

Housing, Environment, Transport and Community Safety Scrutiny Sub- Committee

Wednesday 15 January 2014

7.00 pm

Ground Floor Meeting Room G02C - 160 Tooley Street, London SE1 2QH

Membership

Councillor Gavin Edwards (Chair)
Councillor Michael Bukola (Vice-Chair)
Councillor Claire Hickson
Councillor Lorraine Lauder MBE
Councillor Graham Neale
Councillor Wilma Nelson
Councillor Martin Seaton
Cris Claridge
Miriam Facey
John Nosworthy
Michael Orey

Reserves

Councillor James Barber
Councillor Sunil Chopra
Councillor Patrick Diamond
Councillor Michael Situ
Councillor Geoffrey Thornton

INFORMATION FOR MEMBERS OF THE PUBLIC

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Contact Fitzroy Williams on 020 7525 7102 or email: fitzroy.williams@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Eleanor Kelly

Chief Executive

Date: 7 January 2014



Housing, Environment, Transport and Community Safety Scrutiny Sub-Committee

Wednesday 15 January 2014
7.00 pm

Ground Floor Meeting Room G02C - 160 Tooley Street, London SE1 2QH

Order of Business

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PART A - OPEN BUSINESS

1. APOLOGIES

**2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR
DEEMS URGENT**

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

4. MINUTES

1 - 12

To approve as a correct record the Minutes of the open section of the meeting held on Monday 21st October 2013.

**5. CABINET MEMBER INTERVIEW - COUNCILLOR BARRIE HARGROVE
- TRANSPORT, ENVIRONMENT AND RECYCLING**

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Themes for the Cabinet Member are as follows:-

- 1) Parking
- 2) Carbon-neutral council
- 3) Cycling
- 4) Fly tipping
- 5) Dulwich Park artwork
- 6) Progress towards new transport infrastructure

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1.	Interview with Mears and SBS.	
2.	Update on scrutiny from the chair.	
8.	COMMUNITY WARDENS	
	Scrutiny update from the chair.	

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

PART B - CLOSED BUSINESS

DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.

Date: 7 January 2014



HOUSING, ENVIRONMENT, TRANSPORT AND COMMUNITY SAFETY SCRUTINY SUB-COMMITTEE

MINUTES of the Housing, Environment, Transport and Community Safety Scrutiny Sub-Committee held on Monday 21 October 2013 at 7.00 pm at Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

PRESENT: Councillor Gavin Edwards (Chair)
Councillor Michael Bukola (Vice-Chair)
Councillor Claire Hickson
Councillor Lorraine Lauder MBE
Councillor Graham Neale
Councillor Wilma Nelson
Councillor Martin Seaton

OTHER MEMBERS PRESENT: Councillor Richard Livingstone

OFFICER SUPPORT: John Daley - Private Sector Accreditation Manager
Paul Langford - Head of Operations
Jonathon Toy - Head of Community Safety & Enforcement
David Lewis – Head of Maintenance and Compliance
Shelley Burke – Head of Overview & Scrutiny
Fitzroy Williams – Scrutiny Team

1. APOLOGIES

1.1 Apologies for absence were received from Cris Claridge and Mr Orey co-optee members of the sub-committee.

2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

2.1 There were no additional items of business.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

3.1 There were no disclosures of interests or dispensations.

4. MINUTES

The minutes of the meeting of the sub-committee held on 10 September 2013 were agreed as a true and accurate record.

5. CABINET MEMBER INTERVIEW - COUNCILLOR RICHARD LIVINGSTON - COMMUNITY SAFETY

5.1 The cabinet member for Community Safety councillor Richard Livingstone updated the sub-committee on the success of work carried out on the reduction of violent crime over the last 3 years in the borough, it was reported that :-

- Violent crime (violence with and without injury) has been decreasing since 2009/10 and as at 30 September 2013 was down 28%, 2,204 fewer crimes (from 8007 to 5793).
- Violence with injury (most serious violence and assault with injury) has been decreasing since 2009/10. As at 30 September 2013, down 30%, 1070 fewer crimes (down from 3567 to 2497).
- Most serious violence reduced by 40% in 2012/13 compared to 2009/10, 292 fewer offences (down from 726 to 436).

5.2 The sub-committee were informed that this year's highlights' was the opening of the new CCTV control centre in June/July 2012 and that officers were halfway through the replacement programme on estates and that the CCTV replacement programme on estates was 50% complete.

CCTV data table:

Year	CCTV detections	Arrests associated with CCTV
2010/11	743	7,312
2011/12	1301	14,168
2012/13	1025	17,517
2013/14 (Apr to Sep)	466	12,218

5.3 Members were informed of the housing update which involved CCTV on estates and the fact that students from Walworth Academy had been invited to the control centre to observe the set up and hopefully to get a sense of safety in their community.

5.4 The cabinet member reported that hate crime awareness week would be taking place week beginning 14/10/2013 and a full

schedule of events would be available. Members were also informed that the Stop Hate UK reporting line had funding until the end of the year; 30 calls from Southwark residents were received in 2012/13 and 9 so far in 2013/14.

- 5.5 The chair asked how CCTV on estates was progressing? The cabinet member reported that in June 2013, control recording and monitoring of CCTV at Draper House was transferred from concierge office at the site to the central CCTV control room. Following a serious incident and a meeting with local residents, it was agreed that concierge staff on site would also continue with a local monitoring role after undertaking appropriate training and licensing. The CCTV unit is in the process of procuring IT and software to facilitate this.
- 5.6 The sub-committee were informed that the following estates had been refreshed and had new CCTV installed and brought back to the control room for recording and monitoring Castlemead, Wyndham & Comber, Perronet, Newington, Abbeyfield, Hawkstone, Osprey and Bramcote & Bonamy estates, Brandon, Elmington, Rockingham and Tabard estates.
- 5.7 CCTV had been deployed to the following areas and brought back to the control room for recording and monitoring were Aylesbury estate, Manor estate, Nunhead Green, Spa Road/Neckinger and Adams Gardens.
- 5.8 Members were informed that the next phase of refresh projects would involve the following :-

Arnold Estate scheduled completion 01/11/2013	Longfield Estate scheduled completion 30/11/2013
Rouel Road Estate scheduled completion 30/11/2013	Silverlock Estate scheduled completion 30/11/2013

- 5.9 The Chair asked what were the main areas of concern? The cabinet member reported that theft from persons had been on the increase since 2008/09 and as at 30/09/2013 was up 117%, 1,611 more crimes (from 1381 to 2992).
- 5.10 Theft from motor vehicle and motor bikes were a concern as these now seemed to be more organised criminal gangs where bikes were lifted off the road and driven away in lorries.
- 5.11 Domestic violence offences seemed to be on the decrease since 2007/08 and it was unsure if this was due to increased reporting or actual decrease in crime.

- 5.12 A member stated that Southwark were still quite high on the table in comparison with other London Boroughs? The cabinet member explained knife crime was getting better and that we were now on the same level as Lambeth. It was also reported that the Police were working very hard to tackle violent crime and gang activities but the figures were still high even though there were reductions of 18%.
- 5.13 The sub-committee were informed that the Home Office had provided funding to the authority to address gun crime and gangs and this would be used to try and find ways to engage with these young people. It was also reported that the Ben Kinsella Trust in association with Millwall Football Club and Southwark would be working with young people to address knife crime in the borough.
- 5.14 The vice-chair asked if there was more local schools could do? The cabinet member explained that initially Foundation and Academy schools did not really want to get involved, but with time were slowly starting to get on board but it had taken a lot of very hard work.
- 5.15 A member asked could councillors do more to support community safety initiatives? The cabinet member requested that if councillors could raise community safety issues such as knife crimes with head teachers, this could possibly help with officers getting the message into schools for young people.
- 5.16 The chair asked how the council could protect the policing of the borough? The cabinet member reported that £250,000 funding had been set aside from savings elsewhere towards the function of a police base, which would be situated at Seven Islands . Rotherhithe would be closing down in the north east of the borough and the police would be operating out of Southwark Police Station for the time being.
- 5.17 Members were informed that the council had invested in the Police by providing contact points for the public. There were also 5 victim support units placed within the borough. The cabinet member also reported that the Mayor's new model for policing divided Southwark into 4 sections covering different areas within the borough. Concerns were raised regarding the Dulwich area so far but no concrete issues have arisen or been reported, members were advised that resources were available if needed for police presence in Dulwich.
- 5.18 A member of the sub-committee asked how the Community Safety presentation to Walworth Academy go? The cabinet member reported that the head teacher was very supportive and parties worked well together. Officers undertook to invite Faraday councillors to next meeting.

- 5.19 The member then asked what was being done about known drug addresses on estates? The cabinet member reported that if an address was proved to be supplying drugs, the premises would be reclaimed by the council.
- 5.20 What is happening regarding policing of Seven Islands? The cabinet member reported that the front counter at Rotherhithe station is closed but police officers were operating out of that building until the move to Seven Islands.
- 5.21 A member asked if community wardens would be bought back to Rotherhithe? The cabinet member stated that officers can reconfigure warden services to the area for a short time, but not on a permanent basis due to budget cuts.
- 5.22 A member asked what could be done about anti-social behaviour, drug crime, dog fouling and rubbish left out on the Adams Estate? The cabinet member advised that joint working would probably be the best way forward, this would include housing officers, officers from the public realm, community wardens and the police this would be the most effective means of addressing this problem.
- 5.23 A member asked how collaborative working was progressing with regards to domestic violence? The cabinet member reported that Solace were performing well and hitting agreed targets, the contract was in its second year, it has been agreed to extend it for a third year into 2014/15.
- 5.24 The service has expanded considerably in the last few months having now additional counselling and legal advice services, incorporation of the sanctuary scheme as well as a robust programme of services user engagement and peer support groups.
- 5.25 The cabinet member also assured members of the sub-committee that there was a male officer in place who can assist male victims of domestic violence. Members were also assured that the recommendations contained in the report produced last year were in place and moving forward. He also recommended that all members should attend the domestic abuse awareness course.
- 5.26 A member asked if the fear of crime had risen or is in decline? The cabinet member stated that was an interesting question, if you look at the police survey it is on the decline, but the council tracker performance would indicate it is on the rise. Members could access this information in the annual performance report.
- 5.27 A member asked how do we test for minors purchasing alcohol and tobacco? The cabinet member reported that shops were tested by arranging for underage youngsters and younger looking

staff being sent to purchase tobacco, statistics on alcohol and tobacco are held on a community council area level.

