

# **Driving Up Standards for the Private Rented Sector**

## **Consultation on Private Sector Licensing in Southwark – Final Report**

**Appendix 12**

**19 October 2021**

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## Executive Summary

Southwark Council carried out a public consultation into their proposals to introduce a borough-wide additional licensing scheme for homes in multiple occupation (HMOs), and a selective licensing scheme in 19 wards. The council proposed introducing selective licensing through four designations, designed to tackle the most pressing issues within the ward

- Designation One – Very high and repeated antisocial behaviour (ASB):
  - Newington
  - Champion Hill
- Designation Two: Poor Property conditions:
  - Faraday
  - Goose Green
  - St. Giles
- Designation Three – Deprivation and poor property conditions
  - North Walworth
  - Nunhead & Queens Road
  - Old Kent Road
  - Peckham
- Designation Four – Poor property conditions:
  - Camberwell Green
  - Chaucer
  - Dulwich Hill
  - Dulwich Wood
  - London Bridge & West Bermondsey
  - Peckham Rye
  - Rotherhithe
  - Rye Lane
  - South Bermondsey
  - Surrey Docks

The council also consulted on changes to the existing Mandatory HMO Licensing scheme's fees and licence conditions.

To consult with landlords, tenants, residents, stakeholders and other interested parties, the council carried out an online survey and an interactive online map, where respondents could pinpoint issues in specific areas within the borough. The council also hosted several public meetings with landlords, tenants, residents, and landlord groups. The council used digital and print media to advertise the consultation, as well as in-person methods, following the easing of social distancing rules

The consultation ran for 19 weeks from 15<sup>th</sup> February 2021 to 28<sup>th</sup> June 2021

In total 1,916 responses were received from the online survey, 121 responses on the common place map. Qualitative feedback was received at 8 public meetings and 16 written responses from interested parties

The consultation looked at the level of support for introducing additional and selective licensing. The consultation also looked at views on the proposed licence conditions, fees, and the respondents' perceptions of the issues in the borough.

## Key Findings

### Selective Licensing Scheme in 19 wards

	Overall	Landlords <sup>1</sup>	PRS Tenants	Other
Total consultation survey responses	1916	443	690	783
<b>Agree with Selective Licensing proposal</b>	42%	18%	55%	46%
<b>Disagree with Selective Licensing proposal</b>	20%	52%	8%	12%
Responses to the question	1657	391	572	694
<b>Agree with proposed Selective Licensing conditions</b>	36%	15%	45%	39%
<b>Disagree with proposed Selective Licensing proposal</b>	18%	49%	7%	10%
Responses to the question	1684	404	591	689
<b>Selective Licensing fee is reasonable</b>	34%	6%	47%	39%
<b>Selective Licensing fee is not reasonable</b>	32%	79%	14%	21%

- There is overall agreement with Selective Licensing from the consultation respondents (42%)
- PRS tenants are in favour of selective licensing (55%) whilst landlords are against (52% disagree)
- The overall response (46%) to the proposed licence conditions was “not sure”
- PRS tenants agree that the proposed licence conditions are reasonable (45%). Landlords disagree that the conditions are reasonable with 49% disagreeing. The large number of “Don’t Know” responses indicates that there is requirement for the council to engage with tenants on the licence conditions
- A third of respondents (34%) think that the proposed fees are reasonable or a little too low, however a third (32%) think the proposed fees are too high or much too high, and the final third answered that they didn’t know if the fees were reasonable or not.
- Nearly half (47%) of PRS tenants think that the fees are reasonable or a little too low. The majority of landlords (79%) think the proposed fees are much too high or a little too high

<sup>1</sup> For the purposes of this consultation, results have been grouped to show respondents as ‘landlords’, which includes managing agents, residential lettings agents and representatives of a Housing Association.

## Additional Licensing Scheme across the borough

	Overall	Landlords	PRS Tenants	Other
Total consultation survey responses	1916	443	690	783
<b>Agree with Additional Licensing proposal</b>	45%	23%	56%	47%
<b>Disagree with Additional Licensing proposal</b>	17%	43%	6%	13%
<hr/>				
Responses to the question	1707	395	599	713
<b>Agree with proposed Additional Licensing conditions</b>	38%	15%	47%	42%
<b>Disagree with proposed Additional Licensing proposal</b>	17%	42%	7%	12%
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Responses to the question	1681	398	591	692
<b>Additional Licensing fee is reasonable</b>	35%	9%	47%	40%
<b>Additional Licensing fee is not reasonable</b>	32%	72%	17%	24%

- There is overall agreement with Additional Licensing from the consultation respondents (45%)
- PRS tenants are in favour of Additional licensing (56%) whilst landlords are against (43% disagree)
- The overall response (45%) to the proposed licence conditions was “not sure”
- PRS tenants (47%) agree that the proposed licence conditions are reasonable. Landlords (41%) disagree that the proposed licence conditions are reasonable
- A third of respondents (35%) think that the proposed fees are reasonable or a little too low, however a third (32%) think the proposed fees are too high or much too high, and the final third answered that they didn't know if the fees were reasonable or not.
- A third of PRS tenants (36%) think the proposed fees are reasonable. The majority of landlords (56%) think that the proposed fee is much too high.

## Introduction

### Background

The growth of the private rented sector (PRS) in Southwark has been accompanied by an increase in related housing problems. Rising rents have had a huge impact on affordability and this in turn has led to overcrowding, tenants being made homeless and a deterioration in property conditions. This situation has been made much worse by the pandemic, with overcrowding responsible for increases in the rate of virus transmission and a huge increase in homeless referrals due to financial issues.

The council is committed to improving privately rented properties in the borough. The recently revised Housing Strategy lays out some of the plans the council has to support residents with their housing needs, including those in the PRS. Around 43,000 homes in the borough are privately rented. Whilst the majority of these are well maintained and safe, there is a growing minority that are sub-standard and dangerous. Even well-meaning landlords may not always be up to date with the latest legal and safety requirements. These properties not only endanger the health, safety and wellbeing of tenants, but cause issues with neighbours and end up requiring many interventions from already stretched council teams. The council needs to use all the tools it has to improve the situation for tenants renting properties in this sector.

### Proposals

The consultation focused on the extent to which respondents agree or disagree with the council's proposal to introduce:

- Borough-wide Additional Licensing for HMOs
- Selective Licensing in 19 wards through four designations

The consultation also looked at views on the proposed licence conditions, fees, and the respondents' perceptions of the issues of anti-social behaviour and poor property conditions in the borough

The consultation also asked for respondents' feedback on changes to the Mandatory HMO Licensing fees and licence conditions

### Public Consultation

The consultation ran for 19 weeks from 15<sup>th</sup> February 2021 to 28<sup>th</sup> June 2021. To try and capture as much feedback from landlord, tenants, residents and other stakeholders the council used several approaches to promote the consultation across the borough, and outside the borough, whilst complying with the nationally imposed lockdown, social distancing and stay-at-home orders, which are detailed below. Activities for the consultation, including active communications and publicity, were paused during a period of purdah (23<sup>rd</sup> March 2021 to 7<sup>th</sup> May 2021), in the lead up to local and mayoral elections.

### Approach to promoting the consultation in a pandemic

The consultation began during a national lockdown to combat the coronavirus pandemic. The public were asked to stay at home from January to April 2021, reduce non-essential

travel, work from home if possible and not to meet with people outside their household. In line with the Housing Act 2004, 80(9) and Housing Act 2004 Part 2, 56(3), the council carried out a stakeholder analysis to ensure all affected stakeholders had an opportunity to take part in the consultation. The table below shows the consultation activities carried out and the level of restrictions

<b>From</b>	<b>Restriction</b>	<b>Consultation activity</b>
<b>6<sup>th</sup> Jan 2021</b>	National lockdown, including a stay-at-home order. No non-essential travel, non-essential shops were closed including bars, restaurants, other leisure activities and schools moved to remote learning	Updates to the council website, London Property licensing website campaign, emails to stakeholders, press release, use of council's social media, digital advertising campaign, contacting community and outreach groups to ask them to share information about the consultation, holding virtual landlord and tenant forums
<b>8<sup>th</sup> Mar 2021</b>	Schools re-opened. People could meet one person from outside their household outdoors	
<b>29<sup>th</sup> Mar 2021</b>	Outdoor gatherings (including in private gardens) of either 6 people (the Rule of 6) or 2 households allowed, and the stay-at-home order was lifted.	Adverts for the consultation in neighbouring borough newspapers. Purdah began (23 <sup>rd</sup> March 2021 to 7 <sup>th</sup> May 2021)
<b>12<sup>th</sup> April 2021</b>	Non-essential retail was allowed to re-open, and hospitality venues could serve groups of up to six or two households outside. Self-contained accommodation such as campsites and holiday lets, where indoor facilities are not shared with other households, can also reopen.	Digital advertisement campaign restarts (7 <sup>th</sup> May), landlord virtual forum
<b>17<sup>th</sup> May 2021</b>	The end of most legal restrictions on meeting others outdoors - although gatherings of over 30 people remained illegal. Groups of six or two households could meet inside. Indoor entertainment and hotels/hostels/BnBs were allowed to open. These restrictions remained in place until after the end of the consultation	Adverts for the consultation were placed on the backs of buses and on digital advertising boards throughout the borough. Southwark Young Advisors went to popular shopping area and foodbanks to speak to people and hand out leaflets, landlord and tenant virtual forums were held, and ads for the consultation were placed in community newsletters

## Landlord and other stakeholder events

The council held a series of meetings and forums to gather feedback from landlords and to make them aware of the consultation. These events are summarised below:

<b>Event Type</b>	<b>Date</b>	<b>No. People contacted regarding event</b>	<b>No. people attended</b>
Virtual Private Renters Forum	22 <sup>nd</sup> Feb 2021	15	8
Virtual Landlord focus group	23 <sup>rd</sup> Feb 2021		3
Meeting with NRLA representative	26 <sup>th</sup> Feb 2021	NA	1
Virtual Homelessness Forum	11 <sup>th</sup> Mar 2021	120	29
Virtual Landlord forum	18 <sup>th</sup> Mar 2021	666	88
Virtual Landlord forum	11 <sup>th</sup> May 2021	666	23
Virtual Landlord forum	16 <sup>th</sup> Jun 2021	116	13

Virtual Staff Forum	21 <sup>st</sup> Jun 2021	62	60
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## Tenant and resident events

The council also held forums to gather feedback and raise awareness of the consultation from residents and tenants in the borough. These events are summarised below:

Event Type	Date	No. People contacted regarding event	No. people attended
Virtual Tenant and Resident Forum	16 <sup>th</sup> Mar 2021	64	2
Southwark Advice Forum	21 <sup>st</sup> Mar 2021		25
Virtual Renters' Union	22 <sup>nd</sup> Mar 2021	9	8
Virtual Resident forum	21 <sup>st</sup> Jun 2021	359	20

## Communication Channels

The council used a wide range of communication channels to promote the consultation and make stakeholders aware of the proposals.

Activities to engage all stakeholder groups, inside and outside the borough, and raise their awareness included:

- Updating the council website corporate homepage to include the consultation
- Posting a news article about the consultation on the council website
- Banner adverts for the consultation were placed on related pages on the council website
- Issuing press releases on 26<sup>th</sup> February 2021 and 15<sup>th</sup> June 2021
- Using the council's social media
  - 34 twitter posts with a total of 71,803 impressions, 1,042 engagements, 74 re-tweets and 62 likes
  - 31 Facebook posts with a total of 8,394 people reached and 112 likes
- Running a digital advertising campaign from 3<sup>rd</sup> to 8<sup>th</sup> March 2021 and from 6<sup>th</sup> May to 17<sup>th</sup> May which resulted in 633,500 impressions, 4,691 clicks to the consultation page with an average click-through-rate of 0.74% which is higher than the industry average for display ads of 0.35%. The digital campaign placed adverts on websites and social media pages related to Southwark and the private rented sector, including:
  - Gumtree.com
  - Southwarknews.co.uk
  - Zoopla.co.uk
  - Reahomes.com
  - Onthemarket.com
  - Propertytorenovate.co.uk
  - Globalpropertyguide.com
  - Propertywire.com
  - Apartmenttherapy.com
  - Homebuilding.co.uk
  - Loveproperty.com
  - Rightmove.co.uk

Activities to reach out to Southwark tenants and residents included:

- The consultation was included as an item in emails sent to resident mailing list on:
  - 19<sup>th</sup> February – sent to 173,630 residents



- 4th March – an email was sent to 65 residents to inform them about the consultation and invite them to the resident forum
- 5<sup>th</sup> March 2021 – sent to 169,656 residents
- 19<sup>th</sup> Mar 2021 – sent to 169,882 residents
- 10<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> May 2021 – sent to a total of 165,000 residents. These emails were specifically about the consultation and asking residents to complete the survey
- 17<sup>th</sup> May 2021 – sent to 173,630 residents from the leader of the council with link to the consultation at the bottom
- Email to 359 residents and tenants who had expressed an interest in attending an online forum when completing the online consultation, for the forum on 21<sup>st</sup> May 2021
- 24<sup>th</sup> May 2021 – sent to 873 residents who subscribe to the Residents Online Panel email distribution list. The email asked for residents to complete a poll on council homes and included a link to the consultation
- 1<sup>st</sup>, 3<sup>rd</sup>, 8<sup>th</sup>, 10<sup>th</sup> and 15<sup>th</sup> June – the consultation was mentioned along with a link to the consultation shared with attendees of the Southwark Local Housing Forums with 18, 24, 26, 26 and 24 attendees respectively
- 10<sup>th</sup> June 2021 – sent to 173,719 residents
- Adverts for the consultation were placed in the spring and summer editions of the Southwark Life magazine
- Southwark Young Advisors went out on behalf of the council to ask people about the consultation and hand out leaflets
  - 2<sup>nd</sup> June 2021 outside Aylesham Shopping Centre
  - 3<sup>rd</sup> June 2021 outside at Elephant and Castle shopping centre
  - 4<sup>th</sup> June 2021 East Street Market
  - 17<sup>th</sup> June 2021 at Spring Community Hub, a foodbank in Camberwell
- Adverts were placed on the back of 60 buses across three depots, covering the routes through the borough from 24<sup>th</sup> May to 20<sup>th</sup> June 2021
- Adverts were added to 43 outdoor digital boards across the borough. The campaign on the outdoor digital boards ran from 17<sup>th</sup> May to 26<sup>th</sup> June 2021
- Text messages were sent to 193 residents
- Including the consultation in Southwark Council's business e-newsletter to 12,224 recipients

Activities to reach out to landlords included:

- An email to 590 landlords on 4<sup>th</sup> March to inform them about the consultation and landlord forum
- The consultation was included as an item in emails sent to 4,022 landlords on 17<sup>th</sup> May 2021
- An email on 23<sup>rd</sup> June 2021 – sent to 3,987 non-resident leaseholders about the consultation
- A digital campaign on the London Property Licensing website. London property Licensing is the leading website for informing private landlords in the UK. The campaign started on 5<sup>th</sup> March and ran until 28<sup>th</sup> June. The campaign included:
  - From 9<sup>th</sup> March to 28<sup>th</sup> June a pixel banner advert promoting the consultation was placed on the London Property Licensing (LPL) homepage
  - From 9<sup>th</sup> March to 28<sup>th</sup> June a banner headline attached to a rotating image at the top of the LPL home page with a link to the consultation listing.
  - On 5<sup>th</sup> March to 28<sup>th</sup> June the London Borough of Southwark's page on the LPL website was updated with information about the licensing consultation and how to take part
  - From 9<sup>th</sup> March to 28<sup>th</sup> June, the licensing consultation was advertised on the LPL latest events webpage. It was also promoted in the events section on the

