

Private Sector Licensing

**Ealing Council's response to
comments and representations
received during the public
consultation**

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Introduction

Ealing Council are looking to build on the success of their current licensing schemes and widen the range of properties that will be eligible for licensing. The council is proposing to introduce a new additional licensing scheme which will apply to houses in multiple occupation (HMOs) across the whole borough as well as a new selective licensing scheme which will apply to all privately rented properties in 15 wards of the borough. During the consultation, the Council received a range of responses regarding the proposed new schemes and the wider private rented sector in Ealing. The following is the Council's formal response to these representations, which have been considered and have informed a number of changes to the proposed schemes.

Changes made to the proposed schemes by the Council following the public consultation

The following five conditions (two from Additional HMO licensing and three from Selective licensing) have been removed from the proposed [additional HMO licence conditions](#) and the proposed [selective licence conditions](#) following feedback from the consultation.

Licence type/condition	Licence subject
Selective Licence condition 6.1	Thermal insulation
Selective Licence condition 6.2	EPC
Additional Licence condition 6.2	Thermal insulation
Selective Licence condition 7.1	Common areas of the property
Additional Licence condition 8.4	Displaying EPC certificates

The following conditions (seven for Additional HMO Licensing and six for Selective Licensing) have been amended following feedback from the consultation.

Licence type/condition	Licence subject
Additional and Selective Licence condition 2.4	Tenancy Deposit scheme information
Additional and Selective Licence condition 2.7 (f)	Taking appropriate action against ASB
Additional and Selective Licence condition 3.3	Electrical appliances
Additional Licence condition 3.6	Fire precautions
Additional Licence condition 7.1	Common areas of the property
Additional Licence condition 8.1	Displaying licence conditions
Additional Licence condition 8.3	Displaying of gas safety certificate
Selective Licence condition 8.1 to 8.5	Displaying of information
Selective Licence condition 9.1	Outbuildings
Selective Licence condition 10.3	Details of the property's occupants

Early bird discount

The council has also taken into consideration the feedback regarding licence holders whose licence started mid-way through the current scheme. This will mean that their licence will expire later in the new scheme and they would, therefore, be unable to take advantage of the Early Bird discount. In order to give the same opportunity for a discount to these responsible landlords, the Council will offer a 25% discount where the property meets the requirements of the new scheme and if the licence holder applies for a new licence within the three months prior to the expiry date of their current licence.

Comments about Licence Conditions

Theme	Licence Condition	Example Comment	Comment Source	Council response
Section 257 HMOs	General comment	<p>“The consultation document indicates the Council will only license section 257 HMOs where the building or any rented flats within it are in the same ownership or control or considered to be effectively under the same ownership or control, including buildings within mixed use developments or above non-residential premises. It also says any owner-occupied flats or flats demised to separate leaseholders will not form a part of the licence and an additional licence will not be required where a building has been converted into no more than two flats.</p> <p>We find the proposed wording confusing and much wider in scope than the licensing of section 257 HMOs under the current scheme. There is no explanation of how many section 257 HMOs have been licensed under the current and nor why the criteria should be changed. Under the Council’s current scheme, the licensing of section 257 HMOs is limited to situations where the number of dwellings exceeds the number of storeys in the building and where the building and all the dwellings within it are either in the same ownership or considered by the Council to be effectively in the same control. We think this provides a balanced and proportionate approach and would encourage the Council to retain the status quo... Bringing section 257 HMOs within the additional licensing scheme could be problematic for long-leasehold owner-occupiers who find their flat is</p>	SafeAgent Letter	Through the Council’s experience and understanding of its housing stock, we are aware of the need to broaden the definition of s257 HMOs that ought to be included in the proposed additional HMO licensing scheme. However, following the consultation we have decided to exclude s257 HMOs that contain any flats demised to separate leaseholders.

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		<p>within a licensable building. The licensing fee may push up their service charge and could cause difficulties with their mortgage lender. As the licence would need to be disclosed to a prospective purchaser, some mortgage lenders may be reluctant to lend on a residential mortgage for a flat within a licensed HMO, thus adversely impacting on property value. It is also the case that the 2015 general approval to introduce an additional licensing scheme only applies if the Council has consulted persons likely to be affected by the scheme designation. Without actively consulting with long leaseholder owner occupiers and explaining the implications of including section 257 HMOs, the conditions in the general approval would not be met and the additional licensing scheme could not be introduced without Secretary of State approval. We would encourage Ealing Control to retain the section 257 licensing criteria in the current additional licensing designation.</p>		
<p>Conditions requiring information within 7 days</p>	<p>General comment</p>	<p>As a general point, some conditions require information to be provided within 28 days and some require information to be provided within seven days. We think seven days is too short a period, particularly when allowing for letters to arrive by post and for landlords or agents to take a short break, or absence due to illness. We think a minimum period of at least 14 days would be more appropriate.</p>	<p>Safeagent letter</p>	<p>The Council considers it appropriate to require certain information to be provided in 7 days especially where this is in relation to health and safety matters or where such information is already required at the start of a tenancy. This is consistent with the HMO Management Regulations.</p> <p>Enforcement action is considered on a case by case basis and factors impacting upon the ability to provide information within timescales will be taken into consideration.</p>

Additional & Selective licence conditions

Theme	Licence Condition	Example Comment	Comment Source	Council response
Additional & Selective Licence Condition 2.2	The licence holder shall obtain references from persons who wish to occupy a letting in the property before entering into any tenancy, licence or other agreement with them to occupy the accommodation. No new occupiers shall be allowed to occupy the accommodation if they are unable to provide a reference.	From an equalities perspective, we would ask the Council to clarify what happens if a prospective tenant is unable to provide a reference, and yet is reliant on the private rented sector for somewhere to live? Examples could include care leavers, ex-offenders, asylum seekers and people fleeing domestic violence. It is important that such groups retain a legal route to access affordable accommodation in private rented sector.	Safeagent letter	Schedule 4 of the Housing Act 2004 sets out the mandatory conditions to be applied to property licences, including for selective licences that the licence holder must demand and obtain references from persons who wish to occupy the house. This condition is also deemed appropriate for HMOs. Guidance on reference checks is available in the governments 'How to Let' guide. Enforcement action is considered on a case-by-case basis and factors impacting on the ability to obtain references will be taken into consideration.
Additional & Selective Licence Condition 2.4	The licence holder shall protect any deposit taken under an assured shorthold tenancy by placing it in a statutory tenancy deposit scheme. The tenant must be given the prescribed information about the scheme being used at the time the deposit is taken. This information must be provided to the Council within 28 days on demand.	The requirement is to provide the tenant with prescribed information within 30 days of taking the deposit, and not at the time the deposit is taken.	Safeagent letter	The Council agrees and the wording shall be changed to the following: <i>The licence holder shall protect any deposit taken under an assured shorthold tenancy by placing it in a statutory tenancy deposit scheme within 30 calendar days from the day the deposit is received and must provide the tenant with details of how their deposit has been protected within the same 30-day period. This information must be provided to the Council within 28 days on demand.</i>
Additional & Selective Licence	The licence holder shall effectively address problems of antisocial behaviour resulting from the conduct on the	It would not be reasonable or appropriate to insist the licence holder takes legal proceedings if some anti-social behaviour occurs 14 days after a warning letter has been sent to the tenant. By legal proceedings, we assume this is referring to eviction proceedings by way	Safeagent letter	The Council agrees to the addition of the words ' <i>where appropriate</i> '.

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Condition 2.7 (f)	part of occupiers of, or visitors to the property by complying with the requirements of below: (f) after 14 days of giving a warning letter the occupier has taken no steps to address the antisocial behaviour and the ASB is continuing the licence holder shall take formal steps under the written statement of terms of occupation, (e.g. the tenancy agreement or licence) that must include promptly taking any legal proceedings to address the antisocial behaviour	of a section 8 notice. Whilst this option can be used where appropriate, the precise circumstances, and evidential basis, will dictate whether this is an appropriate option. The addition of words such as 'where appropriate' would help to put this requirement in context.		
Additional & Selective Licence Condition 3.3	The licence holder shall ensure that all electrical appliances provided in the property are in a safe condition. The licence holder must submit to the Council, for their inspection, an electrical appliance test report in respect of all electrical appliances that are supplied by the landlord to the Council within 7 days on demand.	This condition should be restricted to electrical appliances provided by the landlord.	Safeagent letter	The Council agrees that this condition should be restricted to appliances provided by the landlord and will reword the condition as follows to add clarity: <i>The licence holder shall ensure that all electrical appliances provided by the landlord in the property are in a safe condition. The licence holder must submit to the Council, for their inspection, an electrical appliance test report in respect of all electrical appliances that are supplied by the landlord to the Council within 7 days on demand.</i>

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<i>Additional only licence conditions</i>				
Additional Licence Condition 3.6	The licence holder shall install other fire precautions as may be deemed appropriate and shall keep them maintained and in good working order and shall submit to the Council, upon request, a declaration by him as to the condition and positioning of such precautions within 7 days on demand.	If the Council is requiring fire precautions to be provided by way of a licence condition, it should specify what fire precautions are required and within what timescale. Alternatively, the general condition should be restricted to maintenance of existing fire precautions.	Safeagent letter	The Council agrees that this condition should be reworded: <i>The licence holder shall ensure that any existing fire precautions shall be kept maintained and in good working order and shall submit to the Council, upon request, a declaration by him as to the condition and positioning of such precautions within 7 days on demand.</i>
Additional licence condition 6.2	The licence holder must ensure the property has adequate thermal insulation to minimise heat loss through the building structure.	The requirement for 'adequate thermal insulation' either needs to be removed or defined to explain what it requires and by what date the work must be completed. Condition 6.3 implies that the EPC rating must be at least Band E. It is unclear if condition 6.2 is duplicating this requirement or imposing a different requirement. If the Council do grant a licence for a property with an EPC Band of F or G, it should specific a timescale to achieve E if there is no exemption in force.	Safeagent letter	The Council agrees and this condition will be removed
Additional Licence Condition 7.1	The licence holder shall comply with the requirements of paragraphs (a) to (d) below: (a) Common areas, including shared living rooms, kitchens, hallways, etc. are not used for sleeping or living purposes, either	This condition needs to be substantially rewritten. 7.1(a) says shared living rooms cannot be used for living purposes. We assume this is an error. 7.1 (b) requires emergency lighting 'where appropriate' but does not define what that means. Either the licence condition is requiring emergency lighting to be installed within a particular timeframe, or it is not. Clarity is needed on what the conditions mean to ensure compliance. Alternatively, it should be deleted. 7.1(c) says there must be a cleaning regime in all corridors and stairways. In an HMO let on a single tenancy, neither the landlord nor agent have access into the property without prior notice.	Safeagent letter	The Council agrees that this condition should be reworded: <i>The licence holder shall ensure that all parts of the house in common use including shared living rooms, kitchens, passageways, corridors, halls and lobbies are;</i> <i>(a) not used for sleeping purposes, either by occupiers or their guests;</i>

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	<p>by occupiers or their guests;</p> <p>(b)Corridors, stairways and lobbies are to be fitted where appropriate, with emergency lighting in accordance with current British Standards;</p> <p>(c)A cleaning regime is demonstrated on request to ensure that all corridors, stairways, lobbies and all exit routes are kept free from obstruction and combustible material;</p> <p>(d)Smoking is not permitted in any common areas and 'no smoking' signs should be displayed in accordance with the Health Act 2006.</p>	<p>In HMOs let on exclusive use tenancies, cleaning will normally be the tenants' responsibility and this condition would not be appropriate. 7.1(d) risks confusing the communal areas of buildings containing several dwellings, with the common parts of an HMO let to sharers on a single tenancy. The smoking ban does not apply to shared houses let on one tenancy. In such properties, it is for the landlord to decide whether they wish to ban smoking as a condition of the tenancy.</p>		<p><i>(b) kept in a good state of repair and all exit routes are kept free from obstruction and combustible material.</i></p>
<p>Additional Licence Condition 8.1</p>	<p>The licence holder shall display a copy of the licence to which these conditions apply in the common parts of the property.</p>	<p>Displaying a copy of the licence in the common parts of a property can create an institutional feel, particularly if the property is let to sharers with exclusive use. There is also nothing to stop the tenants removing notices from display once the tenancy has started. Many Councils now accept a copy of the licence being displayed in the property or given to the tenants at tenancy sign up, as happens with the EICR, EPC, How to Rent booklet, etc. We would encourage the Council to amend the condition and accept either option.</p>	<p>Safeagent letter</p>	<p>This condition is consistent with the HMO Management Regulations that requires certain information to be clearly displayed in a prominent position in the HMO. HoweverHowever, agree to amend the condition as follows:</p> <p><i>The licence holder shall display a copy of the licence to which these conditions apply in the common parts of the property or provide a copy of the licence to tenants at the start of a tenancy.</i></p>

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Additional Licence Condition 8.3	The licence holder shall display a copy of the current gas safety certificate in the common parts of the property.	As with condition 8.1, displaying a copy of the gas safety certificate in the common parts of a property can create an institutional feel, particularly if the property is let to sharers with exclusive use. There is also nothing to stop the tenants removing the certificate from display once the tenancy has started and the requirement exceeds the gas safety regulations. We would encourage the Council to accept either displaying the certificate or giving a copy to the tenants.	Safeagent letter	The Council agrees to amend the wording as follows: <i>The licence holder shall display a copy of the current gas safety certificate in the common parts of the property or provide a copy of the gas safety certificate to tenants at the start of a tenancy.</i>
Additional Licence Condition 8.4	The licence holder shall display an Energy Performance Certificate (EPC) for all accommodation for which EPCs are applicable at the end of the existing tenancy at the time the licence was dated and issued. This must be provided to the Council within 28 days on demand.	We think this condition is excessive and should be removed. There is already a requirement to provide the EPC at or before tenancy sign up and the certificate is valid for 10 years. EPCs are also published online and free to view at any time. We see no reason to display a copy in the property and not all HMOs even require an EPC under current legislation.	Safeagent letter	The Council agrees and this condition will be removed.
Additional Licence Condition 8.5	The licence holder shall display a notice for the occupiers of the property indicating the day of the week rubbish and recycling is collected. The notice must also state any Council specific requirements e.g. that rubbish and recycling should be left at the edge of the property,	As with condition 8.1, displaying a copy of the rubbish and recycling arrangements in the common parts of a property can create an institutional feel, particularly if the property is let to sharers with exclusive use. We would encourage the Council to accept either displaying the information or including this information in the tenancy sign-up pack when the tenancy starts	Safeagent letter	The management of refuse in HMOs generates large enquiries for the Council and is of major concern. Due to the transient nature of HMOs the Council considers it appropriate that this information is clearly displayed at all times.