- 5.28 A member asked if the alcohol saturation zones were successful? The cabinet member reported that we presently have 3 zones in operation which were working well and officers were looking at 3 new areas Walworth Road, Old Kent Road and Dulwich. Licensing would be in a better position to provide more information.
- 5.29 The chair thanked councillor Livingstone for providing the sub-committee with the answers to their questions.

6. PRIVATE RENTED SECTOR

- 6.1 Paul Langford (Head of Operations) and John Daley (Environmental Health & Trading Standards Manager) introduced the report to the sub-committee regarding the update on the Private Rented Sector (PRS) project plan.
- 6.2 The officers explained that after considerable analysis it was proposed that the project is built up in a number of stages.
- Firstly the adoption of a Southwark Rental Standard, a document which clarifies and advised landlords on our minimum expectations for the management and repair of Private Rental Property.
 - Secondly the Southwark Rental Standard would be used as a basis for the accreditation of the temporary accommodation Southwark procures in discharging its duty as the Local Housing Authority.
- 6.3 The officers reported that there will then be a review of the operation of the PRS in Southwark and proposals to introduce areas of selective licensing and accreditation may be put forward. This review will gather evidence to support any licensing proposals.
- 6.4 This was a growing sector and gathering profile, the GLA rental standards have given us a steer to approach voluntary accreditation and forming a clear relationship between the three parties (the authority, landlord and tenant). Officers have established what is required and have added to what is expected by law.
- 6.5 The chair would like to know who would be responsible for the scheme? The officer reported that this scheme involved joint working between Housing and Environmental Health directors. It involved a lot of work and effort but the officers stated that good

landlords would want to sign up but there would always be some that will not want to be involved, and the authority will not use them.

- 6.6 There was some discussion about the merits of a borough-wide scheme and it was noted that the scheme requires an administrative process and a check to maintain standards but the scheme would be ready to move forward in January 2014.
- 6.7 Officers reported that standards needed to be delivered to resident, landlord and authority as this would be a three way partnership.
- 6.8 Members were informed that both the landlord and property would be licensed, but the landlord would be awarded the certificate.
- 6.9 A member asked why would landlords want to co-operate with this scheme knowing they would have to pay for it? The officer responded that the private sector are in the driving seat and officers are aware of this but will be looking for £25/50 for a license from the landlord, but landlords with a large portfolio would be charged more.

RESOLVED: (1) That the Southwark standard be considered at the next meeting of the sub-committee on 25.11.2013.

(2) That a summary of what other boroughs are doing with regards to private rented sectors.

(3) That councillor Mark Williams is invited to the next sub-committee meeting on 25.11.2013.

7. COMMUNITY WARDEN - VALUE FOR MONEY

- 7.1 Jonathon Toy (Head of Community Safety and Enforcement) introduced the item to the sub-committee and stated that Southwark Community Warden Service (CWS) started in 2001 when the Bermondsey scheme was formed in response to rising crime, hate crime and anti-social behaviour.
- 7.2 Despite changes in staff numbers, geographical cover and emphasis, the main ethos of the service remains intact, to ensure that Southwark is clean and safe for residents, businesses and visitors.
- 7.3 The officer explained that since 2007 there has been a greater emphasis on taking forward the enforcement agenda. This was in response to feedback from local communities that they wished to see a greater focus on addressing environmental issues and anti-

social behaviour that blighted certain areas.

- 7.4 The officer reported that the service had taken substantial budget cuts year on year and as such the service had changed and officers had to manage the best use of the warden service.
- 7.5 The CWS has taken a scaled approach to enforcement, in line with the council's enforcement policy, of education, compliance and enforcement. Wardens have a range of delegated police powers under the Community Safety Accredited Scheme (CSAS) in addition to enforcing local authority bye laws and legislation.
- 7.6 Since its establishment in 2001 the warden service has seen a number of significant changes from 2006 the total team was 146 and cost £6,609,137 per annum to 2012/13 the total cost was £2.3m. However the direct general fund contribution to the service is just over £1m with the remaining funding from the Better Bankside bid area, Public Realm for Parks Service and the Housing Revenue account.
- 7.7 The officer further reported that the warden service was part of the Community Safety & Enforcement (CS&E) Division, and alongside other council departments and external agencies work together as part of the Safer Southwark Partnership (SSP). The SSP brings together a range of statutory, voluntary and community sector service to work together to reduce crime and disorder, the fear of crime and improve health outcomes. The SSP aims to make Southwark a safer and healthier place to live, work and visit.
- 7.8 Key internal partners include the Southwark Anti-Social Behaviour Unit (SASBU), Housing, Safeguarding, Street Population Outreach Team, Drugs & Alcohol Team, Environmental Health & Trading Standards, Night-Time Economy Team, Emergency Planning, Events Team, Environmental Enforcement and the Market Team.
- 7.9 The CWS is an intelligence led service with the ability to react positively to emerging situations. Wardens are tasked through the fortnightly Warden Intelligence Management Meeting (WIMM) process.
- 7.10 The sub-committee were informed that the people who use the service value it and feel that the service is very good and the opposite can be said for people who have not used the service.
- 7.11 The officer reported that the wardens were very hard working and would like to focus on estates and patrol more often to build on this service and develop it with additional powers, but there are only 31 officers and resources are limited.
- 7.12 The sub-committee heard that Southwark has a unique service

and with the changing profile of the police, we should look at the advantage we have and how best to use it for the future.

- 7.13 In response to a question regarding a day as a Warden the officer replied, that each and everyday is different, during the summer the officer would start at midday and work until anywhere from 8 p.m. to 10.30 p.m.
- 7.14 The day would start with a briefing with team leaders followed by a patrol of highlighted estates. Wardens would then patrol around the schools from about 3 to 4 p.m. then back to the estates before final checks of the area and possibly visit to vulnerable people that are known to officers.
- 7.15 The Chair asked how the wardens were supervised? The officer stated that the supervisor would patrol with wardens or would check where they were and what they were doing from the Warden Control Centre.
- 7.16 A member asked how big was the response team? The officer responded that the team consisted of 8 officers and was intelligence lead, to deal with chronic problems such as drug dealing and taking. If an address is noted for selling drugs it will be closed and vacated, recent a drug haul of £84K worth of class A drugs was found at such an address.
- 7.17 A member of the sub-committee asked if the wardens would be coming to the Rotherhithe area regarding reports of anti-social behaviour and dog fouling? The officer stated that the service would need to be flexible to see if wardens, housing and the police could operate in the area in a joint effort. The response team has been used in the past to get the best result in situations like this, the officer advised the member to contact himself or the team with regards to this problem.
- 7.18 A member reported that there had been a large number of bike thefts in the Canada Water area? The officer advised the members that there was a need to make the best use of wardens working partnerships in the area and informed the member that the request would be welcomed.

RESOLVED: (1) That views outside the warden service from councillors, friends of the park, officers and working teams to gather information for a survey.

(2) That the Chair and Vice-Chair spend a day with street wardens on patrol.

8. HOUSING REPAIRS AND MAJOR WORKS ACROSS THE BOROUGH - PERFORMANCE

- 8.1 David Lewis (Head of Maintenance and Compliance) introduced the item to the sub-committee and reported that Southwark Building Services (SBS) performance and service was moving in the right direction however, the service still has a long way to go before it is truly delivering the service residents deserve.
- 8.2 Members were informed that there would always be a need for sub-contractors, to deal with non-specialist work beyond repairs such as scaffolding, joinery or window replacement. Both SBS and Mears have been set targets to limit the use of non-specialist sub-contracted work to 10% by volume. The target in the new long-term contract is for this to be achieved by the end of the first anniversary of the new contract i.e. October 2014.
- 8.3 The officer reported that since June 2012 complaints and member enquires have been kept open until the repairs have been resolved. This has significantly reduced the number of complaints escalating to stage 2.
- 8.4 The number of repair complaints received has fallen by 42% (April to August 2012 compared to April to August 2013) so open complaints have fallen slightly faster.
- 8.5 The sub-committee were informed that the Contact Centre had been taken in-house since the 1st June 2013. New IT systems were in place and 40 apprentices had been recruited and extensively trained.
- 8.6 The emphasis is dealing with all issues right first time avoiding the need to repeat or chase up calls. This emphasis on improving the quality of the service delivered is undoubtedly the correct approach, this does however, need to be balanced with services that are easy to access.
- 8.7 The officer reported that performance was assessed by the following five measures which were, overall satisfaction with repairs, repairs completed right first time, appointment kept, all repairs completed on time and emergencies completed on time. The performance indicators showed a year on year improvement.
- 8.8 The chair asked why £4.7m was annually paid to contractors? The officer reported that this payment was a lump sum to cover overheads such as salaries, fleet, depot costs etc and was fixed and not influenced by productivity. The contract lump sum was a feature of the repairs procurement awarded in June 2009 to Morrison and replicated to Southwark Building Services when they

won the contract. Anything left over from the lump sum was recycled back into the Housing Revenue Account.

- 8.9 A member of the sub-committee stated that there was a problem with boilers that were constantly requiring adjustment because they were not providing hot water, the plumber would top up the boiler every 6 weeks or so, the reason for this fault was due to a leak in the heating system, and the problem would keep re-occurring until the leak was repaired.
- 8.10 The officer reported that OCO and Brown were responsible for plumbing work and a repeated problem should have been flagged up and reported for attention. The officer assured members that the contractor's performance has improved significantly over the last 18 months. The officer undertook to take the details of this problem from the councillor and investigate.
- 8.11 A member stated that SBS failure to keep appointments for repair jobs affected people's working lives and asked how long will it take to close the gap and get better attendance and results for tenants? The officer reported that gap was closing, but were about 12 months behind Mears and stressed to the sub-committee that there was a clear commitment to deliver a service that tenants deserved.
- 8.12 A member stated repairs and missed appointments must have a solution where simple repairs could be dealt with locally by a handy person and could be delivered at cost? The officer agreed that in some cases smaller is better and there are some TMO's like Leathermarket who are delivering a very good service to tenants. He further reported that SBS were bridging the gap and should reach their target in the next 12 months.
- 8.13 A member stated that the quality of work that residents were receiving was not good enough and why were 2 people being sent on a job for one person? The officer stated that it was worth looking at table two which showed that satisfaction was improving and had been for the last two years.
- 8.14 The officer reported there were still complaints but officer were working to reduce the number.
- 8.15 The chair stated that a new fresh scrutiny might be needed to look at how the system can be improved.