LPL home page and on all London borough pages and news & comment articles

- A news article about the licensing consultation was posted in the LPL news section on 19<sup>th</sup> March and promoted on social media and in the LPL newsletter
- The licensing consultation was promoted in posts on the LPL Facebook page and the LPL LinkedIn page on 12<sup>th</sup> March, 18<sup>th</sup> March, 24<sup>th</sup> March and 25<sup>th</sup> June
- Tweets about the licensing consultation were published on the LPL Twitter Feed (@lplicensing) every 6 to 8 days, timed to cover a variety of morning, afternoon and evening posts, between 11<sup>th</sup> March and 28<sup>th</sup> June. During this period the @lplicensing twitter feed had between 2,244 and 2,270 followers, generating impressions, likes, retweets and comments from a variety of people including a landlord legal advice service, letting agent association, letting agent, property commentator, lecturer, property licensing business, accreditation scheme, the local authority and members of the public.
- Promotion of the licensing consultation in the LPL newsletter on 26<sup>th</sup> March, 30<sup>th</sup> April and 27<sup>th</sup> May which is sent to between 3,098 and 3,143 people who have requested updates on housing regulation and property licensing schemes
- An email to 666 landlords to invite them to a virtual landlord forum on 18<sup>th</sup> March
- An email to 115 landlords who had expressed an interest in attending an online forum when completing the online consultation, for the forum on 16<sup>th</sup> May
- An email to 590 landlords to remind them about the consultation on 25<sup>th</sup> June
- Running a digital advertising campaign from 3<sup>rd</sup> to 8<sup>th</sup> March 2021 and from 6<sup>th</sup> May to 17<sup>th</sup> May which resulted in 633,500 impressions, 4,691 clicks to the consultation page with an average click-through-rate of 0.74% which is higher than the industry average for display ads of 0.35%. The digital campaign placed adverts on websites and social media pages related to Southwark and the private rented sector, including:
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  - Globalpropertyguide.com
  - Propertywire.com
  - Apartmenttherapy.com
  - Homebuilding.co.uk
  - Loveproperty.com
  - Rightmove.co.uk

Activities to reach out to landlords outside the borough included:

- Placing adverts in neighbouring borough local newspapers:
  - Tower Hamlets publication
  - East London Advertiser
  - South London Press
  - Hackney & Islington Gazette
- A digital campaign on the London Property Licensing website. London property Licensing is the leading website for informing private landlords in the UK. The campaign started on 5<sup>th</sup> March and ran until 28<sup>th</sup> June. The campaign included:
  - From 9<sup>th</sup> March to 28<sup>th</sup> June a pixel banner advert promoting the consultation was placed on the London Property Licensing (LPL) homepage

- From 9<sup>th</sup> March to 28<sup>th</sup> June a banner headline attached to a rotating image at the top of the LPL home page with a link to the consultation listing.
- On 5<sup>th</sup> March to 28<sup>th</sup> June the London Borough of Southwark's page on the LPL website was updated with information about the licensing consultation and how to take part
- From 9<sup>th</sup> March to 28<sup>th</sup> June, the licensing consultation was advertised on the LPL latest events webpage. It was also promoted in the events section on the LPL home page and on all London borough pages and news & comment articles
- A news article about the licensing consultation was posted in the LPL news section on 19<sup>th</sup> March and promoted on social media and in the LPL newsletter
- The licensing consultation was promoted in posts on the LPL Facebook page and the LPL LinkedIn page on 12<sup>th</sup> March, 18<sup>th</sup> March, 24<sup>th</sup> March and 25<sup>th</sup> June
- Tweets about the licensing consultation were published on the LPL Twitter Feed (@lplicensing) every 6 to 8 days, timed to cover a variety of morning, afternoon and evening posts, between 11<sup>th</sup> March and 28<sup>th</sup> June. During this period the @lplicensing twitter feed had between 2,244 and 2,270 followers, generating impressions, likes, retweets and comments from a variety of people including a landlord legal advice service, letting agent association, letting agent, property commentator, lecturer, property licensing business, accreditation scheme, the local authority and members of the public.
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  - Zoopla.co.uk
  - Realhomes.com
  - Onthemarket.com
  - Propertytorenovate.co.uk
  - Globalpropertyguide.com
  - Propertywire.com
  - Apartmenttherapy.com
  - Homebuilding.co.uk
  - Loveproperty.com
  - Rightmove.co.uk

Activities to make digitally excluded and vulnerable stakeholders aware of the consultation included:

- Reaching out to local community and outreach groups to ask them to share the consultation with the groups they interact with:
  - AB Southwark
  - Central Southwark
  - Link Age Southwark
  - Community Southwark
  - Southwark Wellbeing Hub

- Southwark Pensioners Action Group
- Southwark Disability Forum
- Including the consultation in local community group newsletters:
  - Southwark news Leaderboard
  - Southwark R.E.A.C.H. Alliance newsletter
  - Southwark Latin American Network newsletter
  - Southwark LGBT Network newsletter
- Adverts for the consultation were placed in the spring and summer editions of the Southwark Life magazine, which is posted through all letterboxes in the borough
- Southwark Young Advisors went out on behalf of the council to ask people about the consultation and hand out leaflets
  - 2<sup>nd</sup> June 2021 outside Aylesham Shopping Centre
  - 3<sup>rd</sup> June 2021 outside at Elephant and Castle shopping centre
  - 4<sup>th</sup> June 2021 East Street Market
  - 17<sup>th</sup> June 2021 at Spring Community Hub, a foodbank in Camberwell
- Adverts were placed on the back of 60 buses across three depots, covering key routes through the borough from 24<sup>th</sup> May to 20<sup>th</sup> June 2021
- Adverts were added to 43 outdoor digital boards across the borough. The campaign on the outdoor digital boards ran from 17<sup>th</sup> May to 26<sup>th</sup> June 2021
- Adverts placed on council estate notice boards and x3 council estate digital boards across the borough

Activities to make stakeholders within the council aware of the consultation included:

- Internal communications within the council including:
  - A notice on the staff intranet, Yammer and all staff emails
  - Holding a workshop with 60 staff from six teams on the consultation
- Updating the council website corporate homepage to include the consultation
- Posting a news article about the consultation on the council website
- Banner adverts for the consultation were placed on related pages on the council website
- Using the council's social media
  - 34 twitter posts with a total of 71,803 impressions, 1,042 engagements, 74 re-tweets and 62 likes
  - 31 Facebook posts with a total of 8,394 people reached and 112 likes

Activities to make other stakeholders outside the borough aware of the consultation included:

- Emails to neighbouring London borough councils (City of London, Lewisham, Lambeth, and Tower Hamlets) to inform them of the consultation

## Consultation Methods

The council used several formats to gather feedback from stakeholders on the consultation

### Online Survey

The online survey was open to the general public. In total there were 1,916 responses to the online survey. The consultation survey was the main method of gathering feedback during the consultation. Respondents were asked their views on Selective and Additional Licensing, the proposed fees and conditions, and their views on issues within the borough. Their responses are analysed and broken down by stakeholder type below.

### Commonplace Map

The council also ran an online Commonplace map that members of the public could use to express their views on licensing. The Commonplace Map showed a map of the borough, and respondents could drop a pin on a specific point on the map, or larger areas of the borough. Respondents could also give their sentiment towards licensing, and then share their experiences of private rented housing in the borough. There were 121 responses to the Commonplace.

### **Public Forums**

The council ran online public forms to provide more information about the proposed scheme and to gather feedback from stakeholder who would be impacted by licensing. The public meetings were held over Zoom, and the council presented information about the proposed schemes, followed by a question-and-answer session.

### **Other written feedback**

The council accepted feedback on the proposed licensing schemes by email or written response. The feedback in the fourteen emails received has been analysed below and the written responses received can be found in the appendices.

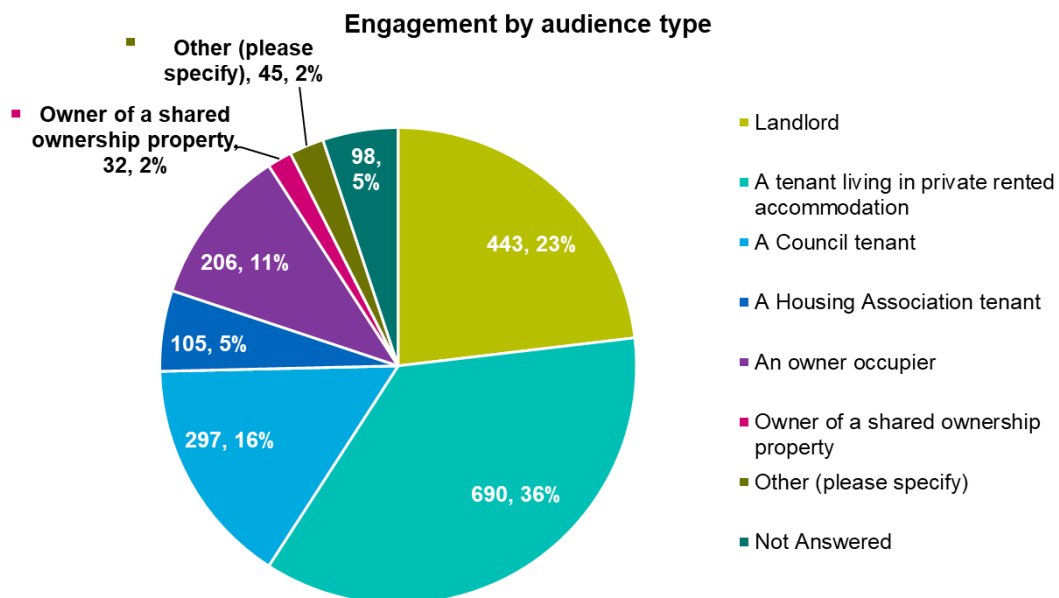
## Consultation Survey Results

This section of the report presents the results from the consultation survey<sup>2</sup>. There were 1,916 responses to the consultation survey.

In the following analysis, the percentages are based on the answers to the question and will state where less than the total 1,916 respondents answered the question.

### Overall Consultation Response

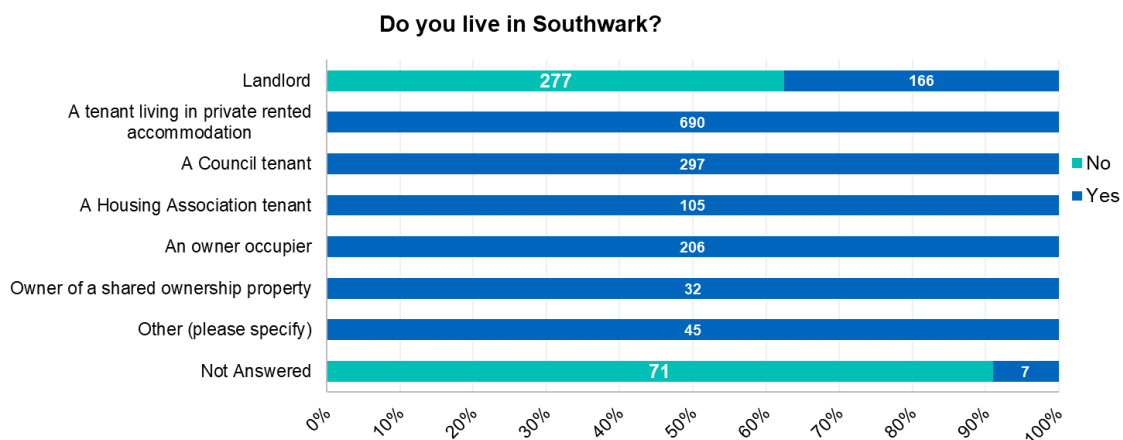
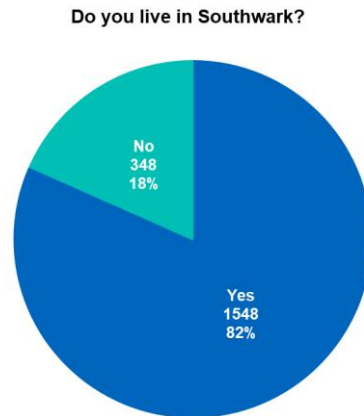
Respondents to the consultation were categorised into the following stakeholder groups. Where respondents said they were both a landlord and another stakeholder group (for example and landlord and an owner occupier), they have been categorised as a landlord for the analysis of the consultation responses.



The range of respondents to the consultation show a good representation of views from different stakeholder groups

1,896 respondents answered the question asking if they live in the London Borough of Southwark.

<sup>2</sup> . In total there were 1,943 responses to the online consultation survey. Where there were duplicate responses (based on both the name and email address given by the respondent), the second, later response was included. Without the duplicate responses, there were 1,916 responses to the consultation.



These results clearly indicate that the consultation reached landlords outside the borough, whilst also gathering the views of a range of residents and tenants within the borough.

## Views on the proposed licensing schemes

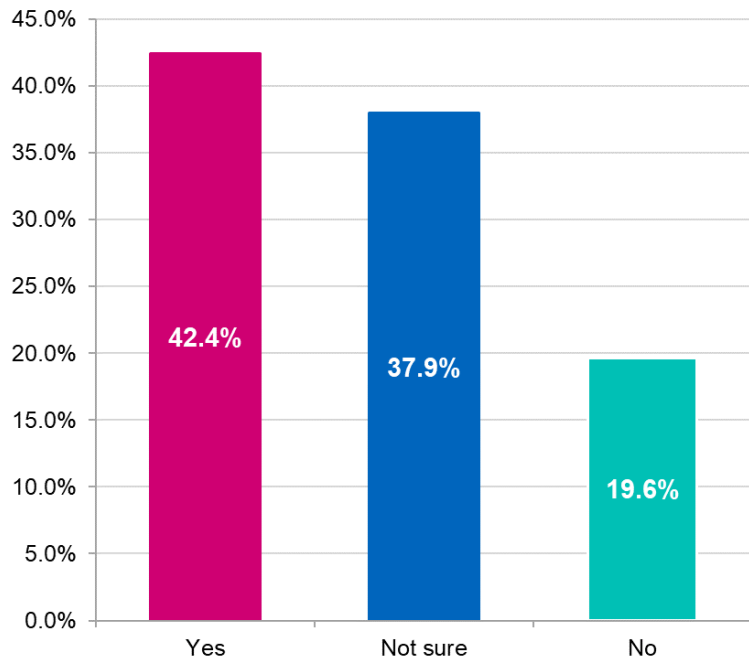
### Proposal to introduce Selected Licensing in targeted areas.

The Council is proposing to introduce a Selective Licensing scheme which would target privately rented homes in 19 wards let to single family households, two sharers or one person. These would be in four designations, as outlined in the Executive Summary.

The overall majority, around 42% (813) of respondents, agree with the proposal for Selective Licensing. Around 20% (376) disagree. However, there is a sizeable minority stated that they are not sure, this probably reflects the fact that a large number of residents and tenants responded, who may not have been aware of selective licensing. Whilst this lack of knowledge is common and occurs in other London boroughs, it raises the requirement for the council to increase its education of tenants and residents about selective licensing.

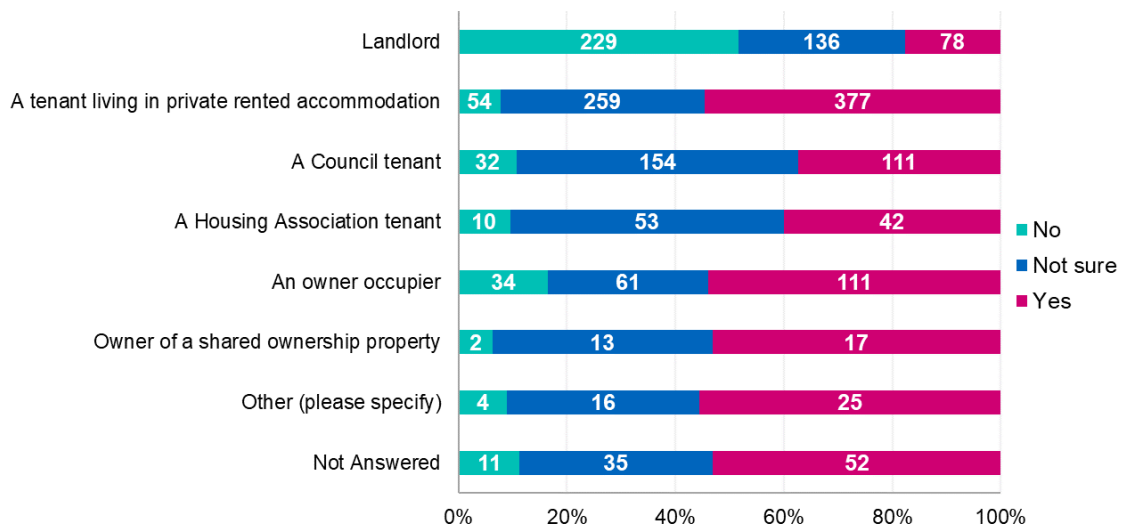
All respondents (1,916) to the online consultation answered this question.