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	before 7 a.m. on the morning of the scheduled collection day or at the earliest, the evening before. Alternatively, a copy must be provided to the tenant at the start of the tenancy. For further information see www.ealing.gov.uk or telephone 0208 825 6000			
<i>Selective only licence conditions</i>				
Selective Licence Condition 6.1	The licence holder must ensure the property has adequate thermal insulation to minimise heat loss through the building structure.	The requirement for 'adequate thermal insulation' should be removed as selective licence conditions are restricted to the 'management, use and occupation of the house' and do not extend to property condition. This was confirmed by the Court of Appeal in Brown v Hyndburn Borough Council [2018]	Safeagent letter	The Council agrees and this condition will be removed.
Selective Licence Condition 6.2	For accommodation where Energy Performance Certificates (EPC) are required by law, the licence holder shall ensure that the minimum statutory standard rating is achieved.	The requirement to achieve minimum energy efficiency standards cannot be enforced by way of a selective licence condition. As explained above, conditions are restricted to the 'management, use and occupation of the house' and do not extend to property condition. This issue should instead be enforced via MEES (Minimum Energy Efficiency Standards).	Safeagent letter	The Council agrees and this condition will be removed.
Selective Licence Condition	The licence holder shall comply with the requirements of	This condition is not appropriate for a selectively licensed property let to a single household. Licence conditions can only extend to the curtilage of the dwelling. There would be no common areas within a single family dwelling and cleaning within the property	Safeagent letter	The Council agrees and this condition will be removed.

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7.1 (a), (b), and (c)	<p>paragraphs (a)to (c)below, if applicable;</p> <p>(a)Common areas, including shared living rooms, kitchens, hallways, etc. are not used for sleeping, either by occupiers or their guests;</p> <p>(b)A cleaning regime is demonstrated on request to ensure that all corridors, stairways, lobbies and all exit routes are kept free from obstruction and combustible material;</p> <p>(c)Smoking is not permitted in any common areas and 'no smoking' signs should be displayed in accordance with the Health Act 2006.</p>	<p>would be the tenant's responsibility. The condition should be deleted. The only exception might be a single block of flats selective licence where the communal stairway and access corridors form part of the licence. A bespoke condition could be created solely for those licences</p>		
Selective Licence Conditions 8.1 to 8.5	<p>8.1The licence holder shall display a copy of the licence to which these conditions apply in the common parts of the property, alternatively, a copy must be provided to the tenant at the start of the tenancy.</p> <p>8.2 The licence holder shall display a notice</p>	<p>These conditions are not appropriate for a selectively licenced single-family property which would have no common parts within the curtilage of the dwelling. Legal documentation like this would not be displayed in every Council property and neither should it be displayed in every private rented home. We think it is reasonable to give the tenant a copy of the licence, the landlord and agents contact details and information about rubbish collection arrangements when the tenancy starts. Tenants must already be given the EPC, gas and electrical certificates at the start of the tenancy. There is no need to display these documents in a private tenant's</p>	Safeagent letter	<p>The Council agrees to reword the condition as follows:</p> <p><i>The licence holder shall provide the following to tenants at the start of the tenancy:</i></p> <ul style="list-style-type: none"> a) <i>a copy of the licence to which these conditions apply.</i> b) <i>the name, address and emergency contact number of the licence holder or managing agent.</i>

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	<p>with the name, address and emergency contact number of the licence holder or managing agent in the common parts of the property, alternatively, a copy must be provided to the tenant at the start of the tenancy.</p> <p>8.3 The licence holder shall display a copy of the current gas safety certificate in the common parts of the property, alternatively, a copy must be provided to the tenant at the start of the tenancy.</p> <p>8.4 The licence holder shall display an Energy Performance Certificate (EPC) for all accommodation for which EPCs are applicable at the end of the existing tenancy at the time the licence was dated and issued. Alternatively, copies must be provided to all tenants/occupiers at the start of their tenancy and provided to the Council within 28 days on demand.</p>	<p>home throughout their tenancy and doing so would create a negative institutional feel. A bespoke condition could be created for a single block of flats selective licence, to require the licence the manager's details to be displayed in the common parts of such properties</p>		<p>c) <i>details of the day of the week rubbish and recycling is collected and must also state any Council specific requirements e.g. That rubbish and recycling should be left at the edge of the property, before 7 a.m. on the morning of the scheduled collection day or at the earliest, the evening before, For further information see www.ealing.gov.uk or telephone 020 8825 6000.</i></p>

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	<p>8.5 The licence holder shall display a notice for the occupiers of the property indicating the day of the week rubbish and recycling is collected. The notice must also state any Council specific requirements e.g. That rubbish and recycling should be left at the edge of the property, before 7 a.m. on the morning of the scheduled collection day or at the earliest, the evening before, alternatively, a copy must be provided to the tenant at the start of the tenancy. For further information see www.ealing.gov.uk or telephone 020 8825 6000.</p>			
<p>Selective Licence Condition 9.1</p>	<p>The licence holder shall ensure that all outbuildings, yards and gardens are maintained in repair, a clean condition and good order. All boundary walls and fences must be kept and maintained in good and safe repair.</p>	<p>During a single-family tenancy, if the property has a private garden, the upkeep of the garden would be the tenant's responsibility. Any requirement to maintain the garden should be restricted to communal gardens where the upkeep of the garden is the licence holder's responsibility. Whilst the landlord would retain responsibility for the repair and maintenance of boundary walls and outbuildings, selective licence conditions exclude property condition and so references to condition should be removed</p>	<p>Safeagent letter</p>	<p>The licence condition shall be reworded as follows: <i>The licence holder shall ensure that all outbuildings, boundary walls, fences, communal gardens and yards are kept maintained and in good order.</i></p>

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Selective Licence Condition 10.3	<p>The licence holder shall if required by written notice provide the Council with the following particulars as may be specified in the notice with respect to the occupancy of the property:</p> <ul style="list-style-type: none"> ➤ The names and numbers of individuals/households accommodated specifying the rooms they occupy within the property. ➤ Number of individuals in each household <p>The particulars shall be provided to the Council within 7 days on demand.</p>	<p>Within a single family let, the landlord or agent can confirm the number of adults and children who live in the property. However, they have no control over which room each family member sleeps in. As such, the licence holder can only give occupancy details for the property, not each room within it. A bespoke condition could be created for a single block of flats selective licence, to require occupancy information for each private rented flat.</p> <p>Inspection regime.</p>	Safeagent letter	<p>The licence condition shall be reworded as follows:</p> <p><i>The licence holder shall if required provide to the Council within 7 days on demand the names and numbers of individuals occupying the property.</i></p>
Providing information to tenants	General comment	Licences should include as a condition making appropriate provision and information to tenants for rubbish/recycling/refuse, as this is a common problem for HMO	Hanger Hill Garden Estate Residents Association	<p>The Council agrees with this comment. For HMO Licensing, licence condition 3.9 requires that</p> <p><i>“The licence holder shall provide each separate letting with sufficient external bins with lids for the storage of rubbish, recycling and food waste pending collection. Provision shall be made for the external storage of wheelie bins or larger bins as appropriate for the number of properties”</i> and licence condition 8.5 requires that <i>“The licence holder shall display a notice for the occupiers of the</i></p>

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				<i>property indicating the day of the week rubbish and recycling is collected. The notice must also state any Council specific requirements e.g. that rubbish and recycling should be left at the edge of the property, before 7 a.m. on the morning of the scheduled collection day or at the earliest, the evening before. Alternatively, a copy must be provided to the tenant at the start of the tenancy”.</i>

Comments about Licence Fees

Theme	Example Comment	Comment Source	Council response
How is the fee split?	In following Hemmings and the Gaskin court cases, the fee is not split, having worked on the Gaskin case and it being the law why is the Council not following the law. With the monies paid by a landlord clearly now coming under the service directive (which has been adopted into UK legislation). Can the Council provide a breakdown between part A and part B monies paid by a landlord and how you make sure that it is apportioned to the individual landlord and works done in connection to the license	NRLA Letter	<p>The Councils fees are split as detailed on page 24 of the Council’s consultation documents and in its accompanying Schedule of fees. The split was carefully calculated with regard to the EU Services Directive and the decisions in both <i>Hemming v Westminster City Council</i> and <i>Gaskin v LB Richmond Upon Thames</i>.</p> <p>Property licensing consultation document Ealing Council Proposed schedule of licence fees Ealing Council</p> <p>The licence fee is payable in two instalments. On submission of the application the first instalment of 30% of the total amount payable (after applicable discounts or charges) will be due to cover the processing of the application form.</p>

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			<p>Should the application be refused or rejected by the council or withdrawn by the applicant this first instalment payment will not be refunded.</p> <p>Once the application has been assessed and the decision is made to grant the licence, the second instalment of 70% of the total amount will become payable (after applicable discounts or charges).</p>
Discounts	<p>You highlight discounts, how much money has been made available from the general fund for this, as a landlord cannot subsidise another landlord under the Gaskin ruling of the service directive</p>	NRLA Letter	<p>In developing its fee structure the Council has had regard to the EU Services Directive and the decisions in both <i>Hemming v Westminster City Council</i> and <i>Gaskin v LB Richmond Upon Thames</i>.</p>
Can the fee be paid monthly?	<p>We are disappointed that the local authority has not looked at a cost in a weekly/monthly basis. Is the Council going to allow landlords to pay monthly, thus following best practice?</p>	NRLA Letter	<p>The payment of fees on a weekly/monthly basis would lead to a substantial increase in administration which would raise the overall cost of the licence. Fees are however payable in two instalments.</p>
Early Bird discount	<p>We note that the schedule of fees proposes no fee reduction for licence renewals. Instead, it proposes a 25% discount for all applications received during the first three months of the scheme. This will unfairly penalise landlords who licensed their property under the current scheme, but the licence does not expire until after this three-month period has ended. For example, a landlord granted a selective licence in 2020 will not be eligible for this discount when their licence expires in 2025. Whereas a landlord who evaded the current scheme benefits from the discount being offered. We would encourage the Council to rethink this proposal to ensure fairness and equity. One option would be to extend the 25% discount to situations</p>	Safeagent Letter	<p>The council does not wish to penalise good landlords who licensed their properties under the previous schemes and in order to ensure fairness and equity will offer a 25% discount where the property meets the requirements of the new scheme and if the licence holder applies for a new licence within the three months prior to the expiry date of their current licence.</p>

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	where the licence is renewed in the three-month period leading up to the licence expiry date.		
Discount for landlords licensed under the previous scheme	There should be a discount for landlords who already have a selective license from previous scheme.	Consultation survey response	If the licensing schemes are approved, the Council will carry out comms and marketing activities for stakeholders, including landlords, so they are aware of the scheme and the proposed start dates. If you had a licence under the previous scheme that has expired, or will expire before the proposed new scheme starts, you can apply for the early bird discount. If your licence does not expire until after the new scheme is expected to start, should you apply for a new licence three months prior to your existing licence expiring you will be eligible for a discount as explained above.
	I don't live in the property, your letters might come to me too late to action. I already have the licence, I should be given a discount automatically to follow all your requirements.	Consultation survey response	
Discount for accredited landlords	“Whilst we support continuation of the accreditation discount, we would request that Safeagent is added to the list of recognised organisations and that our former name – the National Approved Lettings Scheme (NALS) – is removed. We also question why Safeagent (formally NALS) is being treated differently to ARLA and RICS. If all members of ARLA and RICS are eligible for a £75 discount, the same should apply to all members of Safeagent.”	Safeagent Letter	The Council agrees to remove the National Approved Lettings Scheme (NALS) from the list of organisations eligible for an accreditation discount and to include Safeagent as a recognised organisation. The Council will ensure that this list is regularly reviewed and maintained throughout the scheme designation.
	We understand the current accreditation discount applies if the licence holder or designated manager belong to a recognised organisation. We would request assurance that the new criteria will also include designated managers, as this will encourage landlords to use accredited managing agents		The Council gives its assurance that the accreditation discount will also apply to a designated manager accredited with one of the recognised organisations.
EPC rating discount	“Whilst we welcome the licence fee discount for properties with EPC Band C or above, we think the proposed £50 discount is unlikely to encourage behavioural change and increase investment in energy	Safeagent Letter	The Council have considered the level of discounts as part of its fees setting