RESOLVED: (1) That the Chair and Vice-Chair listen to 50 calls from tenants requesting repairs.

(2) That officers collect more statistical information on repairs and provide them to the sub-committee.

(3) That contractors Mears and Southwark Building Services be invited to the next meeting of the sub-committee on 25.11.2013.

(4) That the Chair and the Vice-Chair meet with David Lewis to look at the areas where things are not working well.

Meeting ended at 21.30 p.m.

CHAIR:

DATED:

Councillor Barrie Hargrove

Cabinet Member for Transport, Environment and Recycling –

To continue working towards a cleaner and greener borough, including having responsibility for waste management, street scene and highway infrastructure, traffic management and parking enforcement, improved facilities for walking and cycling, lobbying for improved public transport services including the extension of the Bakerloo Line, protecting and improving parks and open spaces, and increasing levels of recycling. The portfolio holder will work closely with the cabinet member for regeneration and corporate strategy to ensure that traffic management is integrated into plans for town centre regeneration and with the leader to lobby for a Bakerloo Line extension south of the Elephant and Castle.

The portfolio holder will have particular responsibility for:

- street cleaning
- recycling
- refuse collection
- the council's relationship with Transport for London
- roads and road safety
- parking
- cycling
- pedestrians
- carbon reduction and climate change
- markets and street trading
- parks
- street scene.

Private Sector Housing Accreditation Project

Southwark Private Rental Standard

www.southwark.gov.uk

This document is the proposed Standard for Private Rental Sector properties in Southwark

Introduction

To date most schemes for Private Rental Sector (PRS) accreditation and regulation have concentrated either on the landlord or the property. It is our view that the services offered by the landlord and the condition of the property are part of a package that needs to be taken together to deliver an effective accommodation solution to the resident and protects the interests of the landlord.

The Council recognises the contribution the Private Rental Sector (PRS) makes to the community and economy of this area. The PRS is very diverse and offers accommodation at an incredibly wide range of quality and choice. As a tenure it provides accommodation to a wide range of residents in the Council's area, though there is clear evidence that there are some problems with standards of management and repair.

It is recognised as a good and accessible solution to many families and individuals accommodation needs. We are also aware that the growth of the sector in recent years has increasingly led to changes in occupancy patterns, with residents occupying PRS properties for extended periods which tended to be less common in the past.

In response to this and the commitment of the GLA to a London Rental Standard, Southwark has developed a management and maintenance standard that will be introduced by the Council in a staged programme with opportunities for stakeholders to consult and comment as the process of approval goes forward

This standard combines a range of sources, including the GLA's new London Rental Standard, which it complies with, though as this standard will be applied to the property and not the landlord the terms are couched differently. The intent is similar however and this is to introduce a system by which landlords and residents are aware of a consistent minimum standard for the business of residential letting.

The intention of the standard is not to introduce an onerous, costly, bureaucratic or time consuming process for the management of rental accommodation. The standard is closely tied to existing duties and requirements within the sector. It seeks to represent a code of good

practice which does not significantly go beyond the current expectations of a competent rental property manager who seeks to protect the capital value of his investment and enhance the income stream it produces.

It is explicitly not the intention of this standard to stifle or curtail the variety and diversity of the sector. Residents have the right to choose what suits their needs in terms of space, cost and quality. We are keen to allow Landlords to offer what the market desires and dictates.

However we believe that this relationship is not always well regulated by market forces and there are both Landlords and Residents who behave badly and seek to derive advantage from the other party. There are also real concerns about some homes that are of a poor standard in terms of safety, security, repairs and energy efficiency.

Our objective in this standard is to clarify the minimum that should be delivered in terms of the condition of the property and provide guidance as to how the property management services should work throughout the period of occupation.

Structure of the Standard

The terms of the standard are separated into two parts, firstly a section which describes how the property will be managed, before, during and after the occupation. Also what services the landlord will provide to the resident, together with our expectations in terms of response to requests for repairs or other management action.

The second section describes a standard for the condition, maintenance and repair of the property during the letting. This section includes at Annex 1 the current regulations for houses in multiple occupation.

This section is loosely related to the terms of the Governments Decent Homes Standard which is the benchmark for social housing in UK. Whilst this is not unduly onerous it has sponsored and driven standards in social housing to such an extent that the homes in this sector are now substantially more modern, warm and well maintained than the PRS or owner occupied sectors. It is therefore considered as a good reference point to start a process of development.

Southwark Council

Draft Private Sector Housing Accreditation Standard

Introduction

The terms of the standard are separated into two parts, firstly a section which describes how the property will be managed, before, during and after the period of occupation. Also what services the landlord will provide to the resident, together with some expectations in terms of response to requests for repairs or other management action.

The second section describes a standard for the condition, maintenance and repair of the property during the period of occupation.

This section is related to the terms of the Governments Decent Homes Standard which is the benchmark for social housing in UK. Whilst this is not unduly onerous it has sponsored and driven standards in social housing to such an extent that the homes in this sector are now substantially more modern, warm and well maintained than the PRS or owner occupied sectors. It is therefore considered as a good reference point to start a process of development.

It is not intended to be overly prescriptive or to curtail the freedom of residents to choose accommodation that suits their needs in terms of space, quality or cost. Neither is it intended to force Landlords to invest unnecessarily in their properties, however we are expecting that rental properties meet minimum standards that protect the wellbeing and safety of residents and offers our support to what is sometimes an uneven and unfair relationship.

Part One – The Management Standard

The management standard requires that landlords act and deliver services in compliance with the terms below.

- 1) **The Landlord:** must be a 'fit and proper' person as defined by the Housing Act 2004
- 2) **Written rental agreement:** this must always be provided before the resident occupies the property and will include the following:-
 - a) The rent and key terms
 - b) Frequency of payment
 - c) The period of tenancy or license
 - d) Any deposit required
 - e) How the deposit will be returned and the terms of any deductions together with an undertaking to return the balance of the deposit within a reasonable time, which is to be stated in the agreement.
 - f) A clear description of which party is responsible for paying:-
 - i) Council Tax
 - ii) Utility bills
 - iii) Phone, broadband, satellite TV or other media services
 - iv) Any other regular charges known to affect the letting
 - g) Any other fees or charges to be made with regard to the letting of the property with a clear description of what they are for and if they are returnable at any point. This is to include all fees charged by letting agents to the resident.
 - h) How any rent increases will be imposed including a statement making clear what notice the landlord must give the tenant before the rent increase will take effect.
 - i) How the letting will be terminated
 - j) How any dilapidations will be claimed

A copy will be kept by the landlord and a copy given to the resident. The agreement must be signed and dated by both parties.

- 3) **Supplementary Documentation:** the landlord must supply the following documentation, in writing and before occupation, to the resident and keep their own copy for the full period of occupation:-
 - a) Landlords Gas Safety Certificate, which is in date, if the property has any gas appliances
 - b) Fire Risk Assessment, which is compliant with the Regulatory Reform (Fire Safety) Order 2005, if the letting has any common areas and is not a self contained single dwelling
 - c) Current Energy Performance Certificate, to be available before the property is let.

- d) A schedule of condition and/or inventory appropriate to the property concerned. Landlords must be aware that they may not make deductions from deposit payments without suffering actual losses and they must be able to provide evidence to support their claims.
- e) Any other documentation required by law or good practice at this time or in the future.
- 4) **Deposit:** must be protected, it must be accounted for in compliance with the regulations and a copy of how the deposit is protected must be provided to the tenant. If the property falls outside the scope of the regulations for deposit protection we still require the written agreement to be clear on the amount of the deposit, how it will be repaid and what items can be claimed from the deposit before return.
- 5) **Contact details:** providing the tenant with the contact details of the landlord or his agent including: -
- a) The address
 - b) Two contact telephone numbers (mobile and landline)
 - c) An email address.
- 6) **Availability:** landlords should be available during business hours and must respond within a reasonable period of time. If unavailable, tenants should be advised and given alternative contact details, particularly as it is clearly also in the Landlords interest to be able to respond quickly in an emergency.
- 7) **Reasonable notice of access:** except in case of an emergency, landlords should give the tenant at least 24 hours notice, in writing or by the residents preferred means and stating reasons when access to the property is required by the landlord, contractor or agent.
- 8) **Emergency repairs:** these should be dealt with or made safe as soon as practically possible and normally on the same day that a landlord is notified. Emergency repairs are defined as any defect where there is a risk of danger to the health, safety and security of the tenant or a third party on the premises, or that affects the structure of the building adversely.
- 9) **Urgent repairs:** wherever possible these should be dealt with within three working days of a landlord being notified. These include the failure of core facilities in the property, heating, hot water, windows and doors, electrical problems are examples.
- 10) **Other Repairs:** the landlord must make reasonable efforts to attend to repairs in a timely manner. It is accepted that minor repairs are not a priority but residents should not have to wait more than 60 days for resolution.
- 11) **Property condition:** landlords must ensure that properties comply with all legal requirements throughout the period of the letting including :-
- a) Must not let a property with an HHSRS category 1 hazard or significant or multiple category 2 hazards.
 - b) If the resident notifies the landlord of a new hazard the risks must be assessed and action taken if a category 1 or significant category 2 hazards are identified.

- c) Where relevant, properties must also comply with any licensing or accreditation requirements.
 - d) Landlords must always comply with notices served by a local authority.
- 12) **End of tenancy:** the deposit should be returned promptly and in full, minus verified costs that are chargeable to the tenant's deposit. Landlords should provide tenant references if requested.
- 13) **Complaints:** landlords must respond to tenant complaints reasonably and promptly and be prepared to co-operate with Southwark Council officers if complaints are escalated.
- 14) **Dealing with tenants fairly:** landlords must always act in a fair, reasonable and professional manner in their dealings with tenants. They must not discriminate in their dealings with prospective and/or existing tenants or treat them less favorably than others because of their colour, creed, ethnic or national origin, disability, age, sex, marital status, sexuality, politics, or their responsibility for dependents.
- 15) **Third Parties:** in the letting of flats and other dwellings where the landlord does not control the whole building, this standard requires that the landlord takes all reasonable steps to ensure that the duties falling on parties outside the letting agreement, for example management companies, are discharged properly and in a timely fashion and the landlord will pay service and other charges when requested.

Part Two – The Property Standard

The requirement to provide and maintain a property to a reasonable standard is clearly implied in a letting agreement. In practice this tends to be open to considerable interpretation, often to the detriment of the resident. It is our intention that all domestic PRS properties let in Southwark meet this standard as a minimum.