**Do you agree with the council's proposal to introduce a new selective licensing scheme?**



Looking at the responses by group, owner occupiers, privately renting tenants and owners of a shared ownership property are in favour of the proposals with over 50% of each group agreeing. Landlords are opposed to the proposals with over 50% disagreeing

**Do you agree with the council's proposal to introduce a new selective licensing scheme?**



**Reasons for opposing Selective Licensing in targeted areas.**

Respondents who said they disagreed with the proposed Selective Licensing scheme were asked to give their reasons if they wished. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 185 comments from respondents who disagreed with selective licensing, 129 from landlords, 25 from



tenants living in private rented accommodation and 31 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

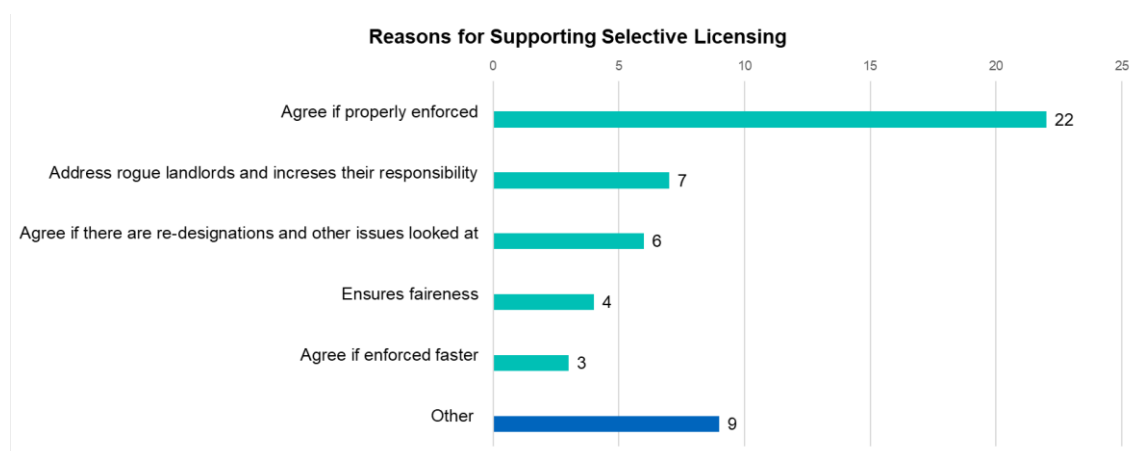
Key themes for opposing selective licensing are that “it is a money-making scheme”, “good landlords should not be penalised” and that “rents will increase/the cost will be passed onto tenants”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.



### Reasons for supporting Selective Licensing in 19 wards

Respondents who said they agreed with the proposed Selective Licensing scheme were asked to give their reasons if they wished. In total there were 76 comments from respondents who agreed with selective licensing, 13 from landlords, 23 from tenants living in private rented accommodation and 40 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

Key themes for agreeing with selective licensing were that they “agree if properly enforced”, that licensing will “address rogue landlords and increase their responsibility” and they “agree if there are re-designations and other issues looked at”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

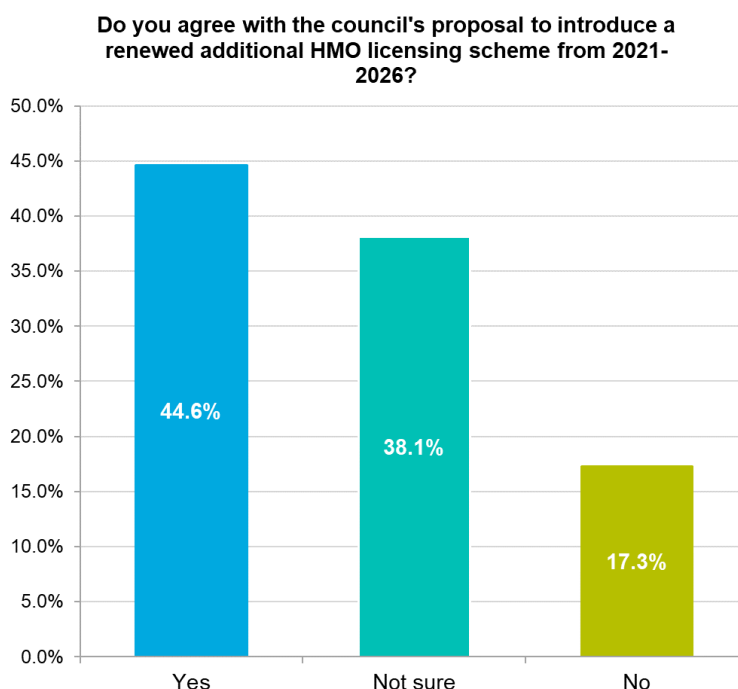


## Proposal to introduce Additional Licensing across the borough.

The Council is proposing to introduce a borough-wide Additional Licensing scheme which would target privately rented homes of multiple occupation, let to 3 or 4 unrelated people, forming 2 or more households, who share amenities such as a kitchen or bathroom

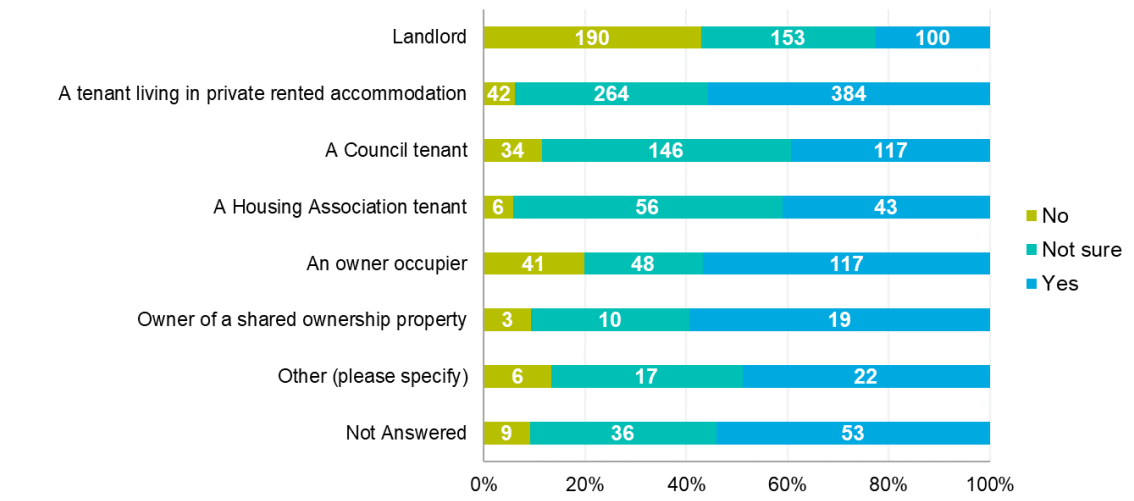
The overall majority, around 45% (855) of respondents agree with the proposal for Additional Licensing. Around 17% (331) disagree. However, there is a sizeable minority stated that they are not sure, this probably reflects the fact that a large number of residents who have not been affected by the previous borough-wide additional licensing scheme. Similar to selective licensing, while this lack of knowledge is common and occurs in other London boroughs, it raises the requirement for the council to increase its education of residents about additional licensing.

All respondents (1,916) to the online consultation answered this question.



Looking at the responses by group, owner occupiers, privately renting tenants and owners of a shared ownership property are in favour of the proposals with over 55% of each group agreeing. Landlords are opposed to the proposals with 43% disagreeing

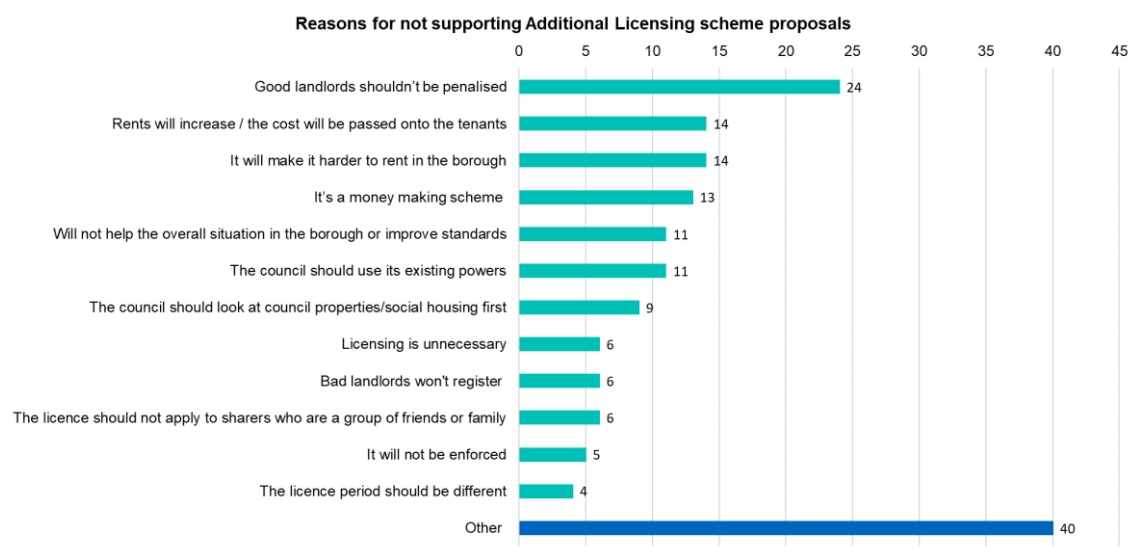
**Do you agree with the council's proposal to introduce a renewed additional HMO licensing scheme from 2021-2026?**



**Reasons for opposing Additional Licensing across the borough.**

Respondents who said they disagreed with the proposed Additional Licensing scheme were asked to give their reasons if they wished. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 163 comments from respondents who disagreed with selective licensing, 105 from landlords, 21 from tenants living in private rented accommodation and 37 from other respondent types. Themes which received fewer than 3 comments were grouped under ‘other’

Key themes for opposing selective licensing are that “good landlords should not be penalised”, the “rents will increase/the cost will be passed onto tenants” and that the scheme “will make it harder to rent in the borough”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

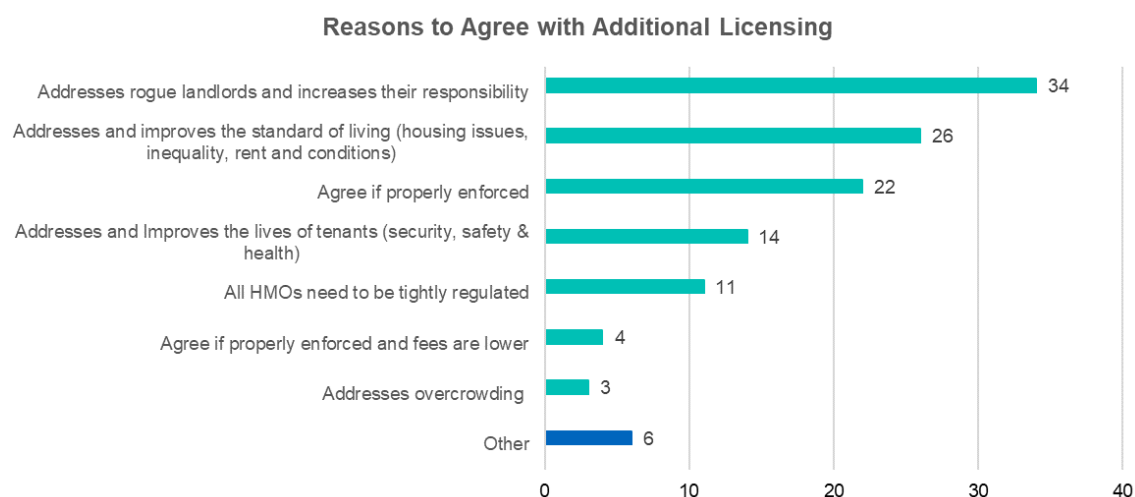


**Reasons for supporting Additional Licensing across the borough**

Respondents who said they agreed with the proposed Additional Licensing scheme were asked to give their reasons if they wished. In total there were 120 comments from

respondents who agreed with additional licensing, 21 from landlords, 39 from tenants living in private rented accommodation and 60 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'.

Key themes for agreeing with additional licensing were that licensing “addresses rogue landlords and increases their responsibility”, that licensing “addresses and improves the standard of living (housing issues, inequality, rent and conditions)” and that respondents “agree if properly enforced”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.



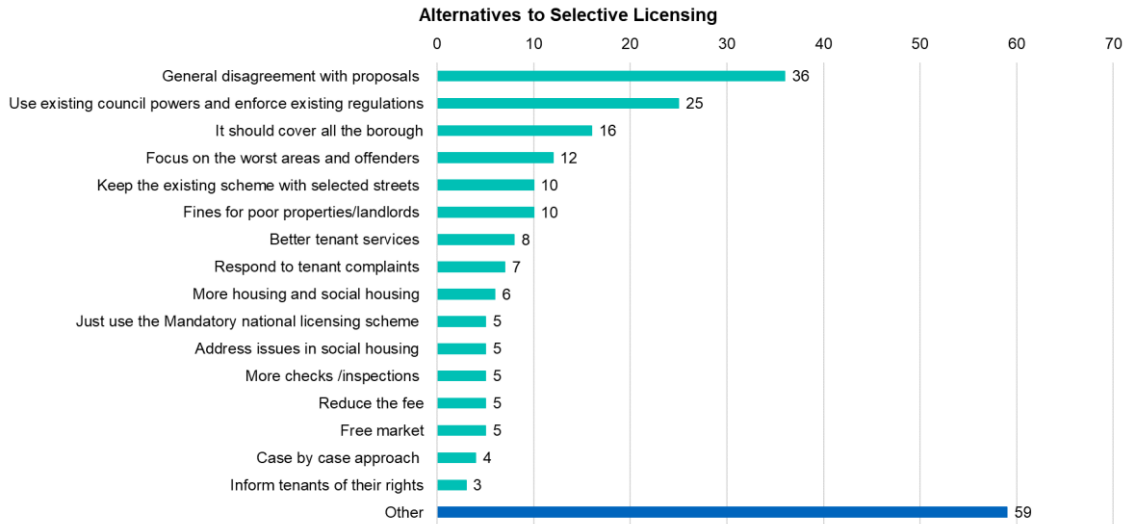
## Alternatives to licensing schemes

Respondents were also asked what alternatives the council could consider to each of the proposed licensing schemes.

### Alternative options to Selective Licensing

There were 221 comments in response to the question regarding alternatives to Selective Licensing. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 221 comments from respondents who suggested alternatives to selective licensing, 146 from landlords, 30 from tenants living in private rented accommodation and 45 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

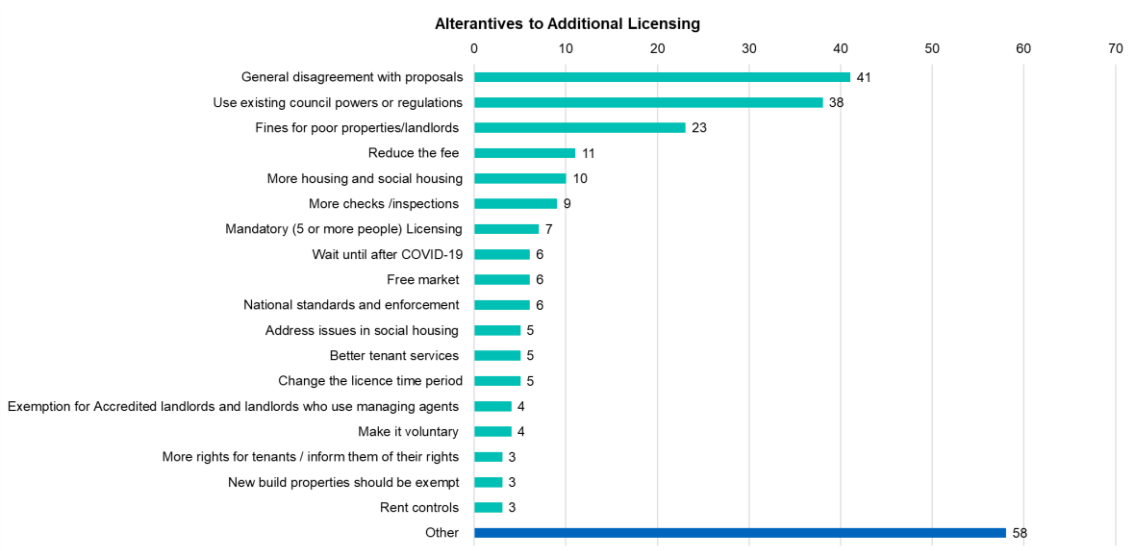
Key themes for alternative suggestion were that respondents “generally disagreed with the proposals”, that the “council should use their existing powers and enforce existing regulations” and that the selective licensing scheme “should cover the whole borough”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.



