Document Summary together with going to a "drop in" session we have the following comments to make :-

We object to The Breeze, 4 Owls Road being included within the designated area for the following reasons :-

1. It is only 1 of 2 properties included in a road of 13 other properties.
2. We understand the criteria upon which this designated area was based on was on criteria and statistics at the time of the last National Census. At that time the Breeze block did not exist. It being a new modern development of flats built in 2011. Other properties in Owls Road are principally of a much older variety and fall outside the designated area.
3. It was built on the site of a Hotel and if any crimes/misdemeanours happened on this site it is now irrelevant.
4. We wonder why numbers 2 & 4 only within Owls Road have been selected. Number 4 being a new block of flats are either resident owners or Landlord occupied.
5. A definitive line suggests that properties adjacent to or the other side of the road outside of the designated area are safer and occupied by more respectable people. Clearly this is rubbish.
6. We feel that being within this designated area will devalue our property.
7. Whilst we welcome this initiative to improve the rental market and reduce crime, to encompass such an ill-defined area is not the right thing to do. It would be better to be more specific on property type. One has only to walk around the area to see properties that are not well maintained. To be more specific these are older, terraced, semi-detached in areas that are clearly run down. These areas could be individually highlighted within the greater area currently designated without encompassing such vast area. It would be more appropriate and a lot of people like ourselves would be supportive of it. We feel that a larger area has been designated than needs to be just to generate more revenue and for that reason only

Yours sincerely,

Dear Sirs

Selective Licencing Proposals

Having read the Consultation Document Summary, I have a number of comments to make on what appears to be an entirely unnecessary exercise on behalf of the Council.

I have been dealing as an agent with properties let in the Boscombe area since 1964. Initially there were two buildings of multiple occupation in Westby Road and Sea Road, Boscombe. Those were redeveloped in the late 1960s.

Since 1949 another landlord company I deal with had 4 three bedroom semi-detached properties in Southcote Road. These are now a block of 8 self-contained one bedroom flats that were erected in 1977.

I have the following points to make:

1. The scheme won't work. The existing powers held by Bournemouth Council and the Police are not enforced. If enforced, those powers would solve the whole problem.
2. The new powers won't work either. The legislation specifically precludes any money raised by such a scheme being used for enforcement. Without enforcement, nothing will improve.
3. The scheme really does nothing other than provide employment to a small number of Council employees. The unnecessary fees that will have to be raised will cover their expenses only and provide no benefits for anyone other than those few employees.
4. The scheme could well reduce existing housing stock for local residents. I am sure this is not one of the intended consequences but it will be one of the effects. Landlords will be encouraged to use their properties for holiday lets which are outside the scope of the scheme. Alternatively they may decide to take tenants from other local authorities which will, again, place them outside the scope of the scheme. Research shows London boroughs are actively housing their residents outside their own areas and are paying premium rents to achieve their intentions. The effect of this, if implemented by local landlords, would be to raise the rents of our existing tenants as well.
5. The policy is stated to be cost neutral. That will not be the case. Dealing with the problems will impose costs on other areas of the local council's budget and this does not seem to have been taken into account in this matter.
6. Landlords cannot enter their tenants' properties without their consent. Under existing legislation, they also cannot be made responsible for their anti-social behaviour.

7. The anti-social behaviour encountered over these many years over the properties with which I deal have all been caused by drug addicts, alcohol related incidents and rough sleepers. None of the perpetrators of the problems have been tenants of the Landlords concerned.

8. I am sure tenants will be concerned when they realise the implications of the scheme. Not only are their rents likely to rise but also as the area has been designated as one with anti-social behaviour, the cost of car insurance, home insurance, etc, will rise as insurers use a postcode lottery when setting premiums. They will also encounter more difficulty when they request credit as they come from an undesirable area.

9. There is no suggestion as how the scheme is to be measured. The last scheme that was run in Boscombe was not measured and no one knows whether it was successful, unsuccessful or a complete debacle. How is this proposed scheme going to be measured?

10. The scheme is contrary to the Councils own existing policy. A number of institutions or places of accommodation have been set up in the area to rehouse anti-social persons.

Why is the Council encouraging anti-social behaviour on the one hand and then suggesting that they should be taking efforts against it on the other hand?

11. Landlords have a responsibility to house tenants. They do not have a responsibility to deal with their mental health, drug addictions and alcohol abuse problems. Help is needed by those tenants to deal with, and prevent, their problems. This scheme has no positive effect on those problems.

The help needed to be provided is not a Private Landlords' necessity only but a Public Sector tenants' problem as well. Such help is not being currently given. Adding a further bad policy won't help any of the tenants in the Boscombe area.

As you will see, I do not think that anything positive will come from the proposals.

Enforcement of the existing legislation would improve matters immediately. Can not the Council and the Police use those powers to deal with the whole problem?

Yours faithfully

Selective Licensing Proposal for Boscombe East, Boscombe
West, East Cliff & Springbourne (Dorset)

I do not agree with the blanket approach within the Selective Licensing Area. Bournemouth Borough Council should target the roads where crime is known, properties not up to standard, over occupied, migrants residing and, all well known to the Council.

Selective Licensing should not include Hamilton Close on the following ground :-

In 1981/3 twenty-four terraced houses were built in Hamilton Close, Boscombe, (in blocks of four} having been erected on the site of a former convent. Hamilton Close is unique having its own leafy green area and, stone block paving (the only stone block pavement as far as I am aware in the Borough of Bournemouth).

There are fifteen terraced properties consisting of 1/2/3 bedroom houses belonging to the Borough of Bournemouth in Hamilton Close. The tenants living in these properties are, in the main, of long standing (over 21 years) and very unlikely to purchase same.

The remaining nine terraced properties (6 two bedroom and three, 3 bedroom) were sold under the "Right to Buy" scheme and, have been in private ownership for over 21 years being successors in title. Selective Licensing is not warranted for nine private houses.

Hamilton Close is not run down or known as a crime area. I am concerned about creeping officiousness of Bournemouth Borough Council implementing other rules on the back of Selective Licensing, i.e., charge a family member for living in the property without the owner residing, imposing unnecessary rules thus preventing owners from letting their property.

Bournemouth Borough Council already have powers of enforcement to ensure landlords keep their properties in good condition, ensure no multiple occupancy without selective licensing and, question the Council's motives apart from obtaining more power and further revenue.

According to :

STATUTORY INSTRUMENTS 2006 No.370

HOUSING. ENGLAND

The Selective Licensing of houses (Specified Exemption) Order 2006 Part 3 of the Housing Act 2004 it states: EXCEMPT TENANCIES OR LICENCES FOR THE PURPOSE OF PART 3 OF THE HOUSING ACT 2004

2-(1) A tenancy or licence of a housedescriptions-

(a) (b) a tenancy or licence(i) (ii) (iii) (iv) (e);

{c} a tenancy or licence of a house or a dwelling managed or controlled by –

(i) A LOCAL AUTHORITY;

{ii} a police authority Police Act 1996 (a);

(iii) the Metropolitan Police Authority Police Act 1996;

(iv) a fire and rescue authority Act 2004 (b); or

(v) a health service body Act 1990 (c);

(d) a tenancy o licence of - . (i) ... (ii) ... students (d);

(e) a tenancy of a house or a dwelling where –

(i) THE FULL TERM OF THE TENANCY IS MORE THAN 21 YEARS

(ii) the leaseterm; and

(iii) THE HOUSE IS OCCUPIED BY A PERSON TO WHOM THE TENANCY WAS GRANTED OR HIS SUCCESSORS IN TITLE OR ANY MEMBER OF SUCH PERSON'S FAMILY - (HOME OWNERS}

Just to mention Hamilton Close has Band 'A' for one bedroom terraced properties, no Band 'B' and Band 'C' for both two bedroom/three bedroom terraced houses who pay the same amount of council tax - can this be right? As far as I am aware the valuation of properties are still linked to valuations set out in 1990.

30th March 2017

c.c. Dept. for Communities & local Government private sector property

PS: I would be grateful for your kind response

18-2-2017

Dear Sir

We wish to object to the terms of the inclusion of Kings Courtyard in 30-32 Knyveton Rd in the Selective Licensing Area.

We are apartments of very high quality in an attractive area we have a Residential Care Home and a new facility for elderly Patients coming from Bournemouth Hospital, we do think that putting Patients in this area of deprivation would NOT be in the interest of Bournemouth Hospital.

We do support your introduction of the scheme but strongly request that you move the boundary to the North of us, as none of the rest of Knyveton Rd are included.

Kings Courtyard does not even conform to your deprivation measure and we cannot see how you came to this conclusion.

When I emailed Cllr Filer he thought it was a mistake, for the information that he had received he understood that Kings Courtyard would **not be included** (*although as yet no decision has yet been made with the designated area*) but we do **not agree with that as how we see it. It has been.**

So we would be grateful for your support on this.

Yours Sincerely

Consultation Team,
Corporate Communications,
Bournemouth Borough Council,
Town Hall,
Bournemouth, BH2 6DY

14th February 2017

Dear Sir,

**Selective Licensing Proposal for Boscombe East, Boscombe West and East Cliff and Springbourne:
response to consultation**

We wish to object in the strongest of terms to the Inclusion of Kings Courtyard, 30 – 32 Knyveton Rd in the proposed Selective Licensing Area of Boscombe East, Boscombe West and East Cliff and Springbourne.

Kings Courtyard is a high quality development of apartments, situated in an attractive area of apartment blocks, residential care homes and quality hotels.

We fully support the introduction of the scheme and the resulting social benefits but strongly request that the southern boundary be moved from Knyveton Rd to Spencer Road to the north.

The current boundary is anomalous and by a quirk of Central Government LSOA mapping is included in the deprived area of Springbourne to the north rather than the non deprived area of East Cliff to the south (ie running from Knyveton Rd to the sea). It is an outlying 'peninsula' and if it were more sensibly included in the normal area to the west, south and east into which it abuts, there would be no statistical grounds for inclusion in the proposed Selective Licensing Area.

More specifically, Kings Courtyard does not in any event conform to the deprivation measures for the East Cliff and Springbourne area (as defined in the consultation document):

- There has been no ASB reported relating to the property. Typically, it is only around 30% rented, and then, accommodation of a high / premium quality with rental levels reflecting this.
- There is no multiple deprivation. Occupants are predominantly healthy, middle income professionals in full employment or retired.
- There is a low to nil incidence of empty properties at any one time. There is currently a relatively buoyant resale market for properties in the development, whether for owner occupation or rental to tenants.

If Kings Courtyard is subject to Selective Licensing, this will stigmatise the development and adversely affect property values and saleability. The risk assessment in the consultation document states that there is a low risk of lenders not lending in such an area, but sets out no mitigation. We believe the risk is higher, given the current climate of strict lending criteria applied by mortgage lenders and the fact that the major part of the development is owner occupied. Also, the 30% of owners who rent out their properties will be subject to unnecessary cost and inconvenience but will realise no benefit.

We reiterate our strong objection and request that the Selective Licensing boundary be moved to Spencer Rd to the North.

Yours faithfully,

Name
Address

Boscombe Selective Licensing Consultation Response

Dear Sir,

Please note my comments set out below.

I have a good 3 bedroom house in Windham Road which is let through a reputable agent. It has two bathrooms, three bedrooms and a garden and is in excellent order throughout. My tenants have a shorthold tenancy agreement for 1 year and have been fully referenced which means they are employed and have no CSJs etc against them. The property has all the necessary certificates. I inspect my property every 4 months. I intend to continue to select my tenants as carefully as possible using an agent. Therefore I have no personal concerns about gaining a license and tend to agree to the proposal because if the area improves and the reputation improves then I will find it easier to find good tenants and can charge more rent accordingly. Any costs arising from licensing I will pass to tenants. I do agree that bad landlords should be prevented from operating. This should include bad social housing/partnership landlords.

With a wider perspective I do question how far this has been thought out and would like to raise the following points.

If landlords use a reputable letting agent then due diligence has been followed so should these landlords need a license? The workload and costs to the council could be considerable reduced if agent let properties were excluded. Why not draw up a list of acceptable local agents and landlords who use them would just pay a nominal fee to be included on the license list?

ALL properties In the zone which are let MUST be inspected before the license is granted, no exceptions, none must slip through the net by self reporting or certifying.

Why are the existing powers e.g. Environmental health department/fire department etc not being used effectively and how will this scheme improve matters?

If the property or tenants are deemed unsuitable what will happen next? Where will the tenants go if they are unsuitable and who will house them?

Can a landlord evict tenants when a license is refused or tenants cause problems, if so how will the council support landlords and tenants?

How will the council track landlords who do not register and continue to operate 'under the radar'.?

Where will the vulnerable tenants, single mothers, unemployed and DHSS benefit recipients be housed if everyone has to be fully referenced?

I hope my comments are helpful.

I attended the Selective Licensing 12-04-17
Proposal meeting on 9th March and like
every other landlord or agent who attended this
meeting we were more than disgraced that no
person from Forthworth Borough Council was present.
This gave the impression that Forthworth Borough
Council has no time whatsoever for landlords
who provide a high degree of accommodation for
workers in the Town, this set a bad tone for
the meeting, but it's what you tend to expect.

The feeling of the people attending was that the Scheme
was an income generating proposal to employ a
few "jobs worth" and the end result would be
nothing

The feeling of the people attending also thought that
both the Police and Forthworth Borough Council
did or would do nothing themselves to prevent
Anti Social Behaviour, the yardstick used to
create the area for Selective Licensing.

I have attended one or two Forthworth Landlord
Forum Meetings and when Anti: Social Behaviour
was discussed I said I was very annoyed to
see drinking in the streets and the Police
doing nothing about it
I mentioned that in Glasgow the Strathclyde
Police had completely stopped street drinking and

I could supply the Council and Police the contact number of a senior Police officer in Strathclyde Police who would be happy to advise Forneworth Police on setting up a policy that works which took them more than two years to get right.

I gave the name of the officer to write his phone number who said yes the officer would be contacted, six or seven months plus later I phoned the officer to find out what contact had been made — guess what? none.!

In the last two days I was surprised to see quite a few cars clamped in the streets of Glasgow something that I have never seen before, parking is very difficult because the high volume of street parking, now it appears quite a high percentage of the cars on the roads are not taxed!

What a good move, you should carry out this exercise on a monthly basis. This is a good example of what the Council should be doing. Street litter, we are the filthiest country in Europe, you should be cleaning the streets and coming down heavy on the perpetrators.

Yes there are one or two bad landlords in the area and the Council know who they are and they have the legislation to deal with them, so get on with it and not create yet another layer of bureaucracy with all its attendant costs which is a typical government response to any problem.

I think after reading this you will get the message.

Consultation Team
Corporate Communications
Bournemouth Borough Council
Town Hall
Bournemouth
BH2 6DY

17th April 2017

Dear Madam/Sir

Objection to Selective Licensing

I am writing this objection on behalf of myself as a resident of Bournemouth, Council Tax payer and Landlord but most of all **on behalf of tenants** in the Bournemouth area.

The proposal to introduce selective licensing will be detrimental to ALL the residents of Bournemouth. It will increase rents, increase homelessness and increase the cost to council tax payers. It will definitely not be cost neutral to the council. These are my objections:

I find flaws in the evidence presented by the council as reasons to introduce selective licensing:

- The data on anti-social behavior does not relate to housing
- The council has failed to present any measure of success of introducing selective licensing
- The evaluation gives no table of objectives
- There are no clear objectives or measureable outcomes.

BCC has many existing powers to deal with anti-social behaviour:

- Criminal behaviour orders
- Crime prevention injunctions
- Interim management orders
- Empty dwelling management orders
- Improvement notices
- Statutory guidance issued by the Home Office
- Etc.etc

Why are they not being used? What progress has the council made over the last 5 years?

'Private Landlords are not responsible for the anti-social behaviour of their tenants'. This was published in a House of Commons briefing paper in February 2017. Landlords do not have any powers to resolve these problems, we can only enforce a contract and this is only for issues inside our property. We do not have training, experience or equipment to deal with violence, mental health issues or drug dependency. If the council with all their powers have not been successful then how can we?

Landlords will respond to allegations of anti-social behaviour by ending the tenancy in order to maintain their license. Complaints made by anyone with a grudge against a tenant will be responded to by issuing a section 21. Totally innocent tenants will have to find a new home and will most likely become BCC's problem.

If licensing goes ahead it can only result in an increase in rents and other costs to the tenant as the landlord passes costs on. Costs include:

- Cost of the license passed on to the tenant
- Increased building insurance costs passed on to the tenant
- Increased costs in time and management passed on to the tenant
- Increased mortgage costs passed on to the tenant
- Increased contents insurance costs to the tenants
- Increased car insurance costs to the tenants
- Increased rent arrears and possible eviction

I strongly dispute that this scheme will be a cost neutral. There will be massive extra costs to the council and to the taxpayer as homelessness increases:

- more section 21's will be issued (due to both anti-social behaviour and rent arrears due to increased rent)
- landlords will be looking to protect their income in any way they can. They will be more likely to house tenants from London who give a better return (double). Bournemouth residents will be pushed out & homes available for rent will be more scarce.

With insufficient evidence and justification for this scheme, if the council goes ahead, it will be introduced contrary to legislation. Ultimately, landlords will seek to be reimbursed for their license fees, along with interest and compensation. The council will need to set aside funds for this similar to that paid out for PPI and the West Bromwich Mortgage Company who similarly breached their powers.

BCC will alienate private landlords and co-operation will plummet. The truth is that BCC NEEDS private landlords as it cannot house all its residents without them. Why would it want to break down a working relationship with private landlords?

All conclusion, this proposal is **not cost neutral** and will be detrimental to ALL the people of Bournemouth and I request that Selective Licensing is not introduced.

Yours Sincerely,

Dear Sir, Madam

Subject: Objection to introduction of selective licensing

I have been a tenant in Dorset for many years. I have a young family & security, certainty and safety of tenancy occupation are crucial for myself & my family.

Having read the various reports offered by Bournemouth District council. I feel it necessary to write this letter & feedback my strongest possible objection to the introduction of this scheme in my county.

There are multiple risks which are deeply worrying and concerning;

1. Increase in rent

Such increase in costs that the council adds to landlords for selective licensing is most likely to be passed to myself & other tenants, resulting in increase in rents. This would add significant worry to myself or tenants with-in the bounds of the proposed selective licensing area.

2. Random and un justified eviction orders issued

The risk of un welcome & possibly totally false neighbourly complaints over anti-social behaviour, may result in landlords without consideration, authority or power simply issuing eviction notices on innocent tenants. This would be a disaster & significant concern to tenants.

Furthermore, anti-social behaviour may not only occur in the house, but also away from house. Such selective licensing policy does not allow the landlord to control or influence such behaviour and gives further likelihood of mis identification of individuals and simply eviction notices being issued – in correctly and un necessarily

3. Rogue landlords

You are additionally targeting rogue landlords, who poorly maintain their properties. Today, to my knowledge East Dorset County Council does not have ANY list of landlords for the private tenant's market. No evidence is provided to explain how this would improve conditions. I am very concerned that once a rogue landlord – always a rogue landlord! They will work around such schemes and “encourage” their tenants to remain silent over housing conditions & not raise awareness to local council representatives.

4. Financial Justification

Additionally, may I further pass observation as a council tax payer of Dorset. I would like to see the detailed financial model that cost justifies the success of this scheme. I have not found or read ANY QUANTIFIED METRICS for this scheme. How can any reasonable council tax paying person be asked to comment on a scheme, that will require the council spending money, without any financial metrics in place that justifies such a scheme.

5. Rogue tenants

Rogue tenants once identified by landlords, will simply be evicted and passed on to other landlords - NOT in any way solving the core problem. This I feel sure will simply move the problem tenant to other areas, thereby NOT meeting the desired outcome as stated by the council.

In summary, I recognise this scheme as one that will raise money for the council – BUT from tenants who are already severely strapped for cash.

The scheme is a poorly detailed, poorly thought through scheme and I am totally in objection to this. I urge Bournemouth District Council to cancel any intention to introduce such a scheme.

Yours faithfully,

Objections to Selective Licensing (SL) proposal

Though I don't doubt that the decision has in effect already been made the proposal to introduce SL for certain areas of Bournemouth housing is a clear example of management by bureaucracy and will have a negative impact on the availability of good value, low cost housing.

Provided in outline below are some of the major points of objection:

Correlation vs Causation

Links between private sector housing and anti-social behaviour (ASB), crime and deprivation - there may be correlation but it is not the cause. There is no evidence presented which has been rigorously tested to prove a causal link.

Links between housing benefit recipients (HBR) and ASB, crime and deprivation – in this case there could indeed be causation. HBR have no stake in behaving well as they will be supported by government and non-government agencies.

Small-scale private property owners have entered the housing market providing flexible housing options to those excluded from more formal channels e.g. housing marketed through agencies (private or public) with prohibitively high up-front fees or access criteria.

Property owners responsibility for ASB, Crime and Deprivation

How can property owners be blamed for their tenant's behaviour? You might just as well blame their local MP or council members. Indeed this scheme could be seen to have the purpose of shifting the focus of attention away from the council or government's ability to deal with ASB, crime and deprivation and lay it at the doorstep (quite literally) of property owners.

Difficulty of evicting anti-social or problematic tenants.

If housing and tenancy legislation gave a fair balance to both tenant and property owner (the latter of which it is currently biased against) then property owners would have the ability to evict bad tenants without a long and potentially costly process where the tenant can be months in arrears and continue their detrimental behaviour with impunity.