Our standard will be based around the following core areas.

- Safe –** There are no serious hazards in or around the property that have not been addressed, resolved or mitigated before and at all times during occupation.
- Secure –** The resident has proper control of the dwelling and can enjoy their occupation unmolested by unwanted or unlawful intrusions.
- Warm –** The property can be heated to a suitable degree of comfort without spending unreasonably on fuel costs.
- Working -** The fabric and systems of the property function as any reasonable person would expect and are repaired and maintained as required at the request of the resident in a timely fashion.

Safe Homes

1) Statutory Duties

- a) The property must not have any hazards assessed at Category 1 or significant or multiple Category 2 hazards under the HHSRS system.
- b) If the property has any Gas appliances it must have a current Landlords Gas Safety Certificate at all times that it is occupied
- c) If the property is not a single self contained dwelling it must have a Fire Risk Assessment that complies with the Regulatory Reform (Fire Safety) Order 2005. If any alteration to the property or re-letting to a different resident group occurs the Fire Risk Assessment must be reviewed to ensure it is still valid and meets the needs of the property. Any works required by the Fire Risk Assessment must be undertaken in a reasonable time.
- d) Any other certification required must be in place. This includes solid fuel appliances and flues, electrical inspections and certification and any additional standards applicable to houses in multiple occupation as described in the annexes

2) Fabric & Structure

- a) The structure of the property must be properly maintained. Roofing, walls, windows, guttering & rainwater goods, doors, floors, external stairs will be weather tight, function correctly, be securely affixed and prevent the ingress of moisture.
- b) The property will be free from damp in all the occupied rooms.
- c) The external access to the property will be maintained to prevent risks from slips, trips and falls. Suitable handrails and guards will be provided if required on stairs and paths. There will be clear instructions placed in prominent locations to prevent escape routes being compromised by landlords or residents possessions, rubbish and flammable materials.
- d) There will be effective lighting to the access ways and common areas as required.
- e) The property will have arrangements for the suitable and sanitary storage of all the refuse and recycling bins provided by the local authority.
- f) The landlord will take all reasonable steps to eliminate infestation of vermin and insects.
- g) All staircases shall have:
 - i) Gaps between their spindles and gaps between their balustrades which are no more than 100mm, two way light switch provided in all stairwells/hallways with more than one floor so that the light can be switched off/on from either floor or floors,
 - ii) Be free from obstruction and not unreasonably steep,
 - iii) A suitable handrail securely affixed.

- iv) All staircases should where possible conform to current building regulations. Any stairway or step should not vary from current building regulation requirements in such a way as to present an unreasonable level of hazard to users.
- h) Fire Safety - The following standards shall apply
- i) All homes shall have adequate fire separation between separate units of accommodation
 - ii) All front doors to flats which lead off a communal hallway shall be half hour fire resistant doors, designed to meet BS476 Part 22.
 - iii) If the kitchen adjoins a fire escape route, a half hour fire door complying with BS476, Part 22 shall be provided. If this requirement is impracticable, then a mains powered electricity heat rise detector shall be installed in the kitchen and wired to a suitable alarm.
 - iv) All glazed kitchen doors shall have fire resistant glass, or other suitable safety glass.
 - v) The preferred standard for smoke alarms shall be electrically operated interlinked smoke alarms installed to each floor complying with BS5839, Part 6.
 - vi) Flats in converted houses or above commercial premises shall have mains operated interlinked smoke alarms.
 - vii) In other properties, as a minimum standard, battery operated or plug-in smoke alarms shall be installed on each floor and to be tested every year.

Secure Homes

The resident is entitled to be and feel secure in their home. This includes the ability to prevent unwanted and unlawful entry, windows and doors that can be safely and properly secured and means to control entry to the property.

1) Doors shall meet the following standards:

- a) All external front (main entrance) doors and frames shall be of exterior grade quality and should be reasonably secure from access by intruders. They shall have a British Standard five lever mortise dead lock or equivalent.
- b) All other external doors shall have a British Standard mortise dead lock.
- c) All external front doors shall open freely, have a bell or adequate knocker fitted and be clearly numbered.
- d) All internal doors shall open, close and fasten properly.
- e) All doors with large glass panels shall be fitted with safety glass or film.

Warm Homes

It is increasingly clear that living in inadequately heated homes has a negative effect on the health and life chances of a wide range of vulnerable people. It is intended that this standard begins to address the poor energy performance of some PRS properties

The Government is clear in its expectation that domestic rental properties will be required to improve in terms of energy efficiency. The Energy Act 2011 stipulates that from April 2016 private residential landlords will be unable to refuse a tenants' reasonable request for consent to energy efficiency improvements, where a finance package, such as the Green Deal and/or the Energy Company Obligation (ECO), is available.

Provisions in the Act also provide for powers to ensure that from 1st April 2018, it will be unlawful to rent out a residential or business premise that does not reach a minimum energy efficiency standard (the intention is for this to be set at EPC rating "E").

These requirements will be subject to there being no upfront financial cost to landlords; therefore, landlords will have fulfilled the requirement if they have reached a rating of "E" or carried out the maximum package of measures funded under the Green Deal and/or ECO.

It is currently possible to get cavity wall and roof insulation at low or no cost for most traditional properties and therefore there is no practical reason not to insist on simple energy efficiency measures to be included in this standard.

- 1) The landlord shall provide an EPC to the resident before occupation.
- 2) Insulation
 - a) The following standards shall be met:
 - b) All accessible loft spaces shall have insulation of at least 200mm of modern rockwool insulation or its equivalent.
 - c) All hot water tanks shall be foam lagged or have a good quality insulating cylinder jacket, which has been properly fitted,
 - d) All water tanks and pipes which may be liable to damage by frost shall be adequately protected with lagging,
 - e) Any letting of one, two or three stories with a cavity wall, which can be reasonably insulated, shall be insulated
- 3) Heating and Hot Water Systems
 - a) Heating and hot water shall be provided and shall meet the following standards:
 - i) There shall be a permanent heating source provided in every habitable room and a hot water system to provide hot water to sinks, baths and showers.
 - ii) If heating and hot water is by electricity it shall be of reasonable capacity and available on an off peak tariff
 - iii) The heating system provided shall be sufficient to maintain an internal room temperature of 21 degrees Celsius in the living room and 18 degrees Celsius in the

bedrooms, bathroom, kitchen and hallway when the outside temperature is minus 1 degree Celsius.

- b) All gas heating systems shall be fully serviced by a registered gas operative at least every two years.
 - c) All central heating systems shall have a timer and thermostat capable of controlling the temperature within the dwelling and the timing of heating and hot water. Electrical systems should also have timers and thermostatic controls.
 - d) All hot water systems shall be able to operate independently from the heating system.
- 4) Doors, windows and other openings shall have reasonable and effective draught proofing.

Working Homes

The basic principle is that the parts of the property should function as intended and be adequately maintained in order to continue to function.

1) External

a) Garden (where applicable)

i) All gardens shall:

- (1) Be cleared of rubbish and have all vegetation, shrubs and trees cut back and tidy at the beginning of the letting. The Landlord may pass this obligation to the resident thereafter.
- (2) Have their walls and fences in good order.
- (3) Have gates (if present) that operate well with gate posts/pillars that are secure,
- (4) Have sheds or ancillary buildings (if present) which are empty, in good repair and safe.

2) Internal

a) Stopcock - The location of the stopcock should be easily accessible, the location identified to the resident at the move in and should be capable of turning off the fresh water supply without undue effort.

b) Walls and ceilings shall meet the following standards:

- i) Dampness - All habitable rooms shall be free from damp, mould, peeling paper, etc
- ii) Condensation occurs sometimes in all homes. Condensation problems due to structural features shall not be so pervasive as to constitute a health hazard or be a statutory nuisance.
- iii) Plaster shall be sound, securely affixed and show no movement when examined.

c) All woodwork shall be free from rot of any description. The decorative state shall not be so poor that paint is flaking away or be unduly difficult to clean.

d) Windows/Glazing - The following requirements shall apply to windows and glazing:

- i) External and internal windows in bathrooms and toilets shall be glazed with obscure glass or treated with plastic film to provide privacy.
- ii) All glazing which is under 800mm/2.8 feet from the floor (and greater than 25cm in any direction) shall be glazed with toughened glass or have safety film properly applied to prevent shattering if it is broken,
- iii) All main habitable rooms (living rooms and bedrooms) shall have a glazed window of an area allowing reasonable levels of natural light. Bedrooms and living rooms should not have borrowed light or ventilation,
- iv) All windows shall be reasonably secure from entry by intruders.

e) Ventilation - The following standards shall apply:

- i) All main habitable rooms (i.e. living rooms and bedrooms) shall have at least one window that opens.
- ii) This requirement also applies to kitchens, bathrooms and WC cubicles if they rely on natural ventilation.
- iii) Opening parts of windows should be easy to reach and operate.
- iv) If a kitchen, bathroom or WC is an internal room it shall have mechanical extract ventilation capable of three air changes per hour.
- v) A light switch shall activate any mechanical ventilation and the fan shall have a twenty minute overrun when the light is switched off or be controlled by a moisture switch.

3) Electrical Items - All homes shall meet the following standards:

- a) All electrical wiring shall be covered and securely affixed. All surface mounted wiring shall be enclosed in suitable plastic electrical conduit.
- b) All plugs and socket mountings shall be in good repair and securely affixed.
- c) The dwelling must have its own consumer unit or fuse box which is easily accessible and allows the safe isolation of electrical supply within the dwelling.
- d) All habitable rooms, corridors, access ways, stairways, halls, landings and common areas must have suitable and safe fixed electric lighting
- e) Any electrical items provided by the landlord must be safe and function as intended. PAT testing must be done at the commencement of the letting.

4) Flooring

- a) All flooring surfaces shall be in such condition that they do not present any danger to residents or contribute to slips, trips or falls. It must be securely fixed.
- b) It must be suitable for the room concerned and it must be possible to keep floors clean and sanitary without special materials or equipment.

5) Kitchens -shall meet the following minimum standards:

- a) Shall have a safe supply of potable drinking water
- b) Sockets shall be appropriately spaced with,
 - i) At least two double sockets at worktop height,
 - ii) Two low level sockets for fridge and washing machine if space permits those appliances,
- c) Suitable cooking facilities should be provided for the number of persons occupying the dwelling
- d) If free standing, the cooker shall be fixed to the wall with a retaining strap or chain
- e) Sinks and worktops shall be sealed around edges with silicone sealant or other suitable and hygienic arrangement
 - i) All wastes, pipes and traps shall be free of defects with no leaks or drips.