### Alternative options to Additional Licensing

There were 247 comments in response to the question regarding alternatives to Additional Licensing. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 247 comments from respondents who suggested alternatives to selective licensing, 152 from landlords, 34 from tenants living in private rented accommodation and 61 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

Key themes for alternative suggestion were that respondents “generally disagreed with the proposals”, that the “council should use their existing powers and enforce existing regulations” and that the council should issue fines for “poor properties/landlords”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.



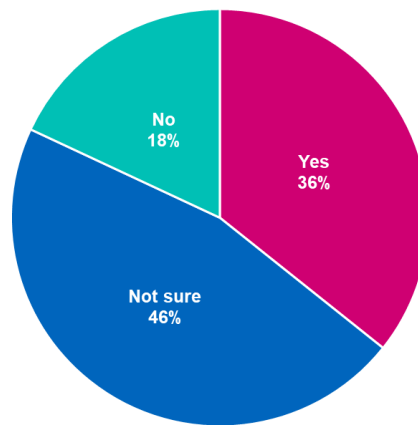
## Views on the proposed licensing scheme conditions

The consultation asked respondents for their views on the proposed set of licence conditions, for both selective and additional licensing schemes. Information about the licence conditions was provided within the consultation documents

### Selective Licence Conditions

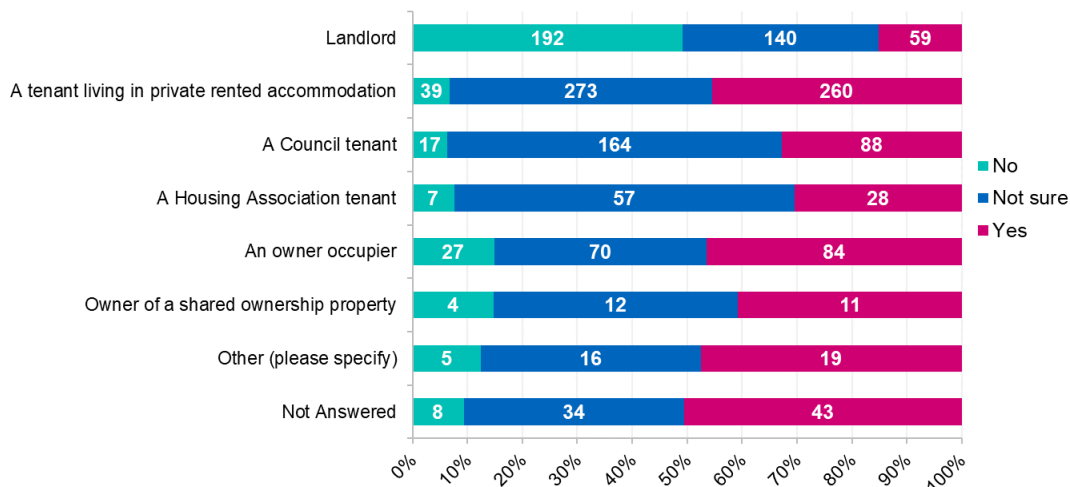
Respondents were asked if they agree or disagree with the selective licence conditions. 1,657 respondents answered this question. 36% (592) respondents agreed that the selective licence conditions were reasonable, and 18% (299) disagreed.

Do you think the proposed licence conditions for designations 1-4 are reasonable?



Looking at the responses by group, owner occupiers and privately renting tenants agree that the conditions are reasonable with over 45% of each group agreeing. Landlords disagree that the conditions are reasonable with 49% disagreeing. The large number of “Not sure” responses indicates that there is requirement for the council to engage with tenants on the licence conditions.

Do you think the proposed licence conditions for designations 1-4 are reasonable?



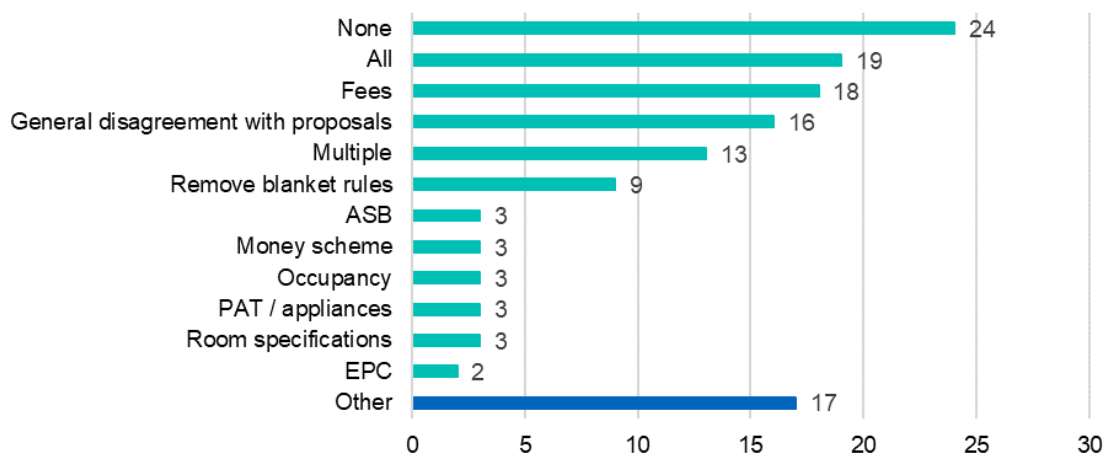
## Comments on the proposed Selective Licence Conditions

Respondents were asked to give their feedback on the proposed licence conditions for selective licensing. Information about the licence conditions was provided within the consultation documents

Respondents were asked which conditions they thought should be removed. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 133 comments from respondents, 83 from landlords, 15 from tenants living in private rented accommodation and 35 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be removed were that "None" of the licence conditions should be removed, "All" of the licence conditions should be removed and the licence conditions relating to that are "fees" should be removed. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

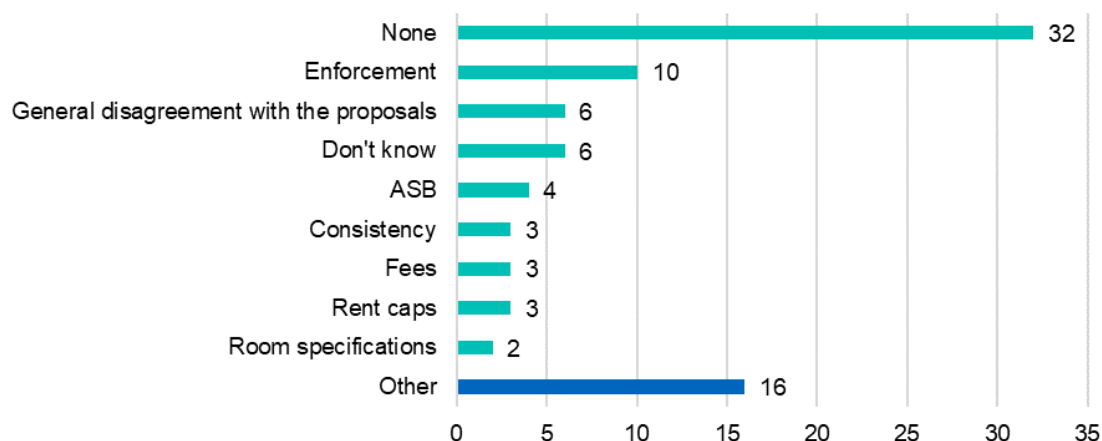
Are there any selective licence conditions that should be removed?



Respondents were asked which conditions they thought should be added to selective licences. In total there were 85 comments from respondents, 32 from landlords, 20 from tenants living in private rented accommodation and 33 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be added were "None" and conditions around "Enforcement". All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

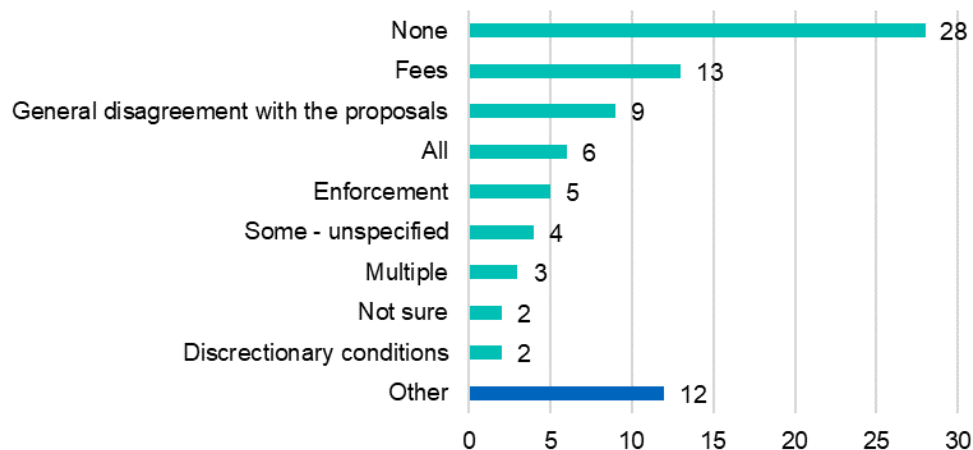
### Are there any conditions that should be added to selective licences?



Respondents were asked which conditions they thought were unclear. In total there were 84 comments from respondents, 37 from landlords, 17 from tenants living in private rented accommodation and 30 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions were unclear were that "None" and that conditions regarding "Fees" were unclear. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

### Are there any conditions for selective licensing that are unclear?

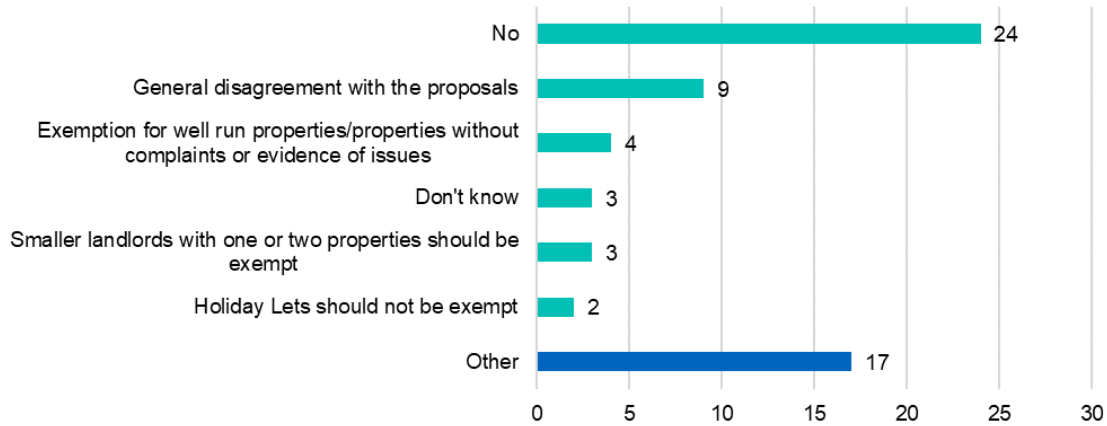


Respondents were asked if they thought other exemptions should apply for selective licensing. In total there were 62 comments from respondents, 32 from landlords, 7 from tenants living in private rented accommodation and 23 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for if there should be other exemptions from selective licensing were "No" there should not be further exemptions and "General disagreement with the proposals". All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.



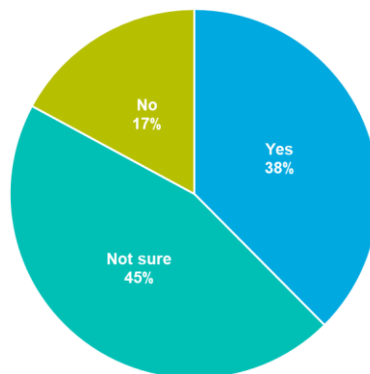
Are there any other exemptions that you think should apply to selective licensing?



### Additional Licence Conditions

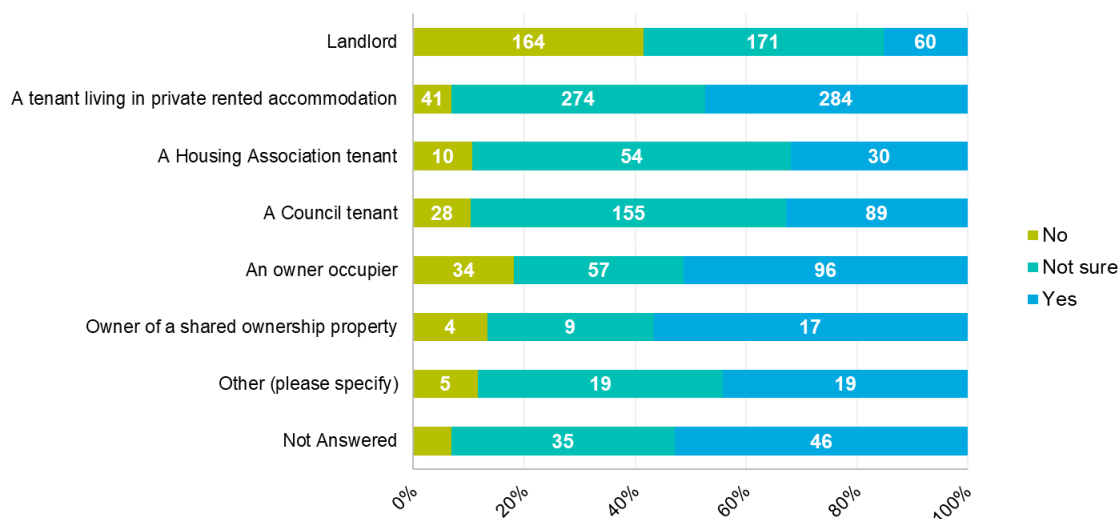
Respondents were asked if they agree or disagree with the additional licence conditions. 1,707 respondents answered this question. 38% (641) respondents agreed that the selective licence conditions were reasonable, and 17% (292) disagreed.

Do you think the proposed additional HMO licence conditions are reasonable?



Looking at the responses by group, owner occupiers and owners of a shared ownership property agree that the conditions are reasonable with over 51% of each group agreeing. 47% of tenants living in privately rented accommodation also agreed. Landlords (41%) disagree that the conditions are reasonable.