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	efficiency. We would suggest the Council explores scope to increase the discount offered.”		process and consider the level of discount to be appropriate.
	Climate emergency – the cost of the licences are £750 or £110 (depending on type). The Council propose a £50 discount for licensing a property with an EPC rating of C or above. This doesn't represent anything like the type of financial incentive that's needed, especially given the cost of retrofitting. We would suggest a scale of discounts, with most for A rated, and with discounts for improvement since last licence, perhaps with option to re-licence and get refund during the licence period	Ealing Green Party response	The Council wishes to encourage and acknowledge the efforts landlords are taking to make their properties more energy efficient.
	My property is in a conservation area and we are not allowed to change windows easily - we are asked to retain as many original features as possible which makes trying to reach a C EPC rating very very difficult	Consultation survey response	The Council acknowledges that a C rating is not possible for every property, however the Council wants to contribute to the actions addressing the climate crisis and encourage good practice.
	C is too high for many Victorian and Edwardian housed build pre ww1		
	We have a lot of older housing stock in Ealing, that isn't going to meet an energy rating of C. Be careful of damaging conservation areas, with inappropriate uPVC fenestration that doesn't match the original.		
	As previously stated don't penalise landlords for things they cannot change or influence e.g. EPC if they are not the freeholder or maintenance of communal areas if outside their property.		
	It is inappropriate to penalise landlords who have an EPC rating below C. The law requires the rating to be E in order to let a property. The cost of improving a property to raise it from E to C is significant and in a number of cases, tenants will not allow the disruption the improvements would cause, making unfair to therefore penalise the LL		
	My property is in a conservation area and getting a C EPC rating is almost impossible due to council restrictions so I don't know what I would be able to do to reach a C rating		
Fee to increase occupancy limit	“We note the Council is proposing to charge a fee to increase the occupancy limit on an existing licence. Under Parts 2 and 3 of the	Safeagent Letter	In accordance with the council's HMO fee structure there is a £1100 flat fee

Theme	Example Comment	Comment Source	Council response
	<p>Housing Act 2004, there is no power to charge for licence variations and so this proposal should be discontinued”</p>		<p>and an additional £50 per habitable room.</p> <p>The council acknowledges that it cannot charge for a variation of a licence and does not intend to.</p> <p>However, if the variation to an HMO licence will result in the use of more ‘habitable rooms’, the relevant fee per habitable room is payable e.g. if 2 more rooms are to be used an additional fee of £100 (£50 x 2) shall be payable.</p> <p>This shall ensure that the council is applying an equitable fee to all landlords with the same number of habitable rooms.</p>
<p>Opposed to the paper application fee and assistance fee</p>	<p>We shouldn't penalise those who are unable to submit online.</p> <p>Applicants who submit a paper application or who ask for assistance should not be penalised. This is discrimination.</p> <p>The following additional fees are disproportionate for the service provided:</p> <p>£100 extra for paper form. Some landlords do not have access to computers, or lack computer literacy- especially older landlords. Potentially a discriminatory charge as this will target the elderly as per previous legal cases.</p> <p>£50 extra for council assistance to complete form. Same as above- penalises those without a computer, or who lack literacy. Again, mainly the elderly. This would mean they're charged £150 extra if you are assisting with the completion of a paper form. Still £50 extra if an electronic version.</p> <p>Questions must be asked as to why this charge is separate when you're already charging so significantly for the licence itself.</p> <p>Someone who is unable to do an online application is going to be punished for it !! Assumption is being made here that everyone will</p>	<p>Consultation survey response</p>	<p>Paper applications cost significantly more to process and administer. Should an additional ‘paper form’ fee not be made this would mean having to set a higher licence fee to cover the additional cost, which would pass the burden on to all landlords, instead of the minority who wish to submit an application in this format.</p> <p>The council has considered representations made regarding when an additional charge for assistance will be required. Having due regard to the Equality Act 2010 the council consider it appropriate to waiver the fee for assistance where the licence applicant has a protected characteristic which prevents them to ‘self’ complete the licence application form, such as age, disability or language difficulties. In</p>

Theme	Example Comment	Comment Source	Council response
	<p>have access to a computer/ smart phone and will be educated to use the device to complete the form. Is LBOE going to provide training on digital inclusion?</p> <p>I don't agree with the additional charges for applicants who require council assistance to complete an application.</p> <p>Some landlords might be good landlords but not technically literate. It would be better not to penalise those who require assistance</p> <p>I don't think you discriminate against people who choose not to use online facilities. Or against those who need council assistance.</p>		<p>circumstances such as this assistance will be provided by the Property Regulation Licensing Processing team free of charge.</p>
The fees are too high	<p>The fee is too high. Need to reduce.</p> <p>Cost of licence is too high.</p> <p>The fee is too expensive. If you are trying to encourage people to apply for this and keep standards of housing high, the fee needs to be lower so it in itself is not a disincentive to apply.</p> <p>As with my previous statements, it seems unfair to penalise landlords who have more complex letting situations. The fee is too high and I do not believe it will create the desired outcome of improving housing in the borough.</p> <p>Fee is far too high. Will drive unscrupulous landlords underground and punish reputable landlords</p> <p>It's outrageous the inflated prices that are being applied to these licenses. Especially when a landlord could use those monies to improve properties for tenants. Seems like the council would rather pocket that money than have it spent on tenants.</p> <p>For HMOs, we understand the licence fee will be £1,100, plus £50 per habitable room, up from £30 per habitable room under the current scheme. For selective licences, we understand the fee will be £750 per property, representing a 50% increase in the £500 application fee currently being charged. We think this is an excessive increase, particularly as the lettings industry seeks to recover from the operational challenges caused by the pandemic.</p>	<p>Consultation survey response</p> <p>Safeagent Letter</p>	<p>The proposed fees have been calculated based on the cost of setting up and operating the licensing schemes, so that the costs would be met by the expected income from the number of licence applications the Council anticipate, under the proposed designations.</p> <p>A selective licence obtained at the start of the five-year scheme for a property will pay a one-off fee of £750 (which equates to around £2.90 per week). For an additional licence the flat fee is £1,100 (which equates to around £5.00 per week), with a one-off charge of £50 per habitable room. Whilst the Council recognises that the licence fee is a cost to the landlord, this is not considered unaffordable compared to the average rental income obtainable in Ealing at present.</p>
	<p>Fees should be higher to ensure compliance and adherence by license holders to fulfil their obligations.</p>	<p>Consultation survey response</p>	

Theme	Example Comment	Comment Source	Council response
The fees should be higher	Not high enough. No incentive for landlords to uphold their duties. Should be a % of annual rent		As stated above, the fees have been set to cover the cost of the scheme, which is a legal requirement.
	Again, £750 is way too cheap. Councils should be charging more for this license because landlords make quite a lot of money on rent while providing subpar housing. I believe a fee of £3,000.		
	I think the standard fee is a bit too low and for the prices of rent it will not encourage landlords to improve homes and behave well. Someone who owns and rents several houses will find it very easy to pay out.		

Comments about the Licensing Schemes

Theme	Example Comment	Comment Source	Council response
It's a money-making scheme	This is clearly a money making exercise by Ealing council.	Consultation survey responses	Under the law, the Council is not allowed to make money from the licensing schemes. The proposed fees have been calculated based on the cost of setting up and operating the licensing schemes, so that the costs would be met by the expected income from the number of licence applications the Council anticipate, under the proposed designations.
	I do not believe that a licence scheme will improve standards. It is just a way for the council to make money.		
	We Have enough laws to deal with law breaking landlords. We do not need any more even if this a money making exercise.		
	Feels like this is a money making scheme rather than a genuine attempt to raise or maintain standards. Landlords will pass on this cost so rent goes up and the tenant suffers.		
	This is just a money making exercise for the council. There are already provisions for gas safety certificates and electric safety and EPCs		
	I'm all for improving standards, but this is just a revenue raising exercise that penalises good landlords, adds costs for good tenants, and will do nothing to address the poor/illegal landlords who operate below the radar and will not even apply for an £1,100 licence.		
	I strongly disagree with this initiative. Tenants view properties before they rent them and can see for themselves if they are not up to standard without the Council having to tell them if it is good enough to rent. Landlords have to compete with a large number of high standard		

Theme	Example Comment	Comment Source	Council response
	<p>new builds, so substandard properties are very unlikely to receive any interest from tenants. This just appears to be yet an initiative to raise more money from residents under another a convenient ruse. If the council needs more money be upfront with it and raise council tax. Residents will then give their verdict at the next election.</p>		
<p>Opposed to selective licensing scheme</p>	<p>I don't agree with the selective license scheme.... it's unfair to small landlords and its discriminatory. if council introduces it, it should be borough wide. as landlords already provide so much info and meet legislation, why introduce this? Money making exercise?</p> <p>This should only apply to HMOs, not all landlords.</p> <p>The problems highlighted in the questions above apply to HMO properties not single house dwellings. HMO properties need to be licensed but single dwelling properties do not. Punishing single dwelling property landlords for the short comings of HMO landlords is not a solution and if anything will push most landlords to convert their properties into HMO's to recoup the money spent on overpriced licenses.</p>	<p>Consultation survey responses</p>	<p>Whilst the Council understands that some stakeholders may disagree with the proposal to introduce selective licensing, the Council has provided evidence of the need for selective licensing to tackle persistent issues with poor property conditions.</p> <p>The Council can only introduce selective licensing in areas in the borough where there is evidence that the areas meet the criteria as laid out in the Selective Licensing of Housing 2015 (Additional Conditions). The council carried out a detail analysis of the evidence available and has been selective in proposing designations for areas that meet the criteria of poor property conditions.</p> <p>The Council also acknowledges there are also issues in HMO properties. The Council is also proposing to introduce a borough-wide additional licensing scheme which would apply to HMO properties not covered by the existing nationwide Mandatory HMO Licensing scheme.</p>
	<p>I object to this proposal in its entirety. It assumes anti social behaviour, lack of external maintenance and arrangements for refuse collection is caused by private rented tenants. I disagree entirely with the</p>	<p>Consultation survey responses</p>	<p>Similar to the above, the Council understands that some stakeholders may disagree with the proposal to introduce</p>

Theme	Example Comment	Comment Source	Council response
Opposed to the licensing schemes	introduction of any fees which will have to be passed on to the tenants. I object to Ealing council assuming they have the skills to introduce these changes to the private rented sector when they have failed consistently in their duty as a social landlord. One would assume you should get your own house in order first		<p>licensing. However, the Council has evidence of persistent issues in the Private Rented Sector. Whilst the council understands that many landlords keep their properties to a high standard, there are many who are either not aware of their responsibilities or are ignoring them. Licensing would enable the council to work proactively with landlords to bring up the standards in the properties</p> <p>Licensing is also an effective tool for addressing rogue or criminal landlords in the borough.</p> <p>Licensing is part of the Council's wider strategy to improve the lives of their residents. The Council Plan (available here Council plan Ealing Council) outlines the Council's approach to improving Council Housing.</p>
	I have put disagree with most of them. This is because most hmo cannot rent out with out safety provisions, tenancy agreements, epc, smoke alarms in place. So you care creating work for work sake. Council don't need to support landlords as most landlords belong to landlords groups or association. Also how can landlords control tenants behaviour? You are asking too much. In regards to maintaining communal areas or rubbish bins, tenants don't respect or maintain, how many times can landlords follow this up? Fees for licence too much.		
	You are making silly wide assumptions that the large number of rented properties are Sun standard, poor condition, over crowded etc. This generalisation is dangerous and completely inaccurate. I agree there would be a minority of bad landlords but the majority are law abiding, provide good accommodation to tenants and look after their properties. You are using these sweeping statements as justification for licencing which I strongly disagree with.		
Rents will increase / costs will be passed onto tenants	This will increase for sure rent, poor tenant going to become homeless because they will not able afford the increase rent because of your rule and licence requirement, please think about poor tenant.	Consultation survey responses	We have seen no evidence that landlords have increased rents to cover their licence fee costs or that landlords have moved elsewhere and this is similar to the findings from other authorities who have also been operating licensing schemes. Similarly, research carried out by an independent agency on behalf of the government (An Independent Review of the Use and Effectiveness of Selective Licensing) showed that selective licensing did not result in an increase in rents in areas with a scheme, that market forces dictated the rent levels.
	This will result in higher rents, the cost will be passed on straight to the renter.		
	Landlords will charge the tenants.		
	While I applaud the idea of enforcing higher standards for landlords to adhere to, as a tenant I am worried that this might lead to an increase in rent cost/prices, and to some tenants being "priced out" of otherwise affordable dwellings at a time when alternative housing is so scarce and the tenants themselves are likely to be in worse financial condition than before, with bleak outlooks (due to the pandemic-Brexit combination of economic turmoil).		