- ii) Any holes around waste pipes and traps shall be sealed so as to prevent the ingress of vermin,
- iii) Taps shall be in good working condition (i.e. no dripping).
- f) Suitable and adequate kitchen units and worktop to be provided which are in good condition, sanitary and easy to keep clean.
- g) There must be adequate storage units and work surface space for the size of the home and the number of people in occupation.
- h) Bathrooms and toilets
 - i) Floor covering shall be vinyl type or tile and shall be free from defects.
 - ii) Floors shall be sealed around their edges by appropriate means.
 - iii) The bath shall be fitted securely and there shall be no leaks from seals or adjacent tiling.
 - iv) Bathrooms shall be constructed to ensure that water from normal activities can not lead to any egress into the rest of the structure of the home.
 - v) All bath panels shall be free of defects and securely fitted
 - vi) Showers are not essential but where provided the landlord shall ensure that their normal use will not damage the home through water egress or otherwise,
 - (1) Separate shower cubicles shall be tiled or sealed to a height of at least 1.8 metres and all shower bases shall be adequately sealed with a curtain/door provided.
 - (2) Showers fitted above baths will have tiling or other waterproof surface which shall be of a sufficient height to protect the decoration of the wall and prevent the escape of water.
 - (3) If a shower is provided over a bath the bath shall be of a reasonable design so as not to give rise to a slipping hazard to those who use the shower.
 - vii) Wash hand basins shall be sealed around the edges with suitable sealant.
 - viii) Waste pipes and taps shall be free of defects with no leaks or drips, taps to be easy to operate and in good working order
 - ix) Light fittings shall be of a sealed type appropriate for bathrooms operated by pull cord.
 - x) The toilet shall be clean, securely attached, free of defects, with a secure seat and the cistern shall fill at a reasonable rate.
 - xi) The floor covering in separate WC shall be sealed and sanitary.

PRIVATE RENTED SECTOR - Information

Name of Authority	Scheme
Barnet	HMO Licence and accreditation scheme
Ealing	HMO Licence and accreditation scheme
Hounslow	HMO Licence and accreditation scheme
Kensington and Chelsea	Accreditation scheme
Kingston Upon Thames	HMO Licence scheme
Newham	Licence and accreditation scheme
Richmond upon Thames	Accreditation scheme
Sutton	Accreditation scheme
Tower Hamlets	Licence and accreditation scheme
Waltham Forest	Licence and accreditation scheme

Name of Authority	Licensing scheme	Accreditation scheme	Any other information
<u>Barnet</u>	<p>An HMO needs a licence when: it has 3 or more storeys these storeys are occupied by 5 or more persons, forming two or more households there is some sharing of facilities. A block of self-contained flats would not be licensable, unless any of the individual flats are shared by more than two tenants in two or more households.</p>	<p>We urge all landlords and agents to become accredited under the Landlord Accreditation Scheme run by the Council. The course provides important information and training for landlords to ensure that they are aware of their duties and obligations under a tenancy agreement. Please contact us for further details of the next training course.</p>	<p>The fee is £197 per flat or unit of accommodation where an application is completed and submitted without the assistance of council officers. For example, if there are 10 bedsits in the HMO the fee for an unassisted application will be 10 x £197 = £1970 If you require an advisory visit regarding the licensing process, the essential works related to the licensing of the premises or the completion of the licensing application forms, the fee is £220 per flat or unit of accommodation. The fees are intended to offset the cost to the council of administering the licensing scheme. HMO licences are granted for up to five years.</p> <p>Member interest.</p>

<p><u>Ealing</u></p>	<p>On 6 April 2006 HMO licensing was introduced under the provisions of the Housing Act 2004. This replaced the council's existing registration scheme. All local authorities must licence properties that are at least three or more storeys high, with five or more persons, who form two or more households. This is known as mandatory licensing.</p> <p>Provision has also been made for discretionary licensing where local authorities can extend the licensing system to include other HMOs. This is known as additional licensing. A new additional licensing scheme has been approved by the Department of Communities and Local Government (CLG) and started on 19 April 2010. Details of this can be found in the public legal notice (word).</p> <p>Additional licensing of HMOs The additional licensing scheme covers HMOs (within the six wards shown below) occupied by four or more people who share amenities. With additional licensing we can specify the maximum number of people who can occupy the house, and attach conditions relating to the management of the building, as well as making sure amenities are kept up to standard.</p>	<p>Compared with the average London borough, Ealing has a small social rented stock but a large private stock and a major plank of our Temporary Accommodation strategy will be to ensure that private rented housing is a viable housing option for homeless households by encouraging private landlords or property owners to let out their properties through the Council's Landlord Accreditation Scheme</p> <p>Traditionally, temporary private sector leased accommodation has been used for households whose homelessness applications are under investigation or, where they have been accepted as homeless and in priority need, for households who are awaiting an offer of permanent social housing. Our plan is to substantially reduce the use of Private Sector leased accommodation between now and 2010 and beyond and we have advised all the Council's existing suppliers we no longer require additional PSL leased property.</p> <p>Ealing is a member of the London Landlord accreditation scheme and from last month we have procured properties through our accreditation scheme but for direct lettings only. We will not be signing any further new or extended leases for temporary accommodation. In addition we will be talking to providers of temporary accommodation about converting existing</p>	<p>The scheme's aim is to help to improve the standard of privately rented housing in London, by working with landlords to improve their management skills, and their understanding of legislation and the requirements of local authorities.</p>

	<p>The additional licensing scheme started on 19 April 2010, but only applies to certain types of HMOs in six designated wards:</p> <ul style="list-style-type: none"> Southall Green Southall Broadway Greenford Broadway East Acton Acton Central South Acton <p>It applies to all HMOs which satisfy the following conditions:</p> <ul style="list-style-type: none"> The HMO, or any part of it, comprises two or more storeys It is occupied by four or more people It is occupied by people living in two or more households It does not apply to buildings occupied by less than three households, comprising no more than four individuals. 	<p>private sector leases to assured short-hold tenancies where a landlord is happy with the existing tenant and the tenant is happy to remain in the property, Any arrangements must be funded within Local Housing Allowance rent levels.</p>	
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<p><u>Hounslow</u></p>	<p>Mandatory licensing of HMOs by 2010.</p> <p>This consultation is now closed - thank you for your feedback.</p> <p>We are considering extending our additional licensing scheme for houses in multiple occupation (HMOs) to cover the whole borough.</p> <p>This will mean that houses of two or more storeys, shared by four or more individuals and flats in poorly converted houses would require a licence from the council.</p> <p>The proposed licensing scheme will control the numbers of occupiers, apply safety standards and apply management standards within these HMOs.</p> <p>Licence holders must also be free of convictions of serious criminal offences, including fraud, violence or drugs, sexual offences or housing/landlord and tenant law. They must not have practiced unlawful discrimination.</p> <p>The license fee would be approx. £1036 for five years (£207 per year) or £856 (£171 per year) for accredited landlords.</p> <p>During September 2013, we asked for your views on this proposal</p>	<p>Continue to work with landlords through accreditation, training and the development of a West London Data Base.</p> <p>Take part in sub regional landlord forums.</p> <p>Landlords encouraged to join accreditation scheme</p> <p>22 January 2013</p> <p>Landlords in the borough are being encouraged to join more than 11,000 others across London by taking part in a scheme that shows their properties are managed effectively, legally and profitably.</p> <p>The London Landlord Accreditation Scheme (LLAS) gives landlords all the skills and knowledge they need to be a good landlord including how to create and end tenancies correctly, how to manage properties and what property standards the law requires.</p> <p>Cllr Steve Curran, cabinet member for housing and education, said: "Becoming accredited not only shows you've received high quality training, but shows a commitment to providing a good-quality service for tenants, which will benefit your business for years to come.</p>	<p>Self financing scheme from license fee.</p> <p>3 additional staff employed. Delivered by HMO team in Private Sector Housing Unit.</p> <p>Develop a comprehensive landlord handbook</p> <p>Plans for landlord licensing</p> <p>25 July 2013</p> <p>Landlords of some of the poorest housing in the borough will face prosecution, if council plans to extend a licensing scheme go ahead.</p> <p>Next week, members of the council cabinet will be asked to agree to consult on plans which would mean landlords of homes that have been converted into houses of multiple occupation (HMO) have to be licensed.</p> <p>Currently, licences are only needed for larger HMOs, and some smaller properties in five of the 20 council wards in</p>

		<p>“Housing law is constantly changing, so there is always something new, so even experienced landlords could learn something.”</p> <p>Accredited landlords receive a one day training course covering a wide range of landlord topics, a detailed landlord manual, regular landlord newsletters, updates on changes in the law and once accredited, a reduced HMO licence fee.</p> <p>To become accredited landlords need to simply attend a local one-day landlord course and agree to abide by a landlord’s code of practice.</p> <p>There is a small fee for the course but upon accreditation all the benefits are free for five years. Accredited landlords can also use the LLAS logo in their documentation, get access to the hugely informative LLAS website and attend the award ceremony dinner at a central London hotel.</p> <p>A series of LLAS landlord days are taking place in Hounslow this year, on 7 February, 13 May and 5 September, at Hounslow Civic Centre.</p>	<p>the borough.</p> <p>The council wants to extend this pilot across the borough, and to include poorly converted flats that are outside the current licensing scheme.</p> <p>Cllr Steve Curran, cabinet member for housing, planning and regeneration at the council, said: “The rising costs of renting, the slow economy and welfare reform means many residents are struggling to pay for self-contained accommodation.</p> <p>“This had led to an increase in the demand for HMOs, but unfortunately not all landlords are committed to providing the safe, good quality housing people should expect.</p> <p>“Our pilot scheme has helped improve conditions in smaller HMOs, but there are still a large number in poor or dangerous conditions that don’t currently need a license.</p> <p>“Extending the scheme will make sure landlord are providing an acceptable level</p>
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			<p>of housing, and makes it easier for us to take legal action against the small number who put profit before safety.”</p> <p>To be granted a license, landlords must show that gas and electrical appliances are safe, smoke alarms are installed and maintained, tenants have written terms of occupancy, and agree to the maximum number of people who can live in the property.</p> <p>Failure to comply with the terms of the licence can lead to criminal prosecution and fines of up to £20,000.</p> <p>If the plans are agreed, subject to consultation, the scheme would begin on 1 April 2014.</p> <p>Additional licensing plans for 5 wards</p>
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<u>Kensington and Chelsea</u>		<p>This scheme aims to improve and maintain standards across the Royal Borough's private rented sector. There are several advantages to joining this scheme:</p> <ul style="list-style-type: none"> in-depth training on housing law guidance on how to comply with the law and changes in legislation details about the availability of grants for repairs, improvement, energy efficiency and bringing empty properties back into use ability to use the accreditation logo on letters and correspondence access to the rent deposit scheme <p>There are two key stages of the accreditation process: The landlord attends a one-day development course. Topics could include landlord-tenant law, preliminary requirements, how to prevent problems occurring during a tenancy and information on housing benefits.</p> <p>The landlord must agree to adhere to the Landlord Accreditation Scheme code of conduct. This is a simple process to follow and simply</p>	Interest in developing HMO licensing.