This would be much more effective in 'clearing' the area of undesirable tenants (though these will in theory simply be displaced into other areas).

Restrictions on housing supply through schemes such as SL and growth in single unit housing demand will lead to :

Property owners able to neglect properties as less choice available for low income tenants.

And difficulties for good tenants to find good housing which is not helped by public sector intervention raising market rental rates by subsidising social housing at elevated cost.

Evidence from the implementation of SL schemes shows that they are difficult or ineffective and have a neutral or negative impact on housing availability.

However enabling a wide and expanding flexibility of housing options increases the supply and therefore competition in the market. Small-scale property owners will always prefer good tenants over bad and will therefore keep properties in good order and at the right price to attract them.

The only time property owners will accept bad tenants is when they are being paid a premium to house them with a guarantee of payment (e.g. housing benefit recipients) or with the intention of running the property down and then demolishing a number of adjoining properties to be redeveloped and sold-off into higher cost housing schemes – a practice which is already evident in the strategy of one large social-housing landlord in the area.

Little evidence from other areas of the country that SL works.

Evidence from the implementation of SL schemes shows that they are difficult or ineffective in their implementation and have a neutral or negative impact on housing availability

In some areas, there has been an increasing rationalisation of the sector with more properties being managed by agents. Although this makes the licensing process for authorities easier, because it means that they have fewer individual property owners to deal with, it has not always led to improvements in management standards. Ref 1.

In addition the revenue raised has not been enough to cover the costs of administration.

Target large property owners and agencies (who manage properties on behalf of 'absent landlords') for property maintenance issues.

The large scale property investment model focuses on the asset value over time and a small income stream to cover running costs. Providing good quality, low cost housing is not its primary concern and assets will be divested of as necessary.

The scale of fees proposed for SL demonstrates that it is biased in favour of large-scale housing providers who are very often the ones who allow their properties to deteriorate and/or let them to disruptive/defaulting tenants (whose loss of revenue can be covered by insurance policies the premium for which is returned to good tenants in the form of higher rental rates). Furthermore they are more likely to exploit their position of power.

Tenants and local authority officers cited numerous instances of unscrupulous practices by agents. Ref 1

Small-scale private property owners (with one or two properties and no use of agencies) will know the value of keeping their property in good order to make it easy to let and maintain its value for the longer term.

Faced with yet more obstructive bureaucracy many small-scale property owners will inevitably sell-up and move their property investment allowing the large scale agency driven market and social housing providers to corner the market. Could this be the objective of certain powerful interest groups?

In Conclusion

No doubt SL will be implemented despite a lack of proof that it has a significant positive effect. And if after several years the scheme is abandoned due to not being cost effective but having managed to drive-out of the market small-scale, responsive property owners then the costs and negative impact can be written-off and the blame placed on 'bad' property owners (whoever these people really are) with further vilification of private housing providers who actually do something very useful.

It's no wonder that so few people vote for their local councils when these are the sorts of policy they seek to implement. In fact the lack of electoral support calls into question the legitimacy of their status to do so.

The idea that good tenants will be changed into bad people by their housing is a wilful misallocation of blame. Look at the creation of a dependency culture by the public sector and the difficulties faced by good tenants working in the low-wage economy driven by large corporate concerns and not the flexible provision of housing by small-scale private property owners as the source of these problems.

My landlady provides good quality accommodation at reasonable cost (£85/week including fixed utility bills). When other tenants have caused problems she has had difficulty in evicting them due to existing legislation.

Introducing a further layer of bureaucracy and cost won't help me as a low income tenant. Perhaps you should try providing private accommodation as an individual (without public sector support) before you interfere with other's efforts to do so.

Reference Sources:

1. Housing: Encouraging Responsible Letting By Great Britain.Law Commission

2. Evaluation of the Impact of HMO Licensing and Selective Licensing by Building Research Establishment. Department for Communities and Local Government



DORSET POLICE
BOSCOMBE POLICE HUB
501-507 Christchurch Road
Bournemouth
Dorset.
BH1 4AF.

Kelly Ansell,
Head of Housing and Community Enforcement
Bournemouth Borough Council
St Stephens Road
Bournemouth
BH2 6EB

If telephoning please ask for:

Alan Setchell (1405)
East Bournemouth Neighbourhood /
Partnership Inspector

Direct dial: 01202 222239

Mobile: 07584347904

Email: alan.setchell@dorset.pnn.police.uk

07th February 2017.

Ref – Selective Licensing Consultation

Dear Kelly Ansell,

As the East Bournemouth Neighbourhood Inspector for Dorset Police I am writing to formally give my support for the proposed introduction of 'Selective Licensing'.

The proposal for the introduction of 'Selective Licensing' has clearly been made based upon an evidence based approach; which has identified a strong correlation between high level of private rented stock, high levels of crime and ASB, high levels of deprivation and low housing demand.

It is evident from quantitative and qualitative data that there is a significant concern amongst residents, statutory and non-statutory partners regarding these issues. Moreover detailed analysis of nominals, consistently committing anti-social behaviour and criminality in the defined area, showed clear links to problematic properties that are privately rented.

The introduction of 'Selective Licensing' would be the catalyst for building even stronger partnership working to manage such problematic properties within the defined area more effectively. This is clearly in line with the underlying successful principles of Op Galaxy and far from duplication it would actually complement and enhance this bespoke area of business for Bournemouth Borough Council and Dorset Police.

Finally the availability of landlord details for private rented stock held on a public register would significantly assist Dorset Police in their work to tackle crime and anti-social behaviour; it would also enable Dorset Police to support landlords and tenants when dealing with these issues.

Yours sincerely



Alan Setchell (1405)
East Bournemouth Neighbourhood / Partnership Inspector
Chief Constable Debbie Simpson QPM

www.dorset.police.uk

Committed to A Safer Dorset for You



Response to the Selective Licensing Proposal

1. Introduction

1.1 Citizens Advice Bournemouth has dual aims. These are to give free, independent, confidential and impartial advice and to undertake research and campaign to improve the policies and practices that effect peoples lives

1.2 Citizens Advice Bournemouth has read the consultation document for the Selective Licensing Proposal for Boscombe East, Boscombe West and East cliff and Springbourne.

1.3 The main objective of this short report is to outline the potential impact of the scheme on Citizens Advice Bournemouth

2. The role of the advice sector

2.1. In 2015/2016, Citizens Advice Bournemouth helped 6,015 clients to solve 11, 852 problems.

2.2. During 2015/2016 12% of clients reported an issue with housing. This is 1,452 residents.

2.3. Housing is the second largest reoccurring social policy issue and 42% of housing issues are related to private sector rented accommodation. Within this remit issues often include landlords not carrying out repairs, evictions and landlords not returning or securing client's deposits.

3. The proposals potential impact on Citizens Advice Bournemouth

3.1. Ensuring landlords carry out maintenance and repairs and return deposits

3.1.2. The councils plan to introduce a Selective Licensing Scheme will have a positive impact on Citizens Advice Bournemouth if it can improve the practices of some landlords and the standard of their properties.

3.1.3. Having a clear and accessible contact number for the tenant's landlord will benefit our clients who often struggle to contact their landlords and can be left with utilities and appliances that do not work for extended periods of time.

3.1.4. Citizens Advice Bournemouth would be keen to assist the council in their campaign for appropriate standards in the private rented sector and would like to help to promote a process which allows tenants to report their housing concerns.

3.2. Evictions and homelessness

3.2.1. The Selective Licensing Proposal points out the risk to tenants with chaotic lifestyles of being moved out of the area and it acknowledges that there could be an increase in those who apply to be put on the housing register.

3.2.2. Although the proposal says that the council will provide support to tenants who are moved out of the area, our concern is that this alternative accommodation isn't available.

3.2.3. The lack of affordable housing options coupled with the criteria that needs to be met to get help with housing is already a problem for our clients.

3.2.4. Adequate provisions in this area are crucial in order to avoid an increase in homelessness

3.3. References

3.3.1. Citizens Advice Bournemouth could also see an increase in the number of people who are threatened with homelessness because they struggle to find references.

3.4. Administration

3.4.1. In order to adequately assist our clients we will need a list of all the properties included in the affected area.

4. Conclusion

4.1 Improved regulation of landlords who let sub standard properties will have a positive impact on citizen's advice clients. We would like to support the council's campaign for appropriate standards of accommodation in the private rented sector.

4.1.2 However a culmination of current problems including a lack of affordable housing, the difficulty some clients face in obtaining references and the need to meet certain criteria in order to get help with housing could lead to an increase in homelessness.

1ST MAY 2017

BOURNEMOUTH SELECTIVE LICENSING CONSULTATION RESPONSE

Thank you for the opportunity to express my opinion on the proposed Selective Licensing in Bournemouth

Introduction - I have been a residential landlord since 1993 and am an accredited landlord in Bournemouth, Poole and Sheffield. I have a number of Houses in Multiple Occupation and self contained properties housing around 200 tenants. I am a member of the Residential Landlord Association as well as the National Landlord Association. I am a Committee Member for the local NLA Branch for Bournemouth and Poole.

I have and continue to enjoy a good working relationship with Bournemouth, Poole and Sheffield Councils.

My position - Having attended a number of events, heard presentations, had conversations and debates about the proposed Selective Licensing Scheme, I believe it will **not achieve the desired outcomes and is therefore not necessary**. Furthermore, it could have a more negative than positive impact as it will financially penalise the good tenants and we would potentially spend the next 5 years achieving less.

The Detail - As I have had the opportunity to read the National Landlord Association's response to Bournemouth's Selective Licensing Proposal, I'm sure you will be relieved to know that I do not intend to repeat all the points that have already been highlighted, however, for the record I wish to declare my full support and endorsement of the NLA's response.

Selective Licensing is not necessary because:

Anti-social behaviour - there are sufficient powers available (Anti-social behaviour Crime and Policing Act 2014) to deal with anti-social behaviour. All the tools are available they just have to be implemented.

Private landlords have no powers to deal with, and are not responsible for the anti-social behaviour of their tenants.

The only action a landlord will take is to serve a Section 21 Notice to seek vacant possession. There is no point in serving a Section 8. Therefore, a landlord can only move 'the problem' to another property/landlord.

Improving standard of property -The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect

against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the [Housing Act 2004](#) and applies to residential properties in England and Wales.

HHSRS provides all the tools required to achieve a minimum standard for rental property. In addition there is new legislation for HMO regulations coming into effect as from October 2017.

Criminal Landlords - As from 6th April 2017 Councils have now been granted powers, giving Councils the tools to crack down on the small minority of criminal landlords, which include the ability to impose fines of up to £30,000 as an alternative to prosecution for a range of housing offences and Councils will be able to retain all of the income. Rent repayment orders have also been extended to cover a wider range of situations. Councils now have access to tenancy deposit protection Data to tackle criminal landlords through targeted enforcement.

In addition to the above, interim management orders, criminal behaviour orders, crime prevention injunctions and empty dwelling management orders are a few of the many powers that are presently available to crack down on criminal landlords

Financials - The costs associated with Selective Licensing including the fee and the administrative burden will have to be reflected in the cost of the product i.e. rent charged.

I do not believe the license fee to be sufficient to cover the costs of the scheme and there will be demands on other areas which are Bournemouth Council funded such as multi agency support which I don't think have been costed into the equation.

Therefore Selective Licensing could easily be a financial disaster not just for tenants but also Bournemouth Council.

Concerns - Having seen the Selective Licensing Proposal presentation I was concerned to see the Objectives page to not include measurable objectives. I hope that if the scheme does go ahead the objectives will be precise, detailing what is going to happen, how will it happen and when will it happen by. I also presume it will be reviewed on at least a quarterly basis but ideally on a monthly basis.

The following are the 5 objectives stated in the Selective Licensing Proposal presentation:

1. Reduce anti-social behaviour within the private rented sector
2. Contribute to crime reduction and address criminal behaviour
3. Improve standards of condition and management of properties
4. Tackle rogue landlord behaviour

5. improve support for local landlords

Going by the comments that I and other landlords have made regarding the Selective Licensing Proposal it is clear that the tools required to achieve the 5 objectives above already exist and the negatives of introducing a Selective Licensing scheme outweigh any positives.

Conclusion

There is no denying there is an issues in the areas highlighted for Selective Licensing as well as other areas in Bournemouth. Will selective licensing resolve the issues? No, I do not believe it will. At best it will encourage homelessness, landlords will churn tenants and the issue will move onto other wards, when we should be encouraging landlords to give longer tenancies.

Private landlords have a massive investment in Boscombe, Springbourne and Eastcliff. We therefore share the same objectives as stated in the SL proposal.

An alternative to SL would be to include landlords as part of the solution. You could engage with good and accredited landlords at landlord forums or specially organised sessions and brainstorm, consult, debate and argue how we could collectively make Boscombe, Springbourne and Eastcliff better wards. Identify the good landlords who want to make the private rented sector more professional and target the criminal landlords with big fines and ultimately drive them out of the area. You currently have all the powers and tools to do just that.

Kind regards



National Landlords Association

Response to Bournemouth Council's proposal for selective licensing

April 2017

Introduction

1. The National Landlords Association (NLA) exists to protect and promote the interests of private residential landlords.
2. The NLA represents more than 72,000 individual landlords from around the United Kingdom. We provide a comprehensive range of benefits and services to our members and strive to raise standards within the private rented sector.
3. We seek a fair legislative and regulatory environment for the private rented sector while aiming to ensure that landlords are aware of their statutory rights and responsibilities.
4. We would like to thank Bournemouth Council for providing the opportunity to comment on the selective licensing proposal.

Executive summary

5. Having considered the evidence presented and having undertaken our own evaluation of the circumstances faced by the residents of Bournemouth, our position can be summarised by the following brief points:
 - The council has failed to present a defined measurement of success and failure and there is no mechanism to show progress against measurable targets, dates and outcomes.
 - The data on antisocial behaviour does not relate to housing.
 - There is no joined-up policy within the council to deal with street drinking and the licensing of alcohol.
 - There is no mention of how the proposed scheme will deliver compared to schemes such as Operation Galaxy and the Home Office initiatives of the late 2000s.
 - The proposed government changes to HMO regulations will come into force in October 2017 and will cover many of the properties.
 - The council has failed to address tenant churn and displacement.
 - There is no table of objectives.
 - There are no lessons learned from other seaside towns that have implemented selective licensing.
6. A selective licensing scheme will result in landlords passing on costs to tenants and will put further pressure on the housing market. In Boscombe, the local housing allowance rate is currently lower than rental prices. The council also fails to take into account tenants moving into the area from London. London boroughs are advertising for landlords to take their tenants and are willing to pay a higher rental price.
7. We contend that the flaws in the process and proposals outlined below must be rectified before this application is progressed. Furthermore, once the necessary data has been identified and provided, this consultation exercise should be repeated (if permissible), ensuring engagement with all relevant stakeholders.

Measurable outcomes

8. We believe that any regulation of the private rented sector needs to be balanced. The use of selective licensing should be a temporary additional regulatory burden that focuses on increasing the professionalism of landlords, increasing the quality of the private rented stock and driving out the criminal landlords who blight the sector. To do this, a clear measurement of success and failure needs to be built into the scheme with clear criteria set out at the beginning. These criteria should be regularly measured, at least every six months, to see if the scheme is on target and whether alterations need to be made.
9. The objective of the proposed scheme should be that all parties – landlords, tenants and the council – have a better outcome. If the objective is not communicated clearly at the beginning (e.g. removal of street drinking), there will be no way to measure the scheme's success. Existing schemes around the country are having to be repeated because they did not start with a clear objective or focus. Because of this, councils have schemes that are doing nothing more than raising income in the form of a tax. The same accusation will be made against Bournemouth Council's proposal if it has no clear objectives and measurable outcomes.
10. If there are no measurable outcomes within the proposal for selective licensing, councillors, residents and landlords will not be able to measure the scheme's success but instead use their own metrics. This will not allow for an objective analysis of the scheme or an ability to see what is working and what is not. Prosecutions are still happening 10 years after mandatory HMO licensing has been introduced, so we have serious concerns about the ability of the council to deliver this scheme, especially as many of the issues fall outside licensing, and the council is not putting a measurement around the scheme.

Antisocial behaviour

11. The current proposal will not benefit any of the parties. It is unclear and does not focus on problems that require all parties to understand their obligations in relation to reducing antisocial behaviour. The authority that a landlord has to tackle such activity can only be carried out inside their property. The proposal should make clear that landlords and agents can only enforce a contract. They cannot manage behaviour (ref: House of Commons briefing note SN/SP 264, paragraph 1.1). In most circumstances, the only remedy available to a landlord confronted with serious antisocial behaviour in their property will be to seek vacant possession. In many instances, they will need to serve a section 21 notice rather than a section 8 notice, identifying the grounds for possession. The former is simpler and cheaper and repossession (at present) is more certain. The landlord does not need to give a reason for serving a section 21 notice and the perpetrator tenant can hypothetically approach the local authority for assistance in being rehoused (ref: Homelessness Guidelines cl 8.2). Crucially, no affected party needs to offer evidence against an antisocial tenant. This will reduce the risk of intimidation, harassment and ultimately unsuccessful possession claims. The issue of antisocial behaviour will thus not appear as a factor in the repossession.

12. This was reaffirmed in February 2017 when the House of Commons library published the briefing paper 'Anti-social neighbours living in private housing (England)'. This explains: 'As a general rule, private landlords are **not** responsible for the anti-social behaviour of their tenants.'¹
13. We have serious concerns about the antisocial behaviour data presented by the council. We submitted a freedom of information request to Dorset Police in relation to recording antisocial behaviour information and housing tenure. They replied that they do not record the housing tenure. Therefore, the data presented in the proposal in relation to antisocial behaviour cannot be related to the private rented sector. While some problems in the private rented sector are due to antisocial behaviour, a landlord can only enforce the contract that they have (see paragraph 11).
14. Good practice should be recognised and encouraged, yet making all landlords responsible for areas that they have no powers to resolve will only create more division. A targeted approach would deliver better results. The policy of selective licensing will not deliver the council's aims. The areas that the council wants to resolve are those where landlords do not have power. Rather than resolve issues, this policy will lead to the displacement of tenants and will potentially increase homelessness.
15. In addition, the proposal does not take into account rent to rent. For instance, there is no provision for landlords who have legally rented out a property that is then illegally sublet. The council is not allocating resources to tackle the problems that criminals will cause. Often, landlords are victims just as much as tenants.
16. Landlords usually have neither the experience nor the professional capacity needed to resolve tenants' mental health issues or drug and alcohol dependency. If there are allegations about a tenant causing problems (e.g. antisocial behaviour) and a landlord ends their tenancy, they will have dispatched their obligations under the selective licensing scheme, even if the tenant has any of the above issues. This moves the problems around Bournemouth but does not actually help the tenant, who could become lost in the system or repeat the problems in another area of Bournemouth. There is no obligation within selective licensing for the landlord to resolve the antisocial behaviour allegation. Rather, a landlord has a tenancy agreement with the tenant and this is the only thing they can legally enforce.
17. Bournemouth Council has many existing powers. Section 57(4) of the Housing Act 2004 states that a local authority 'must not make a particular designation... unless (a) they have considered whether there are any other courses of action available to them... that might provide an effective method in Bournemouth with the problem or problems in question'. The council already has powers that can be used to rectify the problems and, hence, the ability to tackle many of the issues that they wish to overcome in all parts of Bournemouth. These include the following:
 - criminal behaviour orders
 - crime prevention injunctions
 - interim management orders
 - empty dwelling management orders

¹ <http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN01012>

- improvement notices (for homes with category 1 and 2 hazards under the Housing Health and Safety Rating System)
- litter abatement notices (section 92 of the Environmental Protection Act 1990)
- fixed penalty notices or confiscation of equipment (sections 8 and 10 of the Noise Act 1996)
- directions regarding the disposal of waste (e.g. section 46 of the Environmental Protection Act 1990)
- notices to remove rubbish from land (sections 2–4 of the Prevention of Damage by Pests Act 1949).

18. The council can also use the Anti-social Behaviour Crime and Policing Act 2014 if there is a problem. These existing powers and the statutory guidance issued by the Home Office allow the council to solve all the issues that it claims exist in the Boscombe area.

19. At the start of a tenancy, the landlord outlines to the tenant their obligations in relation to noise, just as they do with waste disposal, compliance with relevant laws and respecting their neighbours. The landlord can only manage a tenant based on their contract for living in the rented property, not for activities in the street or in neighbouring streets. In the case of a noise complaint, the council would need to investigate, verify and then inform the landlord that the tenant's noise is excessive. The power that a landlord has then is either to warn the tenant, or to end the tenancy. If the allegation is false or disingenuous, how is the landlord to know? If the same allegation is made on more than one occasion, the landlord may end the tenancy based on an unproven allegation, or because the council says there is a problem. This does not solve the problem, but rather moves it around the borough and also overturns a significant part of English law. The same applies to waste and antisocial behaviour issues. The tenant could be found guilty based only on an allegation. They would not face a trial or be able to put forward a defence to their peers. Under the proposed licensing conditions, a guilty judgement can be made without an accusation being tested by a court.

Street drinking

20. The removal of street drinking is outside the scope of a landlord's relationship with their tenant. The relationship between landlord and tenant falls under common law, the relationship is based on a tenancy, while street drinking is a civil matter. The contract between landlord and tenant is based on the letting of a property and the activities that happen within the curtilage of the property. A landlord does not have the power to tackle issues that happen outside the property.