Theme	Example Comment	Comment Source	Council response
	<p>Once again, you will just push up rent for those who can't afford it.</p> <p>Bad landlords will continue to be bad and everyone will just have pay more.</p> <p>Silly policy</p> <hr/> <p>My concerns about this scheme is that it would drive rental prices further up, add overhead costs and bureaucracy without bringing tangible benefits to residents. It would be more beneficial to mandate the property owners to invest the money into improving conditions of their property instead of funding yet another licensing scheme. Council generates additional revenue via council taxes from new residents, which should be leveraged to improve services for everyone, instead of creating new tick-box money making schemes</p> <hr/> <p>Tenants in HMOs deserve a standard and good living environment. My concern is landlords passing the fee onto already vulnerable tenants, or not registering at all.</p> <hr/> <p>I'm really concerned with the level of proposed charges as this will simply translate into increase in rents as landlords will simply pass them on to Tenants.</p> <p>The level of charges should be minimal level to be to control and meet the key objective of Council to be 'proactive' rather than reactive</p>		<p>If landlords want to increase the rent, there are procedures which must be followed and any increase above market rents levels can be challenged via the Residential Property Tribunal.</p>
<p>Licensing punishes good landlords</p>	<p>I feel that as an already responsible landlord, where I have all measures in place, the fee is an unreasonable penalty.</p> <hr/> <p>You are just punishing good landlords</p> <hr/> <p>I think this is an outrageous proposal. Landlords already have more and more legislation they need to respond to. This is also NOT good for tenants as the cost will simply get passed on to the tenants. Plus any of the work needed. You are penalising decent landlords.</p> <hr/> <p>Sadly I think the proposals will not target those they are designed to target. Why should there be a selective Licence on homes that meet all the current regulations but based on their postcode they will have to pay for a licence which will not be for any additional services. Again I think the good landlords will be penalised for the bad landlords</p>	<p>Consultation survey responses</p>	<p>The council understands that many landlords who rent out properties in the private sector manage their properties responsibly. However, the evidence shows that the borough is experiencing large scale issues in the private rented sector with poor property conditions and Anti-Social Behaviour.</p> <p>The Council's intention is to use the regulatory framework provided by additional and selective licensing schemes to focus on those that do not comply and impact negatively on the</p>

Theme	Example Comment	Comment Source	Council response
	<p>The council would yet again be penalising good law abiding landlords. Why not bring in these licensing laws for just the bad landlords who do not abide by any laws and fall under the raider of all authorities</p> <p>There are enough laws regarding health and safety of tenants already . All decent landlords give written contracts. The costs proposed are huge! We have had tenants with rent difficulties because of COVID . This is unaffordable. Why should good landlords be punished because of poor landlords. Bad landlords do not comply.</p>		<p>reputation of those responsible landlords as well as having a detrimental effect on tenants and neighbourhoods. We will develop guidance and work with landlords to bring about compliance where possible, but we will also use robust enforcement against wilfully non-compliant landlords.</p>
<p>The council should target rogue/bad landlords</p>	<p>I think the license fee is just a way for the council to raise revenue and it will not prevent poor housing or bad landlords. The council should have a strong enforcement team who go around inspecting rented housing and issue fines for poor property upkeep. This will ensure landlords maintain high property standards. Once a few landlords are made and example of word will spread and there will be a vast improvement in rental property standard etc</p> <p>Fund it by fining landlords that break existing laws</p> <p>Please go after Bad Landlords or Private Individuals renting their properties without even paying Taxes. Stop, this is another way of taxing people who are trying hard to not rely on Benefits and cater for their own retirement.</p> <p>The requirements for proper conditions in rental properties as outlined above all make sense - define them, publish them and target any landlord reported to be non-compliant. Just don't build up a whole new expensive bureaucracy around compliant landlords doing a decent job.</p>	<p>Consultation Survey Comments</p>	<p>If approved, the Council will carry out inspections under the new scheme to find unlicensed properties and will take action against those who refuse to licence their properties.</p> <p>An independent agency on behalf of the government (An Independent Review of the Use and Effectiveness of Selective Licensing) found that licensing “provides a clearly defined offence (licensed / unlicensed) which simplifies enforcement - and where a landlord is intentionally operating without a licence it is highly likely the inspection process will uncover further offences”. The council believes that licensing will enable them to work with landlords to raise standards of living in the borough and work to tackle the issues of poor property conditions, and ASB, by holding landlords to a high standard, and by carrying out inspections.</p> <p>Alongside the enforcement powers granted by licensing, the Council will also carry out a comms campaign to make landlords, tenants and residents aware of the licensing schemes, and raise awareness of how to report issues.</p>

Theme	Example Comment	Comment Source	Council response
Licensing will cause landlords to sell their properties / move out of the sector	This system will ultimately squeeze landlords out of the sector. They are already losing money because home loans/buy-2-let mortgages are no longer allowable to be used as expenditure on the tax form. The extra hassle above will cause Landlords to sell up.	Consultation Survey Comments	We have seen no evidence that that landlords have moved elsewhere or that there has been an increase in difficulty in finding rental properties in a licensable area. This is similar to the evidence from other authorities who have also been operating licensing schemes. The private rented sector is a growing sector, and properties continue to be in high demand, including in areas where licensing has been introduced.
	not necessary as will only encourage Landlords to sell and reduce the stock available forcing tenants to live in overcrowding		
	I feel that this scheme will reduce landlords wishing to rent, and homeowners considering it as an option, which will put pressure on the Council to provide housing and cause more homeless.		
	This scheme will put landlords of the idea of renting in Ealing. I know it has made me decide not to purchase another buy-to-let in the Ealing area.		
The council should enforce existing laws / standards	we don't need another expensive licensing scheme. we need the council to enforce current regulations and laws and more social housing	Consultation Survey Comments	The council have considered a range of alternatives to selective and additional licensing, but do not believe they are as effective in dealing with poor property conditions and ASB in the borough. The current powers the council has, including the use of the Part 1 Housing Act 2004, do not require landlords to declare themselves. This means there is no obligation for landlords to make their properties known to the council or to be proactive in improving conditions, including minor issues (that may still pose a health and safety risk) but still need to be addressed, but which a tenant may not complain to the council about. Formal action under the Housing Act can be a slow process, and improvements to properties can take many months.
	council has adequate legislation to enforce good landlords and should use that first		
	No additional license requirements are needed. Pls implement the existing regulations Effectively before creating new Ones.		
	stop with this there is plenty of regulation already it is irksome for landlords and ends up paid for by tenants		
	more bureaucracy and more expense as a results when the rules in place are adequate. it might be more efficient to just apply regular checks that existing conditions and regulations are enforced rather than duplicating what is already there plus creating more red tape.		
	the existing regulations are strong enough and no further action should be required to keep increasing the pass down of costs to the tenant		
	the rules and regulations already in place are sound enough. what is needed is more efficient enforcement of the already conditions in existence.		

Theme	Example Comment	Comment Source	Council response
	In many situations, the Council should consider enforcement notices and management orders. The use of such orders would deliver immediate results.	NRLA Letter	
There is already too much regulation of landlords	<p>There are already too many regulations for private landlords. Your rules can make purpose build properties unlettable at market rent. There should be a national register of landlords that HMRC and Councils can check and that tenants can use to check their property but not see all of a landlords portfolio.</p> <p>Since 2018 especially been huge number of additional regulatory changes in rented sector Electrical, fire safety. Vale Estate all properties Ealing fitting interlinked smoke & heat detectors. Quality of private & other rented properties have been steadily increasing and huge protection for tenants through deposit, eviction and general regulation</p> <p>Over regulated already. Just an excuse by the council to raise money from landlords.</p> <p>As a landlord, we have to meet strict government health and safety guidelines currently (gas and elec certificates as well as smoke alarms etc). I used to live in my property for many years before I rented it and I had to do a lot of upgrades to make it rentable for tenants. If anything I think that the private rented sector makes health and safety and fire safety better as you have to operate to a higher standard</p> <p>LL are over regulated with over 180 measures to take into account with each new tenancy, including legionnaires risk assessment, EICR, EPC, safe homes, deposit registrations, pandemic moratoriums, 6 months notice to evict tenants, 12 months plus to go to court to enforce evictions, limited 5 weeks deposits that often don't cover damages/arrears. We have one tenant that has not paid rent for 15 months and we are still unable to evict him and have little chance of recovery of funds. HMO measures cover fire safety and amenity standards already</p>	Consultation Survey Comments	The Council acknowledges that landlords are subject to existing regulations and laws. However, as stated above, the existing regulations and powers do not require landlords to declare themselves to the council. This means there is no obligation for landlords to make their properties known to the council or to be proactive in improving conditions, including minor issues (that may still pose a health and safety risk) but still need to be addressed, but which a tenant may not complain to the council about. Formal action under the Housing Act can be a slow process, and improvements to properties can take many months.

Theme	Example Comment	Comment Source	Council response
Licensing is unnecessary	Landlords who rent private properties (not HMO), are already subject to government guidelines/laws regarding gas, electric safety and EPC. There is no need for further licensing	Consultation Survey Comments	<p>Whilst the Council acknowledges that many landlords operating in the borough keep their properties to a high standard, the evidence presented during the consultation shows that there are large scale issues with poor property conditions, and ASB in the borough's private rented sector, that licensing can help to address.</p> <p>The council believes that many landlords will meet the licence conditions, and do keep their properties in good condition, but licensing enables the council to take action against those landlords who place their tenants in unsafe or overcrowded properties.</p>
	<p>Alongside many other professionals and Landlords, we feel that appropriate legislation is in place already and that there are channels available for tenants to report disrepair or rouge landlords.</p> <p>This unnecessary scheme is expensive and very difficult to check and control all private sector rentals. with the choice available you will not rent a place if it is not up to standard and maintained well.</p>		
	In my experience there is a good supply of high-quality rented accommodation throughout Ealing and property licensing is not required		
	Licensing for non-HMO properties is totally unnecessary. You have powers already to enforce good standards. You will at a stroke destroy any hope of good relations between you and non-HMO private landlords in the Borough. Instead of licensing you should hold regular Landlord events and training, fund Advice Centres to provide tenants with support and advice on disrepair and bad behaviour by landlords, and make sure Environmental Health and other departments are on the case when poor standards are reported. Licensing in itself will not achieve anything.		
Licensing will not solve issues	As mentioned previously, I don't think that this is actually solving the problems that you have identified. Making the landlord pay for a licence will not resolve ASB or any of the other issues that you've identified.	Consultation Survey Comments	The recent Government research 'An Independent Review of the Use and Effectiveness of Selective Licensing' found that selective licensing can be an "effective policy tool" that can achieve demonstrable positive outcomes.
	I personally don't see how charging landlords for a 'licence' will improve any standards. I'm in favour of setting standards/targets, having inspections, and introducing penalties for failing to meet them. Otherwise, landlords are handing over the money for licences that they could be spending on improvements.		
	I just don't think you will solve the issue- these people never intended on paying tax on their earnings or looking after their tenants, if you think they will pay for a licence m- good luck with that!		
	It still won't address the problems tbh, there just isn't enough affordable housing and most landlords are in it for the profit		

Theme	Example Comment	Comment Source	Council response
	<p>If there are allegations about a tenant causing problems (e.g. nuisance) and a landlord ends the tenancy, the landlord will have dispatched their obligations under the selective/additional licensing scheme, even if the tenant has any of the above issues. This moves the problems around Ealing, but does not actually help the tenant, who could become lost in the system, or worst moved towards the criminal landlords. They will also blight another resident's life. There is no obligation within selective/additional licensing for the landlord to resolve an allegation of behaviour. Rather, a landlord has a tenancy agreement with a tenant and this is the only thing that the landlord can legally enforce</p>	NRLA Letter	<p>Licensing is part of the Council's wider approach to ensure safer and better conditions in the private rented sector. The licensing team will work closely with teams across the council including the homelessness, Community Safety and Envirocrime teams. In particular, we shall ensure there is regular co-ordinated multi-agency work to solve complex and high risk ASB cases.</p>
The schemes need to be enforced	<p>Enforcement of the rules etc by Ealing Council will be critical to the success of the scheme. This is not Ealing's strong point.</p> <p>The fees must be used to enforce the scheme otherwise it will be a waste of money and a pure tax on good performing landlords and the poor performing landlords will continue to abuse the tenants</p> <p>The above is interdependent on good enforcement. There is huge exploitation of the system and this needs regulation and adequate investment for it to work. The existing complaints system appears to favour the developer/landlord and a better balance needs to be struck which supports community cohesion and is not biased.</p> <p>Again, the principle of the licensing is laudable. However, the majority of safety standards and tenant protection is in place. Unless the council can demonstrate they have the infrastructure and staff to monitor and implement the licensing, it will be seen as another tax on property. There doesn't appear anything in the consultation documents as to how all these new licences will be managed?</p> <p>The proposals are well founded. However, the success of improving standards in HMO provision is primarily down to the efficiency of the management put in place to monitor these rules (the majority of which are in place) and unless the council have an adequate management team to monitor/deal with this extra work load, I fear it will be an additional tax on property owners without a significant improvement on the provision of properties in the PRS.</p> <p>It is well and good to propose new additional licensing scheme for HMOs but these schemes/rules have to be enforced. No good just</p>	Consultation Survey Comments	<p>If the schemes are approved, the Council's enforcement capability will be increased in line with the number of licences, including pro-active compliance checks. The council will be actively inspecting for unlicensed properties and will take action against those who refuse to license their properties.</p>