### Do you think the proposed additional HMO licence conditions are reasonable?



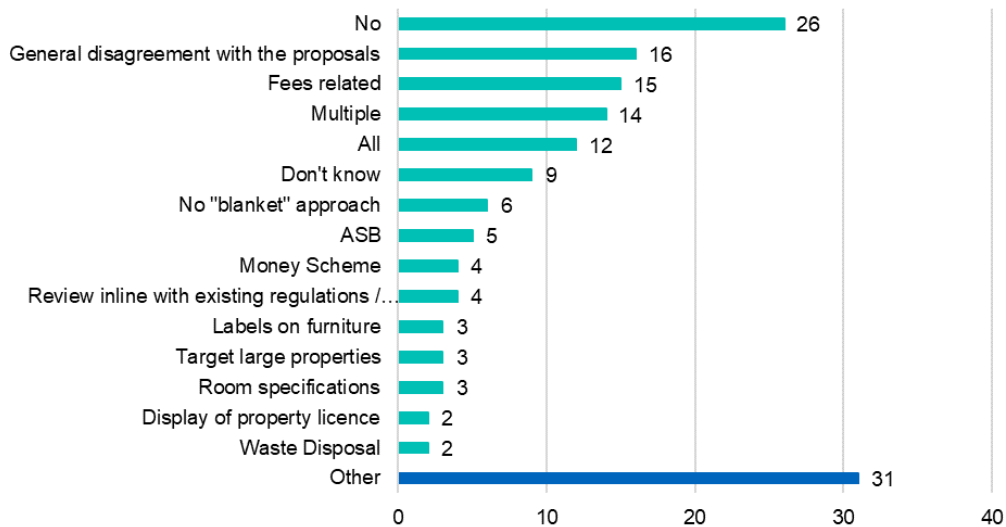
### Comments on the proposed Additional Licence Conditions

Respondents were asked to give their feedback on the proposed licence conditions for additional licensing. Information about the licence conditions was provided within the consultation documents

Respondents were asked which conditions they thought should be removed. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 155 comments from respondents, 82 from landlords, 30 from tenants living in private rented accommodation and 43 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be removed were that "No" licence conditions should be removed, "general disagreement with the proposals" and the licence conditions that are "fees related" should be removed. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

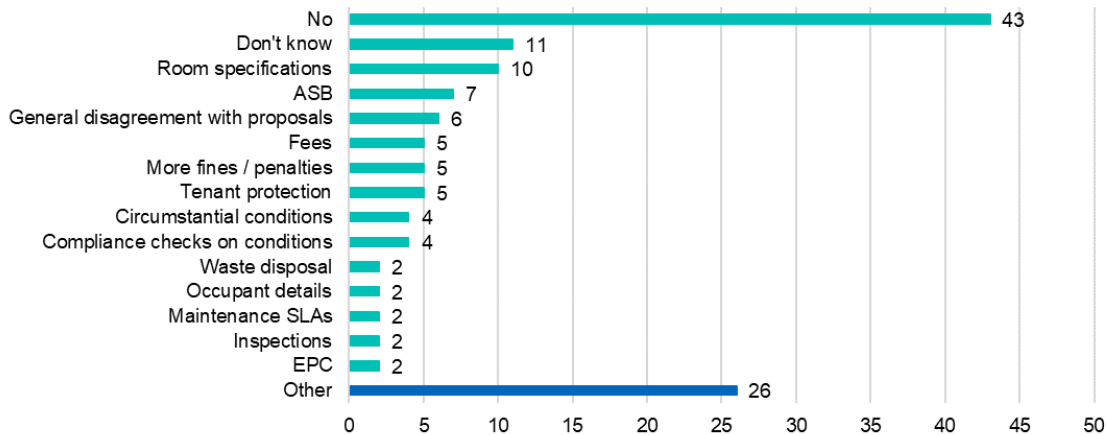
Are there any additional licence conditions that should be removed?



Respondents were asked which conditions they thought should be added to additional licences. In total there were 136 comments from respondents, 44 from landlords, 37 from tenants living in private rented accommodation and 55 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be added were that "No" conditions should be added, that respondents "Don't know" which conditions should be added and that "Room specification" conditions should be added. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

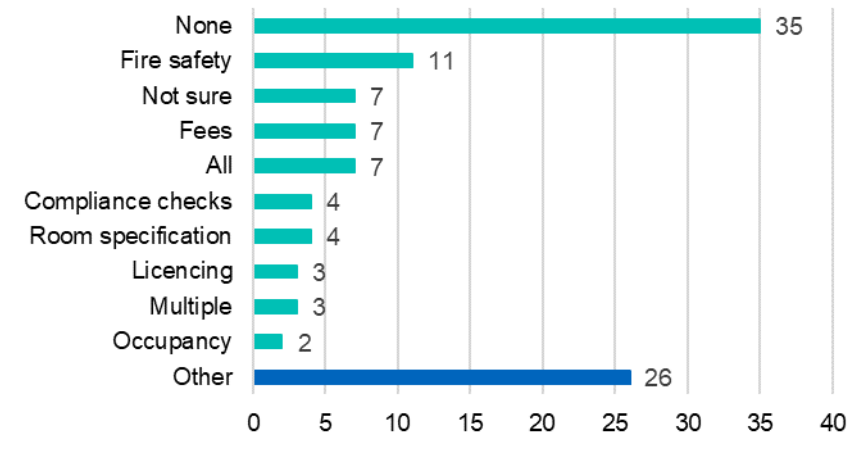
Are there any conditions that should be added to additional licences?



Respondents were asked which conditions they thought were unclear. In total there were 109 comments from respondents, 42 from landlords, 20 from tenants living in private rented accommodation and 47 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions were unclear were that "None" of the conditions were unclear and that the "fire safety" conditions were unclear. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

### Are there any additional licence conditions that are unclear?



## Views on the proposed licensing scheme fees

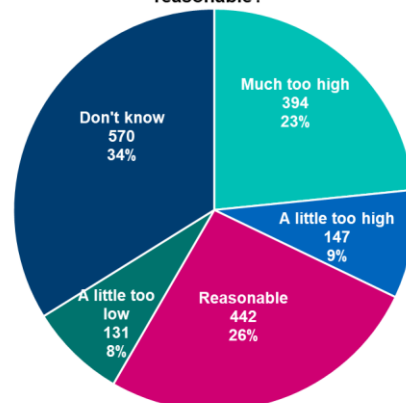
The consultation asked respondents for their views on the proposed licence fees for both selective and additional licensing schemes. Information about the licence fees was provided within the consultation documents

### Selective Licence Fees

Respondents were asked how reasonable they feel the proposed licence fee for Selective Licensing scheme of £900 for a five-year licence.

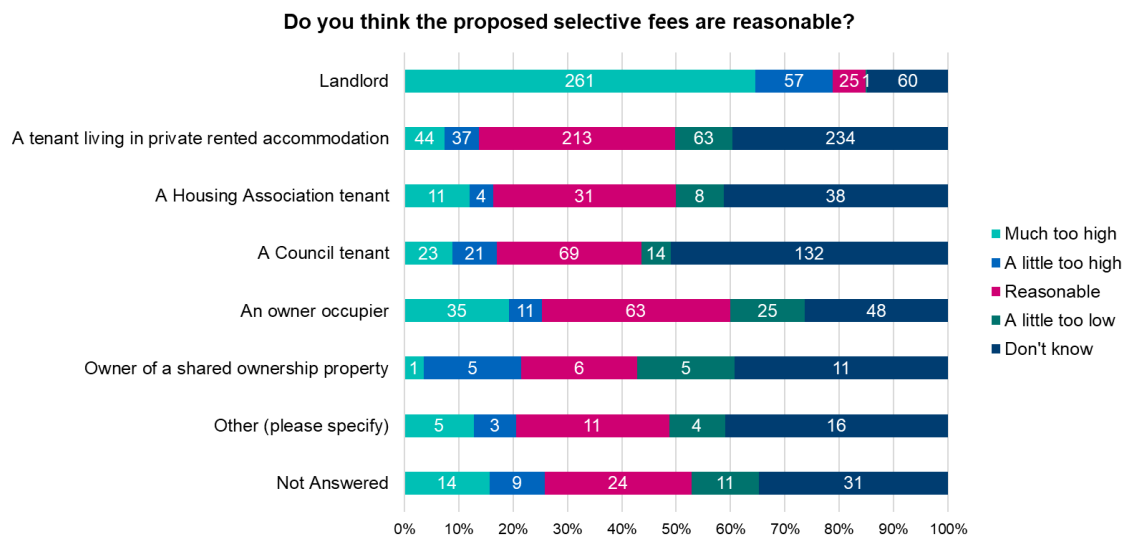
1,684 respondents answered this question. A third of respondents (34%, 573 respondents) said that they thought the fees were reasonable or a little too low, however a third (32%, 541) felt the fees were too high or much too high, and the final third answered that they didn't know if the fees were reasonable or not.

Do you think the proposed selective fees are reasonable?



Looking at the responses by group, a third of owner occupiers and tenants in private rented accommodation think that the fees are reasonable. However, 40% of tenants in private rented accommodation and owners of shared properties say they “don't know” if the fees are

reasonable, and as well as over 50% of council tenants. 64% of landlords think that the fee is much too high.

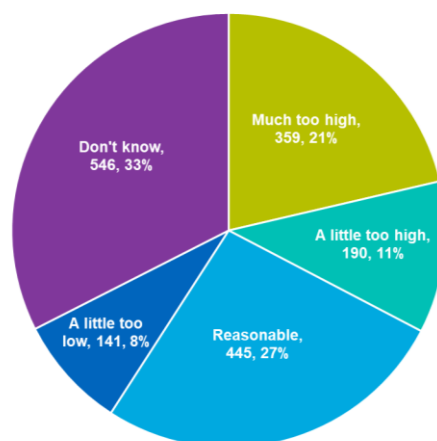


### Additional Licence Fees

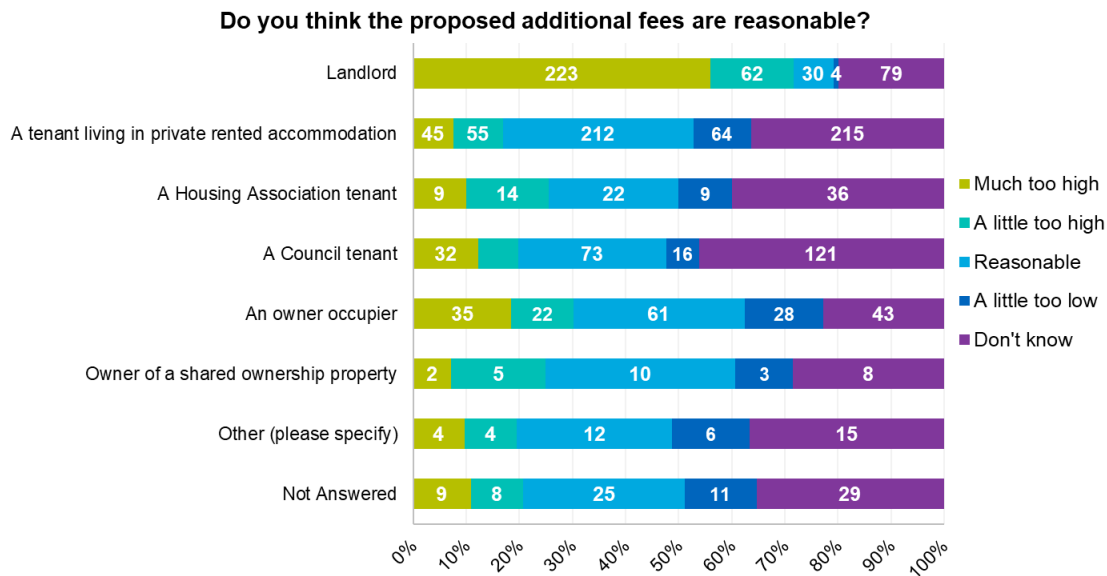
Respondents were asked how reasonable they feel the proposed licence fee for Selective Licensing scheme of £1,300 for a five-year licence.

1,681 respondents answered this question. A third of respondents (35%, 586 respondents) said that they thought the fees were reasonable or a little too low, however a third (32%, 549) felt the fees were too high or much too high, and the final third (33%, 546) answered that they didn't know if the fees were reasonable or not.

**Do you think the proposed additional fees are reasonable?**



Looking at the responses by group, around a third of owner occupiers (32%), owners of a shared ownership property (36%) and tenants in private rented accommodation (36%) think that the fees are reasonable. 56% of landlords think that the fee is much too high.



### Comments on the licence fee discounts

The council proposed several possible discounts to the licence fees.

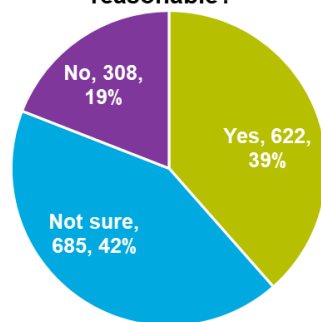
The council proposed an early bird discount of 30% on application fees submitted for Selective or Additional licensing during the first three months of the scheme and further discounts which apply across all licensing schemes (including Mandatory). They are:

- Gold Standard Charter members – 50% discount on the Part B fee
- Platinum Standard Charter members are either:
  - landlords who have signed up to the finders fee scheme - 100% discount on the Part B fee for all properties in their portfolio that are in Southwark and/or
  - landlords who have signed up to the council’s social lettings agency - 100% discount for each property signed up

Information about licence fees and discounts were provided within the consultation documents.

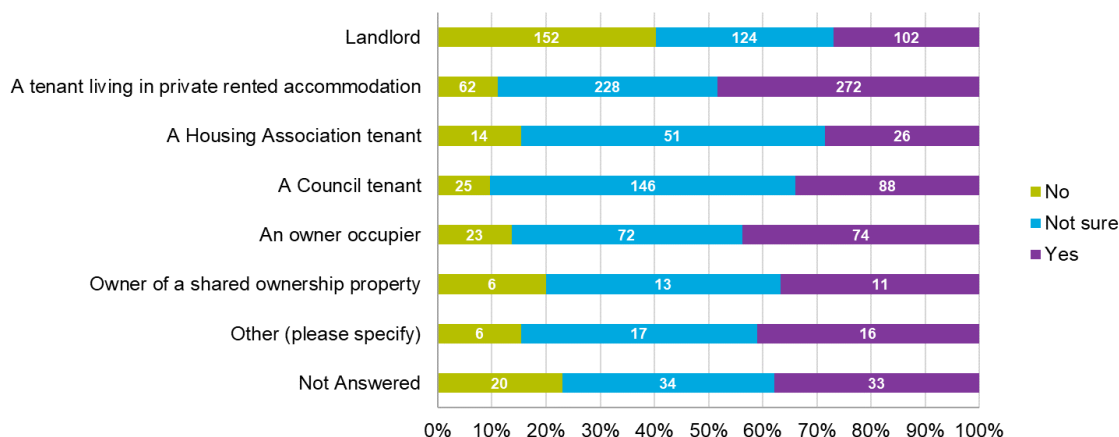
Respondents were asked if they thought the proposed discounts to the licence fees were reasonable. 1,615 respondents answered this question. Over a third of respondents (39%, 622 respondents) said that they thought the discounts were reasonable, however over two fifths (42%, 685) answered that they were “not sure” if the discounts were reasonable or not. A fifth of respondents (19%, 308) answered that the discounts were not reasonable.

**Do you think the proposed discounts to the licence fees are reasonable?**



Looking at the responses by group, almost half of tenants in private rented accommodation (48%) think that the fees are reasonable. 40% of landlords think that the discounts are not reasonable.

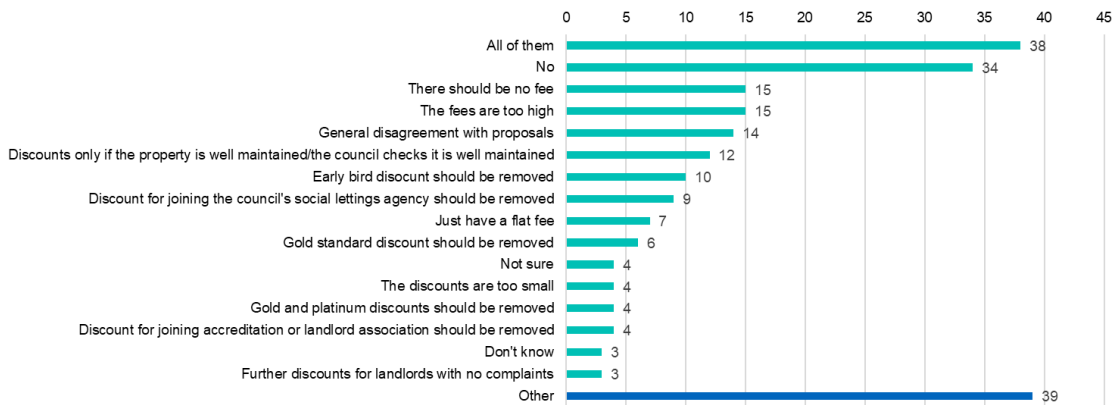
**Do you think the proposed discounts to the licence fees are reasonable?**



Respondents were asked which of the proposed discounts they thought should be removed. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 221 comments from respondents who suggested alternatives to selective licensing, 94 from landlords, 55 from tenants living in private rented accommodation and 72 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

Key themes for alternative suggestion were that "all of" the discounts be removed, that none of the discounts should be removed and that there "should be no fee". All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

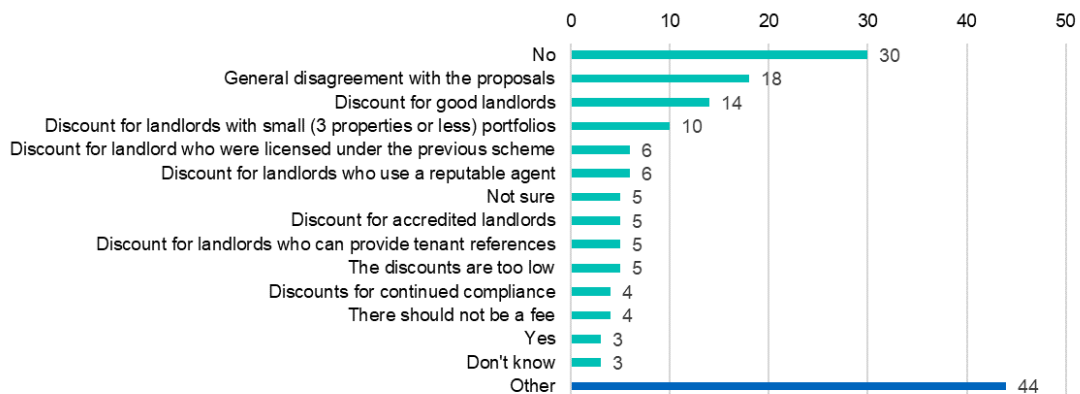
### Are there any proposed discounts that should be removed?