		<p>sets out in general terms what is expected of a competent and conscientious landlord.</p> <p>In addition, a landlord should have no prosecution or similar action against them for breaches of certain requirements, including harassment, racial discrimination or offences concerning property conditions.</p>	
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<p><u>Kingston Upon Thames</u></p>	<p>The Council has been active in licensing HMO"s over the last five years, with a total of 182 licensed as of April 2011. In each case, the HMO will have been inspected by a Private Sector Housing Officer who works with the landlord to ensure the property is suitable for multiple occupancy.</p> <p>However, the Council is aware that there are a large number of HMOs that fall outside the mandatory licensing scheme, typically because they are only two storey"s in height. In these cases, there is no requirement for the landlord to inform the Council about the HMO, so often the smaller HMO"s operate outside of the regulatory framework.</p> <p>The Council wants to ensure all HMO landlords offer safe accommodation, and that it is fair and consistent in the application of standards across all types of HMO in the borough.</p> <p>In 2011/2012 the Council plans to review its approach to HMOs, which will include an appraisal of the HMO licensing fees, conducting a study of the location and size of HMOs in the borough to establish whether an additional HMO Licensing</p>		<p>In the absence of a national landlord accreditation scheme, along with most other London boroughs Kingston is a member of the London Landlord Accreditation Scheme (LLAS) which is operated via Camden Council.</p> <p>The Council has supported landlord accreditation as good practice for many years. However more recently a more proactive approach has been taken to promoting LLAS accreditation and include accreditation as a requirement for landlords wishing to let property via our Tenant Finder Service. In November 2009 LLAS were invited to give a presentation at the Private Sector HCC</p> <p>In March 2010 a further report regarding Landlord Accreditation was taken to the Private Sector HCC and the Committee agreed a Pilot scheme which if successful will lead to accreditation as a requirement of letting via TFS.</p>

	<p>scheme is necessary and an evaluation of our enforcement policy. This will be the subject of full consultation before any change in the licensing system is made.</p>		<p>A rolling programme of LLAS training days has been arranged in Kingston since 2010. As part of the forthcoming Project to review HMOs, we also intend to consider offering a discount to HMO License fees for accredited landlords and to make accreditation a recommendation or condition of Licensing.</p> <p>Alongside the Council, Kingston University is a significant player in the private rented market in Kingston and there is a positive and developing dialogue over initiatives to promote high standards in the sector. The University has a long standing Headed Tenancy Service where it rents houses and flats and sub-lets to students ensuring a safe and well-managed service for the community. Properties are regularly inspected and required to meet a specified standard. In 2010/11 there were 154 properties in the scheme.</p> <p>The University has agreed to</p>
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			<p>promote landlord accreditation through its daily vacancy list and this should improve management awareness for a significant number of landlords. The University is also working on ways to make accreditation more attractive to landlords.</p>
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<p><u>Newham</u></p>	<p>Newham is the first authority in the country to introduce borough-wide private rented property licensing.</p> <p>We have set up a private rented property licensing scheme to stamp out the crime and anti-social behaviour associated with the poor management of rental properties.</p> <p>The scheme was agreed by the Mayor and councillors at a cabinet meeting on 21 June 2012.</p> <p>We work with the Metropolitan Police and other agencies across Newham, to identify unlicensed properties and carry out legal action.</p> <p>You must apply for one licence per property. You cannot transfer a licence to another person.</p>	<p>The aims of the Landlord Accreditation Association are to:</p> <p>work together to improve local housing conditions in the private sector and make Newham attractive for investors</p> <p>promote and reward responsible landlords encourage best practice among landlords in the private rented sector.</p> <p>We will give you:</p> <p>priority when we refer potential tenants to privately rented housing</p> <p>access to the Bond Scheme</p> <p>training and support on property management matters such as Housing Benefit rules, possession proceedings and changes in housing legislation</p> <p>help to 'fast track' your tenants' Housing Benefit applications</p> <p>a mediation service to resolve your disputes with tenants</p> <p>quarterly meetings with other accredited landlords.</p>	<p>Have now had borough wide selective and additional licensing since Jan 2013.</p> <ul style="list-style-type: none"> • They have licensed 28k of 30k PRS properties. • Fees are £500 for each property and £950 - £1550 for larger HMO properties.

<p><u>Richmond upon Thames</u></p>		<p>Being a private landlord can be quite an overwhelming task, as you are required to have a variety of skills and a wide range of knowledge. This includes understanding your legal obligations as a landlord, assessing the property and organising any necessary repairs.</p> <p>The Landlord Accreditation Scheme (LLAS) is a partnership of landlord organisations and London councils. LLAS has organised a development programme to offer landlords information, skills and confidence in their knowledge to improve the running of an existing portfolio or to help plan the start of a new one.</p> <p>Accreditation lasts for five years and some of the benefits include:</p> <ul style="list-style-type: none"> Recognition across London that you are a good landlord or agent. Possible access to grants to improve your premises. Further training and seminars. Regularly updated reference material. Regular news updates. 	

<p><u>Sutton</u></p>		<p>We offer the following services; Financial assistance to owners of long term empty properties to carry out repairs and improvements including energy efficiency works to bring the home back into use. Grant assistance to disabled residents to carry out adaptations to the home they are living in Enforcing standards in privately rented properties including Houses in Multiple Occupation Advice about improving energy efficiency to your home , working in partnership with Energy Saving Trust Advice Centre Advice to landlords including an annual discussion /information forum and newsletter and our Landlord Accreditation scheme.</p>	

<p><u>Tower Hamlets</u></p>	<p>Licensing of houses in multiple occupation Rented housing accommodation provided by private landlords What types of HMO's come within the licensing scheme? Licence application process Licence fees Fit and proper person Licence conditions Penalties Apply Complaints and appeals Contact us</p>	<p>Landlord accreditation scheme The government is promoting landlord accreditation schemes as an effective means of improving the private rented sector for the benefit of all. The London landlord accreditation scheme is founded on the belief that the more knowledge and awareness landlords have regarding the key property management issues, the more likely it is that their properties will be maintained to a higher standard. Another benefit is that their tenants' safety and health will be improved and, perhaps of equal importance to landlords, their businesses will be better protected against falling foul of the complex laws surrounding the letting of residential properties. For more information about the scheme and how to become accredited visit Since January 2009 tough times have emerged in housing, finance, and the wider economy making this year and year ahead challenging for landlords and agents. By adopting a professional approach and keeping up to date with recent legislative requirement landlords/agents should be in the best possible position to weather the recession. We hope attending the future forums will help to do this. Please see below for upcoming courses.</p>	<p>Licence fees The cost of licensing an HMO is based on its size and the work required to process the Application. A basic licence fee of £412 and £28 per habitable room let or available for letting is payable in respect of all licensable HMOs. A "habitable room" includes all bedrooms and living rooms. (In effect, all rooms other than bathrooms, W.Cs, kitchens or rooms too small to be considered for sleeping purposes). The fee to re-license after three years, is £44 per habitable room let or available for letting but shall not exceed the basic licence fee of £412 and £28 per habitable room. The fee to Change name and address of Licensee or manager on the licence is £98 The correct fee must accompany the application. Please note that there is no provision for return of fee should the licence is refused or revoked. However, in the case of an</p>

			<p>application having been made for an exempt property the fee will be returned.</p> <p>It follows, therefore, that persons applying for a licence should be fully aware of the Council's requirements.</p>
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<p><u>Waltham Forest</u></p>	<p>Waltham Forest Council wants to designate Waltham Forest as a Selecting Licensing Area but we want to know your views before any final decision is made. If we make a decision to introduce Selective Licensing, it will mean that every home in the borough that is rented out privately must be licensed by the Council. Have your say Before the Council makes a final decision on Selective Licensing, we want to get the views of landlords, residents and businesses in the area. The consultation runs between Friday 8 November 2013 and Friday 24 January 2014.</p>	<p>Accreditation schemes for landlords to ensure that private rented properties are maintained to an acceptable standard.</p> <p>Waltham Forest Council recognises and values the role that private sector landlords play in meeting housing need in the borough. Currently, the Council has placed over 1,200 households in private sector homes. However, the job of a private landlord can be daunting, as it demands various skills ranging from legal obligations through to carrying out repairs.</p> <p>Waltham Forest has launched a new scheme to help the thousands of residents living in privately-rented accommodation get the best possible deal. The Property Accreditation Scheme will help both landlords and tenants get the most from their properties by providing help and advice on a variety of issues; from repair and maintenance works, through to legal duties and responsibilities. See the full standards below:</p> <p>Waltham Forest property accreditation scheme standards.</p> <p>Under the programme, landlords can also access advice on how to boost their business in these trying economic times, while tenants are now encouraged to look out for a Council-sponsored mark of</p>	<p>At consultation now for borough wide selective licensing.</p> <p>Consultation period is 11 weeks.</p> <p>Fee structure has similarities with the Newham model.</p>

		<p>quality assurance, which certified landlords are now able to display. The Property Accreditation Scheme is believed to be the first of its kind in London and has seen Council officers certifying 400 properties since the start of the year. The process involves officers working in partnership with private sector landlords to ensure their properties are safe, secure and sanitary. Unlike other accreditation schemes that assume all of a landlords' properties are up to a certain standard, this new scheme assesses and accredits each property individually. There is a fee of £50 per property for accreditation.</p> <p>As well as tenants benefiting from the scheme, there are also real benefits to participating landlords such as: Improved and up-to-date knowledge of the key issues of property management and landlord-tenant legislation Comprehensive reference material about all aspects of letting in the private sector</p> <p>Discounts and preferential opportunities with insurance companies, banks, building societies and building material suppliers</p> <p>Integration with existing Waltham Forest accreditation schemes Increased confidence that their business is 'getting it right'</p> <p>The possibility of direct housing benefit</p>	
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		payments to accredited landlords.	
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Private Sector Housing Accreditation Project

Synopsis of other LB licensing positions

www.southwark.gov.uk

This is an informal information summary describing the position other London Borough have taken in regard to Private Rented Sector (PRS) Licensing.