Theme	Example Comment	Comment Source	Council response
	promising but you have to check that the scheme/rules are being followed. Not just empty words.		
	Requirements MUST be enforced. Some landlords will do as little as possible to just creep above the baseline standards.		
	Will Ealing inspect each property at least once	NRLA Letter	The Council will carry out a desktop risk assessment of the licence applications to determine the properties in most urgent need of inspection. All Additional HMO properties will be inspected during the scheme. The Council will also carry out proactive tasking days to find unlicensed properties.
	We would ask the Council to publish clear service standards setting out the timescale for processing and approving licence applications and to publish regular updates so that performance in this area can be monitored.	Safeagent Letter	The Council will publicise the timescales for processing a licence on its website and in correspondence after the application. We will provide resources to minimise any backlog and will keep landlords informed about the status of the applications, expediting cases as necessary.
The previous scheme did not improve conditions	I am in an area already subject to the Selective Licensing Scheme. I feel that process was incredibly admin orientated, any advice from the council was severely lacking, the overall benefit for our tenant was zero and we took a cost which has not delivered any benefit - the tenants had no idea what it was either and felt no comfort from the license I spent hours sorting.	Consultation Survey Comments	The existing licensing schemes have enabled the Council to improve basic standards in often the most unsafe housing. We do not grant licences until landlords can demonstrate at the point of application that basic fire, gas and electrical safety conditions are complied with, and that they are fit and proper persons able to manage the property
	Once the council issues a Selective Licence, the council does nothing until it is time for renewal. I'm not convinced how this inertia is supposed to improve housing stock.		
	The licences you issued in 2017 were for closer to 4 years than 5 which is a bit of a cheat. And now you are proposing a 50% increase which seems steep. You never visited my property in the past 4 years so I don't feel I got		A summary of the existing licensing schemes' key achievements and work undertaken to improve property

Theme	Example Comment	Comment Source	Council response
	<p>value for money. I think if you visit a property and it meets a certain quality/safety criteria you should offer a discount to those landlords.</p> <p>Having already had a selective licence for 5 years I have seen nothing from the council that ensures any of these things actually happen. It took nearly 1 year for the licence to be granted and once they had my money nothing more happened for the subsequent 5 years</p> <p>The council has not visited properties that are licenced and therefore the existing scheme does not work and I have no faith that a replacement scheme will be any different. Rules are already in place for HMO's.</p> <p>I have been licensed for the past two years without a single inspection or communication from the council. I'm not confident that the council has the will nor that the licence has the power to alter the state of rental housing.</p>		<p>conditions and ASB is detailed on page 14 of the Council's consultation document.</p> <p>Property licensing consultation document Ealing Council</p>
	<p>We have concerns around the Council's approach to licensing, you failed to inspect all properties in the first iteration of licensing. Those schemes that are delivering the best results are doing multiple inspections, up to 3 of every property. This improves the sector and with the knowledge of multiple inspections pushes criminals out of the sector and drives up the standards for landlords and tenants.</p>	NRLA letter	<p>The licensing schemes have enabled the council to better target enforcement action towards the minority of landlords who fail to invest in their properties or meet their legal obligations. Through intelligence gathered via licence applications and service requests, the council has been able to target the most problematic areas of housing, including unlicensed and high-risk properties, to ensure improvements are achieved for the benefit of tenants and the wider community.</p>
	<p>Before deciding to renew the scheme, we think it is important for the Council to demonstrate they have effectively implemented and enforced the additional and selective licensing schemes already in force. In May 2019, in response to an FOI request, the Council estimated there were 5,000 licensable HMOs under the mandatory HMO licensing scheme, 15,000 HMOs under the additional licensing scheme and 5,000 properties under the selective licensing scheme.</p>	Safeagent Letter	<p>A summary of the existing licensing schemes' key achievements and work undertaken to improve property conditions and ASB is detailed on page 14 of the Council's consultation document.</p> <p>Property licensing consultation document Ealing Council</p>

Theme	Example Comment	Comment Source	Council response
	<p>We understand the estimate for the number of licensable HMOs has since dropped to 8,360. Whereas the number of selective licensing applications for single family lets has exceeded the Council's expectations, it is disappointing that less than 900 additional HMO licences have been granted by the final year of the scheme. This indicates an extremely low compliance rate of around 10%. We could find no commentary and explanation for the low level of applications under the borough wide additional licensing scheme. With thousands of HMOs remaining unlicensed, the report indicates just eight prosecutions and 44 civil penalty notices have been issued, with no split of enforcement activity between HMOs and single family lets. We could find no assessment of licensing scheme performance against scheme objectives. For example, has there been any improvement in property conditions or decrease in anti-social behaviour associated with private rented properties?</p> <p>If the scheme is to be renewed, the Council need to be clear what would be done differently and how the many unlicensed HMOs would be tackled</p>		<p>Within the new scheme objectives we have set ourselves challenging targets. Resources shall be prioritised to effectively deal with the properties of most concern and target enforcement actions to those landlords who fail to licence their properties and/or breach licence conditions.</p>
<p>Selective Licensing should apply to the whole borough</p>	<p>The selective licensing scheme should cover all wards in order to address the issues highlighted above - for example Walpole is excluded despite having a high percentage of rented property. The selective licensing should cover all wards.</p> <p>Personally, I would not restrict this to 15 wards. I believe it would be beneficial throughout the borough.</p> <p>I understand the logic of introducing the scheme in those wards where the problem is considered more serious, but in time I feel it should be introduced Borough wide, so that all are treated equally.</p> <p>I think the scheme should simply apply across all of Ealing. I do not understand the motivation behind it being selective - it feels like discrimination against residents of specific boroughs</p> <p>I think that the licensing scheme should apply to all parts of the borough as all residents should be entitled to live in a safe and well managed property. There are private landlords in other parts of the borough are able to go under the radar and not manage their properties properly. All landlords should have to have to provide a good standard of accommodation. I suppose the risk is any fees or</p>	<p>Consultation Survey Comments</p>	<p>The council can only introduce selective licensing in areas in the borough where there is evidence that the area meets the criteria as laid out in section 80 of the Housing Act 2004 and the Selective Licensing of Houses (Additional Conditions) (England) Order 2015.</p> <p>The council carried out a detail analysis of the evidence available and has been selective in proposing designations for areas that meet the criteria of poor property conditions and ASB.</p> <p>The evidence shows the prevalence of housing issues is even higher in HMOs, which is why the council is proposing an additional licensing scheme that covers the whole of the borough.</p>

Theme	Example Comment	Comment Source	Council response
	<p>charges will simply be passed on to the tenants who may already be struggling.</p> <p>the selective scheme should be borough wide. It discriminates against landlords in the areas chosen and the tenants in the wards not chosen. All tenants should have the same safeguards irrespective of where they live in the borough</p> <p>This is an initiative that should be rolled out throughout the borough, not just selected poorer parts of the borough. Why should landlords in wealthier parts of the borough not have the same scrutiny? Isn't this just going to encourage developers to look at these areas as potentially more lucrative areas to set up HMO's thus creating the same issues borough wide. There should be equity throughout the borough or nothing at all. Stop marginalising the poorer areas! You've done this time and time again with LTNs and general infrastructure.</p>		
<p>What are the benefits to landlords / tenants of the schemes?</p>	<p>What alternatives has the council explored? I fail to see evidence of any incentive here for landlords to tackle the issue other than risk a fine for non-compliance. This is all stick and no carrot.. what is the Council proposing to do to directly assist and support Landlords to address the issues the licensing scheme is intending to solve? Will rewards be provided to landlords that demonstrate good property and tenant management for example? Standards have been proven to rise when consumers are able to rate providers and vice versa (Uber for example). What has the council done to explore using these sorts of platforms to change tenant and landlord behaviours? Taking money away from landlords is a blunt instrument here and I cannot see how it will change anything.</p> <p>Don't agree with most because by law landlords have to provide tenancy agreement, epc, gas safety reports, etc. So what will council do in addition, you are creating bureaucracy and additional work for landlords. Fees for hmo are high already. Why are you penalising those who may submit paper applications, older landlords like this, I'm not old, I like it.</p> <p>I have read the consultation document and cannot see any benefits for me or any other landlord like me. We will pay £750 for what?</p>	<p>Consultation Survey Comments</p>	<p>The Council believes there will be several benefits to the licensing schemes.</p> <p>For tenants, the benefits would be:</p> <ul style="list-style-type: none"> • Licensing improves the standard of private rented properties. This makes properties safer for tenants who occupy them. • Licensing allows a local authority to adopt a much more proactive approach to tackling poor housing conditions and raising standards in private rented housing. Licensing encourages good practices – if a landlord is not able to demonstrate that they comply with fire, gas and electrical safety conditions, a licence will not be granted. • Many people who are vulnerable, disabled and living on low incomes

Theme	Example Comment	Comment Source	Council response
	<p>Why is this so expensive? What service does council provide for this excessive cost? This will be passed to tenants and will hardly work in their favour.</p> <hr/> <p>How much are these licenses going to cost for the landlords? If there is cost involved, how is LBOE going to justify this cost? In other words what are the gains for the tenants and landlords?</p>		<p>rely on private renting. Licensing helps the council to protect as many tenants living in private renting as possible</p> <p>For landlords, the benefits would be:</p> <ul style="list-style-type: none"> • Licensing encourages landlords to proactively manage their properties and to take reasonable action to address problems. The council will work with landlords to help support them and build their professionalism. • Licensing enables the council to create a 'level playing field' for responsible landlords by taking a much more robust approach to the minority of 'rogue' landlords who fail to invest in their properties and meet their legal obligations. <p>The benefits for the wider community would be:</p> <ul style="list-style-type: none"> • Poorly managed privately rented properties have a negative impact on many neighbourhoods. Licensing will increase the number of landlords managing their properties effectively, including the enforcement of tenancy conditions to combat neighbourhood nuisance caused by their tenants or people visiting their properties. • Poor waste management and fly tipping has been cited as a major issue in many wards. All property licences contain a condition that the holder must provide adequate sized bins and sufficient recycling containers for the occupiers.

Theme	Example Comment	Comment Source	Council response
			<ul style="list-style-type: none"> When a property is overcrowded this is often linked to an increase in noise complaints. Through licensing the council is able to limit the number of occupants in a property, reducing overcrowding and the likelihood of noise nuisance.
The council should address issues in council properties first	<p>Improve your council house and flats first then apply that to the private sector</p> <p>Again the issues raised should be the councils responsibility, not landlords. The largest landlord in the borough is the council itself, and the council of local council housing is no better than the private sector</p> <p>Improve your council house and flat first. Then start to apply the same to the private sector. Don't charge a lot like you planning to do. Charge way less to insure every one provide the stander you want to provide to the Tennent</p> <p>Council rentals are far worse on all these counts - noise overcrowding unsafe to other residents - suggest sort that out first</p> <p>What about the council properties are they all safe? When the council make their building fire safe and all the other. Then and only them apply the same rules to the private sector. Stop charging unreasonable fee. Make sure the certificate are not expensive to obtain and every one will do them.</p>	Consultation Survey Comments	Licensing is part of the Council's wider strategy to improve the lives of their residents. The Council Plan (available here Council plan Ealing Council) outlines the Council's approach to improving Council Housing.
Problems exist in all sectors, not just the PRS	<p>If these provisions are seen as maintaining standards of living for benefit of all they should apply to all including private homes- there is no logical argument as to why only landlord are required to have these provisions</p> <p>As before - for flats/blocks you're only targeting standards for landlords that are not there for owner occupiers who often are the ones that don't adhere to certain standards</p> <p>In all of this about private licensing, the same should apply to the council and housing associations as their standards, as noted in British media of late, are incredibly low too.</p>	Consultation Survey Comments	While the Council acknowledges that all property types may have issues with property conditions and ASB, licensing is a tool available for the Council to use to address these issues in the PRS.