21. Under the Housing Act 2004, the council should use a joined-up policy when considering the introduction of selective licensing. This has not happened. Since 2010, Bournemouth Council has failed to limit alcohol sales. We submitted a freedom of information request and established that the council has only objected to one licence application and that was overturned on appeal. The council failed to limit the sale of alcohol and then blamed landlords for street drinking. This shows a lack of joined-up thinking. The council has no joined-up policy. Instead, it is working in silos and not across departments.

Waste management

22. Often when tenants near the end of their contract/tenancy and are in the process of moving out, they will dispose of excess waste by a variety of methods. This often includes putting it out on the street for the council to collect. This is made worse when the council does not allow landlords to access municipal waste collection points. Local authorities with a large number of private rented sector properties need to consider a strategy for the collection of excess waste at the end of tenancies. We would be willing to work with the council to help develop this strategy.

Current law

23. A landlord currently has to comply with over 100 pieces of legislation and the laws that the private rented sector has to comply with can be easily misunderstood. A landlord is expected to give the tenant a 'quiet enjoyment' of the property. Failure to do so could result in a harassment case being brought against the landlord. The law that landlords have to operate within is not always fully compatible with the aims that the council hopes for. For example, a landlord keeping a record of a tenant could be interpreted as harassment.
24. In many situations, the council should consider enforcement notices and management orders. The use of such orders would deliver immediate results. Why, instead, does the council wish to do this over five years through another licensing scheme? The council should know the problem properties and streets and set up a targeted campaign.
25. Adopting a targeted approach on a street-by-street basis, using the evidence gathered from Operation Galaxy and previous initiatives from the Home Office, would be a better use of resources. Targeting the specific issues and working in a joined-up fashion with other relevant agencies, such as the council, community groups, tenants and landlords, would have a much greater and longer impact.
26. We would also like to see the council develop a strategy that includes action against any tenants who are persistent offenders. These measures represent a targeted approach to specific issues, rather than a blanket licensing scheme that would adversely affect all professional landlords and tenants alike, while still leaving criminals able to operate under the radar. Many of the problems are caused by mental health and drink and drug issues. Landlords cannot resolve these issues and will require additional resources from the council.
27. The council should consider alternative schemes, such as the Home Safe Scheme in Doncaster and SEAL in Southend. Both schemes offer alternatives that the council has not reviewed or presented in its proposal.

Homelessness

28. One of the reasons the council has given for wanting to introduce selective licensing is to reduce homelessness, but the proposed policy will increase rents, and not resolve homelessness. Many landlords that the NLA have surveyed have increased their rents when selective licensing has been introduced. The local housing allowance rate in Bournemouth is half that of Central London and it is widely known that London councils are looking to move people out of London. The proposed

selective licensing will mean increased costs for landlords, so why would they house Bournemouth residents when they can get a better return housing a tenant from London?

29. The private rented sector is a business. A landlord has to meet the cost of a licence and the cost of processing it. There is a significant difference in the 2016/17 local housing allowance rate for Bournemouth and Central London. For a two-bed property, the Bournemouth rate is £153.02 compared to £302.33 in Central London. Over 12 months, that is £7957.04 compared to £15,721.16. This means a difference of £7764.12 to a landlord, nearly double their income. As rents in London are increasing above the reach of tenants who receive local housing allowance, councils are looking elsewhere. Newham has sent tenants to Hastings in East Sussex and Redbridge has used Canterbury in Kent. London councils have approached us (NLA) for landlords willing to take tenants out of London, with an incentive of £5500 per property. The selective licensing policy will make landlords look elsewhere for tenants because they will need to cover extra costs that the council is proposing when rents are already exceeding the local housing allowance. The council will have to make discretionary housing payments for locals who want to live in the area. Bournemouth Council will have to meet these costs from the general fund and from its taxpayers.
30. Bournemouth Council's homelessness report in October 2016 states that its aim is to prevent homelessness. The selective licensing policy will have the opposite effect. If a landlord receives a complaint of antisocial behaviour, their priority is to maintain the licence, not manage the tenant. With selective licensing, a landlord is likely to end a tenancy at the first instance of a complaint to stay compliant.
31. A further consequence will be that landlords will look to house people from outside the borough of Bournemouth. This will make it more difficult to house those from Bournemouth who receive local housing allowance. The proposal does not explain why a landlord would want to help the council after it has introduced a policy that will increase their costs.
32. Figures published by the Ministry of Justice show that a significant number of people who end up in the private rented sector come from the social sector. Bournemouth Council's homelessness report in October 2016 states that just over 50 per cent of tenants come from the private rented sector. This accounts for one-third of housing in Bournemouth, with social housing making up 10 per cent and owner-occupied the remainder. The people who are becoming homeless and seeking support from the council come from all housing sectors. The following table shows that last year most claims through the court came from the social sector.

Mortgage and landlord possession statistics 2016²

Year (calendar)	Landlord type		Claims issued
	Private*	Social	
2016	54,583 (39.7%)	82,789 (60.3%)	137,372 (100%)

² www.gov.uk/government/statistics/mortgage-and-landlord-possession-statistics-october-to-december-2016

Requests for supplementary information

33. We are extremely concerned about the gaps in evidence and justification that occur throughout the licensing proposal.
34. The breakdown of antisocial behaviour numbers does not relate to housing tenure. We would like a breakdown of antisocial behaviour complaints for the last five years, subdivided into antisocial behaviour that is proven to be housing related and for the different housing sectors (owner, social and private rented).
35. We would like to understand the council's reasoning on how charging people more to live in rented accommodation will improve housing. Given that successive governments and the council have attempted to address the issue of antisocial behaviour, using significant resources to underpin structural causes in Boscombe, it seems unreasonable to contend that the licensing of private rented property will succeed. Please provide evidence to support this assumption, especially as the council has not committed the extra resources that are required.
36. We would like clarification on the council's policy in relation to helping a landlord when a section 21 notice is served. It would be useful if the council could put in place a guidance document before the introduction of the scheme to outline its position regarding helping landlords remove tenants who are causing antisocial behaviour.
37. We would like further explanation on how the council will work with landlords to mitigate the issue of tenants leaving a property early but where they still have a tenancy. If a landlord faces challenges with a tenant, how will the council help the landlord?
38. We would like to know if the council has looked at other seaside towns that have established licensing schemes in place, such as Blackpool, Thanet and Hastings. The council does not appear to show best practice or lessons learned from these councils.
39. We would like to see a joined-up policy within the council to tackle street drinking. There does not appear to be a coherent policy.
40. We would like an explanation of how the costs will be met. The council says that the scheme will be cost neutral for the borough. However, while the basic scheme might be cost neutral, with the cost of the licence and basic proposal being covered by the fee, there will be a cost to the council as a whole. Money will be needed for adult social care, children's services and for tackling alcohol and drugs. These costs will not come from the council. They are not in this year's council budget. How will they be met?
41. We would also like to see a written policy of how the council will help a landlord remove a tenant who has been accused/caused of antisocial behaviour.

42. Finally, we would like a breakdown of the number of orders and powers listed in paragraph 17 that Bournemouth Council has used over the past five years.

Appendix 1

The impact of landlords taking tenants where the LHA rate is higher is a reality across the UK, there is no reasoning for Bournemouth to be exempt.

Years	1 property		10 properties		100 properties	
1 year	£7,957.04		£79,570.40		£795,704.00	
5 years	£39,785.20		£397,852.00		£3,978,520.00	
Central London LHA rate						
1 year	£15,721.16		£157,211.60		£1,572,116.00	
5 years	£78,605.80		£786,058.00		£7,860,582.00	
Difference between the two rates						
1 year	+£7,764.12		+£77,641.20		+£776,412.00	
5 years	+£38,820.60		+£388,206.00		+£3,882,062.00	

The introduction of a licensing scheme will mean that landlords will have to look at financial makeup of the portfolios. To avoid increasing the rent on all their tenants they may split their portfolio so take LHA tenants from outside Bournemouth. The ability for a landlord to house a person from a central London borough, increases the profit for the landlord, which can offset the rents of sitting tenants. . The impact on Bournemouth would mean that while the property is being rented out it would prove a further problem for locals accessing the housing market. A landlord who is willing to take a tenant on local LHA would be at a financial disadvantage. The London LHA rate would also

impact those at the bottom end of the market as it would price them out of the market as well. A landlord would have a better return taking a tenant from another council, than house a person from Bournemouth this impact would have a harmful impact on the local housing market. This policy would not be limited to the Boscombe area, landlords will look to house people across the borough at a better rate than the local price.

Dear Sir

re: SELECTIVE LICENSING SCHEME

I enclose a response to the FULL DOCUMENT, which has been published on the Council website.

In the absence of any answers to the public's responses being made public, except within the confines of the questionnaire, I am sending a copy of this response to all councillors.

CONCERNED BOSCOMBE RESIDENT

Summary

1 The powers given through this Scheme are already available and now include those dealing with protection from eviction, rent repayment and tenant deposit information (from April 2017).

2 Contrary to a statement by an official at a consultation drop-in, Councils can and do prosecute landlords. Central government has funded £12 million to inspect 70,000 rented homes (3.11.2016)

3 Anti-social behavior (ASB) and crime is shown by the Council's admission and data from other completed schemes to have little to do with the Private Rented Sector (PRS).

Individual problems, when identified, will still have to be dealt with on a case-by-case basis.

4 Throughout the document, data is used to promote the Council's argument in favour of the Scheme and does not provide a balanced picture.

5 The target area is too large to be effective. The Gateshead Schemes targetted fewer than 300 PRS properties each. Efforts should be directed at individual properties.

6 The public perception of deprivation risks reducing property prices in the vicinity of the scheme and could affect the tourist sector.

7 The document's numbering system, indicated below, makes accurate referencing impossible. Fig 1 is the same as (ie =)fig 9; fig 2=fig14; fig 3=fig 15; fig 4=fig 23; fig 5=fig 24; fig 6=fig 21; fig 7=fig 22; fig 8=fig 19. The numbering of figs 17,18,19 and 20 is duplicated but does not refer to the same topics.

Risks for Landlords.

1 A public register of all private landlords, their addresses and properties, is discriminatory, unnecessary and open to abuse. Only the Council officers need to know these details.

2 It is not clear how lenders would react if a property currently mortgaged with them were to be taken into the scope of a licensing scheme in future.

Royal Bank of Scotland has said that it will not do so. A spokesman for RBS subsidiary NatWest Intermediary Solutions said: "I can confirm that it is our current policy, and has been for some time, to not accept applications for buy-to-let mortgages where the landlord requires a selective license.

3 Insurance rates will probably rise and property values could fall.

4 Compliance costs could be high. Property costs in one Gateshead scheme averaged £2300.

Arguments against Boscombe East Inclusion in the Scheme - Appendix A

1 Low Housing Demand

1.1 Residential Property Values P33

"Boscombe East ... has seen a significant increase in property values for flats (35.5%) which is much higher than the figure for Bournemouth (14%) and more in line with the national figure of 32.7%".

"property prices for flats increased in value by £54,266 over ten year period 2005-2015" (fig 9&10).

Conclusion: There is a HIGH demand for housing in Boscombe East.

1.2 Tenure P34

Six other wards have greater percentage of PRS (fig 11)

In the Boscombe East ward, the percentage owning their own home, 57%, is broadly in line with the figure for Bournemouth (58%). PRS is higher at 36% (Bmth 31%), which accommodates the local student population, but Social Housing is lower at 7% (Bmth 11%). (fig12).

Conclusion: There is a reasonable housing mix

Three wards had more empty properties than BE in May 2016. (fig 13).

May is a month when a large number of properties are offered for sale and the data does not show how many of the 71 properties are in PRS. It does not show how many were under offer or awaiting probate or a decision by the bereaved after the death of the owner.

Conclusion: In an area of increasing house prices, there are relatively few long term empty properties. Data for several months should be analysed.

Anti Social Behaviour

2.1 Recorded levels of ASB (Fig14)

For the Boscombe East ward, the figure is only slightly higher than the borough average at 553 complaints, fifth on list. The Council argues that the high number in Central ward is caused by transients. The same could be argued in any ward where there is a high number of social venues, also indicated by Southbourne centre.

Figure 15 is selective and meaningless unless it shows all wards over the period. BE is 8th ward in % PRS and 5th for ASB. The perception of ASB in Boscombe East (23%) is comparable with the Borough as a whole. (22%)

ASB profile time chart (fig 15) is meaningless as it is not broken down by ward

Page 42 Figure 10 should presumably be figure 18.

Figure 18 is meaningless as it does not give accurate data by ward.

Conclusion- Where data is shown by ward, there is no conclusive evidence that Boscombe East is appreciably worse than other areas of the Borough.

3 Crime

One of the criteria for considering levels of crime in the area is given as "Whether some of the criminal activity is the responsibility of some people living in privately rented accommodation". It may be argued equally that criminal activity is the responsibility of some people in owner/ occupier accommodation or social housing.

In other words, crime is committed by some people.

(Fig 19) BE is 6th ward "below the Borough average at 784" lower than Central, Westcliff and Winton East. Fig 20 shows recorded crime figures for the three wards over three years but does not compare them with the Borough average over that time.

Conclusion The data and charts dealing with crime in the area are confusing, incomplete and in some cases meaningless. Therefore the evidence is not conclusive.

4 Deprivation

The maps and figures generally show that Boscombe East does not have significantly worse problems than other areas of Bournemouth. It is not clear if student claimants are included. The level of PRS is no different to the surrounding areas, Fig 17, and this map also suggests that the Council must know which properties are privately rented. Some roads have only a single property listed. Alternatively, the map is just generalized guesswork.

Conclusion: If there are small pockets of deprivation, they can and should be addressed by other methods.

Conclusions to the overall scheme

The current proposals have not produced enough evidence to support the Scheme's boundary as proposed. There are no targets so no way to measure success.

A smaller, more targeted scheme would be more appropriate. If successful, similar schemes could be introduced at a later stage.

The main stated aim of reducing anti-social behaviour can expect to fail, as proven by the Gateshead schemes, because ASB is not necessarily committed by people resident within the scheme.

There is no case for Boscombe East to be included. Therefore it may be concluded that fees from private landlords in this area are going to subsidize the scheme's implementation in Boscombe West.

Values for Boscombe East relative to other wards, from data in the appendix.

3

Bmth West and Springbourne wards not included in this analysis.

fig 11 % PRS-Central 50, Westcliff 43, Winton East 41, Queens Park 40, Boscombe East 35

fig 13 Empty properties-Westcliff 106, Central 101, Boscombe East 71

fig 14 ASB-Central 2440, Westcliff 620, Boscombe East 553

fig 15 Meaningless – no comparable data

fig 16 ASB/PRS-Central 26/10, Westcliff 7/8, Boscombe East 6/7

fig 18 Meaningless – no comparable data

fig 19 Crime-Central 3738, Westcliff 1182, Winton East 810, Boscombe East 784

fig 20 shows several areas of deprivation greater than Boscombe East including Westcliff which also has a similar percentage JSA claimants. (not the fig 20 chart for recorded crime). P53 section 5 defining the selective licensing area. The conclusions based on the maps figs 18 -20 could only be valid if a map was also included to show the percentage of socially rented housing similar to fig 17. note these figs are not the same as those above.

page 70 ref rent increase. The expected maximum increase does not include administrative costs to landlord or agent nor compliance costs fulfilling conditions not currently required by existing legislation.

AN ALTERNATIVE SCHEME

GATESHEAD SELECTIVE LICENCING SCHEME - CASE REVIEW

Gateshead was one of the first Councils to adopt SLS. Four separate schemes have been phased in, concentrating on limited areas.

They are: Sunderland Road 2007 – 2012
Chopwell River 2010 – 2015
and currently Central Bensham 2012 – 2017
parts of Swalwell 2013 – 2018

This review concentrates on the affect of the two completed schemes on changes to anti-social behaviour, which appears to be the priority of Bournemouth Council.

FEEDBACK ANALYSIS and REVIEW 2012 - extracts from Council website

Consultation took place in May 2012 with residents and landlords. Questionnaires were sent out to 600 households in the area, as well as all known landlords and agents who had an interest in the area (200). The consultation was also promoted on the Gateshead Council website with the questionnaires available for completion on line.

Private tenants were asked whether they had been vetted/reference checked. Of those that responded; 69% indicated they had been checked, 23% had not and the remaining 8% (2 respondents) didn't know.

When asked whether the rental value of their property had changed in the last five years, of the landlord respondents (32 in number) 22% advised that it had increased, 56% that there had been no change and 22% that it had decreased

63% of the residents and 31% of the landlords considered that the area is still suffering from low demand and anti-social behaviour problems. (one of the main objectives)

Residents and landlords were asked how effective licensing had been in reducing anti social behaviour.

	Successful	No change	Unsuccessful
Resident responses	34%	25%	30%
Landlord responses	34%	22%	3%

“This demonstrates that residents and landlords still have concerns in relation to anti-social behaviour, however, the evidence shows that a significant element of the reported ASB does not relate to private rented accommodation.”

Police data showed that crime and ASB had decreased across the Borough during the period. However, within the Scheme, following reductions in the early years, both crime and ASB had risen later in the period. The Council, after further analysis, concluded that “the increase in ASB in 2011/2012 in the Sunderland Road area has been further examined, and of the incidents within Sunderland Road South, 17% were not associated with properties and a further **32% related to only 7 properties.**” Where necessary, partnership working with the Police (with individual landlords) has lead to action being taken through the “graded response” approach to anti-social behaviour. In all cases investigated, private landlords have cooperated and worked with relevant Officers to resolve issues associated with their properties and tenants.”

During the Licensing period, 232 vetting/reference checks have been carried out by the Council’s Private Sector Housing Team, to enable landlords to make an informed decision about the suitability of a tenant. 29% of these were found to be unsatisfactory, and this will often result in landlords choosing not to offer the tenancy to the individuals concerned - Gateshead public register

Landlord's comment “when looking for prospective new tenants I often find I have people who want to live in the property can't get past the vetting, and people who can pass, don't want to live in the area”

REVIEWING SELECTIVE LICENSING WITHIN THE RIVER STREETS, CHOPWELL

The Chopwell River Streets area was the second licensing scheme to be introduced within Gateshead. The scheme was introduced in January 2010 and ended in January 2015.

Regarding the number of ASB-related complaints reduced during the period, residents and landlords were asked how effective had licensing been in reducing anti social behaviour?

	Successful	No change	Unsuccessful
Resident responses	29%	27%	44%
Landlord responses	50%	29%	21%

This demonstrates that residents and landlords still have concerns in relation to anti-social behaviour, however, the evidence shows that a significant element of the reported ASB does not relate to private rented accommodation.

Within the area there are currently 273 licenses issued in relation to privately rented properties.

Based on evidence received from landlords in relation to costs to improve the properties, the average cost of works carried out to each property has been £2,300.

PUBLIC REGISTERS

The Council maintains two public registers in relation to approved and existing selective landlord licensing areas. The selective landlord licenses register provides details of all properties where a license is currently in force, and it identifies the name and address of the license holder and property manager if applicable.

The temporary exemption notices register provides details of all properties where a licensing exemption is currently in force and identifies the name and address of the person who has applied to the Council for such an exemption.

**Selective Licensing Proposal for Boscombe East, Boscombe West,
East Cliff and Springbourne**

Dear Ms Kelly

Having read the full selective licensing booklet on your web site, if it is introduced, I feel it would be disastrous for our town. The Council already have the power, under the 2004 Housing Act, to enforce better housing. By selecting one area of the town for selective licensing the Council will be causing more homelessness, an increase in the housing benefit bill when rents rise to pay for this and the social problems will spread to other areas of Bournemouth. The problems of high levels of deprivation, overcrowding, poverty, crime and anti social behaviour (ASB) are not limited to the private rented sector and this legislation like other schemes for Boscombe is likely to fail.

Property insurance increases in licensed areas and some mortgage lenders are starting to refuse loans in licensed areas so owner occupation will be less likely. The legislation for selective licensing has to be evidence based but Bournemouth Council has not shown this. Where is the evidence that ASB is linked to the private rented sector? Where is the evidence that there is low housing demand in this area? Bad landlords will move to areas where licensing is not operating. Challenging tenants will be evicted by landlords who will have the additional burden of investigating any complaints made against their tenants. Housing association tenants have been a problem in this area but under this scheme they are exempt. Surrounding wards will see an increase in problems this selective licensing area is allegedly experiencing.

We all wish to live in a safe environment and residents in all electoral wards in Bournemouth should be worried by this scheme. As a councillor I urge you to look at the evidence Bournemouth needs to show before you vote on this scheme.

Yours sincerely



BOURNEMOUTH BOROUGH COUNCIL'S SELECTIVE LICENSING PROPOSALS

A RESPONSE TO THE CONSULTATION FROM THE NATIONAL APPROVED LETTING SCHEME (NALS)

INTRODUCTION

NALS www.nalscheme.co.uk is a licensing scheme for lettings and management agents operating in the Private Rented Sector. NALS agents are required to:

- deliver defined standards of customer service
- operate within strict client accounting standards
- maintain a separate client bank account
- be included under a Client Money Protection Scheme

Agents must provide evidence that they continue to meet NALS criteria on an annual basis, in order to retain their licence. The scheme operates UK wide and has 1500 firms with over 2000 offices.