Respondents were also asked if there were any additional discounts the council should consider. In total there were 162 comments from respondents who suggested alternatives to selective licensing, 90 from landlords, 21 from tenants living in private rented accommodation and 51 from other respondent types. Themes which received fewer than 3 comments were grouped under 'other'

Key themes for alternative suggestion were that “no” additional discounts should be considered, “general disagreement with the proposals” and there should be “discounts for good landlords”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

### Are there additional discounts that could be considered?



## Views on the proposed changes to Mandatory HMO Licencing fees and conditions

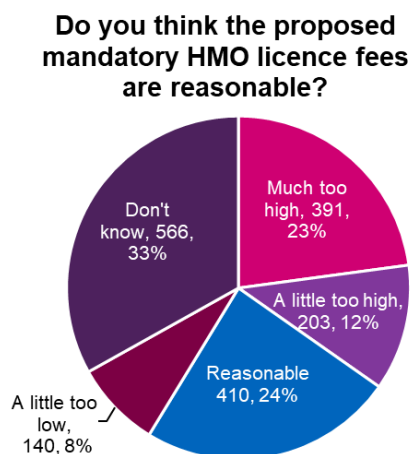
The consultation asked respondents for their views on the proposed changes to the licence fees and licence conditions for mandatory HMO licences.

### Mandatory HMO Licence Fees

Respondents were asked how reasonable they feel the proposed change to the licence fee for mandatory HMO licencing of £1,500 + £100 per room above 5 bedrooms. It is a change from the 'per bedroom' fee under the current scheme.

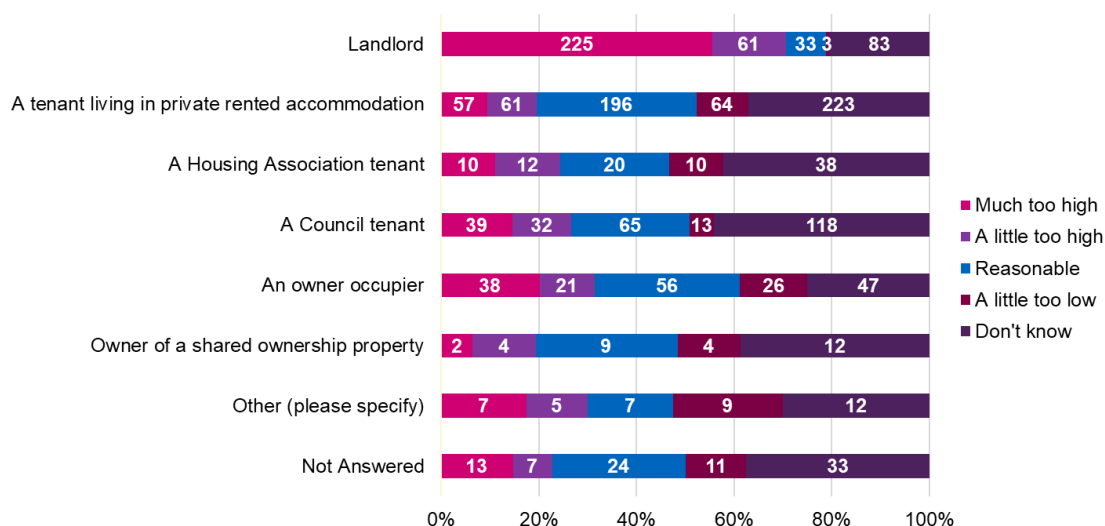


1,710 respondents answered this question. A third of respondents (33%, 550 respondents) said that they thought the fees were reasonable or a little too low, however a third (35%, 594) felt the fees were too high or much too high, and the final third answered that they didn't know if the fees were reasonable or not.



Looking at the responses by group, 43% of tenants in private rented accommodation and owner occupiers think that the fees are reasonable or a little too low. However, 37% of tenants in private rented accommodation say they “don’t know” if the fees are reasonable, and as well as over 40% of council tenants and housing association tenants. 56% of landlords think that the fee is much too high

**Do you think the proposed licence mandatory HMO licence fees are reasonable?**



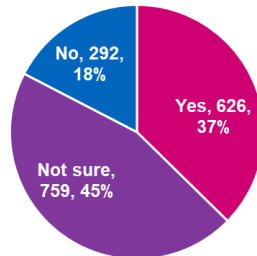
## Mandatory HMO Licence Conditions

Respondents were asked how reasonable they feel the proposed changes to the licence conditions for mandatory HMO licensing. of £1,500 + £100 per room above 5 bedrooms. Information about the licence conditions was provided within the consultation documents

1,677 respondents answered this question. Slightly more than a third of respondents (37%, 626 respondents) said that they thought the licence conditions were reasonable. However, almost half of respondents (45%, 759) answered that they were “not sure” if the licence

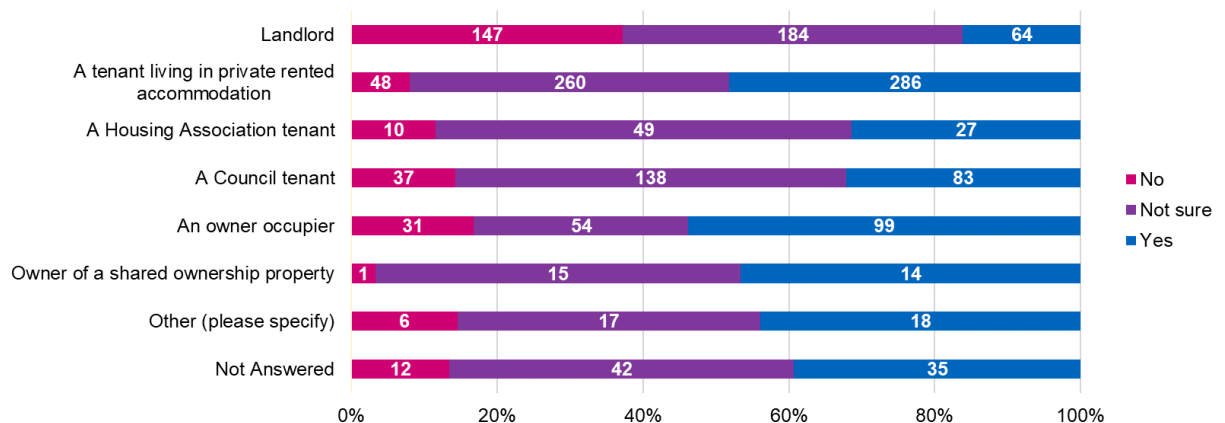
conditions were reasonable or not. Less than a fifth (18%, 292 respondents) said that the licence conditions were not reasonable.

**Do you think the change to the mandatory HMO licence conditions is reasonable?**



Looking at the responses by group, 48% of tenants in private rented accommodation and 54% of owner occupiers think that the licence conditions are reasonable. However, 44% of tenants in private rented accommodation say they are “not sure” if the licence conditions are reasonable, and as well as over 53% of council tenants and housing association tenants, 47% of landlords. 37% of landlords think that the licence conditions are not reasonable.

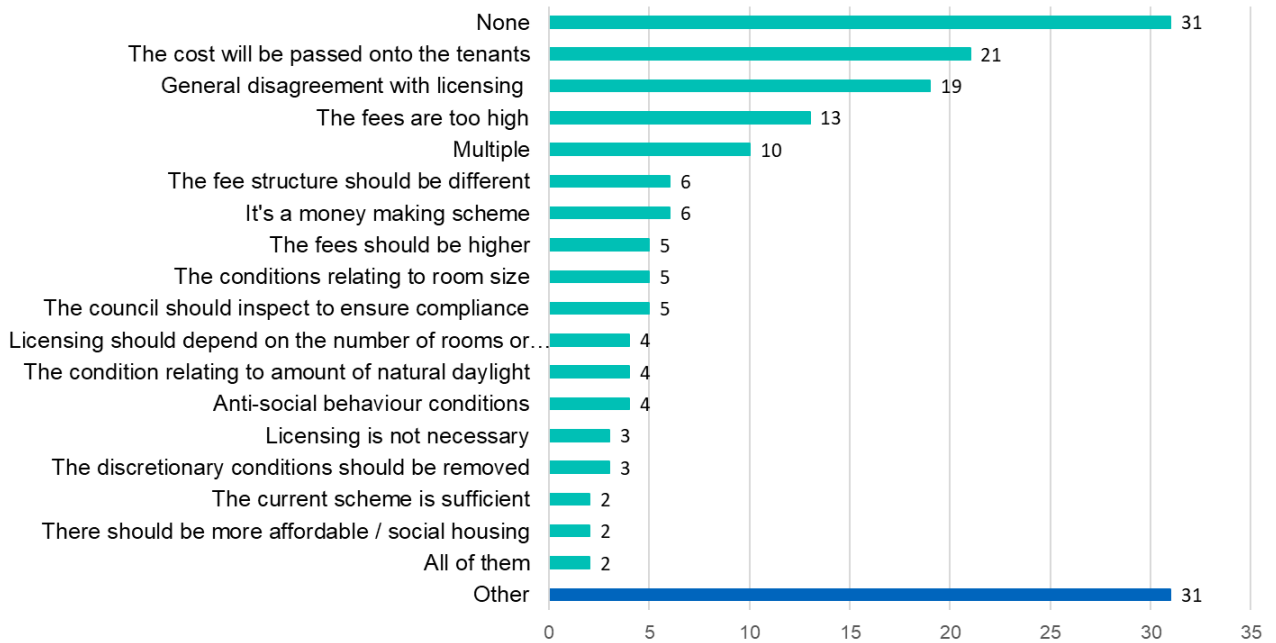
**Do you think the change to the mandatory HMO licence conditions is reasonable?**



Respondents were asked which conditions they thought should be removed. For all the free text responses throughout the report, each response was looked at and categorised into a theme. Comments that were not relevant to the question were excluded from this analysis. In total there were 176 comments from respondents, 66 from landlords, 42 from tenants living in private rented accommodation and 68 from other respondent types. Themes which received fewer than 2 comments were grouped under ‘other’

Key themes for which licence conditions should be removed were that “None” of the licence conditions should be removed, comments that “the cost will be passed onto tenants” and “general disagreement with the proposals”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

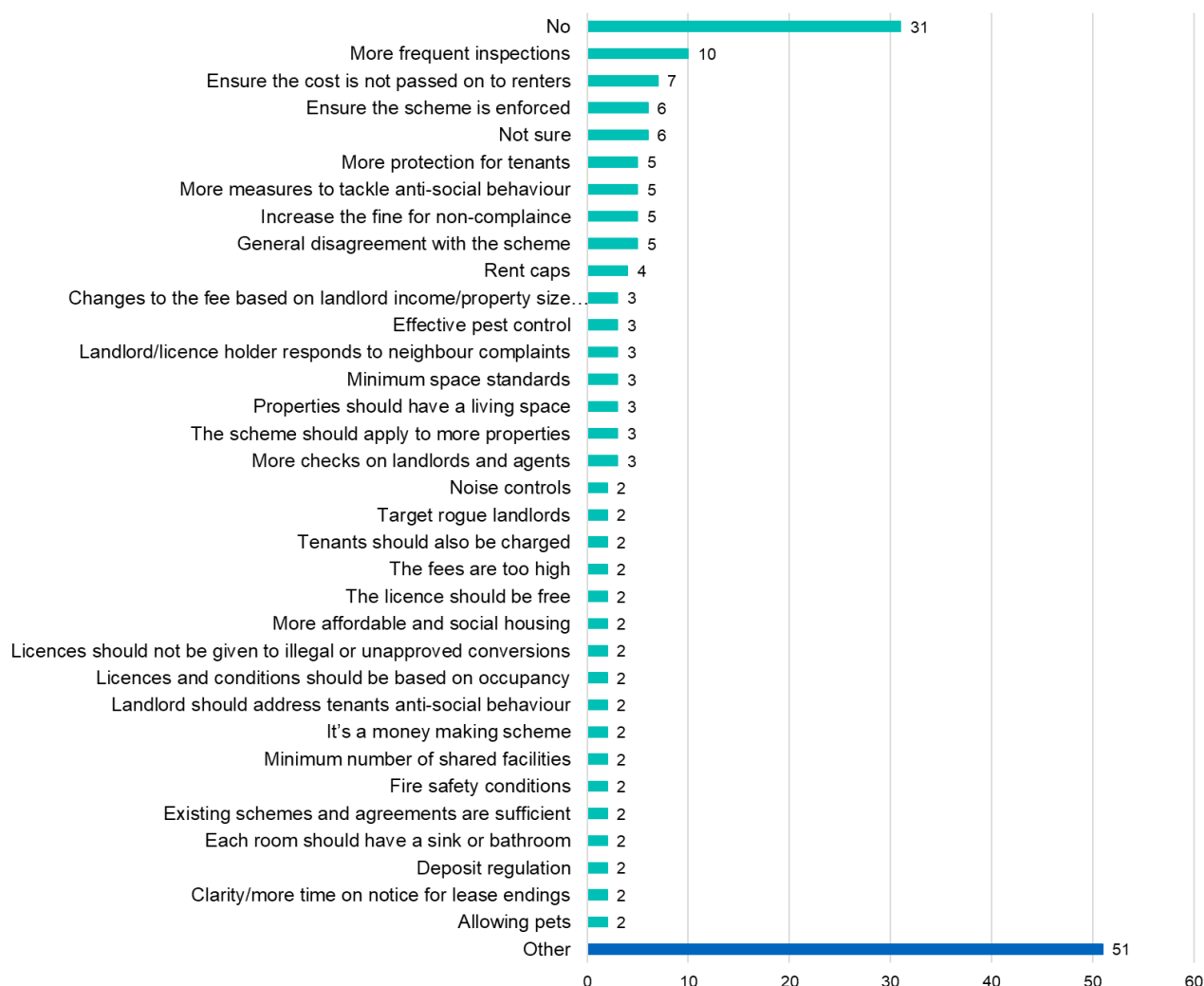
Are there any mandatory HMO licence conditions that should be removed?