Theme	Example Comment	Comment Source	Council response
	<p>If the number of PRS properties is large there are bound to be a few problems. I have seen no evidence that there are more problems in the PRS than among social properties or in the owner occupied sector.</p> <p>I feel that noise, and illegal conversions are similar levels for owners whether privately let or not.</p> <p>All the above are just as prevalent in privately owned properties as in privately rented properties.</p>		
<p>There should be support for landlords to deal with difficult tenants</p>	<p>You should support landlords when they have with tenants , like unpaid rent, criminal damage to the property. Maybe you should run classes for tenants teaching them their responsibility and use the property responsible way.</p> <p>There is no real mention of supporting landlords against bad tenants. If landlords pay for a license then the council should provide the landlord with services. For instance, dealing with abusive and disruptive tenants. Making tenants behave with respect for their neighbours. Making the tenants pay their rent.</p> <p>The issue is often the tenants rather than the properties. What caveats will you intend to put on tenants to ensure they maintain properties as currently they have no regard for the condition of properties and are very difficult to hold to account. The solution must be one that protects landlords and not just tenants.</p> <p>Landlords need Ealing's help as well as tenants. It must be appreciated that landlords have huge expenses, including the cost of regular safety reports, certificates and licenses, and yet many are not receiving full rent. As licensed a landlord, I comply with Ealing's regulations and am careful who I choose as tenants, but it is the tenants who are responsible for noise, nuisance, rubbish and overcrowding. Landlords can have non-smoking leases and put up no smoking signs but it's impossible to police no smoking. We are not running boarding hostels or hotels.</p> <p>The documentation provided fails to indicate what additional funding will be available to support the expansion of licensing. Adult social care will have to involved as many tenants have mental health, alcohol, or drug related illnesses. How do landlords' access this for their tenants?</p>	<p>Consultation Survey Comments</p> <p>NRLA Letter</p>	<p>As stated above, the Property Regulation team will work with council teams, including the Community Safety team to support landlords in addressing issues with difficult landlords. The Council will also hold regular landlord forums. Tenants will also be provided with a copy of the licence conditions, which along with their tenancy agreements will outline their responsibilities.</p> <p>The schemes have been costed to ensure that if they are approved the Council's enforcement capability will be increased in line with the number of licences.</p>

Theme	Example Comment	Comment Source	Council response
			<p>The Property Regulation team will assist in signposting landlords to the relevant internal departments or external organisations that may be able to assist tenants in these situations.</p>
	<p>How will landlords feed into system if they suspect a tenant is at risk? What support will be put in place so a landlord can support a tenancy where a tenant has mental health, alcohol, drug issues or they have problems and need support</p>		<p>As detailed above our practices allow for advice and support to landlords and tenants e.g. referrals to landlord bodies, tenant agencies, social services, mental health support workers and internal Housing Solutions colleagues.</p>
	<p>The Council fails to say how it will prevent malicious claims of poor housing being made, which could result in tenants losing their tenancies. Can this be provided and how will it operate?</p>		<p>The Council cannot prevent malicious claims or poor housing being made. Complaints will however be investigated, with enforcement action only being taken where there is clear evidence to do so.</p>
	<p>The Council fails to say how the proposal will tackle rent-to-rent and subletting, or even Airbnb. These are all increasing in the county</p>		<p>Properties let through Airbnb are short-term, commercial lets and do not legally fall under these licensing schemes. Airbnb properties need planning permission and any ASB issues will be dealt with by the Community Safety team</p>
	<p>If a tenant is non cooperative, or causing a nuisance a landlord can end the tenancy, will the Council make it clear in the report that they will support the landlord in the ending of the tenancy?</p>		<p>In regard to ASB and eviction, the recent Government research 'An Independent Review of the Use and Effectiveness of Selective Licensing' stated that 'tenants tend to ultimately comply with requests to moderate their behaviour rather than risk eviction.' It also noted that 'several authorities reported that their landlord training and support schemes had a focus on reducing the need for evictions through helping landlords to work more effectively in dealing with anti-social behaviour. Furthermore, joint working to</p>
	<p>When a Section 21 notice (or future notice as currently being consulted upon under the renters Reform Bill) is served, the property is overcrowded or the tenant is causing antisocial behaviour, as per what the Council says in the consultation. What steps will the Council take to support the landlord? It would be useful if the Council were to put in place a guidance document before the introduction of the scheme, to outline its position regarding helping landlords to remove tenants who are manifesting antisocial behaviour</p>		

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	<p>[In cases of subletting without the landlords knowledge] what is the process for landlords, it would help if the Council could document how this would work. Often, landlords are victims, just as much as tenants. What support will the Council provide for landlords to whom this has happened? Will the Council support an accelerated possession order?</p>		<p>tackle issues uncovered through licensing such as alcoholism, drug addiction, unemployment etc. serve to tackle the root causes of anti-social behaviour rather than simply move the problem on'</p> <p>The Property Regulation team will work closely with the Homelessness Prevention team to support landlords and tenants to sustain tenancies.</p> <p>If the licensing schemes are introduced, the council proposes to increase the landlord forums and support events, with help and guidance for dealing with anti-social behaviour as part of the programme. In relevant cases, the Council will also provide further support for responsible landlords who are struggling with their tenants' behaviour and causing deliberate ASB.</p> <p>Rent to rent and sub-let situations are often discovered during the processing of licence applications or when carrying out inspections of properties. Where such accommodation is found to be occupied on this basis we will make sure that the person who owns the property knows it is being used in this way.</p> <p>Breaches of the tenancy agreement by the tenant are a contractual matter between the landlord and the tenant(s). It is therefore good practice to ensure there are clauses relating to subletting in the</p>

Theme	Example Comment	Comment Source	Council response
	A landlord will tell a tenant how many people are permitted to live in the property, and that the tenant is not to sublet it or allow additional people to live there. Beyond that, how is the landlord to manage this matter without interfering with the tenant's welfare? Equally, how will the Council assist landlords when this problem arises?		tenancy agreement and that these are enforced as necessary. The Council expects that landlords/the licence holder will carry out regular inspections, which should bring to light instances of subletting
How will the scheme be enforced?	How can you find out that there is a HMO in your neighbourhood, plus the name and contact details of the license holder and how does the Council propose to police the new arrangements in a timely, effective and vigorous manner, given the pressure on resources? Will this new scheme help to tackle "black market" renting and tax avoidance? What powers, if any, does Ealing Council have to evict renter in a HMO? when there is overcrowding, nuisance and anti-social behaviour from HMO's small and large what does the Property Regulation Department do about it? What checks do you do at the properties to see that they are adhering to the specificity of their licences i.e.. the amount of people that are living in the property, seeing evidence and copies of their tenant agreements, what have tenants told to them about behaviour when living at the property. Property which has flooring but no carpeting in property or cushioning has not been done which has been used in a vexatious targeted campaign. This is an issue at the flat above us for many years since it has been let and been given a licence.	Consultation Survey Comments	It is a legal requirement for the Council to maintain a public register of all licensed properties in the borough. Details of the licence holder and manager (if applicable) will appear on this register. You can search for a licensed property at https://pam.ealing.gov.uk/online-applications/ If the schemes are approved, the Council's enforcement capability will be increased in line with the number of licences, including pro-active compliance checks. The council will be actively inspecting for unlicensed properties and will take action against those who refuse to license their properties. The level of enforcement carried out by the council's Property Regulation team has steadily increased over the years and the council will not hesitate in taking robust enforcement action where required.
Other	How does the local authority plan to communicate best practice to the landlord and tenants of Ealing?	NRLA Letter	The Council will continue to communicate best practise to landlords through their work with accreditation agencies – this includes providing a discount to licence holders who are

Theme	Example Comment	Comment Source	Council response
			<p>accredited and hosting further training sessions for landlords with accredited agencies (of which there have already been 24 sessions). The Council will also provide the government's 'How To Rent' guide to licence holders.</p>
	<p>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 leaving criminals able to operate covertly</p>		<p>As stated above, licensing is part of the wider Council's framework of strategies. The licensing team will work closely with the Community Safety team to stop persistent perpetrators of ASB. Tenant referencing is also a mandatory condition of additional and selective licensing.</p>
	<p>Often when tenants are nearing the end of their contract/tenancy and are in the process of moving out, they will dispose of excess household waste by a variety of methods. These include putting waste out on the street for the Council to collect. This is in hope of getting their deposit back, this is made worse when the Council does not allow landlords access to 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 such a strategy</p>		<p>The licence conditions for both additional and selective licensing require the licence holder to ensure there is appropriate waste disposal / bins at the property and to make tenants aware of refuse collection and disposal information.</p> <p>Landlords can access the Council re-use and recycling centres, however if they are not a resident there is a charge. More information can be found on the Council website here - Recycling centres and sites Re-use and recycling centres and sites Ealing Council</p> <p>The Council would be happy to meet with the NRLA to discuss this further.</p>
	<p>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 within which landlords must operate is not always fully compatible with the aims of the Council. For</p>		<p>The Council does not agree that a schedule of inspections every 6 months with advance notice to the tenants could be considered harassment, and would</p>

Theme	Example Comment	Comment Source	Council response
	<p>example, a landlord keeping a record of a tenant could be interpreted as harassment.</p>		<p>expect landlords to keep records of inspections for their own records with regards to possible damages. The Council also does not agree that keeping a record of previous tenants during the life of the scheme could be seen as harassment as it is common practice, should previous tenants require a reference.</p>
	<p>We note that Ealing has a large and growing private rented sector comprising an estimated 54,776 properties, making up 38.1% of the housing stock. Within the private rented sector, 8,360 properties are estimated to be HMOs. The mapping shows significant geographical variation in the concentration of HMOs across the Borough. Two wards contain over 700 HMOs, whilst eight wards each contain less than 200 HMOs. Given the extremely low compliance rate achieved, we would encourage the Council to implement a smaller scheme and focus limited resources on the most problematic wards to achieve more meaningful results. Focusing actively on the two wards with the highest concentration of HMOs could generate more licence applications than the Borough wide scheme has achieved after four years.</p> <p>The report indicates that most complaints from private tenants have been generated in five wards. With far fewer complaints in the other eighteen wards, this suggests licensing activity should be focused on the area of greatest concern.</p> <p>The report indicates the highest concentration of serious Category 1 hazards in Southall Broadway (53.4%) and Southall Green (38.8%), which are two of the same wards generating most tenant complaints. This is concerning, as both wards have been subject to selective licensing since January 2017. Likewise, the report indicates that almost half of HMOs with shared facilities contain Category 1 hazards despite all such properties being subject to additional or mandatory HMO licensing since January 2017.</p> <p>It is important to reflect on why the current scheme has failed to address this issue, and how this will change if the scheme is renewed.</p> <p>The data on statutory notices served combines housing, planning and public health notices with no breakdown of figures for each. It demonstrates enforcement activity is being focused on the top five</p>	<p>Safeagent Letter</p>	<p>HMOs have proven to have more health and safety issues and therefore are high risk regardless of their location. The Council believes bringing them into a regulatory framework will help improve these conditions, and is particularly important in a borough that has had fatalities in HMOs.</p> <p>The Council will provide a new strategy for enforcement, including proactive tasking days to find unlicensed properties</p> <p>In the properties that have been inspected under the previous scheme, there has been a reduction in the Cat 1 Hazards.</p> <p>The Council also acknowledged that properties that complied with licence conditions 5 years ago can fall into disrepairs within the period of the next scheme</p>

Theme	Example Comment	Comment Source	Council response
	<p>wards for tenant complaints and poor property conditions. What is less clear is why this has not succeeded in addressing the issue. There is no data on the type of statutory notices served, levels of compliance and associated enforcement activity if notices are not complied with. The phase 1 selective licensing designation proposes to license all private rented properties in East Acton, Southall Broadway and Southall Green to tackle poor housing conditions. We are concerned that the Council believe over half the private rented properties in Southall Broadway contain Category 1 hazards almost five years after the selective licensing scheme was introduced. This implies either the data is wrong, or the current licensing scheme has failed to address the problem. The report provides no assurance that the situation will improve if licensing is extended for another five years. The phase 2 selective licensing designation proposes to license all private rented properties in a further 12 wards to tackle poor housing conditions. We object to this proposal. In the last five years, there has been no substantial reduction in poor housing conditions in the area already subject to licensing. Extending the licensing scheme into new areas will simply dilute the staffing resources. We think it is incumbent on the Council to demonstrate a substantial improvement in the most problematic wards before seeking to expand selective licensing into new areas</p>		
	<p>More transparency and easier communication is needed.</p> <ul style="list-style-type: none"> • For example, a named officer for each ward is needed • There needs to be a 'report a problem' section for these licences so tenants (and others) can highlight issues. At present the only option on the website seems to be reporting an illegal HMO, rather than a problem with a licenced one. 	Ealing Green Party Letter	There will be a number of ways tenants, neighbours and other residents will be able to get in touch with the team to report properties they are concerned about, or specific issues with a property. This will include a dedicated email to report issues, a licensing telephone line to speak to officers and an online reporting form on the Council's website .
	<p>Insufficient communication given to landlords and/or those affected, particularly to landlords residing outside of the Borough of Ealing. Ealing Council have access to landlords' addresses for the purpose of sending council tax bills via post, however no such consultation information was sent via post. Many attendees claimed they were only aware of any such consultation via an Ealing Council email newsletter sent less than two weeks' ago (03/08), which also</p>	iHowz Landlords' Association	Licensed landlords, managing agents, council leaseholders and providers of temporary accommodation were contacted by email about the consultation.