NALS also administers the SAFEagent campaign www.safeagents.co.uk the purpose of which is to raise consumer awareness of the need to ensure that landlords and tenants should only use agents who are part of a Client Money Protection Scheme, which offers reimbursement in the event that an agent misappropriates their money. The campaign is recognised by Government and our logo appears in their How to Rent guide https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/484335/How_to_Rent_October_2015_FINAL.pdf

NALS is recognised by the GLA as an approved body for the London Rental Standard. We have also become a co-regulation partner with Liverpool Borough Council.

Although not a condition of NALS membership, NALS offers accreditation through an online foundation course as well as qualifications such as BTEC Level 3 in Lettings and Management practice.

NALS AND LICENSING

NALS is supportive of initiatives such as Selective Licensing, providing they are implemented in a way that takes account of the Private Rented Sector (PRS)'s own efforts to promote high standards.

NALS believes that positive engagement with voluntary schemes and the representative bodies of landlords and agents (such as NALS) is essential to the success of initiatives such as Selective Licensing. We are mindful that the operational problems associated with lack of such engagement have been highlighted in House of Commons Standard Note SN/SP 4634.

The same note sets out how important it is for licensing schemes to avoid being burdensome. We believe that promoting voluntary schemes by offering discounted licence fees to accredited landlords and agents can help to achieve this. Voluntary schemes often require members to observe standards that are at least compatible with (and are often over and above) licensing schemes. We believe, therefore, that if Bournemouth Borough Council were to allow discounts based on membership of NALS (as well as other recognised accreditation schemes) implementing and policing the licensing scheme would ultimately be less costly and more effective, allowing resources to be concentrated in the areas where they were most needed.

NALS' engagement around the country, with various local authorities, suggests that lettings and management agents have a key role to play in making licensing, accreditation and other, voluntary regulatory schemes work effectively. Agents tend to handle relatively large portfolios of properties, certainly when compared to small landlords. They tend, therefore, to be in a position to gain an understanding of licensing based on wider experience. They become expert in trouble shooting and ensuring that the balance of responsibilities between the agent and the landlord is clearly understood. This, amongst other things, can help to prevent non-compliance due to misunderstandings about local licensing arrangements.

Furthermore, NALS ensures its members maintain certain operational standards, have (soon to be mandatory) Client Money Protection arrangements in place, keep separate client accounts and comply with their legal obligation to be a member of a redress scheme. We also provide training. All this can be of assistance to councils who are trying to drive up standards in the PRS.

Although agents are now required to belong to a government approved redress scheme, display their fees and publish their client money protection status, our experience to date suggests local authorities face challenges in enforcing these standards. Membership of bodies such as NALS can reduce the need for the local authority to use its formal, legal powers in these areas.

BOURNEMOUTH BOROUGH COUNCIL'S PROPOSALS - SPECIFIC ISSUES

Proposed Licensing Area

We welcome the targeted nature of the licensing proposals, as we believe that, in some other localities around the country, the implementation of licensing has moved far beyond what the government originally intended when the legislation was introduced.

Fee Structure

We are generally supportive of the licensing scheme and the proposal to discount fees for members of accreditation schemes. Under this proposal, we would urge Bournemouth Borough Council to consider extending fee discounts to:

- Agents who are members of NALS or a similar recognised body (where the agent is the actual or *de-facto* licence holder)
- Landlords who engage agents that are members of NALS or a similar recognised body (where the landlord is the licence holder)

There are examples of this approach around the country. Several licensing and accreditation schemes entail a degree of "co-regulation" with partners such as NALS. Schemes include:

- Liverpool Borough Council (co-regulation partners such as NALS accredit agents, who then qualify for discounted fees) <http://liverpool.gov.uk/business/private-landlords/licences-and-standards/landlord-licensing/>
- Thanet Borough Council (engagement of an agent who is a member of a recognised body entitles landlords to a discount on licence fees) <https://www.thanet.gov.uk/your-services/housing/selective-licensing-scheme/selective-licensing-schemes,-an-introduction/>
- Peterborough Borough Council (membership of a recognised body entitles agents to a discount on licence fees) <https://www.peterborough.gov.uk/residents/housing/selective-licensing/>
- Newcastle –upon-Tyne (reduction in fee for membership of the NLA or other nationally recognised accreditation scheme) <https://www.newcastle.gov.uk/housing/private-housing/selective-licensing>

Although each of these schemes differs in detail, all of them offer discounts to accredited agents (and/or landlords engaging an accredited agent) as follows:

LOCAL AUTHORITY	STANDARD FEE	ACCREDITED FEE	% DISCOUNT
Thanet	£587	£385	34
Liverpool	£400/£350	£200	50/43
Peterborough	£600	£50	92
Newcastle	£550	£450	18

We would further point out that, in Wales, the Welsh Government has recently recognised the importance of membership of specified bodies such as NALS and is offering discounted fees to members as a consequence <https://www.rentsmart.gov.wales/en/>

We feel that a discount in respect of NALS membership (or similar) would act as an incentive to the adoption of voluntary good practice, in line with the council's aim of encouraging landlords and agents to improve their property and management standards. We would suggest that NALS members and the landlords who engage them are less likely to be non-compliant and that, as a result, there would be reduced costs to the council.

We would also suggest that NALS membership mitigates the need for compliance visits to be carried out by the council. The timing and content of these visits could be risk based, recognising that the risk of non-compliance is much lower in the case of properties managed by NALS agents.

Below, we point out some of the areas where compliance with key standards is an inherent part of the NALS scheme. These are the areas where we think promotion of NALS membership through higher discounts could ultimately save the Council money, as well as increase the take up of voluntary accreditation.

TENANT REFERENCING

We are strongly supportive of the requirement to obtain references for prospective tenants, as NALS is actively involved in promoting good practice in tenant referencing.

TERMS OF OCCUPATION

NALS agents are expected provide and fill in a tenancy agreement on behalf of the landlord. They will always make sure the terms of the tenancy are fair and help the tenant to understand the agreement.

They will always provide clear information to the tenant about any pre-tenancy payments and what these cover. They will explain any requirement for a guarantor and what the guarantor role entails.

At the end of a tenancy, they will always serve the tenant with the correct period of notice as set out in the tenancy agreement.

Under NALS' service standards, agents are required to take a deposit to protect against possible damage. They are required to explain the basis on which the deposit is being held and the purpose for which it is required, as well as to confirm the deposit protection arrangements. When joining NALS, agents are asked to provide details of the number and value of the deposits they have registered with:

- The Dispute Service (TDS) and/or
- My Deposits

They are asked to authorise NALS to contact TDS/My Deposits to verify this information. During the course of a tenancy, NALS agents will check the condition of the property and draw up a schedule to outline any deductions to be made from the tenant's deposit. They will return the deposit in line with timescales and processes required by the statutory tenancy deposit schemes.

NALS agents are also required to:

- Have a designated client account with the bank
- Operate to strictly defined Accounting Standards
- Be part of a Client Money Protection Scheme.

These requirements provide additional security for client monies held, over and above the requirements of the Bournemouth licensing scheme. Again, this is an area where increased NALS membership would be of benefit to the Council and local tenants.

PROPERTY MANAGEMENT

We welcome Bournemouth Borough Council's drive to improve property standards. We believe that NALS' standards go a long way to ensuring compliance with licence conditions.

Under NALS' service standards, NALS agents are expected to visit any property to be let with the landlord and advise on any action needed before letting the property. This includes any repairs and refurbishments needed to put it into a fit state for letting. They will also go with possible new tenants to view unoccupied property. Tenants can, therefore, be confident

that NALS agents have provided advice to the landlord concerning any repairs or refurbishments which are necessary.

NALS agents are expected to explain both the landlord's and the tenant's the rights and responsibilities. To guard against misunderstandings, they will arrange for the preparation of a schedule of the condition of the property.

NALS agents are required to ensure that tenants are provided with copies of safety certificates on gas and electrical appliances before they commit to the tenancy. They will provide details of the condition of the property, plus a list of its contents. The property will have undergone all required safety checks on furnishings, and gas and electrical services.

Thereafter, NALS' standards require agents to carry out property inspections periodically, as agreed with the landlord, in line with normal good practice. NALS and our firms would anticipate inspections to be carried out every 6 months as a minimum, to identify any problems relating to the condition and management of the property. In line with common practice, records of such inspections would contain a log of who carried out the inspection, the date and time of inspection and issues found and action(s) taken. Under a licensing scheme, this information could be shared with the council in an appropriate format.

Tenants will be fully aware of access arrangements. NALS agents are expected to arrange in advance a time for access, in order to inspect the condition of the property in accordance with the tenancy agreement. NALS agents will arrange to have routine maintenance work carried out, up to a limit agreed with the landlord. The agent will refer expenditure above that limit to the landlord.

TRAINING

Membership of NALS means that agents already have access to an extensive training package, engagement with which should reduce the need for the local authority to intervene.

Although not a *condition* of NALS membership, NALS offers accreditation through an online foundation course as well as qualifications such as BTEC Level 3 in Lettings and Management practice.

NALS offers training to those who have been involved in lettings and management for some time as well as those who are just starting out. Training is available for principals of firms as well as employees. Thus, NALS' Virtual Learning Environment (VLE) is designed to cater for a wide range of professional development needs. Training is easily accessible and can be undertaken when it suits the trainee.

One advantage of this approach is that it makes it easy to ascertain (through on line monitoring) that accreditees have in fact undertaken the required training, prior to or immediately after accreditation.

Modules available cover:

- Pre-tenancy issues
- Responsibilities and liabilities
- Setting up a tenancy
- During a tenancy
- Ending a tenancy
- General law concepts, statute vs contract

- Relationships
- Obligations
- Process
- Considerations for corporate tenants
- Continuing Professional Development (CPD)

In addition, NALS provides mini online courses designed to cover a number of elements in more detail, as appropriate to the learner's role, include topics such as:

Assured Shorthold Tenancies (ASTs)
Client Money
Consumer Protection Regulations (CPRs)
Deposits
Disrepair
Electrical Appliances & Safety
Gas Appliances & Safety
Houses in Multiple Occupation (HMOs)
Housing, Health & Safety Rating System (HHSRS)
Inventories and schedules of condition
Joint Tenancies
Notice Requiring Possession

We would suggest that discounted fees for NALS agents would provide an incentive to positive engagement with training that is fully compatible with the requirements of the licensing scheme.

ANTI-SOCIAL BEHAVIOUR

We note that there are distinctive issues around crime and Anti-Social Behaviour (ASB) in the licensing area. However, we do have concerns about the assumed link between the amount of PRS accommodation in the neighbourhood and the incidence of ASB.

There may be some *correlation* between incidences of ASB and the prevalence of PRS accommodation on the area. However, correlation does not imply *causation*. The *causes* of ASB are many and varied. It is not, in our view, reasonable to expect agents and landlords to play a disproportionately large part in tackling them.

Furthermore, we would strongly advise against any proposals which imply a parity of approach between the PRS and the social rented sector. Social landlords are publically funded (and regulated) to develop and manage housing on a large scale. Their social purpose brings with it wider responsibilities for the communities in which they work. As private businesses, PRS landlords and their agents, whilst having clear responsibilities to manage their properties professionally cannot reasonably be expected to tackle wider social problems.

Whilst it is reasonable to ask landlords to help prevent ASB at their property, they cannot be held responsible for the behaviour of their tenants in the wider community. It should be made clear in the licence conditions that landlords and agents will not be drawn in to protracted multi-agency case work focussed on individuals who are causing problems that are not related to their tenancy.

FIT AND PROPER PERSONS

All principals, partners and directors of a NALS firm are asked to make the following declaration on application:

– “I confirm that: for a period of 10 years prior to this application I have had no conviction for any criminal offence (excluding any motor offence not resulting in a custodial sentence) nor have I been guilty of conduct which would bring the Scheme or myself into disrepute; I am not an undischarged bankrupt nor is there any current arrangement or composition with my creditors; I am not nor have I been a director of a company which has within the period of 10 years prior to this application entered into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction of a solvent company) nor had a receiver appointed of its undertaking nor had an administration order made against it nor entered into an arrangement or composition with its creditors; nor have I at any time been disqualified from acting as a Director of a company nor subject to a warning or banning order from the Consumer Markets Authority or the Department for Business, Enterprise and Regulatory Reform.

If I am subject to any current claim or am aware of any impending claim for professional negligence or loss of money or if I have been the subject of any investigation by the Consumer Markets Authority and/or local Trading Standards Office, full details of the circumstances are set out in a report enclosed with the application; all information provided by me in connection with this application is, to the best of my knowledge, correct”

CONCLUSION

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

APPENDIX 1 – COMPATIBILITY OF NALS SERVICE STANDARDS WITH TYPICAL LICENSING SCHEME CONDITIONS

Example Scheme Conditions	NALS Service Standard Requirements
Fees	NALS promotes complete transparency in agency fees. Members provide landlords with a statement of account as often as agreed.
Rent Liabilities and Payments	NALS agents collect the rent and pass it on every month or as otherwise agreed. The agent will keep a separate

Example Scheme Conditions	NALS Service Standard Requirements
	clients' account to hold all monies.
Contact Details	NALS agents are expected to respond to tenant and other legitimate enquiries in a timely manner. Up to date contact details will enable them to respond to tenants' requests for maintenance or repairs which might in some cases have to be referred to the landlord for approval.
State of Repair	NALS agents visit the property with landlords and advise on any action needed before letting the property. This includes any repairs and refurbishments needed to put it into a fit state for letting. They will also go with possible new tenants to view unoccupied property. Tenants can be confident that NALS agents have provided advice to the landlord concerning any repairs or refurbishments which are necessary.
Access and Possession arrangements	NALS agents will visit the property periodically during the course of the tenancy as often as agreed with the landlord. Tenants will be fully aware of access arrangements. At the end of a tenancy, they will always serve the tenant with the correct period of notice as set out in the tenancy agreement.
Repairs and Maintenance	NALS agents will arrange to have routine maintenance work carried out, up to a limit agreed with the landlord. The agent will refer expenditure above that limit to the landlord.
Access, Cleaning and Maintenance of Common Parts	NALS agents will arrange in advance a time for access to the property in order to inspect the condition of the property in accordance with the tenancy agreement.
Level of Facilities	NALS agents ensure that tenants are provided with copies of safety certificates on gas and electrical appliances before you commit to the tenancy. They provide details of the condition of the property, plus a list of its contents. The property will have undergone all required safety checks on furnishings, and gas and electrical services.
Deposits	NALS agents provide and fill in a tenancy agreement and take a deposit to protect against possible damage. They will explain the basis on which it is being held and the

Example Scheme Conditions	NALS Service Standard Requirements
	purpose for which it is required
References	NALS agents choose a tenant in a way agreed with the landlord, taking up references or checking the tenant's rent payment record.
Complaints & Dispute Handling	<p>NALS agents explain both the landlord's and the tenant's the rights and responsibilities. To guard against misunderstandings, they will arrange for the preparation of a schedule of the condition of the property.</p> <p>During the tenancy, they will arrange to check the condition of the property and draw up a schedule to outline any deductions to be made from the tenant's initial deposit. They will return the deposit as soon as possible, less any appropriate deductions.</p>

The National Approved Letting Scheme
Cheltenham Office Park
Hatherley Lane
Cheltenham
GL51 6SH
Tel: 01242 581712 Email: info@nalscheme.co.uk

Response from DWP Housing Partnership to Bournemouth Borough Council's consultation on Selective Licencing.

Firstly we would like to thank the Council for the opportunity to have input into the consultation and for the range of events provided in which to do so.

DWP Housing Partnership has provided housing in Bournemouth for over 30 years. We have in excess of 3000 tenants of which 30% are in receipt of some form of welfare benefit. Our portfolio is predominantly self-contained but we do own 350 Bedsits. All our properties are clearly identified by our logo and office address on every property entrance. We experience a good working relationship with the Council.

DWP Housing Partnership has reviewed the Consultation document and attended several events to listen and share opinions on the proposal to operate a Selective Licencing Scheme.

Position and Comment

DWP Housing does not support the introduction of a Selective Licencing (S.L) scheme for Bournemouth as we believe it is not the right tool for the job. It increases financial burden on a poor population of Bournemouth already struggling to pay rents. There are existing and new powers available to the Council to bring enforcement in a focussed way that will not tax the poor. We also believe the S.L does not fit with the Councils overall strategy as shown by their actions.

It is in every landlords benefit to work for a better Boscombe, Springbourne and East Cliff. This area clearly does have complex issues which impinge on the health and wellbeing of its residents and the area as a whole.

Justification to introduce S.L to the area based on Crime, ASB and Deprivation data is a compelling argument but it is the solution which needs to be compelling not an ongoing confirmation of the neediness of this area.

As commented on by parliament briefings the most common tenant group in areas earmarked for Selective Licencing was unemployed people **(H.C.L Selective Licencing of Privately Rented Housing March 17th 2015)**

The common denominator is not the landlord type there are other powerful drivers at work namely affordability, individual poverty and availability of accommodation. These drivers will not be addressed by the S.L as they are societal and much broader than the geography of Boscombe, Springbourne and East cliff. Bournemouth Council as a landlord experience similar issues of deprivation in their portfolio on certain estates where there is an accumulation of people on low income/benefits requiring low cost rental accommodation with little choice of moving out.

On page 1 of the consultation document it positions Kinson South as the polar opposite landlord profile to Boscombe West with only 9% PRS landlords. If the causational link purported in the Council's S.L Document is accurate then deprivation would also be the polar opposite. Yet we find the ward of West Howe with 51% of its housing stock managed by social landlords (40% Council) exhibiting similar issues of deprivation.

The common denominator is clearly not the landlord type. Is it landlord behaviour and management? The Council has much more rigorous and robust procedures than that of the PRS yet deprivation still persists. The area's (West Howe) reputation is blighted although many people are happy to live there as is the case with the S.L area.

Taxing the compliant landlord and tenant

The S.L scheme will increase costs which will impact on landlords and ultimately tenants budgets this will be another increase tenant's face alongside, Council tax, utilities and the knock on from increased taxation of landlords. Not to mention the stagnation and removal of some benefits. Many tenants will be put into financial hardship to fund the scheme.

Therefore the Council with all the right intentions are taking money from the budgets of those least able to afford it (as shown by the indices of deprivation for the area).

The S.L Document states at Appendix E, Risk Assessment. (pg70) As a worst case scenario, the additional cost to the tenant could be £1.81 per week or £7.86 per month. This is clearly an error and misleading.

If a landlord was not licensed in the first year of the scheme the charges would be increased due to a penalty fee and would be reclaimed over a shorter period as it is not a 5 year rolling but 5 year set period thus increasing the charge to the tenant. In Appendix F, Financial Summary (pg75) the Council predict an income ongoing through all 5 years of the scheme with 500 new licenses each year after year 1 so it is fully clear this situation is predicted to happen yet the risk assessment only shows the least impact scenario to the tenant.

The Consultation document is underestimating the impact it would have on at least 2000 tenants using its own data and collection method assumed.

Ultimately there is no control (other than the market) to stop the landlord recovering by increasing rent charges for the S.L scheme at whatever rate they want over a time period they choose.

Housing Strategy/Policy

The Councils broader policies on housing and homelessness are conflicting with the S.L. aims. The Council looking to on the one hand reduce the levels of deprivation within the S.L area but on the other are purchasing several properties for their homeless portfolio and using B & B to accommodate homeless people within the S.L area. The Council state that the private landlord ownership of between 47% and 63% is too high yet the Council are purchasing properties and leasing them to a private landlord to manage on their behalf when they could be owned and managed by the Council Housing dept. There is a clear disconnect. What is the reasoning behind these choices how does it fit with the overarching strategy to reduce deprivation and the private rented sector if this is the issue in the S.L area? Under the **Housing Act 2004** the Council must show how S.L fits in with the overall housing strategy.

H.C.L Selective Licensing of Privately Rented Housing March 17th 2015 states *"that making a designation will, when combined with other measures taken in the area by the local housing*

authority, or by other persons together with the local housing authority, lead to a reduction in, or the elimination of, the problem”.

We do not believe the Council are showing by their actions that they are working in unison with their policies to achieve this reduction.

So what are the alternatives?

We believe the Council and Police have existing powers to deal with the issues but are not using their authority to enforce.

- empty dwelling management orders
- criminal behaviour orders
- interim management orders
- crime prevention injunctions

with the introduction of new and increased powers by central government; mainly, the

- Extension of mandatory licencing for HMO's,
- Civil Penalties - Local housing authorities will be able to impose a civil penalty as an alternative to prosecution for the following offences under the Housing Act 2004:
 - Failure to comply with an Improvement Notice (section 30);
 - Offences in relation to licencing of Houses in Multiple Occupation (section 72);
 - Offences in relation to licencing of houses under Part 3 of the Act (section 95);
 - Offences of contravention of an overcrowding notice (section 139)
 - Failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234).
- The strengthening of Rent Repayment Orders

The need for Selective Licencing is clearly made obsolete by this new raft of legislation which will allow Councils and tenants to pinpoint offending landlords and ensure hefty penalties (up to £30,000) are targeted at the perpetrators, not the majority of compliant landlords and tenants.

We appreciate the release of the new powers was after the date of the announcement of the S.L consultation but we hope this will be an additional factor the Council will take into account.

We remain fully supportive of the Council and value a continued good working relationship, we believe in this instance the Councils choice of intervention namely Selective Licencing is not the right option. What it will achieve is an income stream and Boscombe especially has had enough of being used for such.