Respondents were asked if there were any conditions they thought should be added to the Mandatory HMO licences. In total there were 190 comments from respondents, 33 from landlords, 68 from tenants living in private rented accommodation and 89 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be removed were that “No” conditions should be added, there should be “more frequent inspections” and conditions that “ensure the cost is not passed onto renters”. All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

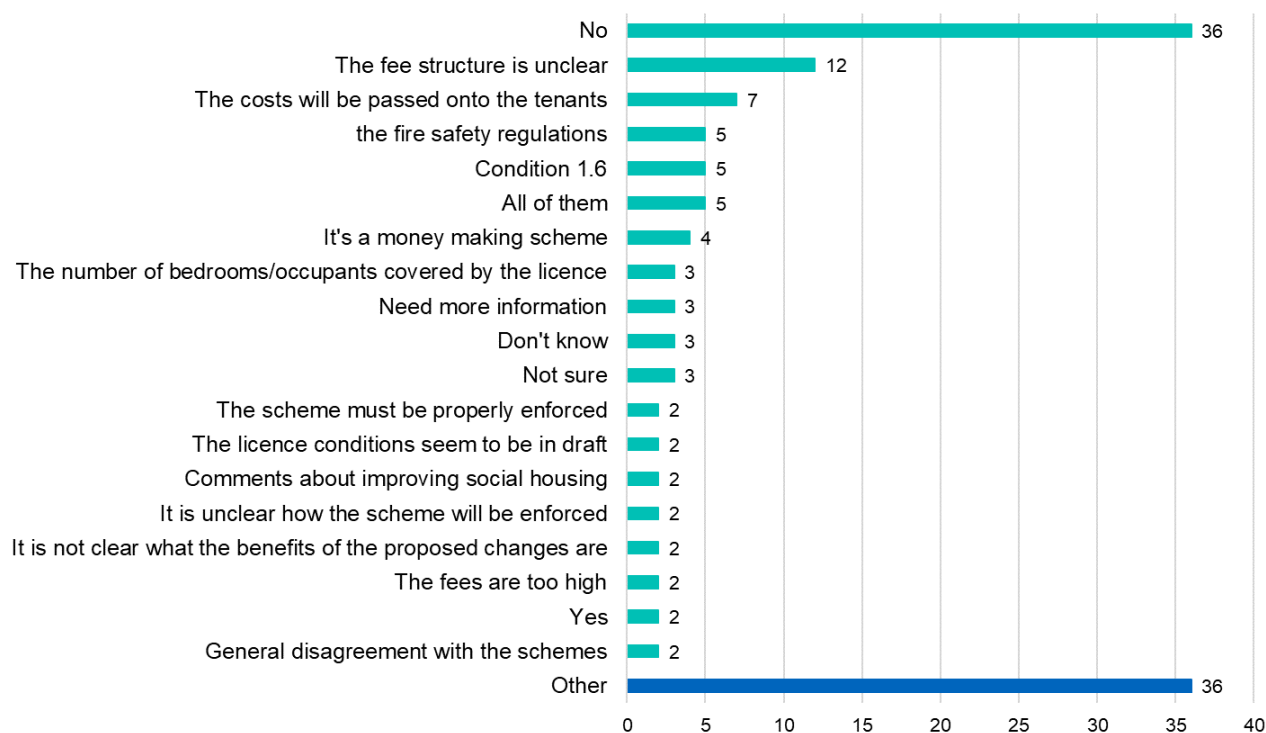
Are there any conditions that should be added to the Mandatory HMO licence?



Respondents were asked if there were any conditions that are unclear for the mandatory HMO licences. In total there were 138 comments from respondents, 43 from landlords, 32 from tenants living in private rented accommodation and 63 from other respondent types. Themes which received fewer than 2 comments were grouped under 'other'

Key themes for which licence conditions should be removed were that "No" conditions were unclear, "the fee structure is unclear" and comments that "the costs will be passed onto tenants" All representations to the consultation will be considered in line with the Housing Act 2004 and published as an Annex to this consultation.

### Are there any mandatory HMO licence conditions that are unclear?



### Addressing the number of responses with 'No opinion'

It was noted that there were a high number 'don't know/'not sure' responses, throughout the consultation.

The table below shows the number of 'don't know/'not sure' responses by respondent type

	Landlords	PRS tenants	Council tenants/owner occupiers & other
<b>To proposals to introduce licensing schemes</b>	21%	38%	41%
<b>Licensing conditions</b>	21%	37%	42%
<b>Fees</b>	14%	42%	44%
<b>Discounts</b>	19%	35%	46%

Although the highest percentage of 'don't know/not sure' responses were from owner occupiers, housing association tenants or council tenants, who may not have any previous experience of the private rented sector or licensing, a significant number were from landlords and tenants in the PRS. This is thought to be an indication of a lack of awareness of rights and responsibilities within the sector. This is something that the Council believed to be the case before the consultation and believe that the consultation results bear this out. The Council is committed to; empowering residents to take pride and influence over their homes and, support businesses and increase the professionalism of landlords operating in the borough. As part of this commitment, and in response to the consultation, the Council

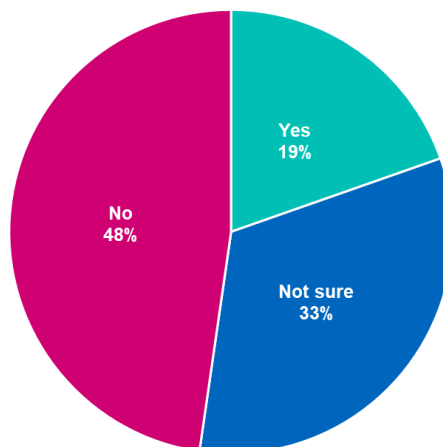
intends to increase and improve promotion of its existing services and initiatives, highlighted below. Other new initiatives, i.e. Renters' Support Organisation & Gold Standard Charter, will help to inform PRS tenants and landlords and will be implemented alongside the proposed licensing schemes. The Council will continue to work with landlords and tenants to ensure that services are meeting their needs.

## Views on the proposed Gold Standard Charter

The council asked for feedback on their proposed Gold Standard Charter. To qualify for the Gold Standard Charter a landlord must be a member of a recognised landlord's/managing agents association or be a member of an accreditation scheme and meet other criteria. Information about the charter was available as part of the consultation documents. A discount of 50% on the part B fee for both licences would be offered if a landlord was part of the Gold Standard Charter.

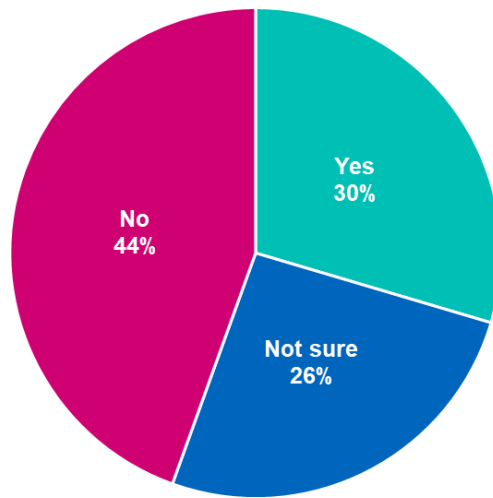
438 respondents responded to the question asking if landlords would be interested in signing up to the Gold Standard Charter. Only 19% of respondents to the question said they would be interested. Comments given for disagreeing with the charter include that landlords feel they already meet or exceed the standards laid out in the charter and that it would be unnecessary bureaucracy.

As a landlord, would you be interested in signing up to the Gold Standard Charter?



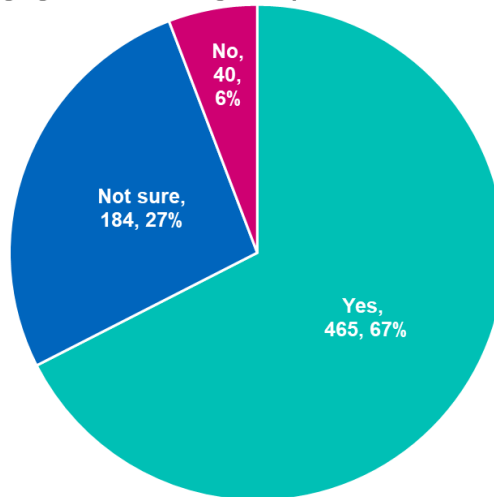
Landlords were then asked if a discount would be an incentive to join the gold standard charter. 436 respondents answered this question, and 30% agreed that it would be an incentive.

**As a landlord, would the discount be an incentive to sign up to the Gold Standard Charter?**



Respondents were asked if they would you be more likely to move into a property with a landlord or managing agent who has signed up to the Gold Standard Charter than one without? 690 respondents answered this question, with 67% answering that they would be more likely to.

**As a tenant, would you be more likely to move into a property with a landlord or managing agent who has signed up to the Gold Standard Charter?**



This response clearly indicates that tenants would like a landlord who is signed up to a good standard of behaviour, however landlords do not see this as necessary.

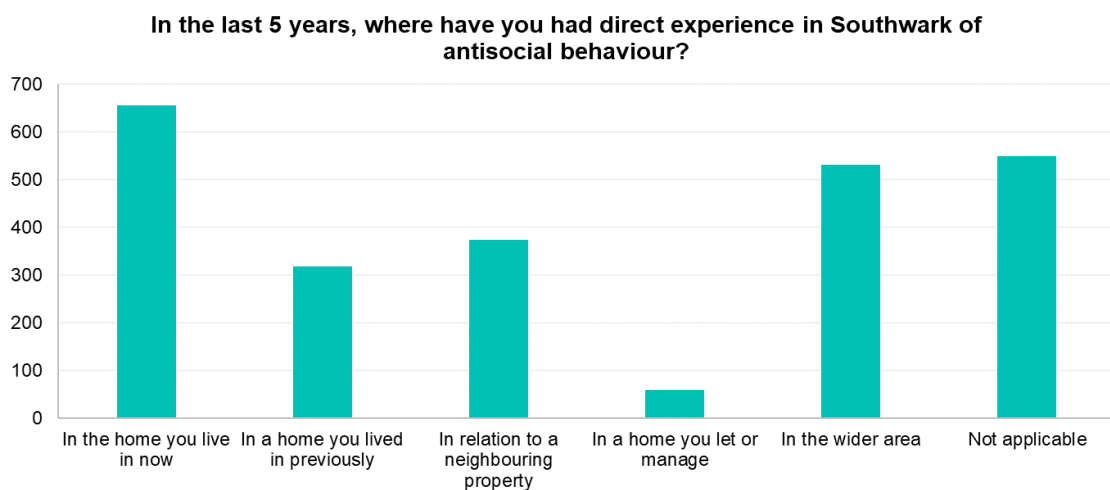
### **Views on the issues within the borough**

Respondents to the survey were asked their opinion of issues relating to anti-social behaviour (ASB), deprivation and poor property conditions in the borough.

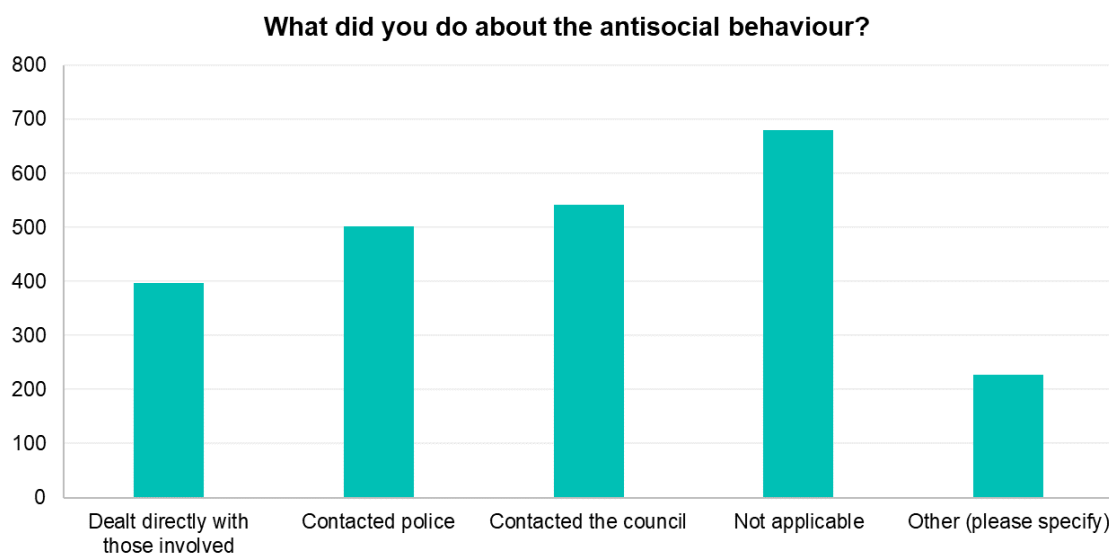
#### **Views on anti-social behaviour in the borough.**

Respondents were asked about their views of where in the borough they thought that anti-social behaviour was an issue. There were 3,320 responses to this question, (respondents could select multiple areas), with the highest proportion of responses (30%) saying that ASB is an issue across the whole borough.

Respondents were asked where they had personally experienced ASB recently. There were 2,487 responses to this question (respondents could select multiple locations). 26% (656) of responses stated they had experienced ASB in the home they live in now.



Respondents were asked how they had dealt with the ASB they had experienced. There were 2,347 responses to this question (respondents could select multiple answers). 23% (541) of responses stated they had contacted the council about the ASB and 21% (502) stated that they had contacted the police.



Respondents were asked to say how big a problem they thought there is in Southwark with different types of anti-social behaviour.

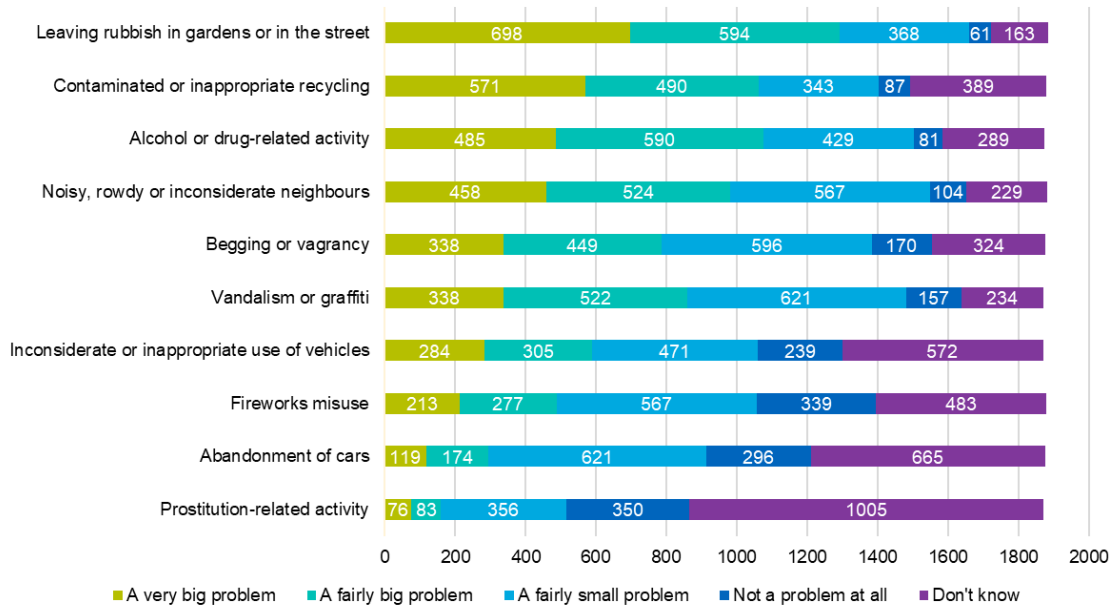
69% of respondents to the question stated that “leaving rubbish in gardens and in the street” is a very big problem or fairly big problem in Southwark and 56% of respondents to the question stated that “contaminated or inappropriate recycling” is a very big or fairly big problem. 52% of respondents to the question stated that “noisy, rowdy or inconsiderate



neighbours” is a very big or fairly big problem in Southwark, and 57% stated that “drug or alcohol related activity” is also a very big or fairly big problem.

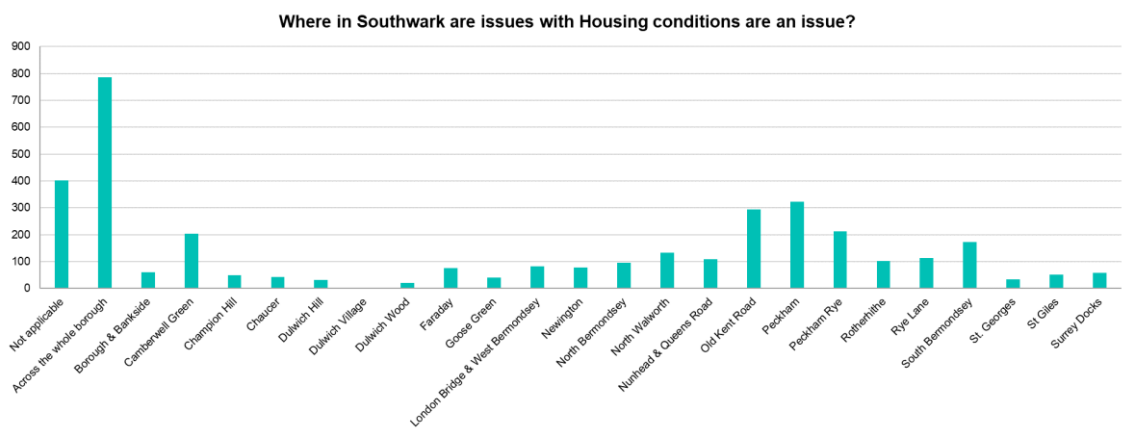
Although there has been an additional licensing scheme in Southwark, the perception of the respondents is that there are still issues in Southwark to be addressed with regards to ASB

How big a problem do you think there is in Southwark with any of these issues?