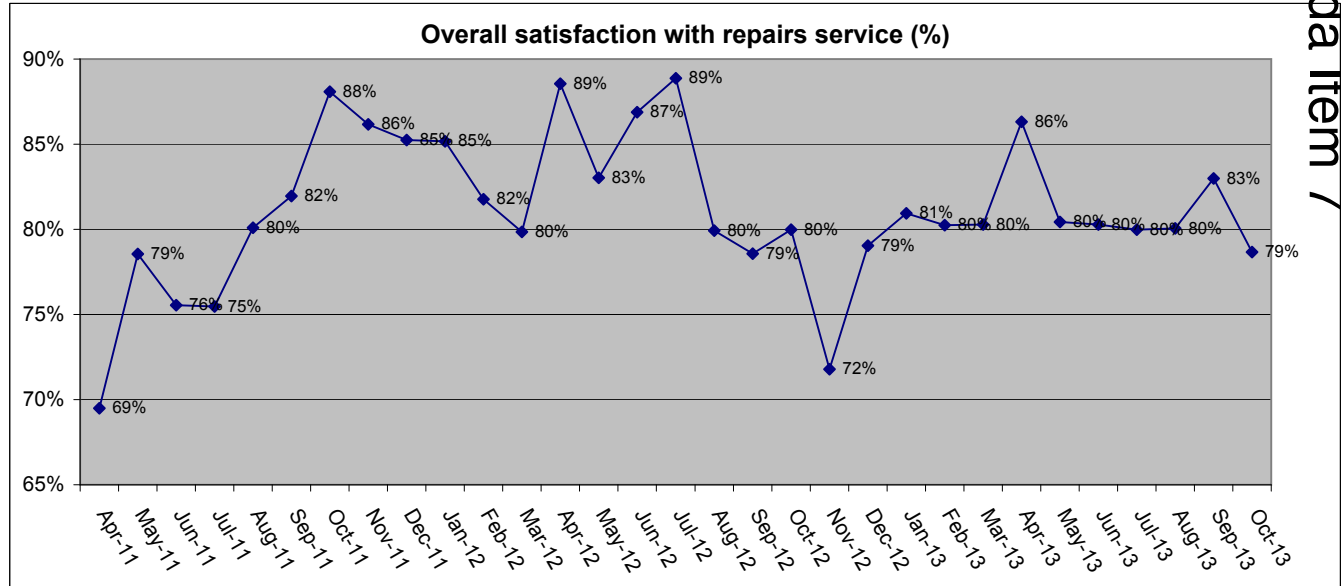
Terms – Under the Housing Act 2004

- Mandatory Licensing – Refers to all existing Houses in Multiple Occupation (HMO) with more than 5 unrelated households in a building with occupied rooms over at least three floors. Possibly affects 3 – 5k in Southwark
 - Additional Licensing – Affects other HMO properties and can be by geographical area or across the Local Authority area
 - Selective Licensing – Affects all PRS properties in general and can be by geographical area or across the Local Authority area
1. Newham - Obviously the starting point. Have now had borough wide selective and additional licensing since Jan 2013.
 - a. They have licensed 28k of 30k PRS properties.
 - b. Fees are £500 for each property and £950 - £1550 for larger HMO properties.
 2. Waltham Forest – At consultation now for borough wide selective licensing.
 - a. Consultation period is 11 weeks.
 - b. Fee structure has similarities with the Newham model
 3. Haringey – Additional licensing in 1 ward and moving forward to extend to 5 more
 - a. The data presented in consultation has been repeatedly challenged under FOI.
 - b. NLA has submitted evidence rebutting consultation data.
 4. Camden – Moving forward with whole borough Additional licensing
 5. Westminster – Licensing proposals for HMO and Leaseholders on Council estates
 6. Hounslow – Additional licensing plans for 5 wards

7. Islington - Plans only at present
8. Kensington & Chelsea – Interest in developing HMO licensing
9. Barnet – Member interest

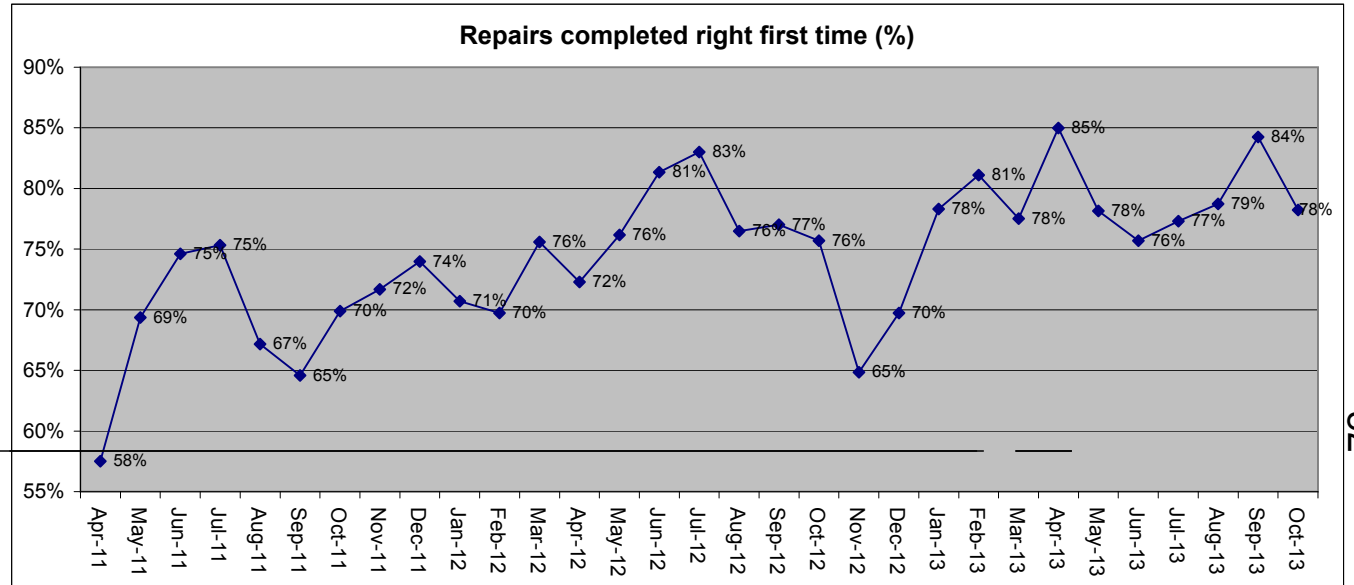
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Satisfied	Total responses	Satisfaction %
Apr-11	1050	1511	69%
May-11	1495	1903	79%
Jun-11	1446	1914	76%
Jul-11	563	746	75%
Aug-11	523	653	80%
Sep-11	690	842	82%
Oct-11	672	763	88%
Nov-11	610	708	86%
Dec-11	566	664	85%
Jan-12	580	681	85%
Feb-12	511	625	82%
Mar-12	301	377	80%
Apr-12	557	629	89%
May-12	631	760	83%
Jun-12	503	579	87%
Jul-12	583	656	89%
Aug-12	398	498	80%
Sep-12	473	602	79%
Oct-12	591	739	80%
Nov-12	613	854	72%
Dec-12	679	859	79%
Jan-13	1644	2031	81%
Feb-13	1596	1989	80%
Mar-13	1701	2119	80%
Apr-13	1620	1877	86%
May-13	1558	1937	80%
Jun-13	1233	1536	80%
Jul-13	1354	1693	80%
Aug-13	1281	1600	80%
Sep-13	1453	1751	83%
Oct-13	1449	1842	79%



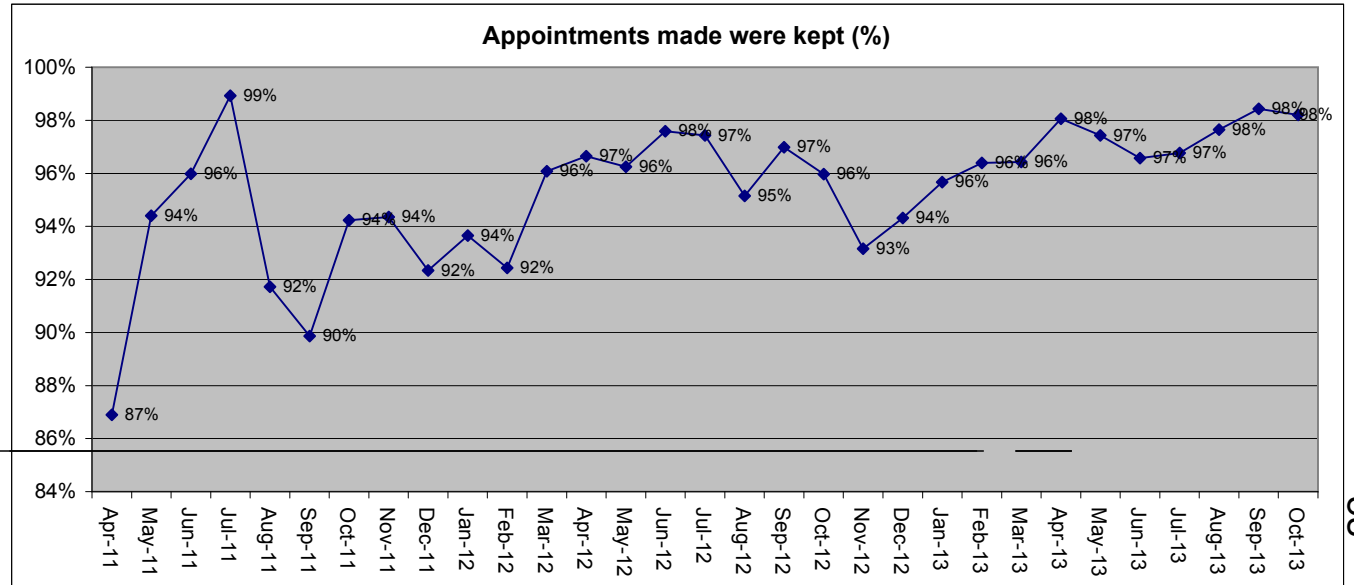
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Repairs RFT	Total responses	RFT %
Apr-11	869	1511	58%
May-11	1313	1893	69%
Jun-11	1428	1914	75%
Jul-11	562	746	75%
Aug-11	446	664	67%
Sep-11	618	957	65%
Oct-11	673	963	70%
Nov-11	653	911	72%
Dec-11	560	757	74%
Jan-12	635	898	71%
Feb-12	590	846	70%
Mar-12	347	459	76%
Apr-12	475	657	72%
May-12	607	797	76%
Jun-12	471	579	81%
Jul-12	547	659	83%
Aug-12	387	506	76%
Sep-12	452	587	77%
Oct-12	554	732	76%
Nov-12	544	839	65%
Dec-12	592	849	70%
Jan-13	1538	1964	78%
Feb-13	1574	1941	81%
Mar-13	1592	2054	78%
Apr-13	1562	1838	85%
May-13	1484	1899	78%
Jun-13	1077	1423	76%
Jul-13	1250	1617	77%
Aug-13	1203	1528	79%
Sep-13	1439	1708	84%
Oct-13	1383	1768	78%