If the Council do decide to go ahead with the S.L scheme it needs to be with full commitment and with a level of shared risk for officers involved. If officers are clearly not achieving the objectives the scheme should be dismantled and parties refunded. There will need to be very clear milestones and targets with open accountability via a board which includes Private Landlords. The service will require a commitment to outcomes within a timescale with consequences where these are not met.

If officers are not willing to put their jobs on the line for failing then why should landlords who do this week in and week out believe there is enough commitment to make the scheme successful.

We look forward to your response

DWP Housing Partnership
25a St Clements Rd
Bournemouth
BH1 4DU

Bournemouth Borough Council
Town Hall
Bournemouth

Dear Sirs,

Re Selective Licensing Consultation Document/Springbourne

I have read the above document and wish to object to the licensing system proposed in it.

I bought a small house at ***** Springbourne, as a home for my daughter and grandson. She previously lived in a flat in Wellington Rd Bournemouth, which was freezing cold, damp, mouldy, and most unhealthy.

Her landlord was most unsympathetic and unwilling to do anything to improve the conditions in the flat, and at the first opportunity raised her rent, which she could no longer afford.

I then bought the house. The alternative would have been one more on the council housing list.

The property is kept in good order inside and out. We do not cause anti-social behaviour. We have not expected help from the council or anybody else, and do not see why we should be expected to pay for either landlords or tenants who disregard the wellbeing of rest of the community.

Much of the town is suffering from years of neglect and Springbourne is no exception. Whilst I agree there is a litter problem etc. it doesn't appear to be any worse than many other parts of Bournemouth as a walk along many of our roads will testify. I understood that street cleaning was paid for from our council tax, so why do we now need a licensing system to fund it?

As far as criminal behaviour is concerned, is this not a matter for the police. Are it's costs not covered by the police precept of council tax. Why is it only these areas of the town that are being asked to pay twice for it, which I might add are not exactly the most affluent parts of Bournemouth.

I think this is an ill-conceived idea, which I hope will be not be implemented.

Yours Sincerely

Dear Sir/Madam

Bournemouth Selective Licensing Proposals – Consultation Response

Thank you for the opportunity to respond to the above consultation.

The RLA has read through all documentation the council has published in regards to the proposed licence and respects their concerns, however the introduction of a selective licence is not the solution to these issues. The risks you mention are far too great compared to the apparent benefits of such a scheme.

The RLA believes that the Council is premature on bringing forward proposals. The Housing and Planning Act 2016 will give local authorities substantial new powers to tackle breaches of housing legislation and drive the criminal operators from the sector. The council should wait until the impact of these new powers can be assessed before pressing on with more regulation in the form of selective licensing.

The RLA is opposed to the scheme and has a number of general objections to licensing, which are attached as an appendix to this letter. Licensing schemes rarely meet their objectives. Good landlords will apply for licences and, in all likelihood, pass the cost on to tenants in the form of increased rents, doing nothing to address affordability or reduce inequalities. Whilst the worst landlords – the criminal operators – will simply ignore the scheme, as they do many other regulations.

The council has failed in its documents to prove sufficiently that private rented sector houses are the main perpetrators of anti-social behaviour and crime. The council has very similar issues in predominantly council/social housing estates with their highly regulated housing management and property standards. Clearly not solely a landlord issue. It is more about concentrated need.

The areas you are proposing each have a different landlord profile. Boscombe West and West Howe are both areas of high deprivation yet the housing circumstances are radically different. In the documentation you use Kinson South as the pole opposite to the proposed area in regard to Housing type and landlord. But critically they are both high in social need (pg 47, fig 21).

E.g. West Howe

- 99.7% of accommodation is in an unshared dwelling
- Tenants in a whole house or bungalow (68.8%)
- West Howe is a very stable community in relation to its growth and transience
- 41% rent their property through the Council.
- 10.4% rent their accommodation through a Housing Association.
- Only 6.3% rent their property through a private landlord. (The lowest % for PRS in Bournemouth)

To identify the landlord as the key causal factor of this would be poor judgement.

Regardless, there is little evidence that licensing schemes improve housing standards. The focus of staff becomes the processing and issue of licences, while prosecutions centre on whether a property is licensed or not, rather than management standards and property conditions.

The Council already has the necessary tools to tackle poor housing management and conditions in the PRS. Rather than introduce a bureaucratic licensing scheme that will see staff time wasted processing applications, it should continue to direct its limited resources at effective enforcement activity.

To identify a particular area for the introduction of licensing highlights a belief that the area has numerous issues, potentially blighting the reputation of the area. There is also a danger that the issues that the scheme seeks to address are simply moved elsewhere, as difficult or vulnerable tenants are moved on.

Landlords, especially those with properties outside the licenced area will become risk averse in terms of the tenants they let to. Tenant problems such as anti-social behaviour are impossible for the landlord to address alone and landlords will not wish to risk a breach of licensing conditions that may affect their ability to let properties elsewhere. Some may seek to evict already challenging tenants. This could mean additional costs to other council services, as they pick up the pieces created by the disruption to the lives of already vulnerable tenants.

Likewise, if licensing costs are passed on to tenants in the form of rent increases, then some tenants may struggle, particularly those on benefits, affected by welfare reform and frozen housing allowances. In the council's risk assessment on this point you state this as a worst case scenario. This is not a worst case scenario as it is based on a full price license over 5 years. The actual worst case scenarios would be a full price license with a penalty payment given in 2nd/3rd or 4th year of the scheme.

Rather than an ineffective licensing scheme, the council should use cross-departmental and multi-agency working and effective use of existing housing legislation to support tenants and landlords in maintaining tenancies, housing condition and management standards.

There are alternatives to licensing. The RLA supports a system of self-regulation for landlords whereby compliant landlords join a co-regulation scheme which deals with standards and complaints in the first instance, while those outside the scheme remain under the scope of local authority enforcement. More information can be supplied if required.

We also support the use of the council tax registration process to identify private rented properties and landlords. Unlike licensing, this does not require self-identification by landlords, making it harder for so-called rogues to operate under the radar.

Yours Sincerely,

India Cocking
Local Government Officer

RLA

Appendix – RLA General Licensing Concerns

The RLA has several areas of concern in regards to selective licensing, namely:

- i. Worrying trends are emerging in the case of discretionary licensing. Licensing entails a huge bureaucracy and much time, effort and expense is taken up in setting up and administering these schemes; rather than spending it on the ground and flushing out criminal landlords.
- ii. Increasingly, discretionary licensing is being misused to fund cash strapped housing enforcement services. The recent Westminster sex shop Court of Appeal (*Hemming (t/a Simply Pleasure) Limited v Westminster City Council*) has brought such funding into question).
- iii. Discretionary licensing is not being used for its intended purpose of a short period of intensive care; rather it is being used by the back door to regulate the PRS.
- iv. The level of fees which are ultimately passed on to tenants to pay is a major worry so far as it affects landlords.
- v. Despite high fee levels local authorities still lack the will and resources to properly implement licensing.
- vi. Little has been done to improve property management. Opportunities to require training have been ignored. As always it has become an obsession with regard to physical standards with very detailed conditions being laid down. No action is taken against criminal landlords.
- vii. We believe that a significant number of landlords are still operating under the radar without being licensed.
- viii. As always it is the compliant landlord who is affected by the schemes. They pay the high fees involved but do not need regulation of this kind.
- ix. Licensing is not being used alongside regeneration or improvement of the relevant areas. Insufficient resources are being employed to improve the areas.
- x. Where areas are designated for selective licensing this highlights that they can be “sink” areas. This could well mean it would be harder to obtain a mortgage to buy a property in these areas.
- xi. Schemes are not laying down clear objectives to enable decisions to be made whether or not these have been achieved. Proper monitoring is not being put into place to see if schemes are successful or not.

xii. There is little use of “fit and proper person” powers to exclude bad landlords.

India Cocking

Local Government Officer

Residential Landlords Association

www.rla.org.uk

Consultation Team
Corporate Communications,
Bournemouth Borough Council,
Town Hall
Bournemouth.
BH2 6DY



Selective Licencing Proposal

Having read the full Consultation Document and supporting documents regarding the Selective Licencing Proposal as they apply to parts of Boscombe East, Boscombe West and East Cliff & Springbourne, I wish to submit my views on these proposals to the Consultation Team.

In general I appreciate the efforts of Bournemouth Borough Council to counteract anti-social behaviour and crime in the area designated for these Licencing Proposals. I also understand from a reply that Kelly Ansell sent to Cllr Filer that the proposed selective licencing area was determined by using Output Area (defined by Government and not by Bournemouth Council). This means the inclusion of Kings Courtyard on the list (Consultation Document Summary page 7 Knyveton Road) and outlined on the accompanying map of an area proposed for Selective Licencing. While the **whole** of Knyveton Road as well as Spencer Road (which is to the rear of Kings Courtyard) are excluded from the list, an **exception** has been made for 24, 30-32, 36, (numbers 30 - 32 being Kings Courtyard). These include a high class hotel and two care homes.

Any fairminded appraisal of the the inclusion of Kings Courtyard in the area for selective Licencing would appear to have been made in an unfounded and arbitrary way. The idea that there is a "high level of anti-social behaviour and crime together with high levels of deprivation" (the reason for the proposed Licencing area) referring to the residents of Kings Courtyard defies any rational assessment. Kings Courtyard is a block of luxury flats and therefore would, in my view, tend to attract those intent on anti-social behaviour. The residents are all law abiding citizens (mainly professional or retired Professionals) who take their obligations and civic duties seriously. If there are noted incidents of crime in the area adjacent to Kings Courtyard, these must be committed **not by the residents** but by those coming from outside. The charge of anti-social behaviour and crime implied in this list is gravely damaging to the good name and reputation of my fellow residents and could indeed seriously affect the value of these properties which are privately owned. The risk register states that there is a low risk of lenders not granting mortgages on such properties but offers no mitigation.

It seems to me that the answer to this problem would be to move the Licencing border from Knyveton road to Spencer Road to the north.

SELECTIVE LICENSING 2017

BOURNEMOUTH SELECTIVE LICENSING –CONSULTATION RESPONSE

Dear Sir/Madam,

Thank you for the opportunity to respond to the above consultation and the extended time period of the consultation.

I have read through all the documentation published by the council in regards to the proposed licensing scheme and I appreciate the concerns the council have regarding the areas concerned. However, the problems regarding crime and anti-social behavior are beyond the responsibility of private sector landlords and are matters for the Police Service. Selective licensing will not address these issues any more than the mandatory licensing has over the past ten years. Most of the problems I experience in the East Cliff area originate from properties which are already licensed under the mandatory scheme.

Financial Impact On Tenants

The cost of licensing will be passed on to tenants via rent increases. This would come at a time when tenants face increases in costs for council tax, gas, electricity, insurance, and cuts in housing benefits. Landlords have incurred extra costs for immigration checks and next year will be faced with extra costs for quarterly tax returns. As with any other business, costs are ultimately paid by the customer. Good landlords and tenants who are satisfied with their accommodation will be placed at a financial disadvantage in order to regulate the minority of bad landlords.

It is clear from the documents that Bournemouth Borough Council considers the private rented sector to be responsible for the high levels of crime, anti-social behavior and housing benefit claimants in the designated areas, regardless of the fact that no evidence relating crime and anti-social behavior to property tenure has been provided, there is merely an assumption that a high percentage of private rented sector equates to these problems.

DEPRIVATION

The consultation documents make reference to the Indices of Deprivation statistics and refer to the high levels of deprivation within the proposed licensing areas. These statistics consist of a complex set of calculations which include employment opportunities, training and skills, educational levels, environment and local amenities to name but a few. The areas concerned are all low ranking in these and other categories which are not the responsibility of private sector landlords.

CRIME

The CLG INDICES OF DEPRIVATION 2015, CRIME DOMAIN BY RANK shows that approximately one third of the area of Bournemouth is in the lowest quintile, including West Howe, where only 6% of property is private rented sector. This would indicate that high levels of crime within Bournemouth are not always associated with the private rented sector.

In respect of crime level it should be remembered that Dorset has the lowest funded Police Force in England and Boscombe Police station has been replaced by a telephone handset on a wall. A recent Freedom of Information Request has shown that the Ministry of Justice has no record of the number of ex offenders who have been relocated to Bournemouth¹. I would suggest that these factors may have some influence on crime levels in the three wards concerned.

ANTI-SOCIAL BEHAVIOUR

It has been clearly established that private sector landlords are not responsible for the behavior of their tenants nor can they be forced to evict a tenant².

SIGNIFICANT AND PERSISTANT ANTI-SOCAL BEHAVIOR

“The area is experiencing significant and persistent problem caused by anti-social behavior.”

Page 13 of the consultation document shows anti-social behavior statistics for the three wards concerned, across three years, 2013/14/15 for three categories, environmental, nuisance and personal, giving nine results which are as follows;

Boscombe East	Boscombe West	Eastcliff&Springbourne
Environmental -24%	Environmental -55%	Environmental -48%
Nuisance +3.4%	Nuisance -14.5%	Nuisance -12.6%
Personal -28%	Personal --0.64	Personal -1.4%

Eight of the nine categories show a reduction in ASB across the three year period.

The above reductions in ASB do not represent a persistently high level therefore the proposal fails under Section 80(6)(a) Part 3 Housing Act 2004

USE OF EXISTING POWERS

“Only where there is no practical and beneficial alternative to a designation should a scheme be made”³

Bournemouth Council have failed to provide evidence that they have used existing powers to any extent in reducing the problems concerned. Appendix C- Other options, of the consultation document makes no reference to powers available under the Antisocial Behavior Crime and Policing Act (2014) or the Housing and Planning Act (2016). Both of these acts provide additional powers to local authorities in dealing with anti-social behavior and property condition.

At the landlords' seminar provided by Bournemouth Council on 25th January 2017 as part of the consultation process I asked how many times nine different pieces of legislation had been used over the past three years in dealing with problems associated with private sector rental property. I am disappointed that to date I have not received any response to this question.

Bournemouth Council have not provided evidence to show there is no practical alternative to licensing therefore the proposal fails under section 81(4)(a) part3 Housing Act 2004

“THE AUTHORITY MUST ENSURE THAT ANY EXERCISE OF THE POWER IS CONSISTENT WITH THE AUTHORITY'S OVERALL HOUSING STRATEGY” (Housing Act 2004, Sections 81(2))

The documents state the high percentage of private rented sector property is responsible for high levels of Housing Benefit claims, transient population and people with complex needs (pages 4, 27, Cabinet Agenda Item 6, 9th November 2016) .

Bournemouth Council have recently formed a private sector housing company for housing the homeless (Seascope Homes), purchasing a portfolio of property for this purpose. A number of these properties are within the proposed licensing area. At the Bournemouth Housing Forum meeting on 12th January 2017 Seascope Homes was item 4 on the agenda. Bournemouth Council stated that most households are in receipt of housing benefit and a significant number will have complex needs. It was also stated that people would move on from this accommodation after a limited time period⁴.

Therefore Bournemouth Council has, within the proposed licensing area;

- (1) Increased the percentage of private rented property
- (2) Increased the number of Housing Benefit Claimants
- (3) Increased the number of people with complex needs
- (4) Increased the transient population

Therefore the proposed scheme fails under Housing Act 2004, Sections 81(2) due to inconsistent housing strategy.

CONSULTATION DOCUMENTS

Agenda Item 6, Cabinet Report, Selective Licensing within Boscombe, Eastcliff and Springbourne, has not been included in the consultation documents this contains information such as the European Court case and Housing Benefit which is not included in the consultation document.

The list of addresses to be included in selective licensing contains a significant number of properties which are Mandatory Licensed Houses in Multiple Occupation, therefore the figures could be inaccurate.

ALTERNATIVES TO LICENSING.

Bournemouth Council should use existing legislation to achieve the required results, such as

- (1) CRIMINAL BEHAVIOUR ORDERS
- (2) DRINK BANNING ORDERS
- (3) ANTI-SOCIAL PREMISES CLOSURE ORDERS
- (4) INJUNCTIONS
- (5) SECTION 215 NOTICES
- (6) MANAGEMENT ORDERS
- (7) NOTICES UNDER THE ENVIRONMENTAL PROTECTION ACT
- (8) NOTICES UNDER THE PREVENTION OF DAMAGE BY PESTS ACT

In addition to the above, the Housing and Planning Act 2016, and the Anti-social Behaviour Crime and Policing Act 2014 provide extensive new powers for local authorities to deal with breaches of housing legislation and criminal landlords.

References;

1. Freedom of Information request. Ministry of Justice reference 95052.
2. Anti-social behavior in private housing (England) House of Commons briefing paper No 01012
3. DCLG Selective licensing in the private rented sector. A guide for local authorities 2015.
4. Bournemouth Housing Forum Minutes. 12/1/2017

Email responses

I have already filled in the on-line questionnaire so please accept this as additional to that.

Selective licensing under the Housing Act is effectively a final resort to deal with anti-social behaviour **where all other actions have been exhausted**.

By implementing it the Council is basically stating that the area under question has such endemic AB issues that they have been unable to address with their existing wide ranging powers.

The impact on this will be to effectively red line the area in the eyes of many insurers and mortgage providers. There is plenty of evidence of this in areas where selective licensing has been implemented.

This will not only affect the landlord community but also **anyone else** in the area seeking home insurance or a mortgage. Also it is these increased costs, not just the £x per week for the license that will force a rent increase across the PRS.

I am the owner and landlord of the terraced house at ** Seabourne Road. The property comprises a ground floor one bedroom self-contained flat and a four bedroomed maisonette above, both occupied by professional tenants. My property, along with neighbouring No **, is just within your proposed boundary. My property sits between restaurant premises (with owner occupied accommodation above) on one side and a similar terrace to the other side at number **, also split into two properties (at least one of which is owner occupied). Beyond No ** the rest of the road up to the first junction is occupied by GC Produce, a commercial premises and fruit and vegetable wholesaler.

I do not agree with your proposal to extend your Selective Licensing area to include my property (or indeed number **). I understand that the proposed area was selected using statistical mapping within Government set "Geographies" and is open to challenge and comment.

A Selective Licensing designation may be made if the area to which it relates satisfies one or more of the following conditions. The area is one experiencing: • low housing demand (or is likely to become such an area) • a significant and persistent problem caused by anti-social behaviour • poor property conditions • high levels of migration • high levels of deprivation • high levels of crime In considering whether to designate an area for Selective Licensing on the above grounds, the Council may only make a designation if the area has a high proportion of property in the private rented sector; those properties must be occupied either under assured tenancies or licences to occupy.

I do not accept that any of the above conditions apply to the area in which my property is located. To the extent the Council have taken into account local statistics I suggest these may be affected by the close proximity of commercial premises and not related to private rented homes. I am aware that when my parents resided in the property (which included the period of statistical relevance 2013-2015) they made several complaints to the Council about noise nuisance due to GC Produce vegetable lorries parking outside their property in the early hours of the morning. Local residents also complained that an awning erected at GC Produce was in breach of planning consent, although no steps were taken against the company as far as they were aware. One Stop is located opposite my property which is open late at night and likely to be a source of anti- social nuisance and other social

factors. It would be wholly inappropriate to include my property within your area due to crime and other statistics relating to commercial premises and unrelated to private housing.

My property is fitted to a very high standard and attracts high quality tenants. I myself am a retired Solicitor. It is currently let to professional working tenants. I should add that I could have rented the maisonette several times over to professional sharers (turned away doctors, nurses and teachers) because I was told by Bournemouth Borough Council that my property would at the very least require planning permission to operate as an unlicensed HMO and that given the number of HMOs in the locality I was unlikely to have my application granted. I have therefore had no option but to search for one family to occupy the property in circumstances where the rent is more affordable for sharers than one family. This has meant that the property remained without tenants for longer than it otherwise would, I lost rental income and key workers lost the chance to find a home. If the property were deemed to fall within a Selective Licensing area this may hamper any future application I may make to obtain a licensed or unlicensed HMO and would adversely impact local housing needs.

When considering whether to make a Selective Licensing designation a local housing authority must first identify the objective/s that a designation will help to achieve – it must identify whether the area is suffering problems (providing evidence of these problems) that are attributable to any of the above criteria for making a designation and what it expects the designation to achieve. It should only be used where existing measures alone are not sufficient to tackle the underlying housing problems of a specific area.

Making an area subject to a Selective Licensing designation will not help problems to the extent they may exist and are caused by nearby commercial premises. The Council would need to provide evidence of the problems experienced in the area in which my property is located before it can make a designation. I fail to see how Bournemouth Borough Council can achieve this in the circumstances.

Local authorities should also carefully consider any potential negative economic impact that licensing may have in their area and some of the other possible effects of the designation (and to include any risk assessment they may have carried out).

Licensing may have a negative economic impact. It is important that rents in the area are affordable for tenants and to encourage good quality tenants. Landlords will understandably pass on licensing charges which will result in higher rents. This will be added to the impact of the recent government decision prohibiting estate agents from charging tenant fees for referencing checks, which will be added to rental costs by landlords.

The Council must not make a particular designation unless: (a) they have considered whether there are any other courses of action available to them that might provide an effective method of achieving the objective/s that the designation would be intended to achieve, and (b) they consider that making the designation will significantly assist them to achieve the objective/s (whether or not they take any other course of action as well).

The Council must state the objective that the designation is intended to achieve in the area in which my property is located and I fail to see how this can be done.