Theme	Example Comment	Comment Source	Council response
	<p>means they cannot demonstrate that they were consulted for the required time of 10 weeks. There is also concern that the effectiveness of communication was disrupted by Covid, e.g. advertisements for the consultation on local buses would not be seen by those isolating or working from home. This is contrary to S.80(9) of the Housing Act 2004, “before making a designation the local housing authority must (a) take reasonable steps to consult persons who are likely to be affected by the designation; and (b) consider any representations made in accordance with the consultation and not withdrawn</p>		<p>The Council carried out a publicity campaign to raise awareness of the consultation throughout the 14-week consultation period. This publicity included digital advertising, which has a reach across London. This included advertising on landlord organisations’ websites such as London Landlord Accreditation Scheme and London Property Licensing websites.</p> <p>The Council also delivered leaflets regarding the consultation to 153,895 residences and business in the borough and had adverts on London-wide and nationwide radio stations including Desi, Sunrise and Global stations (including Heart, Capital, LBC, Gold, Smooth and Classic FM). A full explanation of the many publicity activities carried out throughout the consultation can be found in the consultation report.</p> <p>The consultation was carried out by an independent research organisation, HQN, who state in their report that they “strongly believe that the communications strategy and publicity were appropriate and effective”</p>
	<p>Insufficient evidence has been offered for the benefits of the scheme, and how the scheme differs from existing landlord legislation for housing safety. The three points provided in the consultation document (to improve standard of PRS; to enable a more proactive approach for landlords to adopt good practices; and to create a level playing field by targeting rogue landlords) are vague claims and unsubstantiated.</p> <p>Landlords must already comply with the legal requirements including, but not limited to: EPC, electrical installation legislation, Right to Rent legislation, Gas-Safe regulations, fire safety regulations. Much of the current legislation makes the Council’s business case for enforcing</p>		<p>The recent Government research ‘An Independent Review of the Use and Effectiveness of Selective Licensing’ found that selective licensing “provides a clearly defined offence (licensed / unlicensed) which simplifies enforcement - and where a landlord is intentionally operating without a licence it is highly likely the inspection process will uncover further offences” and that it “encourages the development of effective intelligence</p>

Theme	Example Comment	Comment Source	Council response
	<p>these through additional licencing, redundant. Furthermore, no evidence has been given that the 10,308 existing license holders have been contacted in this consultation and what support they have received or experienced in respect of the existing scheme's benefits</p>		<p>gathering mechanisms – extremely valuable both in identifying unlicensed properties”</p> <p>Under the previous scheme the Council held 24 landlord training sessions with accreditation agencies, briefings at ward forums and sent out newsletters. The Council also informed registered landlords when there were changes in legislation (e.g. during he COVID-19 pandemic) and provided information to landlords on these changes.</p> <p>These communication activities will be expanded on in the next scheme.</p>
	<p>Insufficient evidence has been provided for the claim that “housing conditions in PRS are, on average, often in worse condition than in other tenures”. This is contrary to the statutory criteria in Article 4 Selective Licensing of Houses (Additional Conditions) (England) Order 2015. This includes the condition “that having carried out a review of housing conditions under section 3(1) of the 2004 Act, the local housing authority considers it would be appropriate for a significant number of the properties in the PRS to be inspected, with a view to determining whether any category 1 or category 2 hazards exist on the premises”. The consultation document does not provide any evidence of PRS housing conditions other their own “estimates”. Furthermore, no breakdown is provided to state how many Cat 1 hazards and disrepair complaints relate to PRS compared to other forms of housing, or the seriousness of these complaints</p>		<p>The estimates used in the consultation document are from a reputable independent company, whose methods have been accepted by the Department of Levelling Up, Housing and Communications (formerly MHCLG).</p> <p>In the report, the national benchmark for Category 1 hazards across all property types was used as the comparator and shows that the PRS is above the national average.</p> <p>Category 1 hazards are defined as hazards that present a serious and immediate risk to a person’s health and safety and therefore the Council takes any Cat 1 hazards as serious complaints.</p>
	<p>Insufficient evidence that Ealing have implemented other measures to combat poor housing conditions. This is again contrary to Article 4 Selective Licensing of Houses (Additional Conditions) (England) Order 2015, which states “that making a designation will, when combined with other measures taken in the area</p>		<p>A new Housing Strategy is currently being drafted; however it was not ready in time for the consultation period. Licensing is a key tool of the strategy.</p>

Theme	Example Comment	Comment Source	Council response
	<p>by the local housing authority, or by other persons together with the local housing authority, contribute to the improvement in general housing conditions in the area.” The Council have documented these measures in their Ealing Housing and Homelessness Strategy, and the Ealing Private Housing Strategy. However, the documents are not up to date; they were written approximately 2014. Now in 2021 there is no evidence of having implemented the measures that they committed to in their Action Plan. It is not clear if Ealing Council are able to demonstrate how selective licensing, combined with other measures taken by them will contribute to the improvement in general housing conditions in the area, or what other courses of action they have taken. Furthermore, no evidence was provided to show that this scheme is a co-ordinated approach in connection with dealing with homelessness and empty properties. Simply stating that “Our plans are designed within the framework of wider council strategies” is insufficient without demonstrable evidence.</p>		<p>Page 26-27 of the consultation document outlines the combined working approach the Council plans to take with licensing working with the homelessness, empty homes and ASB teams across the council.</p>
	<p>The scheme is wholly reliant on landlords pro-actively making themselves known to their local authority, therefore not addressing the fundamental problem of “rogue” landlords. Criminal landlords who fail to provide secure and safe accommodation to their tenants will not come forward. Councils need a much smarter system to find and root out those who will never willingly make themselves known. There is no incentive for these “rogue” landlords to suddenly pay attention to yet another regulation when they have ignored their legal obligations to provide safe housing</p>		<p>The Council will take a proactive approach to finding unlicensed properties. Using the Tenure intelligence model (TIMs) the Council will identify privately rented properties in the designated areas. Applications received can be monitored against this database to pinpoint areas which need improvement. A combination of targeted street by street communication will be implemented, followed by door-to-door visits in unlicensed hot spots to ensure tenants and landlords know their licensing obligations.</p> <p>The Council will also use intelligence-led ‘Compliance days’ involving concentrated enforcement activity in discrete areas to identify unlicensed addresses, to ensure that licensed addresses have the correct licence in place and to ensure compliance with licence conditions.</p>
	<p>Lack of evidence of direct causal or correlative link between licensing and reduction in anti-social behaviour (ASB) means it is</p>		<p>The Council believes that proactive and improved tenancy relations can help to</p>

Theme	Example Comment	Comment Source	Council response
	<p>unclear how the scheme will achieve this objective. It is quite a stretch to claim, “all HMOs across the Borough experienced ASB” and even if it were true, there is no evidence to demonstrate that licensing addresses this issue. Existing legal avenues are already available to landlords and councils to pursue via the Anti-social Behaviour, Crime and Policing Act 2014 such as injunctions, criminal behaviour orders, dispersal powers, community protection orders, and others including possession of dwelling-houses for ASB. It is not clear what, if any, additional powers are given to the landlord or council from the proposed licensing scheme nor how landlords are meant to address illegal activities such as drug misuse and prostitution. The consultation document also cites under ASB, the objective to “reduce fly tipping and other forms of environmental nuisance”, which cannot be linked to licensing, would be impossible for landlords to enforce, and is further exacerbated by Ealing Council’s decision to close Acton Reuse and Recycling Centre, which is one of only two recycling centres in the whole of the Borough of Ealing</p> <p>No budget provided for the gross income and costs associated with the current scheme or the proposed scheme. It is estimated the current scheme grossed between £8-£11 million, and the new scheme will raise in excess of £20 million. The consultation states that “Licence fees cannot be used elsewhere in the Council or used to generate a profit” however there is no further detail provided around how this will be enforced / managed, or how it will be spent aside from “processing the application”, or if any underspend will be refunded to licensees. Furthermore, any landlord having paid their fee in the previous scheme and have had an inspection with no works outstanding, are now required to re-licence, and pay the full fee again. This is difficult to justify and throws further doubts on the claim that the licensing scheme is not for profit</p>		<p>reduce ASB by engaging tenants early on and ‘nipping it in the bud’.</p> <p>ASB covers a range of issues from envirocrime (such as litter and dirty front gardens) to harassment and noise. Environmental nuisance includes a lack of recycling. As stated above, a licence condition is for the licence holder to share information about refuse and recycling disposal and collection Ealing has a recycling collection service, more information on this can be found via the council website here - Recycling services Ealing Council</p> <p>More detail on the budget can be found in the Cabinet report. It is a legal requirement of the scheme that the licence fees cannot be used elsewhere, and the fees have been set to cover the cost of implementing and running the licensing schemes. The increased income from the larger scheme will enable greater enforcement activity and additional roles and services as the Council want to be more ambitious with this scheme</p>
	<p>The consultation fails to consider tenants’ choice of accommodation, and that the growing number of PRS offers better choice for tenants. Having stated that “Ealing has a large and growing PRS, with 54,776 (38.1%) properties currently predicted to be private rented”, the consultation document makes no mention that tenants are able to choose their accommodation, so if a property is unsafe or of poor condition, they are not obliged to stay, and a rise in PRS supply would facilitate this. An increase in PRS in the local market would also encourage landlords to ensure their properties are of satisfactory condition or risk losing tenants. While landlords do support</p>		<p>While the option to choose your accommodation may be the case for the top and middle of the market, this is not the case for tenants on the lower end. The Council’s experience is that some tenants do not have the same options to move as others, and that some landlords actively ignore their responsibilities. The Council has also found that even some</p>

Theme	Example Comment	Comment Source	Council response
	<p>the need for education for tenants on their statutory rights, this does not require a licensing scheme to achieve this. As seen in other borough that have introduced licensing, this is also likely to result in an increase in rent, which fundamentally undermines the “affordable housing” objective of the Council’s housing strategy</p>		<p>landlords who think they are “good” landlords can be not up to date in recent changes in legislation relating to health and safety.</p> <p>We have seen no evidence that landlords have increased rents to cover their licence fee costs or that landlords have moved elsewhere. This is similar to the evidence from other authorities who have also been operating licensing schemes. Similarly, research carried out by an independent agency on behalf of the government (An Independent Review of the Use and Effectiveness of Selective Licensing) showed that selective licensing did not result in an increase in rents in areas with a scheme, that market forces dictated the rent levels.</p>

The council also received comments in support of the proposed licensing schemes:

- I agree with this. I would consider making the fees a little higher and eventually expand to the other wards. Unfortunately there are poor landlords all over the borough but I agree some areas are more of a priority with people living in dreadful housing.
- I would prefer the council to introduce the licensing scheme asap across the whole borough.
- Great ideas about time these proposed licensing schemes will happen the sooner the better.
- I think it is a good proposal.
- Please implement this asap.
- As stated previously would hope that this will improve standards and promote good responsible landlords and hold absent landlords more to account.
- Sounds like a good plan.
- This will help the area in all the above mentioned aspects and provide the tenants with safer accommodation.
- Anything that makes landlords more accountable I support. there are too many unscrupulous ones.
- Good proposals. Will weed out bad landlords and give the tenants a better quality of home.
- Great initiative, very supportive of it.

- The idea to licence HMOs is a good idea, I feel it will help reduce the number of illegal HMOs and sheds with beds that seem to be being built around the Borough. It would also help in the reduction of overcrowding in some of the properties but only if it is policed properly.
- Strongly agree to the council proposal.
- As this sector is responsible for over 38% of housing it needs regulating as soon as possible.
- If it creates better landlords and tenants then it needs to be implemented.
- I believe it will improve the Quality of life and the improvement towards climate change challenges!
- the councils new changes for private rented property is a good idea it will make residents and owners feel safer and look after rented property and maintain them.
- New licensing scheme will lead to an improvement in standards of accommodation and will make errant landlords accountable. It will help to ensure a better standard of living for tenants and lead to improvements within the neighbourhood.
- I am in support of any licensing measures that strongly require landlords to meet high safety and quality standards for the homes and flats they rent to people. Keeping flats up to date in terms of safety and quality must be part of the license.
- As many HMOs are basically let out of greed by the landlord with little or no concern for the tenants and neighbourhood, I would support anything which improves conditions for tenants but also prevents landlords from overloading properties. One 3 bed/2 bath down our road used to have 11 tenants.
- This scheme can only improve conditions for tenants and also help make the area around the properties more attractive and cleaner.
- This is an important initiative. Good landlords will have no difficulty complying with the standards.
- Really needed. As a tenant, you are taken advantage of by landlords and expected to just put up with living conditions they themselves would never tolerate.
- This is good. The idea is set a standard across private licensing. We do see a lot of landlords letting out houses to a group of people without providing the basic requirements.
- Private landlords need more regulation and to be held accountable.
- Landlords are lucky to be able to have income from people who can't afford to buy and it's my view if they don't have gratitude, wanting the best for those people from home they make extra money, licensing may wake them up.
- It's a good idea that Ealing manage private landlords to make sure they keep up high standards.
- Ealing residents are finding more and more properties being rented for many reasons such as taking advantage of refugees or people from abroad with low incomes who are put up in very poor conditions with no safety standards in place. Not only is this dangerous but it is becoming a BIG nuisance to the local neighbours as the living standards for people in the borough is falling - such as noise, tidiness, overcrowding, neighbour disputes, partying till late hours. All this needs to be controlled and currently there are no standards in place. There needs to be licensing in place to landlords to adhere to otherwise we will have no control on what property is rented out and who or how many people are living at such properties.
- I feel that private renting should be properly controlled and all HMOs should be licensed.