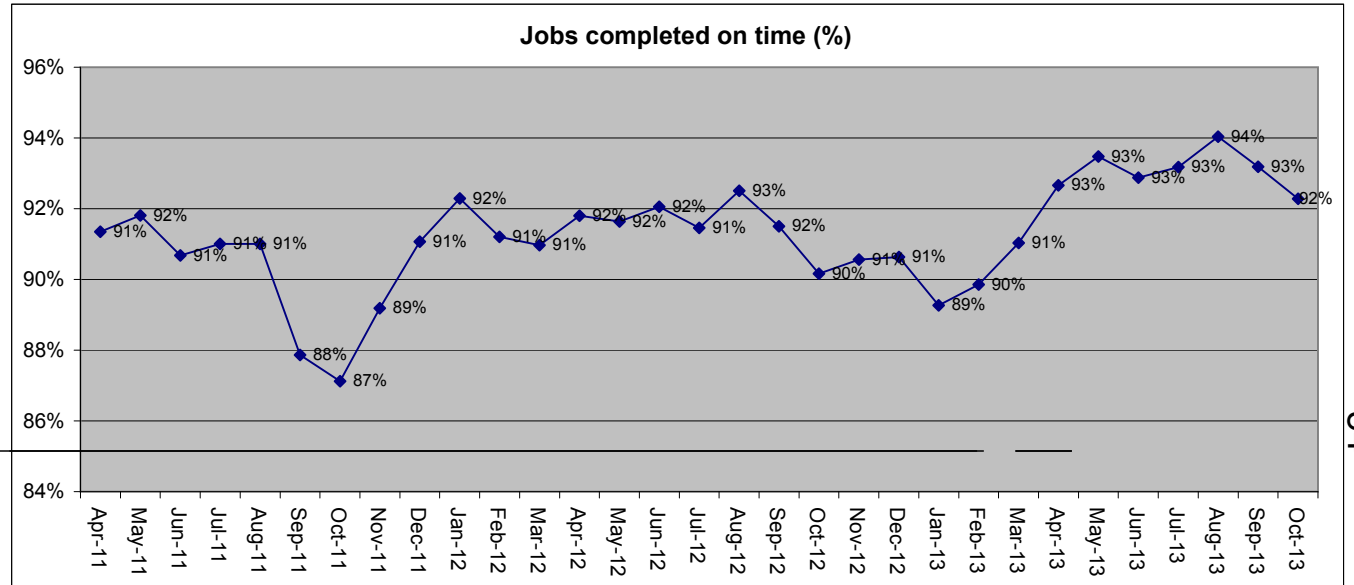
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Appointments Kept	Total responses	Appointments Kept %
Apr-11	1313	1511	87%
May-11	1787	1893	94%
Jun-11	1837	1914	96%
Jul-11	738	746	99%
Aug-11	609	664	92%
Sep-11	860	957	90%
Oct-11	719	763	94%
Nov-11	668	708	94%
Dec-11	699	757	92%
Jan-12	841	898	94%
Feb-12	782	846	92%
Mar-12	441	459	96%
Apr-12	633	655	97%
May-12	769	799	96%
Jun-12	565	579	98%
Jul-12	646	663	97%
Aug-12	471	495	95%
Sep-12	578	596	97%
Oct-12	690	719	96%
Nov-12	763	819	93%
Dec-12	763	809	94%
Jan-13	1875	1960	96%
Feb-13	1871	1941	96%
Mar-13	1968	2041	96%
Apr-13	1818	1854	98%
May-13	1820	1868	97%
Jun-13	1382	1431	97%
Jul-13	1614	1668	97%
Aug-13	1533	1570	98%
Sep-13	1689	1716	98%
Oct-13	1750	1782	98%



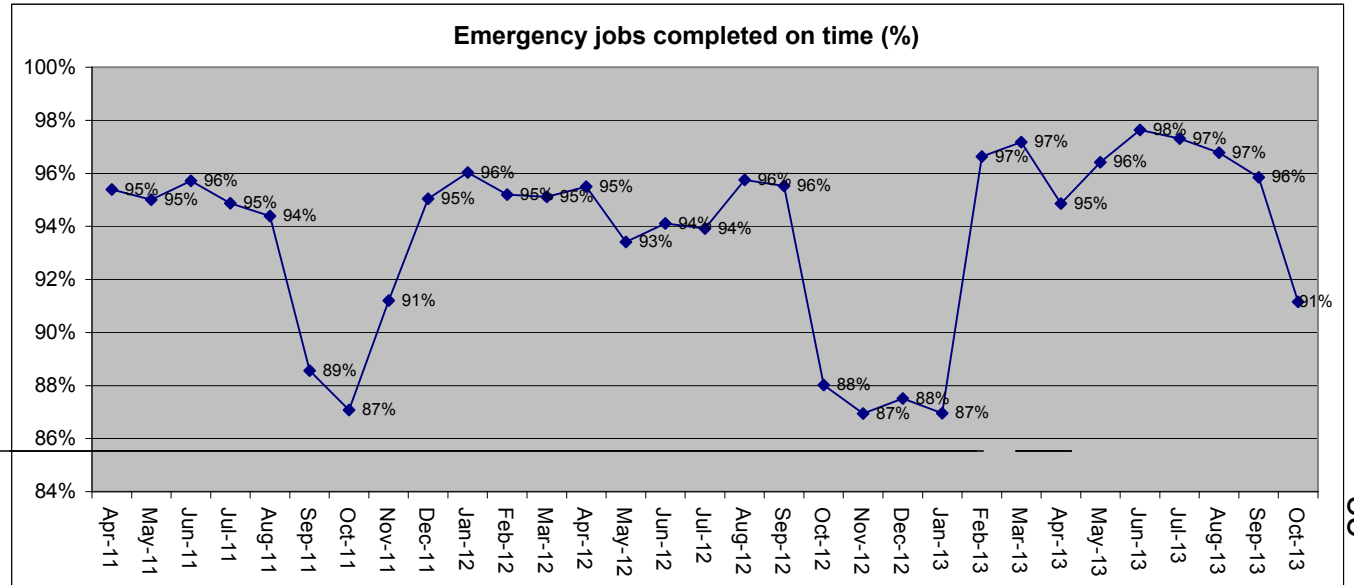
R&M Jobs completed on time (systems data)

Month	Completed	Total responses	Completed on time %
Apr-11	7409	8111	91%
May-11			92%
Jun-11	9560	10543	91%
Jul-11	8552	9398	91%
Aug-11	8318	9126	91%
Sep-11	8433	9598	88%
Oct-11	7469	8573	87%
Nov-11	7869	8823	89%
Dec-11	8145	8944	91%
Jan-12	8281	8973	92%
Feb-12	8104	8886	91%
Mar-12	8216	9032	91%
Apr-12	7849	8550	92%
May-12	8987	9807	92%
Jun-12	8190	8897	92%
Jul-12	9263	10128	91%
Aug-12	8875	9594	93%
Sep-12	8207	8969	92%
Oct-12	7458	8272	90%
Nov-12	11210	12378	91%
Dec-12	7614	8401	91%
Jan-13	9718	10885	89%
Feb-13	9574	10655	90%
Mar-13	9185	10090	91%
Apr-13	8558	9236	93%
May-13	9177	9818	93%
Jun-13	7594	8176	93%
Jul-13	11479	12320	93%
Aug-13	9337	9929	94%
Sep-13	9680	10388	93%
Oct-13	7100	7694	92%



R&M Emergencies completed on time (systems data)

Month	Completed	Total responses	Completed on time %
Apr-11	2050	2149	95%
May-11			95%
Jun-11	2145	2241	96%
Jul-11	2053	2164	95%
Aug-11	1985	2103	94%
Sep-11	2246	2536	89%
Oct-11	2021	2321	87%
Nov-11	2468	2706	91%
Dec-11	2454	2582	95%
Jan-12	2566	2672	96%
Feb-12	2399	2520	95%
Mar-12	2197	2310	95%
Apr-12	1823	1909	95%
May-12	1999	2140	93%
Jun-12	1854	1970	94%
Jul-12	1759	1873	94%
Aug-12	1891	1975	96%
Sep-12	1836	1922	96%
Oct-12	1550	1761	88%
Nov-12	2125	2444	87%
Dec-12	1591	1818	88%
Jan-13	2180	2507	87%
Feb-13	1895	1961	97%
Mar-13	1890	1945	97%
Apr-13	2050	2161	95%
May-13	2154	2234	96%
Jun-13	1443	1478	98%
Jul-13	2129	2188	97%
Aug-13	1504	1554	97%
Sep-13	1338	1396	96%
Oct-13	814	893	91%



	2011/12	2012/13	2013/14*	Target
Overall satisfaction with repairs	79%	81%	82%	90%
Repairs Completed right first time (RFT)	69%	77%	80%	90%
Appointment kept	93%	96%	98%	95%
All repairs completed on time	93%	94%	93%	95%
Emergencies completed on time	95%	94%	96%	95%

* Apr13-Sep13



**HOUSING, ENVIRONMENT, TRANSPORT & COMMUNITY SAFETY
SCRUTINY SUB-COMMITTEE**

MUNICIPAL YEAR 2013-14

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