In conclusion I do not support the Council's proposals on selective licensing and in particular I contest the proposed geographical area.

I have just read the consultation document and agree that something needs to be done to tackle rogue landlords and unlicensed HMO's in the area but I don't feel this one size fits all is the solution.

As a landlord of 20 years currently with over 9 properties - some in the suggested area - I feel very strongly about this and welcome the opportunity to be involved in the consultation process. I am also a resident in the proposed area and experience the problems on a daily basis.

This is a punitive burden on the respectable - rule and legislation following landlord. The majority of landlords respect these laws already. Why wouldn't they with the risk of huge fines and court proceedings.

Extensive levels of legislation already exist to protect tenants. The Council has the planning and fire regulations to protect misuse of buildings and premises. Your licensing conditions are extensively embedded in law and statute so do you really think that this scheme is going to make a difference.

You have the tool kit already so why do you not use it. Why do you feel that adding further administrative procedures is going to help,

The cost of the scheme will inevitably be passed onto the tenant who is the very individual that needs helping. If you have identified the need - you have identified the problems.

A scheme like this just puts the matter at arms length. The licensing conditions are already enforceable by law and legislation.

Good morning,

I saw this in our news round up and thought I would send it on to you for interest.

<http://www.bbc.co.uk/news/uk-england-london-39386587>

At our last meeting at which we had over 120 attendees, this aspect was discussed and such was the debate that it sparked, that long after the meeting was over there were groups of Landlords discussing it, to the extent that I had to ask some of them to take themselves off to the bar as the hotel were wanting the room back!

I like to think that we have always had a good relationship and so it is with this in mind that I am writing to you to let you know about the strength of feeling in the Landlord community around your proposed Selective Licensing Scheme.

As you know, the Landlords we get at our meetings tend to be the better Landlords who have an interest in maintaining good standard in their properties and good relationships with their tenants. Many are accredited and I suspect many are known to yourselves if only through attending NLA meetings.

However, on the back of all the recent changes to legislation, many Landlords are feeling victimised and it may well be that this proposal is the final straw for many.

With additional licensing costs on top of eroding margins and little or no goodwill left, then if local Landlords can earn more money by housing tenants from London then where do you think they will go? This will undoubtedly put further strain on your LA budgets in addition to making it harder to house the tenants you have.

I know the last time we spoke that you didn't think this was really an issue, which is why I am sending you this.

London's problems will become your problems if you insist on upsetting the status quo.

Melvin Pugh | NLA Local Representative for Dorset

National Landlords Association

T: 01202 795997 | **W:** landlords.org.uk

I am writing to you because I have only just found the Bournemouth Echo article on the consultation for licences.

I have owned a 3 Bedroom flat in Crabton Close Rd for 17 years. At present it is up for re-let and has new carpets and has been decorated throughout. I pay for British Gas homecare and have an annual Gas Certificate. There is a professional wired in smoke alarm and carbon monoxide detector.

The flat is absolutely immaculate. As a landlord I really care about my property and have good relationships with my tenants. Last year all the flats in the block bought the freehold, formed a company and now all pay a hefty amount each month to maintain the building.

I feel the blanket targeting of all Boscombe landlords is very unfair. I know for a fact all the landlords in our block are not as the article described. I am sure there are many such landlords in the Boscombe area.

The fairer way would be to individually assess each property but I suppose that would be too costly.

Please be so kind as to consider this email.

Dear Mrs Kelly,

Having undertaken a great deal of research into the Selective Licensing Scheme I feel as one of my local council representatives, you have a responsibility to all of those within the ward who would be affected by this.

The proposed Licensing will further stigmatise an already heavily stigmatised area.

Insurance premiums for cars, home contents, business and building insurances will be increased as they have in other areas which have taken on the Licensing Scheme as the whole area, including those adjacent, will be deemed more of a risk.

Rents in the area will increase as landlords recoup the additional costs of the licensing fee and insurance premiums.

Mortgage companies will put on additional pre-requisites and or higher repayment rates as they will assume the area to be problematic.

The most needy will not be able to qualify for housing in the area as they will not fit relative criteria , as landlords will want to protect their license and therefore homelessness will increased for the most vulnerable.

Likewise , as a landlord only has the jurisdiction of evicting a problem tenant, any anti social behaviour may be seen to have a likely effect on a landlord's license and so many more will be evicted without due diligence thus pushing the problem out into other ares of the borough.

Landlords cannot solve anti social behaviour bought about by drug and alcohol abuse.The council, police, housing associations, community groups,drug rehab facilities,landlords and tenants working together on specific and targeted issues would create better and more effective outcomes.

The council and police should be well aware of the main problem properties within the area and specifically target these , their tenants and landlords, being a much better use of resources ,rather than stigmatising the whole area.

The data of anti social behaviour does not relate to housing as in a freedom of information request to Dorset Police , they replied that they do not record the housing tenure when making their reports and so therefore anti social behaviour cannot be related solely to the private sector.

In my experience anti social behaviour has tended to be related to HMO's, ***** properties and housing association properties.

New government regulations regarding HMO's come in to force in October 2017 and obviously will cover many of the problem properties and issues that are covered within the proposed scheme.

I have informed the council and police of extreme anti social behaviour in the property next to me which includes soliciting, drug taking and dealing , fly tipping and loud, violent and threatening behaviour and whilst the landlord is attempting to evict them ,the police and council have not implemented any action to help. Is this because once the tenants are evicted they become the council's problem as they will need housing?

How is the council going to work out how successful this scheme would be as they have no means of recording any improvements and have not set out clear measurable objectives .

From the council's own figures, it shows the greatest propensity for anti social behaviour occurring in Bournemouth Town Centre, so maybe that would be a good place to start and if anti social behaviour is reduced there then that could be rolled out to other parts of the area.

The council granting licenses to drinking establishments such as Family bar next to McDonalds, Mello Mello , The Percy Shelley and The Shark Bar, which have many people drinking and smoking outside all day and evening on the street, intimidating passers by with their drunken , abusive anti social behaviour does nothing to improve the area of Boscombe. Maybe the council should reconsider their licensing applications and that if bars cannot provide a smoking area off the street away from the public, then they should not be granted a license.

I have also been made aware that special dispensations will be made to accredited landlords and housing associations, this is prejudiced against hard working tenants and their professional landlords.

Boscombe has issues but so too do other parts of Bournemouth. A licensing Scheme here will not improve anti social behaviour, reduce crime or as stated in the consultation document, reduce environmental crime costs . It will increase rents, push anti social behaviour out to other parts of the borough and increase insurance premiums for all in the town . It will further demean an already

stigmatised area where many young families live and work . As well as putting the emphasis on the anti social elements of the area maybe a more coherent strategy could be implemented to improve Boscombe for those who take pride in the area by working together with all groups and agencies to research ,by evaluating what other boroughs have done to overcome anti social behaviour, problem drinking and drug abuse then specifically target those who are repeat offenders and promote the great things Boscombe has to offer such as good shops, great schools and a clean , beautiful beach. Positivity not stigmatisation .

I would hope that you will take in to account some of the points made in this letter and not go blindly down the route of licensing and I am grateful for you having taken the time to read this letter.

Yours Sincerely,

Having attended a Drop-In session at Southbourne Library on 23 February I am still not sure why my house and the others in the Beechwood Gardens cul de sac are included when those whose frontage is in Beechwood Avenue. In particular is ** Beechwood Avenue which shares the same plot of land on which numbers * to *are built. The house was built by Crest Homes around 1982 and is almost identical construction to the others. It is not credible that it is any more likely to be experiencing low housing demand, a significant and persistent problem caused by anti-social behaviour, poor property conditions, high levels of migration, high levels of deprivation, and high levels of crime than the residents of Beechwood Gardens. I cannot believe that any government/council would draw a line through the gardens of two almost identical properties as it makes no sense. For this exercise it is important that the criteria and procedures are observed with understanding and precision. Can you explain the reasons for this boundary line being where it is at present, or should it be drawn along the AECC boundary?

I remain totally unconvinced that the statistics being used for our properties are relevant. I have tried via the internet to establish the precise area covering Beechwood Gardens. Inputting LSOA 5275 or E01015275 reveals the web site for UK CrimeStats and this produces a map which is a larger area than that in the consultation document as it includes houses on both sides of Beechwood Avenue and down Wentworth Avenue as far as Ravine road. Where can I find the exact area that covers our group of houses?

From the information gathered at the Drop-In session I understood that LSOA 5275 was an area determined by the government over which Bournemouth Council had no control and hence they had to use the statistics supplied for LSOA 5275 without using any local knowledge. Just how reliable are these statistics and what relevance do they have to the properties in Beechwood Gardens?

At present I have no confidence in the rationale used for the selection of the properties included in the Selective Licensing Area, nor for the manner in which the statistics are applied to the predetermined areas.

By creating the Selective Licensing Area in an effort to improve landlords' management of their properties and hence improve the lives of many of their tenants, you have inadvertently informed any prospective house purchasers that properties within the SLA are undesirable as the area is so very full of problems. Your actions may well be self-financing from the authority's view point but will result in a heavy depreciation of private house values both in and outside the SLA. Has the Bournemouth Council considered the size of the legal fees and the compensation package that will have to be met when home owners take action for the loss in the value of their properties , a demand for a decrease in their Community Charge, and the increase in their insurance premiums?

The labelling/branding of an area creates an impression that the majority of residents suffer from anti-social behaviour; do not maintain their properties; suffer from high levels of deprivation and feel unsafe in their homes - this is not the way forward as it is very far from true in Beechwood Gardens!

I trust that Bournemouth Council and its officers will reject this Selective Licensing proposal and instead promote an alternative, highly imaginative and effective set of procedures to produce the desired outcomes and make Boscombe a town to be proud of.

I write on behalf of the Residents Management Committee of Kings Courtyard, 30-32 Knyveton Road Bournemouth BH1 3QR. While the committee welcomes the efforts of Bournemouth Borough Council to counteract anti-social behaviour and crime, a number of Residents of Kings Courtyard have approached the directors (of which I am one) expressing their serious concern and dismay at the inclusion of Kings Courtyard on the list (Consultation Document Summary page 7 Knyveton Road) & outlined on the accompanying map of an area proposed for Selective Licensing. While the WHOLE of Knyveton Road as well as Spencer Road (which is to the rear of Kings Courtyard) are excluded from the list, an EXCEPTION has been made for 24-36 (numbers 30-32 being Kings Courtyard).

The inclusion of Kings Courtyard in the area for selective Licensing appears to us to have been made in an unfounded and wholly arbitrary way. The idea that there is a "high level of anti-social behaviour and crime together with high levels of deprivation " referring to the Residents of Kings Courtyard defies any rational assessment.

Kings Courtyard is a block of luxury flats and therefore would, in our view, tend to attract those intent on anti-social behaviour. The residents are all law abiding citizens who take our obligations and civic duties seriously. If there are noted incidents of crime in our area adjacent to Kings Courtyard, they must be committed (Not by the residents) but by those coming from outside. The charge of anti-social behaviour and Crime implied in this list is gravely damaging to the good name and reputation of

our residents and could indeed seriously affect the value of these properties which are privately owned.

We would be grateful if you would liaise with those who drew up there unacceptable proposals to include Kings Courtyard in the Selective List to find out the reason for the inclusion of Kings Courtyard in this list for Selective Licensing and reverse this anomalous decision.

This submission is in response to the public consultation regarding Selective Licensing Proposal for Boscombe East, Boscombe West, East Cliff and Springbourne
I operate as a landlord , an active member of the National Landlord Association (NLA), outside the proposed areas and I am seriously concerned with the proposal as currently drafted, as well as being directly affected by the potential consequences of this proposal.
I wholeheartedly, as do all responsible NLA landlords, support all Councils actions in "tackling rogue landlords and anti-social behaviour ". However, I totally and fundamentally disagree with many of the statements and assumptions in this proposal. I urge Bournemouth Council to dismiss this proposal.

At a recent NLA meeting in which the Head of Housing and Community Enforcement for Bournemouth Council (Ms Ansell) presented the Selective Licensing proposal, it became increasingly obvious that this individual had already made her decision in favour of the Proposal. Consequently my concern is that this consultation period is simply one of red tape and public opinion spin. Nothing will change and the proposal shall be adopted irrespective of public concerns and feedback.
Consequently, I summarise some of my extensive concerns below and decline to provide any more detail as I perceive these will neither be read, considered nor discussed.

In summary, this Consultation Document (9th January 2017 - 1st May 2017) is
A) LACKING IN ANY QUANTIFIED METRICS that can be audited accurately to reflect the Council's success or otherwise in its objectives.

e.g. What reductions in crime or anti-social behaviour shall be delivered as a consequence? When asked this specific question at a recent NLA meeting, Bournemouth Council's Head of Housing and Community Enforcement, happily responded that the Council does not have any metrics!

B) FINANCIALLY FLAWED

- p74 shows a list, INCOMPLETE, of income and expenditure

- P71 states " the true cost of a scheme will not be known until it is in progress"!!!!

What representative, makes such a naive and shocking statement when attempting to justify a proposal?

- how is the public expected to comment on an incomplete Proposal that is not fully cost justified?

- what confidence does this build amongst the public in a Council that proposes such schemes .
What else might the public have to fund when the true costs are understood?

C) NAIVE and shortsighted

p70 states " as a worst case scenario, the additional cost in increase in rent could be £7.86/month".

This cost addresses ONLY the licence cost for Landlords! No costs associated with Landlords personal time taken in license application, ongoing administration, possible subsequent investigation relating to ASB (proven or not) are taken into account. Are Landlords, their financial and legal representatives expected to offer their time as a favour and be non chargeable???

D) INEFFECTIVE AND UNREALISTIC IN THINKING AND DETAIL

e.g. Does not offer any specific details on what changes of empowerment may enable a landlord to affect his selective licence contract responsibilities.

E) Highly likely to cause INCREASES IN ALL TENANT'S RENTS - whether rogue or not. My comments in B and C above and associated costs will be passed down by landlords to tenants. At a time when Landlords are trying to cap or minimise tenant's rent increases, this will cause a very damaging and worrying precedent by Bournemouth Council to all tenants. It will be considerably more than £7.86/month as the Proposal would indicate! This could easily be trebled due to landlord's overheads in administering and monitoring this scheme.

F) trying to raise funds in one council department, to allow for recruitment in headcount. However, it shall without doubt have negative financial consequences across other silod council departments.

G) CORE PROBLEM WILL NOT BE SOLVED - JUST MOVED!

I acknowledge and agree the need to address the two core issues - rogue landlords and anti-social behaviour in our society (the latter NOT just restricted to tenants!) is very important. But pointing to ALL landlords to address this is simply mis placed thinking and wrong. I acknowledge it is a convenient way for the Council to temporarily raise additional funds. But, ANY tenant that is reported for ASB will immediately be MOVED on by the landlord. This does not solve the Council's core objectives.

I could add more but sense, as stated earlier, this consultative exercise is somewhat academic and shall be politely dismissed.

I urge Bournemouth Council to dismiss this proposal.

Yours faithfully,
National Landlord Association member

As I am sure you are aware, the Bournemouth Selective Licensing Consultation period has come to an end as at 1st May 2017.

I have attached a copy of my response to the Consultation as I thought it may be of interest to you.

In my response I have highlighted my concerns which in brief centre around the fact that:

There are already sufficient powers to achieve the objectives set out in the Consultation document.

The Scheme must be self financing, yet clearly the Financial Summary shows that it is not a financially viable proposition.

The scheme will be an operational and financial burden to Bournemouth Borough Council.

As there appears to only be a downside with no or very little upside I hope the attached response is of value.

I have had various concerns from residents and my neighbours in Wilfred Road about the selective licensing proposals. The question is why has 1-6 been included in the proposed area ? This is a road with large Boscombe Manor houses worth £500k to £900k, they are all very well maintained and have large gardens. There is no anti-social behaviour in the road

and there has been virtually no crime. The only rented properties in the 1-6 road are ** and ** (and the vicarage at number 3). I do have to declare an interest as I own and rent out ** and ** but live at *, so having the tenants effectively in our back garden my wife and I ensure the tenants are both well looked after and carefully selected. I appreciate that it could be that the landlord in the future does not live next door, but ** and ** are luxury expensive, high rent flats and so are not in any way the target for the selective licensing proposals. Please will you seriously consider removing 1-6 Wilfred Road from the proposed selective licensing area ? I am happy to discuss this further if necessary.

thanks,

Dear sir/madam we are seeking a review to include the Boscombe Manor on the licensing scheme for landlords. Our home is a prime example, * Keswick Road it is a converted Edwardian house which is now 3 flats all owned by individuals. The top flat is let out which is a one bedroom attic flat at present it is being used by two adults two babies and a dog. They have a garage which he is now using as a small car repair centre and cars are queuing up to be looked at. We have informed the landlord but as yet nothing has been done. My question is , the whole area of BOScome is under threat from rogue landlords that is why you are introducing this scheme and we feel the Manor is no different with many flats in it . You might think that that it looks nice with big houses and lovely area but be warned the area is being targeted our house is just the start so please rethink what is wrong with making Boscombe Manor landlords any different than the rest

Objections to Selective Licensing (SL) Proposal

Though I don't doubt that the decision has in effect already been made the proposal to introduce SL for certain areas of Bournemouth housing is a clear example of management by bureaucracy and will have a negative impact on the availability of good value, low cost housing.

Provided in outline below are some of the major points of objection:

Correlation vs Causation

Links between private sector housing and anti-social behaviour (ASB), crime and deprivation - there may be correlation but it is not the cause. There is no evidence presented which has been rigorously tested to prove a causal link.

Links between housing benefit recipients (HBR) and ASB, crime and deprivation – in this case there could indeed be causation. HBR have no stake in behaving well as they will be supported by government and non-government agencies.

Small-scale private property owners have entered the housing market providing flexible housing options to those excluded from more formal channels e.g housing marketed through agencies (private or public) with prohibitively high up-front fees or access criteria.

Property owners responsibility for ASB, Crime and Deprivation

How can property owners be blamed for their tenant's behaviour? You might just as well blame their local MP or council members. Indeed this scheme could be seen to have the purpose of shifting the focus of attention away from the council or government's ability to deal with ASB, crime and deprivation and lay it at the doorstep (quite literally) of property owners.

Difficulty of evicting anti-social or problematic tenants.

If housing and tenancy legislation gave a fair balance to both tenant and property owner (the latter of which it is currently biased against) then property owners would have the ability to evict bad tenants without a long and potentially costly process where the tenant can be months in arrears and continue their detrimental behaviour with impunity.

This would be much more effective in 'clearing' the area of undesirable tenants (though these will in theory simply be displaced into other areas).

Restrictions on housing supply through schemes such as SL and growth in single unit housing demand will lead to :

Property owners able to neglect properties as less choice available for low income tenants.

And difficulties for good tenants to find good housing which is not helped by public sector intervention raising market rental rates by subsidising social housing at elevated cost.

Evidence from the implementation of SL schemes shows that they are difficult or ineffective and have a neutral or negative impact on housing availability.

However enabling a wide and expanding flexibility of housing options increases the supply and therefore competition in the market. Small-scale property owners will always prefer good tenants over bad and will therefore keep properties in good order and at the right price to attract them.

The only time property owners will accept bad tenants is when they are being paid a premium to house them with an underwritten source of funds (e.g. housing benefit recipients) or with the intention of running the property down and then demolishing a number of adjoining properties to be redeveloped and sold-off into higher cost housing schemes – a practice which is already evident in the strategy of one large social-housing landlord in the area.

Little evidence from other areas of the country that SL works.

Evidence from the implementation of SL schemes shows that they are difficult or ineffective in their implementation and have a neutral or negative impact on housing availability

In some areas, there has been an increasing rationalisation of the sector with more properties being managed by agents. Although this makes the licensing process for authorities easier, because it means that they have fewer individual property owners to deal with, it has not always led to improvements in management standards. Ref 1.

In addition the revenue raised has not been enough to cover the costs of administration.

Target large property owners and agencies (who manage properties on behalf of 'absent landlords') for property maintenance issues.

The large scale property investment model focuses on the asset value over time and a small income stream to cover running costs. Providing good quality, low cost housing is not its primary concern and assets will be divested of as necessary.

The scale of fees proposed for SL demonstrates that it is biased in favour of large-scale housing providers who are very often the ones who allow their properties to deteriorate and/or let them to disruptive/defaulting tenants (whose loss of revenue can be covered by insurance policies the premium for which is returned to good tenants in the form of higher rental rates). Furthermore they are more likely to exploit their position of power.

Tenants and local authority officers cited numerous instances of unscrupulous practices by agents.
Ref 1

Small-scale private property owners (with one or two properties and no use of agencies) will know the value of keeping their property in good order to make it easy to let and maintain its value for the longer term.

Faced with yet more obstructive bureaucracy many small-scale property owners will inevitably sell-up and move their property investment allowing the large scale agency driven market and social housing providers to corner the market. Could this be the objective of certain powerful interest groups?

In Conclusion

No doubt SL will be implemented despite a lack of proof that it has a significant positive effect. And if after several years the scheme is abandoned due to not being cost effective but having managed to drive-out of the market small-scale, responsive property owners then the costs and negative impact can be written-off and the blame placed on 'bad' property owners (whoever these people really are) with further vilification of private housing providers who actually do something very useful.

It's no wonder that so few people vote for their local councils when these are the sorts of policy they seek to implement. In fact the lack of electoral support calls into question the legitimacy of their status to do so.