Comments about the Private Rented Sector

Theme	Example Comment	Comment Source	Council response
<p>The council should look into planning applications and enforcement</p>	<p>Several landlords have been given Large HMO licences even though they only have planning permission for small HMO. Ealing Council needs to stop granting the licenses if there is no planning permission as the landlords then retroactively apply for planning to convert to Large HMOs on the basis they were given licenses.</p>	<p>Consultation survey response</p>	<p>HMO planning and HMO licensing are separate regimes and their legislative requirements are quite different and the regimes can sometimes be at odds with each other. In particular, landlords seeking to regularise the planning status of a property are often required to obtain possession. However, under the Housing Act 2004 a landlord is not able to serve a section 21 notice to regain possession of an unlicensed property. Therefore, if the local authority refused to grant a licence, the landlord would not be able to gain possession in order to regularise the planning status.</p> <p>The council takes breaches of planning enforcement extremely seriously. Anyone wishing to report breaches of planning legislation should email planningenforcement@ealing.gov.uk</p>
	<p>There are a number of planning applications locally to convert dwellings from 2 or 3 flats into multiple self-contained residential units (i.e. bedsits). There needs to be action at the planning stage to stop these developments before they are built. Sub-standard accommodation for tenants, and hell for the neighbours particularly if the conversion is in a semi or terraced property.</p>		<p>Small HMOs (between 3 and 6 unrelated occupiers) have permitted development rights, therefore submission of a planning application is not required. The Council has no legal grounds to take action or stop the development where change of use is 'permitted'.</p>
	<p>Most issues with the rental sector in Ealing stem from a failure of planning enforcement, and a policy of allowing houses to be broken into flats despite the impact on the neighbourhood</p>		<p>The council takes breaches of planning enforcement extremely seriously. Anyone wishing to report breaches of planning legislation should email planningenforcement@ealing.gov.uk</p>

Theme	Example Comment	Comment Source	Council response
<p>HMO rented properties contribute to ASB / envirocrime</p>	<p>When houses in our street come up for sale they are being purchased by landlords who convert them into flats/HMOs. We are having many problems with rented properties, including: rubbish on the street, rats caused by food waste left out, fly tipping of furniture, antisocial behaviour (noise at night), lack of community cohesion and care for the community.</p> <p>We have experienced massive problems in recent times with neighbouring houses which have been converted. The main problems have been noise nuisance, rubbish and a general deterioration in the properties, which affects the area.</p> <p>We have been living next to a private rented HMO for 10 years and the amount of overcrowding and rubbish has been appalling. It's even been on national tv. It's a complete eye sore otherwise ruining a pretty street scene.</p> <p>We are privately renting and found the standard of properties appalling. We have viewed properties with visible rat problems, mould issues and blown windows to name a few examples. We currently live next to an HMO - in this property the front and back gardens are littered with rubbish and broken furniture and the tenants consistently display antisocial behaviour, shouting and singing all night.</p> <p>Too many HMOs and overcrowded private rentals in general. Many landlords do not bother to look after gardens and properties etc. This is not acceptable for the tenants (who are paying a lot in rent) and neighbours. Rubbish, particularly old mattresses, not disposed of properly - left in front gardens or dumped in the streets for 'the Council' to get rid of. Strain put upon parking and local services.</p> <p>There are ongoing issues of waste, fly tipping, and antisocial behaviour. Additionally tenants are poorly vetted if at all, increasing crime, and putting local residents in danger. In my area one rented property has been visited almost annually by the police, for drug dealing/antisocial behaviour, to arrest criminals wanted by the Police, to stop drunken disorderly behaviour and most recently raided for running a cannabis farm. This has all happened while the Landlord has continued to take money.</p>	<p>Consultation Survey Comments</p>	<p>The Council understands that some residents have experienced issues with HMOs. The Council has presented evidence of persistent issues with privately rented HMOs throughout the borough, and the intention with introducing licensing is to address these issues.</p>

Theme	Example Comment	Comment Source	Council response
	There are a number of HMO properties that have sprung up on our road. They are a hotbed of drug abuse, violence, anti-social behaviour, noise and gang activities. The police and ambulance services are always in attendance. The landlords have even made underhanded threats with the objective of buying my property.		
Outbuildings are let out	Too many rouge landlords and people letting sheds out with beds	Consultation Survey Comments	The Council acknowledges that this is an issue, and the proposal is for the licensing schemes to enable the Council to inspect and enforce regulations which would address outbuildings being used as accommodation.
	Too many out buildings in the gardens which are rented out illegally		
	Too many dwellings in converted garages and buildings at the bottom of gardens		
	Many properties in the area are using outbuildings and garages for rent.		
	I am aware of poorly kept properties rented out in our street. Also additional garden buildings being used as rented places to live.		
	Because I see people building in their back gardens and then renting out this enhanced sheds out to individuals.		
The property the respondent rents or rents out is a high standard	So far I've only had good set of landlords and good standard of housing in the area.	Consultation Survey Comments	As stated above, whilst the council understands that there are many good landlords who operate in the borough, and whose properties are well maintained, the council's experience of dealing with poor property conditions in the borough shows that some landlords do not know or actively ignore their responsibilities, therefore the proposed licensing scheme will help the Council to work with landlords to improve standards in their properties
	All of our managed properties are managed to a high standard , there is no overcrowding and we let to properly-referenced tenants		
	I am very happy renting privately, our landlady is both responsible and responsive. We couldn't ask for a better rental situation.		
	I live in a private rented property and both myself and my next door neighbour (both renting) very happy and satisfied with the condition of our houses. Well maintained by our landlords. Recently my landlord did an electrical certificate and gas certificate and the house is well maintained		
No experience with issues relating to the PRS	There are no problems with any of the above in the neighbourhood I live in. There are many renters down my road and I have not heard anyone complaining about any of the above.	Consultation Survey Comments	Similar to the comments above, the Council understands that many tenants are happy with their rented properties and have not experienced issues, but there is evidence of persistent issues and the
	Privately rented properties in my area appear to be in very good condition and in my experience tenants are very well behaved and		

Theme	Example Comment	Comment Source	Council response
	<p>integrate in the local community very quickly. I have been a resident here for 30 years and have never experienced any problems caused by tenants.</p> <p>I have no issues with the privately rented residences in my area and therefore do not believe the issues proposed reflects all areas of the borough.</p> <p>I do not have personal experience of any issues with private rented sector but I understand from your report that some areas of the Borough do experience issues</p> <p>All the rental properties that I have lived in around the borough have been fine. I don't think there is a major problem, maybe a few bad eggs, that's all</p>		<p>Council's experience of dealing with poor property conditions in the borough shows that some landlords do not know or actively ignore their responsibilities.</p>
<p>Is currently or has experienced poor standards and conditions in the PRS</p>	<p>I had five years with no gas safety inspection and a serious mouse problem.</p> <p>my flat has ongoing issues and category 1 hazard problems that would likely harm the health and safety of anyone living there including: damp and mould growth, lack of security due to badly-fitting external windows and problems with locks, broken floor at the kitchen, broken sink, big cracked surrounding kitchen sink causing splash-back to the external wall, lack of mechanical extraction, smoke detector not working and raised moisture level.</p> <p>Landlords don't seem to care about preventing a problem only when the problem intensifies. For example, the roof in my rented property has brown patches, as in water could leak through any minute. Additionally, there are cracks in the wall. My husband and I have informed the landlord several times and he keeps saying he will send someone to have a look but nothing. I'm worried that it will take the ceiling falling in for the landlord to care.</p> <p>It is hard to get the landlord to do any maintenance work or any safety measures to be taken or get rid of pest nuisance as there is a fear that you will be asked to vacate the place.</p>	<p>Consultation Survey Comments</p>	<p>As stated above, the Council understands that some residents have experienced issues with HMOs and the PRS The Council has presented evidence of persistent issues with privately rented properties throughout the borough, and the intention with introducing licensing is to address these issues.</p>
<p>Experience of issues with</p>	<p>The owner below me is renting out his property which is not fit for purpose with rising damp on walls, hole in the wall and he has put a lock on the garden side gate to prevent the family living in it at the moment from exiting the dwelling from the back which is a</p>	<p>Consultation Survey Comments</p>	<p>As stated above, the Council understands that some residents have experienced issues with HMOs and the PRS The Council has presented evidence of</p>

Theme	Example Comment	Comment Source	Council response
neighbouring properties	<p>H&S risk for them if there is a fire. He used to rent out individual rooms to students. In the garden there is an outhouse that he has lived in and tried to rent it out to students. The council have carried out a few enforcements regarding his outhouse. There are a growing number of bad landlords in this area so I do think that Elthorne as a ward should be included in the trial mix.</p>		persistent issues with privately rented properties throughout the borough, and the intention with introducing licensing is to address these issues.
	<p>Anti Social Behaviour such as noise nuisance, visitors' vehicles blocking my driveway, overcrowding and corresponding increased crime rates affecting our quality of life in the neighbourhood.</p>		
	<p>The companies who rent out in the private sectors do not set standards for those living in the properties. It seems that the occupants do not comply to noise, rubbish and behaviour. Only two days ago an owner/occupier had to point out to someone who works for a lettings agents that the windows of the rented property needs to be cleaned, and the surrounding area should be tidied up.</p>		
	<p>We have a house next door to us which is privately rented. The landlord/ owner is terrible- a greedy man who does no repairs to the house yet wants his tenants to pay entirely over the top rents. The house has been in disrepair for years but because of its location (and only this) he eventually manages to let it. The disrepair impacts on our property because he doesn't repair the fences or fix the drains so we end up with waste in our garden.</p>		
	<p>Overcrowding neighbours in my experience also causes excess rubbish- difficult when they also don't recycle, thus causing attraction overloading bins that won't get taken. This did start attracting rats. Worrying with cats in the area</p>		
	<p>As someone who lives below what was originally a 1 bed flat, then a loft conversion made it a 2 bed flat - at that point privately owned and occupied - but now rented out as a mini HMO to 3 totally separate individuals - with the living room converted to a bedroom, my quality of life as the downstairs owner occupier is much disturbed.</p>		
	<p>It is noticeable around our area that private rented accommodation is not kept to a good standard, I have noticed a number of hazardous looking buildings in local streets as well as</p>		

Theme	Example Comment	Comment Source	Council response
	<p>fly tipping. The house next door has been converted into an HMO, without full planning permission being granted for some of the works, it is occupied to what seems over crowding. As a consequence we suffer noise issues, but the council don't appear to be interested and have granted an HMO licence without visiting or even checking that planning permission has been granted.</p>		
<p>Concerns about the number of HMOs impacting the community / neighbourhood</p>	<p>Short term tenancies with constantly changing tenants who do not stay long enough to care about the local area are a huge problem and it is increasing.</p> <p>It splits community and make people isolated with a them and us attitude. Repairs are not done quickly and properly which has a knock on effect on those of us living here as tenants or owner's</p> <p>It splits community and make people isolated with a them and us attitude. Repairs are not done quickly and properly which has a knock on effect on those of us living here as tenants or owner's</p> <p>The random way HMOs are allowed can destroy a street, decreasing value and killing the community feel.</p> <p>The increase in rental property on the estate is significant. Many of the new rentals are small HMO's. We need a publicly available directory of licensed properties. Haven't been able to find one.</p>	<p>Consultation Survey Comments</p>	<p>The Council understands the concerns regarding the impact on the local community. Creating thriving communities is a key objective of the Council's Plan and more information on the approach to this can be found here - Council plan Ealing Council</p>
<p>The cost of rent is too high</p>	<p>Renting in Ealing is very expensive and hard to get by this puts lots of family's at risk of eviction which from my personal experience has a impact on mental health both on parents and children there should be something done to make it more stable for family's in the Borough, also noise Nuisance is a big problem as well.</p> <p>Landlords charge excessive amounts for small living spaces and are not value for money. On top they are reluctant to want to fix things in the property.</p> <p>Prices are unaffordable for even key workers with full time jobs. It is not an option to rent without living in overcrowded houses.</p>	<p>Consultation Survey Comments</p>	<p>The Council acknowledges that rents in the borough can be high in the borough. The aim of licensing is to improve the quality of rented accommodation in the borough and reduce overcrowding, so that privately renting tenants have more value for money. The Council Plan also acknowledges the challenges faced by the borough in light of the COVID-19 pandemic and the pay gap between those living in the borough. More information is available here - Council plan Ealing Council</p>

Theme	Example Comment	Comment Source	Council response
Problems with parking	<p>The properties have been converted to multiple dwelling so more people in a small area not enough parking space as one property can have more than 4 vehicles and tenants just dumping unwanted furniture etc. On the pavements</p> <p>The number of persons living in each property should be limited to 4 only with maximum of one vehicle only.</p> <p>Parking is impossible when houses are cut into 3-4 tiny flats and each has a car. There just isn't enough space on the street.</p> <p>there should be provisions for adequate parking for all in the HMO, houses and streets were not designed for HMOs and not for houses with more that say 3 cars, this causes real problems for residents who share the space, also there is no transparency on who to contact if there are issues, with noise or antisocial behaviour, despite complaints to the council no one is accountable,</p> <p>Adequate parking should be available. 6 people living in 1 small house like in my road no parking for any tenants so they block all our driveways. No thought for residents</p>	Consultation Survey Comments	<p>The Council understands that parking is an issue for many residents in the borough. Licensing is part of wider Council strategies to improve the lives of residents in Ealing. More information on the Council's plan to address issues with parking can be found in the Council's Parking plan - Parking plan Ealing Council</p>