The idea that good tenants will be changed into bad people by their housing is a wilful mis-allocation of blame. Look at the creation of a dependency culture by the public sector and the difficulties faced by good tenants working in the low-wage economy driven by large corporate concerns and not the flexible provision of housing by small-scale private property owners as the source of these problems.

My landlady provides good quality accommodation at reasonable cost (£85/week including fixed utility bills). When other tenants have caused problems she has had difficulty in evicting them due to existing legislation.

Introducing a further layer of bureaucracy and cost won't help me as a low income tenant. Perhaps you should try providing private accommodation as an individual (without public sector support) before you interfere with other's efforts to do so.

Reference Sources:

1. Housing: Encouraging Responsible Letting By Great Britain.Law Commission

2. Evaluation of the Impact of HMO Licensing and Selective Licensing by Building Research Establishment. Department for Communities and Local Government

I have read the Consultation Document and would like to clarify something.

If I was to leave the area for a short time (possibly one year) and wanted to let my flat, would I have to pay £400 (approx.) for a 5-year Selective Licence?

If that's the case then I'll be strongly against the proposal.

Thanks for clarifying this. Should I be required to move away temporarily I therefore won't let my property; the fee makes it uneconomical. Instead my property will remain empty which benefits nobody. I will therefore add these comments to my questionnaire.

Dear Cat,

Further to my email submission below this is to let you know that I have been discussing the Council's proposals with my neighbours. They have asked me to email you to show their full support and agreement to the objections I have put forward to the Council by being copied into this email communication. Please accept this email as authorisation for you to contact them by email or post in connection with the selective licensing proposals should you wish to do so.

*** and *** are the owners of the leasehold property at number ** Seabourne Road.

*** and *** *** reside in the neighbourhood just outside of your proposed licensing area at ** Darracott Road. They were occupiers of my property at ** Seabourne Road during your statistical period and their objection is thus highly relevant. They have asked me to point out that during their occupation they were encouraged by the local Police to raise complaints about antisocial behaviour in the late hours outside the One Stop store. As you will appreciate this behaviour resulted from visitors to the store and ought not to be allowed to skew the statistics such that your selective licensing is imposed upon the owners and landlords of high quality properties in the vicinity.

Please do not hesitate to contact me if you have any questions.

With kind regards

My idea is to make it conditional for all landlords to provide each of their council tax paying properties a 240L recycling and 140L refuse capacity that the council will collect on a fortnightly basis.

Should for whatever reason, they are unable to do this, for example, lack of space availability, lack of interest from tenants, they must install a suitable waste management plan and private waste collections to prevent a whole host of problems, litter, pest, odour, etc.

Also, would like it make it conditional when tenants enter and leave their tenancy, they are to take reasonable steps to ensure the waste is not fly tipped on to the public highway.

You stated you would like to avoid the list of do's and don'ts for the landlords escalating. However, I believe the non-management of waste by land lords is one of the primary reasons why Boscombe and Springbourne has it problems.

I have copied in my colleagues Lesley Butler and Patrick Harding as they share my thoughts. We would like certainly like to work with yourselves to stop problems at its source rather than Street Services installing 'plaster-band' solutions later on.

Please feel free to contact either of ourselves if you have further questions.

In short, I think it is a poor idea that decent landlords eg those who are accredited through the NLA, RLA or Dorset Register as expected to pay for those landlords who are rogues. I would suggest that registration should be free for landlords that demonstrate that they are fit and proper persons, with significantly higher fees and penalties for those who persistently refuse to register or cause problems.

In addition, you are intending to require that we reference tenants properly. However, as we are unable to access criminal record or ASB information, you are expecting us to do something without giving us the tools to do this adequately. This needs to be available.

I hope that this helps.

Dear Mr Day

I attended the Drop in session at Boscombe library on 9 March 2016.

Firstly I would like to thank you for the presentation you gave, this certainly helped me to understand the reasons and the logic behind the scheme and the area covered.

One of my main questions was why is only 2 and 4 Owls Road included, I would have thought it would be all or nothing.

2A and 2B are a Care Home and Boscombe Connect so would not be affected by the scheme, 4 Owls Road are recently built flats.

The reasons for the scheme set out in the proposal are:

- Low housing demand
- A significant and persistent problem caused by anti-social behaviour
- Poor property condition
- High level of migration
- High levels of deprivation
- High levels of crime

As already stated 4 Owls road is a modern block of flats that is built to a good standard so it does not fall into any of the property issues above.

I have only been in the property for 5 months but in that time I am not aware of any crime or anti-social behaviour in or around the property.

I do support what that council are trying to do in the area but I feel that the properties in Owls Road should be excluded so that the real problem areas can be tackled.

Thanks for sending me the questionnaire. I only had two specific points to make, and there wasn't room on the paper.

The first is my worry that landlords will pass the extra cost on to tenants somehow. My experience of landlords in this area has been that they are reluctant to spend any money on their property, or on the rental process, without somehow re-compensating themselves. This is often done after a number of smaller expenditures have accumulated and is added on to the rent.

The second is that landlords will be inclined to spend less time and money maintaining their properties once they have 'ticked the box' to say they've got their licence every year (or however often it needs renewing).

I like the idea of enforcing a code of behaviour on landlords in the area though, as I've had quite a negative experience with them since moving here.

I was surprised and disappointed to find that all of the houses in Beechwood Gardens were included in the proposed Selective Licensing Area as we are not experiencing:

1. A low housing demand (when properties do go onto the house market they are much sought after).
2. In general the properties are maintained to a high standard.
3. I believe that 4 out of the 9 original purchasers of the properties, built in 1982, are still living in their homes and two more of them have been occupied for over 20 years by the same people - hardly evidence of a high level of migration.
4. There is no evidence of high levels of deprivation.
5. Over the 23 years I have lived in Beechwood Gardens I have been unaware of high levels of crime.

Given the above details I submit a request through the Freedom of Information Act to see all the relevant data that was used in coming to the decision to include Beechwood Gardens 1-7, and 2-8 within the Proposed Selective Licensing Area.

I would also be interested to know why 44 Beechwood Avenue is included but 42 is not. Similarly why are the AECC and the St Thomas Garnet independently funded educational buildings included?

I eagerly await your response to my request.

Having read through some consultation documents relating to the above, could I pose the following question?:-

Would the intention be to also licence 'accidental landlords' who find themselves renting a family home themselves?

I am considering whether to rent my current home (which has been in my family since the 1920's) in order to move on myself with my new family. But if this new scheme encompasses scenarios like mine, I could only afford to sell. So, this would remove a pristine 3-bed semi from the market to a potential renter.

If the scheme was aimed at landlords with say, two properties or more I could understand it, as that's clearly a business opportunity.

Regards

I have been sent your document on selective licensing and it's "benefits".

It's most obvious benefit is that it makes lots of money for the council. Beyond that, it's hard to see that it will make the slightest difference to anyone.

Except of course that as a landlord who has so far stomached all the new government costs to renting, I have no choice but to increase the rent. So the only people that will pay for this travesty of justice is those who can least afford it - those who can't afford a property, and have to rent.

You are having a "consultation", but we all know, the decision has already been made and it's going to go ahead no matter what. So what's the point in me wasting my valuable time. Instead, I'll just do what every other landlord will do and put the rent up. More poverty for those in most need.

Please forward this email to your "consultation" team, so that they can ignore it and go ahead anyway.

What a truly disgusting idea this "selective tax on the poor" scheme is. Put the poorest in society in even more financial hardship, just to balance your books.



Selective Licensing

According to The Housing Act 2004, a Selective Licensing designation may be made if an area to which it relates satisfies one or more of the following conditions. The area appears to have:

- low housing demand (or is likely to become such an area)
- a significant and persistent problem caused by anti-social behaviour
- poor property conditions
- high levels of migration
- high levels of deprivation
- high levels of crime

Boscombe East, Boscombe West and East Cliff & Springbourne have an increasing private rented housing sector. Quality of some of the housing and levels of anti-social behaviour, crime and deprivation appears to be directly linked to some of these properties.

It makes sense to instigate the Selective Licensing. This would hopefully help to increase the responsibility of landlords and create a more economically viable area along with a more integrated and safe community.

As a working forum that attempts to be aware of and make positive changes to the local area, PCF are in agreement with the proposal of Selective Licensing and hope to see it rolled out to include **ALL Landlords** in the near future.

POKESDOWN COMMUNITY FORUM

I am against the proposed Selective Licensing for Boscombe East and particularly Harvey Road. I believe that the area chosen for Selective Licensing is too large at 4,000 properties. This appears to be the number required to validate the cost required to adapt and train employees in a computerised system for this increased administration. This should not be about administration or finding a use for an under-used computer programme. This should be about action for badly maintained properties, and action against landlords who allow overcrowding in their properties. This will not be improved by legislation as many of the proposed checks to be done by the scheme are already statutory legislation. Any badly-maintained properties should be individually targeted as they become known, not by using a blanket licensing scheme.

Harvey Road is at the edge of the proposed Selective Licensing Scheme. I have owned a flat in Harvey Road for the past 8 years and I have stayed in it from time to time. It is a pleasant tree-lined residential road in which the properties are cared for. At the end of the road is the Anglo-European Chiropractic College and the private St Thomas Garnet's School. It does not appear to me to be a deprived area. I have not known of any serious anti-social behaviour or crime. I am happy to walk in the vicinity at night as I have family in the area. My tenants stay for 3 years at least and only move if they have to for a new job or more room. Labelling Harvey Road as part of the 'Deprived area of Bournemouth' will have an adverse effect for many years. Mud has a habit of sticking. Good tenants will not want to rent in the area, so the number of difficult tenants will be concentrated in the one area, thereby introducing problems that we do not have at present. Frankly, I am amazed that Harvey Road was included in the first place.

Harvey Road is part of Boscombe East which consistently has a lower % on all the adverse statistics published in the consultative questionnaire. It performs better in some cases than Westbourne and

West Cliff which have not been selected. Property values have increased more than in the other sectors, and it is in-line with the national average. Again, this is not the usual scenario for a deprived area.

Out of any profit from rent, I pay for the following: the building to be maintained by a professional managing agent and a professional letting agent to look after the flat and the legislation for the tenants. The Selective License will mean that the council will request copies of the work done by these professionals. This will mean more of my time spent on administration for renting. What will that achieve? If a Landlord has not bothered before, will this improve the situation? I do not think that it will.

The cost will be £95 per annum for individual landlords with one property who take a pride in looking after it. The cost will be less if you own the whole block of flats and where the landlord may not know the block at all. This cost will be charged to good and bad landlords alike. How is that fair? Resources should be spent on the worst roads or properties. If the council targeted their effort, the greatest improvement could be made in the shortest of time. If the proposed Selective Licensing Scheme turns out to be under-funded, it will affect the council's purse. This would be less with 1,000 properties, than with the proposed 4,000 properties. As a smaller system is worked, the knowledge and experience gained would be useful in measuring the effectiveness of all the administration. Labelling decent streets with the title 'Deprived area for crime, ant-social behaviour and crime' is not acceptable.

Of course, this cost of £95 per annum will have to be passed on to tenants as current legislation and tax has left little in profit per year. This will amount to £10 per month increase in rent per property.

Please make my views known and vote against this blanket Selective Licensing for Boscombe East.

Dear Kelly, as a landlord of three small properties in the potentially affected areas I would like to be involved in the consultation process. I am not opposed to the scheme, it could be quite beneficial. I am concerned that the registration costs for Landlords will ultimately get passed on to tenants. And I think to make the scheme workable the landlords affected need to be "on board" from the outset, at least this will make things a lot easier than costly enforcement methods later on.

I am a member of the RLA and I uphold "best principles" when letting out my properties which includes all the correct checks, documentation, referencing and I maintain the properties in good working order so I really have nothing to be concerned about with the proposed scheme and therefore am quite prepared to be a supporter of it.

I have read with interest the proposals to introduce Selective Licensing within a number of wards within Bournemouth.

I understand that the percentages of privately rented housing in Boscombe East, Boscombe West and Springbourne are high, and that there may be concern not only about the quality of some of the housing in the private rented sector but also around the levels of anti-social behaviour, crime and deprivation which the Council believes is directly linked to some of this accommodation.

However, I feel that the proposal for Selective Licensing is a blunt instrument which will penalise all private landlords, and this is unfair on the significant number of private landlords who provide good quality homes for rent.

Whilst I do not have buy to let properties in the wards proposed, I am a private landlord with

accommodation in the Winton / Charminster area.

Recent Government policies have done much to harm the economic viability of the private rented sector for small landlords. For example, the additional 3% Stamp Duty payable is a significant cost, and the phasing out of higher rate tax relief on loan interest will also have a sizable financial impact over the coming 4 tax years.

The proposal for Selective Licensing is another extra cost. £472 per property is a substantial chunk of money (approx. one month's rent for a one bedroomed flat). This is an additional 'tax' on private landlords and I fear it will have significant consequences.

Whilst there should be positive consequences arising from the additional capacity in the housing team (with a cost of circa £2m over 5 years, I sincerely hope so), I believe there will be negative consequences too.

The introduction of Selective Licensing will be an additional cost / red tape burden for the many landlords who are 'good' landlords, ie those who presently do take the time to look after their property, their tenants and have concern for the neighbourhood. I believe that the Selective Licensing will drive many of these 'good' landlords out of the marketplace, either to other wards, or away from buy-to-letting altogether.

The fee structure proposed is unfair, if it goes ahead at a flat rate of £472 per property, with a marginal rate for multiple flats within a block. I think it would be much fairer (and would better target the problems of ASB etc which are outlined) if any fee structure were based upon the number of tenancies / rental agreements. By this I mean that there should be a weighting for the density of occupation and for the number of times that tenants come & go - for example, a flat with one occupant under an AST who lives there 5 years is likely to be considerably less of a challenge for the housing team than a flat with three unrelated occupants who each live there for a period of, say, 6 months (30 residencies over a 5 year period)

I also question the fee structure relative to the present costs charged for an HMO application - the £472 seems disproportionately high relative to the workload for the housing team.

Rather than use Selective Licensing to target all private rental properties within certain wards, I think it would be much fairer scheme if Selective Licensing was used to target the types of dwelling which tend to be most problematic. For example, if it were used to extend the present HMO licensing arrangements to include all HMOs (ie those with 3 or more unrelated occupants) across the whole of Bournemouth.

Also, Selective Licensing could be used to target landlords who are known to have a history of problem tenants / poor quality housing?

As things stand, it feels like a very large sledgehammer to crack a nut and I think it will disproportionately impact landlords with a small number of tenants.

I write to you to object to the council imposing the Selective Licensing in the above locations. I am a landlord and a Managing Director for a block of flats in the area. I know many landlords and tenants who will suffer, should the council choose not to listen to the public.

I believe this scheme is not manageable, costly and will force tenants to move out of the area causing nothing but distress to their families. Landlords will be forced to pit their rents up or sell up causing a

shortage of rentals and possibly making more people homeless. I would be happy to meet with the council members and offer suggestions on how to tackle the issues mentioned. However, this is not the way to solve the problem.

Kind regards

I have completed and posted the Questionnaire, which should reach you in a few days.

However, as a Resident here at Kings Courtyard, 30-32, Knyveton Road since this development was completed and offered for sale (June 2003), also as a working member of the Kings Courtyard Residents Committee from 2008 to 2011 and then as a Director of Kings Courtyard R.T.M. Co. Ltd., from its registration late 2011 until I resigned end November 2016, I do wish to register a strong objection to the idea of Kings Courtyard being included in your proposed Selective Licensing area. I have mentioned this objection on the form, but with only a limited amount of space there, I wish to make this additional submission.

You have identified 5 properties on your map, but only 3 of them are identified in your list of affected addresses. My comments re these three are as follows:

1. No. 24 Knyveton Road is the address of an old building which has recently been extensively refurbished and is now operating as Derby Manor, an Hotel and Restaurant aimed clearly at high-class clientele. This property surely will be subject to your business rates and any relevant licensing requirements, so should not require additional cover as part of a Selective licensing Area.
2. No. 30-32 Knyveton Road is Kings Courtyard; it was built in 2002/3 by Kings Oak (a local Barratt subsidiary company) and marketed as a development of 34 high-spec. all-electric Leasehold two bedroom Luxury Apartments at prices ranging from £180K to £250K. From the outset, the development has been maintained by professional Property Management companies, and is currently managed by Kings Courtyard RTM Co. Ltd., working through Napier Property Management of Fordingbridge and Bournemouth, on behalf of the Leaseholder. Your council has rated us all as Band E for Council Tax purposes, currently costing us some £2K per annum in council tax, and our Service Charges run at some £2K per annum as well, all dedicated to maintaining high standards for our residents. Thus, we surely cannot be considered to be subject to poor property conditions. We do not suffer significant and persistent problems caused by anti-social behaviour, high levels of migration or deprivation, or high levels of crime. Although we have been somewhat affected by the slowing down of demand for properties of this type caused by the effects of the 2008 Slump affecting the whole country and the steady building of similar new developments in the Bournemouth & Poole area, we are not in what I would consider to be, or likely to become, an area of low housing demand.
3. No. 36 is a broadly similar but older development, refurbished and marketed shortly after Kings Courtyard, and apparently well run.

The other two properties in the small part of Knyveton Road identified on your map are The Fearnese, which your council is currently spending a lot of time and effort to refurbish for some lucky future operator (no details published so far) and Knyveton Hall, which apart from a recent fire in its management accommodation, has given us no problems over our many years of residence. It might be interesting to hear why you have selected just this small portion of Knyveton Road for inclusion in your proposed Selective Licensing Area, but I would prefer our small group of properties to be left out of it altogether. I hope others will be making similar submissions and look forward to receiving good news from you in due course.

I am in the process of completing the above questionnaire.

Although a relatively new permanent resident to the area (October 2014) I was very surprised to see that all the houses in Beechwood Gardens together with No 44 Beechwood Avenue and No 17 Parkwood Road were to be included in the proposed Selective Licensing Area

I do not believe that any of the above properties 'satisfy' any of the 'qualifying' conditions for inclusion namely :-

- **low housing demand** - these properties rarely go on the market and are much sought after
- **a significant and persistent problem caused by anti-social behaviour** - from my experience and from what I have been told by my neighbours who have lived in the properties for over 20 years there is no evidence to suggest these properties have been effected (Beechwood Gardens is a small close of 7 detached houses)
- **poor property conditions** - in general the properties are maintained to a high standard and consistent with neighbouring properties (in the same road) which are not being included
- **high levels of migration** - I believe that 4 of the 9 original purchasers of the properties built on the same plot by Crest Homes in 1982 (1to 8 Beechwood Gardens plus no 40 Beechwood Avenue -not included) are still living in their homes and 2 more have been occupied for over 20 years by the same people. Hardly evidence of a high level of migration
- **high levels of deprivation** - there is no evidence to support this measure for the specific inclusion of these properties
- **high levels of crime** - from my personal experience and those of my neighbours they are unaware of high levels of crime which warrant the specific inclusion of the properties in Beechwood Gardens, 44 Beechwood Avenue and 17 Parkwood Road and not neighbouring properties in Beechwood Avenue, Darracott Road and Woodland Walk

The above properties could be removed from the proposed selective licensing area by amending and using the boundary of the AECC thereby removing these anomalies.

I should be grateful if you would acknowledge receipt of my comments, confirm they will be logged as part of the consultation process and that they will be discussed as part of the review at the end of the consultation period

The Trustees of Bournemouth 2026 Community Development and Community Land Trust are in full support of the proposals to develop a Selective Licensing Scheme for areas of Boscombe.

Bournemouth 2026 is an independent Charity formed from the successful Bournemouth Local Strategic Partnership (LSP), and manages the Legacy Funding awarded by the Government to the LSP for its successful programme of community improvements.

Bournemouth 2026 works to promote long term social, economic and environmental benefits through three priority areas, one of which is Boscombe.

Bournemouth 2026 was instrumental in commissioning a wide ranging strategic study of Boscombe which set the community vision that drives the Boscombe Regeneration Partnership Board. The Trust has continued to support the work of the Board over a number of years, directing legacy funds to housing related initiatives including the highly successful Operation Galaxy.

Bournemouth 2026 believes that improved housing is one of the key determinants in transforming Boscombe, improving health outcomes for residents, reducing anti-social behaviour, reducing

inequality and promoting inward investment into one of the most deprived areas of Bournemouth. The housing market in Boscombe is skewed by the high preponderance of poor quality rented accommodation, often targeted at those most vulnerable in society, and transient in nature.

The Trust, working with Bournemouth Council, developed the shared ownership housing scheme in Gladstone Mews, providing much needed affordable family housing in the area. The Trust continues to prioritise housing issues and believes that the proposal for the Selective Licensing Scheme demonstrates a compelling case for intervention in the private rented sector within the selected areas.

Poor housing, which is badly managed, affects not just the tenants in those properties, but impacts on the local area, leading to a downward spiral in the environment and future economic resilience. Bournemouth is a town of great ambition which needs to address those areas of deprivation such as Boscombe, to ensure that the benefits of economic success are shared across the whole of the town.

The Trustees of Bournemouth 2026 have already committed funding to the Selective Licensing Scheme, if approved, to assist with the initial set up costs, and are fully supportive of the initiative.

Pam Donnellan DL

Chair of Trustees

Bournemouth 2026

Having read the information in the Consultation Document, we must strongly oppose Selective Licensing.

We are Trustees of a small Discretionary Trust which owns a one-bedroom flat within the Selective Licensing Area of Boscombe, and no others anywhere else. The property is fairly new and in excellent condition. We have very good relations with our tenants and have it managed by a reputable lettings agency. We are scrupulous about effecting necessary repairs and all other aspects of being good landlords. The Trust did not start letting in order to make a big profit, but rather to protect its investment. As it is, we find the outgoing and 40% Trust tax, considerably diminish the point of the enterprise.

Were the Trust to have to pay for a License, we feel strongly that this would be an imposition too far. Whilst we know from direct experience that there are some appalling properties and irresponsible landlords in this area (damp, cold, vermin-infested, downright dangerous) we feel that it is quite wrong to expect good landlords to subsidise their inspection and accountability. Surely, there is legislation already in place to deal with this sort of thing? How would you decide who is a fit and proper person to be a landlord? One certain improvement would be to make it safer for tenants to complain, without running the risk of being evicted for merely complaining!

Please think again and drop this scheme. As things stand, The Trust would have no choice but to pass the extra costs onto the tenants - which surely is no help to struggling renters.

Concerning the letter received covering ' Have your say on selective licensing in Boscombe and Springbourne '

- 1) Is this scheme to be introduced right across the whole of Bournemouth / Christchurch, Poole and all areas or just Boscombe and Springbourne ?
- 2) If it is just Boscombe and Springbourne – why is that ?
- 3) Are large landlords like Dave Wells to be charged the full amount on each and every property – each and every flat, bedsit, studio and room the same as everyone else or be given a ' special deal' where they will get massive refunds / reductions. Considering EVERYONE states it is the likes of Dave Wells and his properties who have ruined this area – in many ways – should he not be charged an excess to help clean up the mess he has created over the decades ?
- 4) I do not see how this will effect anti social behaviour at all. Perhaps you can tell me how – as no one I speak to concerning this has a single clue. Living in better accommodation does not take away the frustrations young people feel of boredom or of being misunderstood or bullied by the police. How is this charge going to affect this ?

I support the theory behind this but it does seem to be a sweeping charge against even the good landlords you never need to be involved with and who offer a decent style of accommodation and keep it up to date and legal. Because of the few big boys who have dramatically changed this area in some ways, and not for the better, why should everyone else be dragged into the same charge and requirements ?

Could the council chase the bad landlords – make them a priority – do the worst work first and leave the good landlords alone. It is not to be considered just another money-spinner by the council as it may be seen – as like the Poll Tax, this is a whole new charge / tax made to landlords who many will see nothing in return for their money – nothing at all.

I am a landlord in Boscombe and would like you to consider my thoughts on the proposed selective licensing scheme.

I think it would further stigmatise the area and is a step back not forward, penalising all landlords.

The extra expense would be passed on to tenants.

property prices would go down.

the area would be less attractive to prospective developers and homeowners.

The minority of bad landlords should be dealt with separately. The council already have powers against rogue landlords thanks to the 2004

Can this scheme be enforced? Its an expensive way to get a list of broadly compliant landlords. Criminal landlords won't bother obtaining licenses, because councils don't have the resources to enforce their schemes. A colleague of mine is a landlord in Walthamstow and has never been contacted.

Arbitrary conditions can cause uncertainty for both tenants and landlords.

I would never buy in this area if it had selective licensing.

I think the way forward is with the Boscombe Forum and The Neighbourhood Scheme with people having an interest and a pride in their area.

As a private landlord I already have to comply with a great deal of legislation all of which add to the costs of running a property rental business. Selective Licensing would therefore be viewed as an additional tax. The cost of the licence plus the expenses incurred when complying with the requirements would have to be passed on to the tenant.

Another concern would be access to finance. You state in your risk assessment that 'Landlords may not be able to access mortgages from some companies'. This means that they would be less likely to secure the best deals and this, together with HMRC removing tax relief on interest payments, will inevitably increase costs.

I feel, therefore, you have underestimated this risk and that rents within a selective licensing area will be higher than in the surrounding areas.

The biggest concern in the proposal is the section on the licence holder's responsibility for their tenants' anti-social behaviour. A landlord can only deal with problems inside the property and only use the legal authority of the tenancy agreement. The fear of being in breach of their licence would mean landlords have to evict the tenant(s). This moves the problem to a different area (indeed very likely into my area) and/or creates homelessness. I feel sure this is not the council's objective. As I understand it, the council has all the powers it needs to deal with anti-social behaviour so I fail to see the logic of forcing landlords into situations that they have neither the power nor experience to deal with.

Concerning the graph on ASB figure 15 it would appear that the ASBs are decreasing – without selective licensing. There is no indication anywhere in the consultation document of how many ASBs are **directly** related to the private rental sector. This information needs to be provided otherwise it is just speculation.

Finally, there is nothing in the document to indicate how the scheme is to be monitored or indeed what level of success you hope to achieve by the end of the licensing term.

I would like give some feed back on your selective licencing proposal. For you records I am a local landlord but I do not have property in the designated area.

I admire you aims of

- reducing health inequalities
- reducing anti-social behaviour related to the private rented sector
- improving the social and economic conditions in the area

However I do not think licencing is the answer for the following reasons :-

- Landlords do not want knowingly to let to troublesome tenants, they have 100s of thousands of pounds invested in their properties and suffer great financial loss if tenants cause damage or fail to pay rent. We do not need further bureaucratic measures in place to dissuade us from letting to such people.
-

- Landlords can not influence the behaviour of tenants in fact a landlord is expected to give the tenant a 'quiet enjoyment' of the property. Failure to do so could result in a harassment case being brought against the landlord. The law that landlords have to operate within is not always fully compatible with the aims that the council hopes for. For example, a landlord keeping a record of a tenant could be interpreted as harassment.
-
- Parliament acknowledges in the House of Commons briefing paper 'Anti-social neighbours living in the private rented sector housing (England) 2017' stating 'as a general rule private landlords are not responsible for the anti social behaviour of their tenants', I do not see how we can be.
-
- What will happen to the troublesome tenants ? I think there is a very strong possibility they will simply be displaced to another part of the Borough.
-
- Antisocial behaviour such as drug dealing/taking and street drinking is high in your target area as people are attracted to this area due to the number of drug and alcohol rehabs in the area. Perhaps you should address this issue.
-
- The council already has the powers to address the issues without introducing licensing and penalising all landlords rather than targeting the specific issues including the following:
 - criminal behaviour orders
 - crime prevention injunctions
 - interim management orders
 - empty dwelling management orders
 - improvement notices (for homes with category 1 and 2 hazards under the Housing Health and Safety Rating System)
 - litter abatement notices (section 92 of the Environmental Protection Act 1990)
 - fixed penalty notices or confiscation of equipment (sections 8 and 10 of the Noise Act 1996)
 - directions regarding the disposal of waste (e.g. section 46 of the Environmental Protection Act 1990)
 - notices to remove rubbish from land (sections 2–4 of the Prevention of Damage by Pests Act 1949).
-
- The council can also use the Anti-social Behaviour Crime and Policing Act 2014 if there is a problem. These existing powers and the statutory guidance issued by the Home Office allow the council to solve all the issues that it claims exist in the Boscombe area.
-
- Section 57(4) of the Housing Act 2004 states that a local authority 'must not make a particular designation... unless (a) they have considered whether there are any other courses of action available to them. As stated above there are a number of other options that should be more widely used.

I can understand the council's desire to 'do something' about the problems it has identified but in vast majority of cases it is the tenants that are the issue not the

properties or the landlords. I strongly believe you are targeting the wrong people if you introduce selective licencing.

I am a Landlord in Bournemouth

In response to the proposed selective licensing in Bournemouth

My main points are as follows:

1. Has anyone measured the success rate of Boscombe neighbourhood scheme, which is already in operation in the proposed area?
2. What are the predicted success rates of this scheme and are there any targets and how will this be measured?
3. Has the council contacted the other councils who have introduced selective licensing? Reports from the National Landlords Association are very negative, on implementation of the scheme or any positive effects, only negative feedback has been reported.
4. How have the council analysed the anti social behaviour to blame the landlords? The police don't keep records differentiating between problems on the street, private housing, social housing, HMOs, drug rehabilitation centres, ex prisoner houses etc
5. How can the council have any targets for this area, when they can't separate where the problems are under the existing powers?
6. The House of Commons have decreed that landlords are not responsible for behaviour of tenants out of the property so how can Bournemouth Council make landlords responsible for anti social behaviour? Landlords have no legal powers over tenant's behaviour.

Anti social behaviour is and can only be a Police/council issue

The only action a landlord can take is eviction; this is not an easy process but would be likely to increase under these proposals. This would just result in undesirable tenants moving around the area, in effect just moving the problems around, not solving anything. (National Landlord Association experience with selective licensing)
7. The proposed selective licensing doesn't apply to the perceived problem properties HMO's, Drug rehab, prisoner housing, and other unregulated mixed use properties. The vast majority of private landlords strive to maintain good standards in their properties under difficult conditions, from high costs of property in Bournemouth and the rents charged which give a low return on capital invested compared to the northern counties.
8. Why introduce this now when new legislation came into effect 6th April 2017, giving the councils extended powers to crack down on the minority of rogue landlords.
9. There are new rules regarding HMO's to be introduced later in the year, which are predicted to increase the scope of HMO registration, therefore more properties will come under council control via the extensive existing HMO controls.
10. Due to the low return per capital in this area, increased costs will inevitably be passed to tenants, causing problems to tenants claiming housing benefit.

11. Why introduce selective licensing at this time? Central government have imposed large increases in taxation to landlords. The implications have not fully taken effect, it's going to take the 4 years for full implementation, and the outcome is still unknown, but many small landlords will be selling and will no longer provide good rental accommodation in the area.

12. As landlords search for better options, discussion is already taking place amongst landlords, to take tenants from the London boroughs, offering increased rents and tenant responsibility; this would result in less housing stock available to Bournemouth tenants.

13. Just a few weeks ago Bournemouth was declared in the 10th most expensive places to buy a house in the **World** compared to income.

14. Bournemouth is a major resort in the UK. The longer term result of licensing will be detrimental to this upmarket image. From National Landlord Association reports, other areas with selective licensing, have found problems with obtaining mortgages also property and motor insurances in these designated 'problem' areas.

15. Major developers will be reluctant to come to the Bournemouth area, as areas are designated an official 'problem'.

Is this how you want Bournemouth to be perceived as a problem area?

Is this just a quick fix to raise some revenue without any regard to the consequences?

With councils able to retain revenue from targeted enforcement action, the business case for introducing new bureaucratic and costly licensing schemes, is weaker than ever. It is a time for the council to think again and adopt a smarter approach to regulation.

I am available for consultation.

Appendix C: Consultation events, meetings and other engagement

Date	Time	Location	Details	Numbers attending
January 2017				
January 11 th	10 am - 2 pm	Boscombe Library	Drop-in session	11- 2 Owner occupiers 1 Councillor (Nick Rose) Allen Kenny (DWP) 5 Landlords 2 tenants
January 12 th	10 am - 12pm	TBC	Bournemouth Housing Forum	Approx. 20
January 14 th	12 - 4pm	Sovereign Centre	Road show	Approx. 100, 2 landlords.
January 19 th	12 - 4 pm	Sovereign Centre	Road show	Approx. 40 individuals- mix of landlords, tenants and owner occupiers. One Councillor.
January 21 st	9:30am - 1pm	Southbourne Library	Drop-in	5 residents, 4 landlords, one Councillor
January 25 th	1 - 4 pm	Vitality Stadium, AFCB	Independent Landlord Facilitation	32 landlords
January 25 th	6 - 9 pm	Vitality Stadium, AFCB	Independent Landlord Facilitation	5 landlords
January 26 th	4 - 7 pm	Springbourne Library	Drop-in	2 tenants, 2 owner occupiers, 7 landlords
January 26 th	7 - 8 pm	Queens Hotel	NLA Branch meeting	Approx. 100 landlords. Cllr Lawton attending.
February 2017				
February 4 th	10 am - 1 pm	Boscombe Library	Drop-in	8 landlords 2 owner occupiers and two tenants. One agent Michael Scott
February 9 th	1:30 - 4:30 pm	Springbourne Library	Drop-in	In all had about 12 landlords, 12 owner occupier residents, 3 tenants, 1 letting agent and 1 service director (Gary Josey)
February 16 th	12 - 4 pm	Sovereign Centre	Road show	16 people spoken to, 5 of which were landlords

Date	Time	Location	Details	Numbers attending
February 21 st	1 - 4 pm	Old School House	Independent Resident Facilitation	10
February 21 st	6 - 9 pm	Old School House	Independent Resident Facilitation	10
February 23 rd	4 - 7 pm	Southbourne Library	Drop-in	6 owner occupiers from Boscombe East. Three landlords. One tenant
February 25 th	12 - 4 pm	Sovereign Centre	Road show	Approx. 30.
March 2017				
March 4 th	10am - 12:30pm	Springbourne Library	Drop-in	two l/l and two tenants
March 7 th	10 am - 12 pm	Willows, Town Hall	Homelessness Strategy Group	Approx. 30
March 9 th	1 - 4 pm	Vitality Stadium, AFCB	Independent Landlord Facilitation	23
March 9 th	4 - 7 pm	Boscombe Library	Drop-in	8
March 9 th	6 - 9 pm	Vitality Stadium, AFCB	Independent Resident Facilitation	12
March 11 th	12 - 4 pm	Sovereign Centre	Road show	Approx. 20
March 16 th	1 - 4 pm	Southbourne Library	Drop-in	Approx. 6
March 16 th	7 – 9 pm	Kings Park Academy	Boscombe Forum	Approx. 15
March 23 rd	12 - 4 pm	Sovereign Centre	Road show	Approx. 30
March 30 th	11-12	22 Sea Road	Bournemouth People First Committee Meeting	Approx. 12
March 30 th	7 - 9pm	Pokesdown	Pokesdown Community Forum	Approx. 20
April 2017				
April 8 th	12 - 4 pm	Sovereign Centre	Road Show	Approx. 15
April 11 th	10-11:30	Old School House	Boscombe Landlord Forum	15
April 20 th	12 - 4 pm	Sovereign Centre	Road Show	



Bournemouth Council

Licensing Consultation Report

London Property Licensing were asked to assist in promoting the Bournemouth Council (BC) selective licensing consultation exercise to raise awareness amongst landlords and letting agents and increase participation.

The promotional activity took on a variety of forms, centred around the award winning¹ London Property Licensing (LPL) free online information resource:

www.londonpropertylicensing.co.uk

It is the only website dedicated to providing simple, impartial and expert advice on property licensing and housing regulation.

Since launching in April 2015, the website has received over 290,000 page views (Source: Google Analytics, April 2017).

The activity undertaken to promote the licensing consultation is outlined below:

1. Bournemouth consultation listing

From 17/01/2017 to 01/05/2017, the licensing consultation was advertised on the LPL latest events page and in the events section on the LPL home page.

During the consultation period, the LPL webpages promoting the licensing consultation exercise were viewed 6,817 times. This helps to raise awareness of the consultation and enable people to easily obtain more information if they want to.

2. Bournemouth licensing consultation news article

A news article about the licensing consultation was posted in the LPL news section on 13/01/2017 and promoted on social media and in the LPL newsletter.

3. Banner Advertising

A 300x250 pixel banner advert promoting the licensing consultation was placed on the LPL latest news page, latest comment page and all news and comment articles published between 16/01/2017 and 01/05/2017.

The banner advert appeared on 34 news and comment articles, some of which received over 500 page views.

Anyone clicking on the advert was taken directly to the consultation page on the BC website.

4. LPL newsletter

A regular newsletter is sent out to people who have requested updates on housing regulation and property licensing schemes. The newsletter is widely distributed to landlords, letting agents, organisations, local authority officers and government officials.

¹ Awarded Best Service Provider in the Private Rented Sector 2016 by the UK Landlord Accreditation Partnership



The consultation was promoted in the newsletters distributed on 16/01/2017, 02/02/2017, 21/02/17, 07/03/2017, 30/03/2017 and 19/04/2017.

Each newsletter was sent to between 781 and 934 people.

5. Social media promotion

The licensing consultation was promoted in articles published on the LPL Facebook page, the LPL Google+ company page and the LPL LinkedIn company page on 18/01/2017.

Tweets about the licensing consultation were published on the LPL Twitter Feed (@lplicensing) at least once a week, timed to cover all seven days and a variety of morning, afternoon and evening posts between 13/01/2017 and 01/05/2017.

Each tweet was sent to between 1,518 and 1,664 followers, generating impressions, likes and retweets from a variety of people including letting agents, letting agent association, landlord association, barristers, businesses, community group, online forums and residents.

6. Online Discussion Forums

On 18 January 2017, information about the licensing consultation was posted in the Facebook HMO Discussion Group (3,718 members) and the UK Property Traders Group (19,420).

On 28 January 2017, the information was posted in the Facebook Houses in Multiple Occupation Network (Official) Group (10,679 members).

The post explained about the selective licensing scheme and provided a web-link direct to the BC consultation page on the LPL website.

On 13/01/2017, information about the licensing consultation was posted in the Property Tribes public forum where there is a specific Property Licensing discussion thread. To date, the discussion thread has attracted over 5,800 views.

Summary

The promotional activity undertaken has helped to raise awareness of the licensing consultation amongst landlords, letting agents, property investors, local authorities and businesses associated with the private rented sector.

Whilst the promotional activity can help to raise awareness, it is not possible to measure how many people participated in the consultation exercise as a direct consequence of the promotional activity undertaken.

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5 May 2017

Appendix D: Respondent profile

Household survey

The household survey was predominantly aimed at residents in the area. Some respondents were both residents and landlords and some replied only in their capacity as landlords or businesses. Responses were weighted by age and tenure to match the known profile of the area from the Census.

Respondent type		
Unweighted		
Resident	762	94%
SL Landlord	62	8%
Non-SL Landlord	17	2%
Business / Organisation	30	4%
Weighted		
Resident	762	94%
SL Landlord	57	7%
Non-SL Landlord	13	2%
Business / Organisation	25	3%
Tenure		
Unweighted		
Owned	402	54%
Social Rented	85	11%
Private rented	233	31%
Other	22	3%
Weighted		
Owned	221	30%
Social Rented	90	12%
Private rented	419	57%
Other	12	2%
Property type		
Unweighted		
Detached house	73	10%
Semi-detached or terraced house	197	27%
Purpose-built flat	233	31%
Other flat	237	32%
Weighted		
Detached house	47	6%
Semi-detached or terraced house	155	21%
Purpose-built flat	279	38%
Other flat	258	35%
Gender		
Unweighted		
Male	343	48%
Female	375	52%
Weighted		
Male	301	42%
Female	418	58%

Age		
Unweighted		
16 - 34 years	98	14%
35 - 44 years	100	14%
45 - 54 years	160	22%
55 - 64 years	170	24%
65+ years	192	27%
Weighted		
16 - 34 years	335	47%
35 - 44 years	135	19%
45 - 54 years	104	14%
55 - 64 years	71	10%
65+ years	73	10%
Ethnicity		
Unweighted		
White British	605	85%
Other white	72	10%
BME	31	4%
Weighted		
White British	552	78%
Other white	115	16%
BME	40	6%
Disability		
Unweighted		
Disability	167	24%
No disability	534	76%
Weighted		
Disability	141	20%
No disability	558	80%
Number of children in household		
Unweighted		
None	608	84%
One	69	10%
Two or more	45	6%
Weighted		
None	558	77%
One	97	13%
Two or more	73	10%
Economic Activity		
Unweighted		
Employed / self employed	396	57%
Unemployed	18	3%
Student	9	1%
Disabled	59	8%
Retired	185	27%
Other	28	4%

Economic Activity		
Weighted		
Employed / self employed	454	66%
Unemployed	22	3%
Student	31	4%
Disabled	59	9%
Retired	70	10%
Other	54	8%

Open survey

The open survey had a much higher proportion of landlords and business respondents, for whom the personal information is not collected. Numbers for some of the questions are lower than others as they were not included on the e-panel survey. This survey has not been weighted.

Respondent type		
SL resident	167	20%
Non-SL resident	98	12%
E panel non SL resident	459	54%
SL Landlord	111	13%
Non SL Landlord	124	15%
Business / Organisation	25	3%
Tenure		
Owned	520	60%
Social rented	25	3%
Private rented	105	12%
Other	18	2%
Not known / not applicable	204	23%
Property type		
Detached house	302	35%
Semi-detached or terraced house	141	16%
Purpose-built flat	177	20%
Other flat	97	11%
Not known / not applicable	154	18%
Gender		
Male	383	44%
Female	313	36%
Other / not known / not applicable	176	20%
Age		
16-34	54	6%
35-44	80	9%
45-54	133	15%
55-64	163	19%
65+	246	28%
Not known / not applicable	196	22%

Ethnicity		
White British	606	69%
Other white	34	4%
Any other ethnic group	27	3%
Not known / not applicable	205	24%
Disability		
Disability	98	11%
No disability	579	66%
Not known / not applicable	195	22%
Number of children in household		
None	159	71%
One	17	8%
Two or more	21	9%
Not known / not applicable	27	12%
Economic activity		
Employed / self employed	373	43%
Unemployed	11	1%
Full-time student	5	1%
Disabled	20	2%
Retired	250	29%
Other	38	4%
Not known / not applicable	175	20%