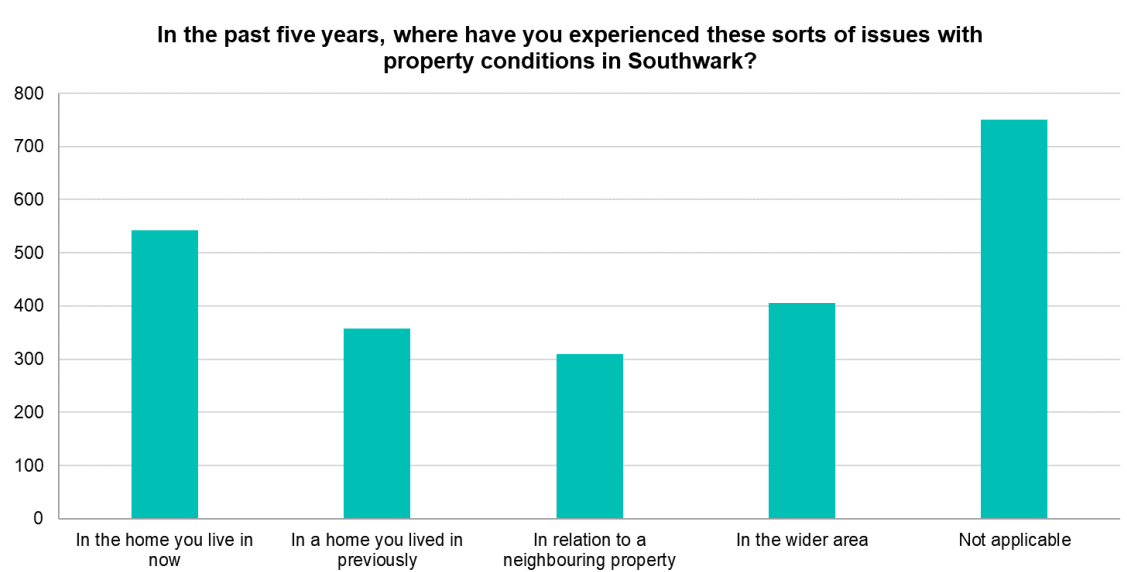


### Views on poor property conditions in the borough.

Respondents were asked about their views of where in the borough they thought that poor property conditions were an issue. There were 3,575 responses to this question, (respondents could select multiple areas), with 22% (785) of responses saying that poor property conditions are an issue across the whole borough. 9% (324) of responses stated that poor property conditions are an issue in Peckham ward, 8% (295) stated that it is an issue in Old Kent Road ward.

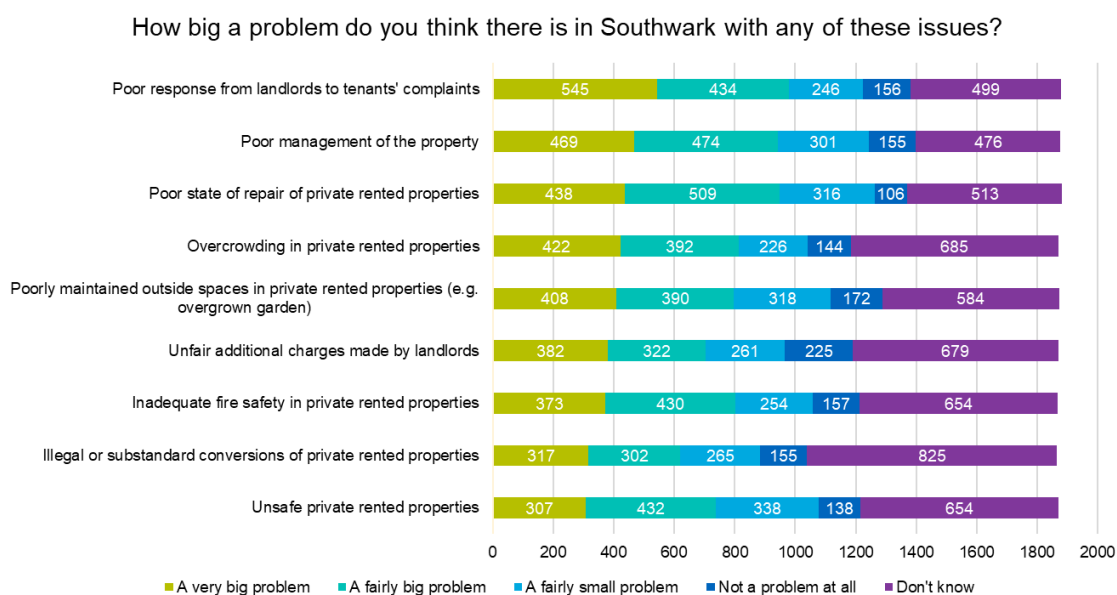


Respondents were also asked where in Southwark they had had experience with poor property conditions in Southwark. There were 2,3657 responses to this question (respondents could select multiple locations). 23% (542) of responses stated they had experienced poor property conditions in the home they live in now.



Respondents were asked to say how big a problem they thought there is in Southwark with different types of poor property conditions in rented properties.

52% of respondents to the question stated that “poor response from landlords to tenant’s complaints” is a very big problem or fairly big problem in Southwark. 50% of respondents to the question stated that “poor state of repair of private rented properties” is a very big or fairly big problem in Southwark, and 50% stated that “poor management of the property” is also a very big or fairly big problem



## Views on indices of deprivation in the borough.

Respondents were asked about their experiences and the experiences of those in their household living in Southwark.

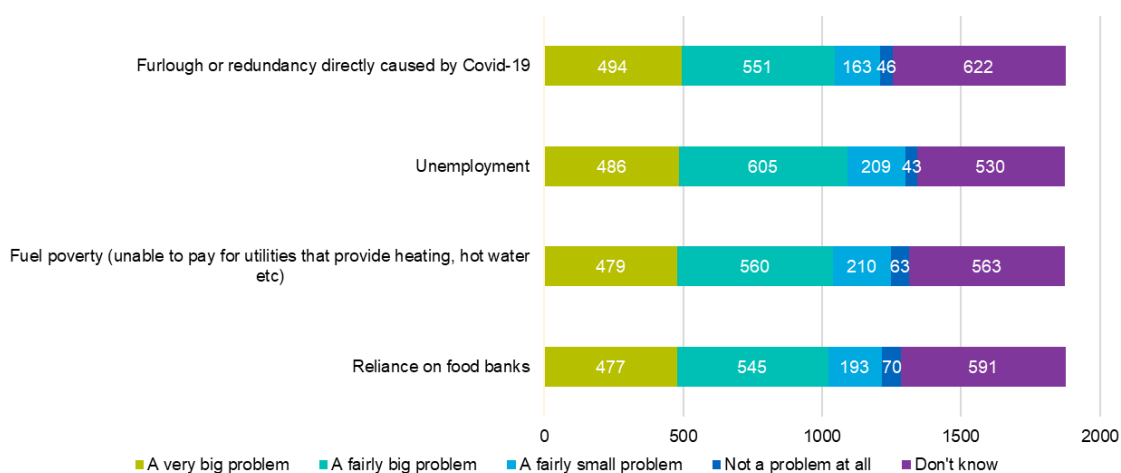
Indices of deprivation	Respondents	% of total respondents
One or more of us owns a car	590	31%
One or more of us is currently unemployed	333	17%

Indices of deprivation	Respondents	% of total respondents
One or more of us has been on furlough because of Covid-19	292	15%
One or more of us has been made redundant as a result of Covid-19	155	8%
One or more of us is a single parent	167	9%
One or more of us is in receipt of housing benefit or universal credit	318	17%
One or more of us struggles to pay gas and electricity bills	218	11%
One or more of us uses a food bank since the beginning of the Covid-19 pandemic	50	3%
One or more of us used a food bank before Covid-19	31	2%

Respondents were asked to say how big a problem they thought there is in Southwark with different indicators of deprivation.

Over 50% of respondents to each question stated they thought that “reliance on food banks”, “fuel poverty”, “unemployment” and “furlough or redundancy directly caused by Covid-19” were very big or fairly big issues in the borough.

How big a problem do you think the following indicators of deprivation are in Southwark?



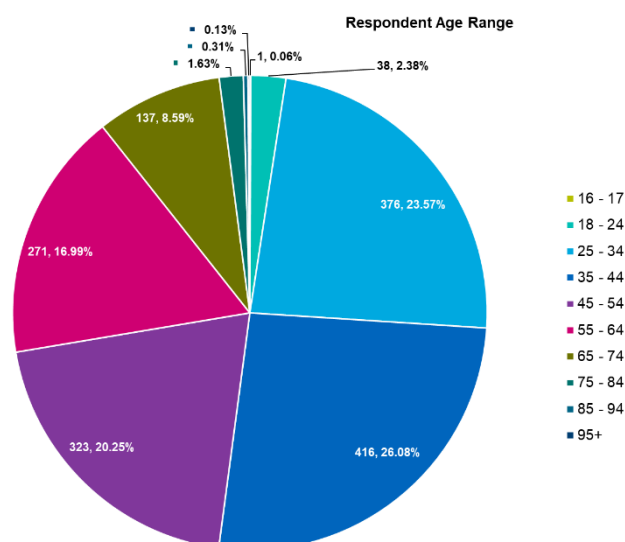
## Demographic profile of respondents

The respondents to the consultation survey were asked if they would give their age range, sex and their ethnic background. Their responses were compared with benchmarks for the borough from the [JSNA \(Joint Strategic Needs Assessment\) Factsheets – November 2017](#).

### Age of respondents

The question regarding the age of respondents was voluntary and there were 1,595 responses to the question. This indicates that a broad range of ages responded to the consultation. The rate of responses by age was tracked during the consultation to ensure that responses were comparable to the benchmarking

Age Range	Number of respondents	% of respondents in each age group	Southwark Benchmark Comparison
16 - 17	1	0.06%	
18 - 24	38	2.38%	7.82%
25 - 34	376	23.57%	24.32%
35 - 44	416	26.08%	16.21%
45 - 54	323	20.25%	12.83%
55 - 64	271	16.99%	8.33%
65 - 74	137	8.59%	4.47%
75 - 84	26	1.63%	2.52%
85 - 94	5	0.31%	0.64%
95+	2	0.13%	0.38%
<b>Total</b>	<b>1595</b>		



## Sex of respondents

The question regarding the sex of respondents was voluntary and there were 1,540 responses to the question. The sex of respondents was also tracked during the consultation to ensure that the responses were comparable with benchmark figures

Sex	Number of respondents	% of respondents	Southwark benchmark comparison
Female	819	51.80%	50.18%
Male	670	42.38%	49.82%
Not answered	41	2.59%	
<b>Grand Total</b>	<b>1540</b>	<b>100.00%</b>	

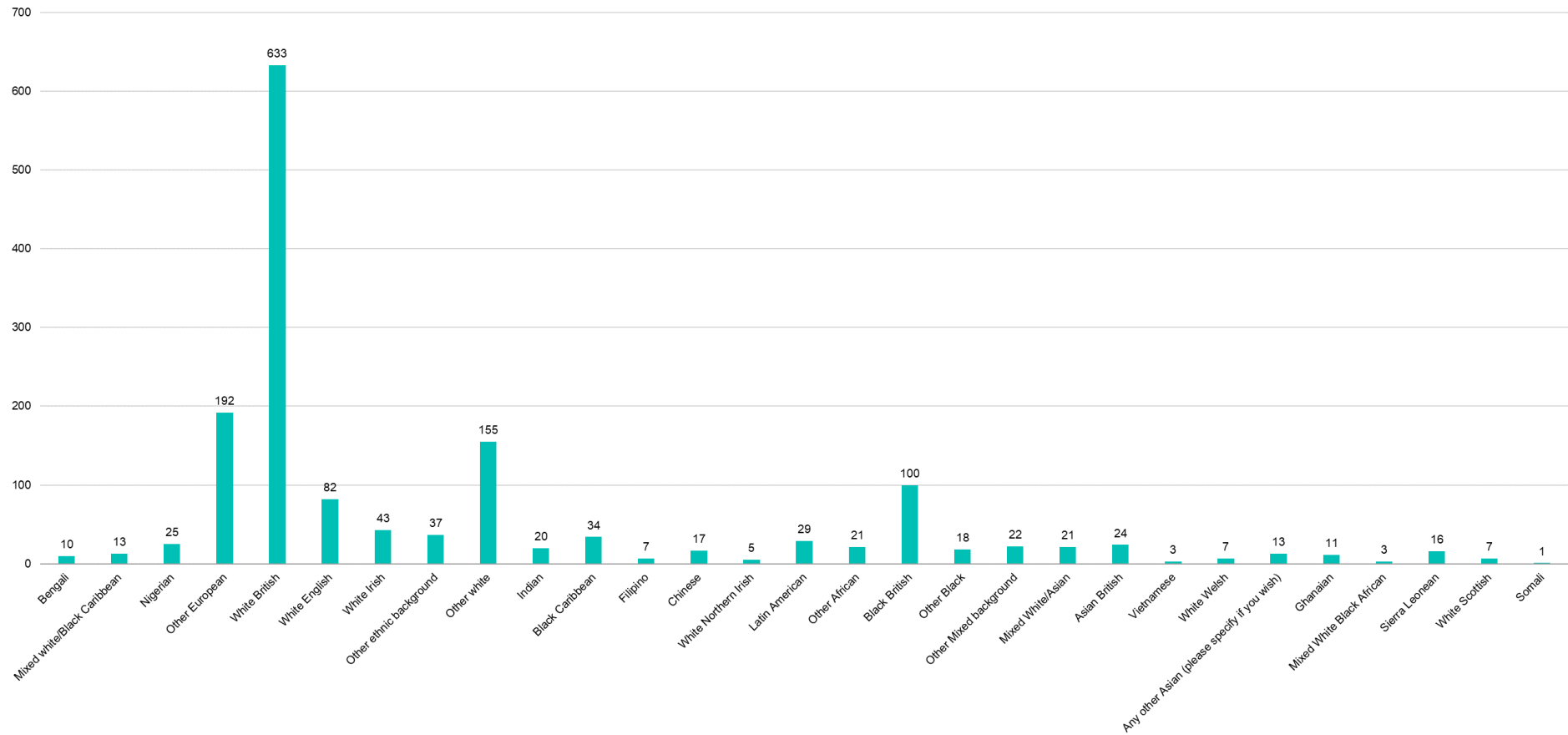
## Ethnicity of respondents

The question regarding the ethnic background of respondents was voluntary and there were 1,569 responses to the question. The responses to the question regarding ethnic backgrounds were also tracked during the consultation to ensure that the responses were comparable with benchmark figures. To try and increase awareness of the consultation in groups that were under represented in the

consultation responses, the council engaged with local community groups such as Southwark REACH & Latin American Newsletter.

Ethnic background	% of respondents of each ethnic background	Southwark Benchmark Comparison
White British	40.34%	37.26%
Other White	15.87%	14.58%
White Irish	2.74%	2.16%
Black African	2%	15.00%
Black Caribbean	2.17%	5.50%
Black other	7.52%	4.50%
Other Asian	1.27%	3.41%
Chinese	1.08%	3.19%
Indian	1.91%	2.31%
Bangladeshi	0.00%	1.10%
Arab	0.00%	0.99%
White & Black	0.83%	3.60%
Other ethnic group	19.31%	2.80%
Other mixed	1.40%	2.40%
White & Asian	1.34%	1.20%

What do you consider to be your ethnic background?

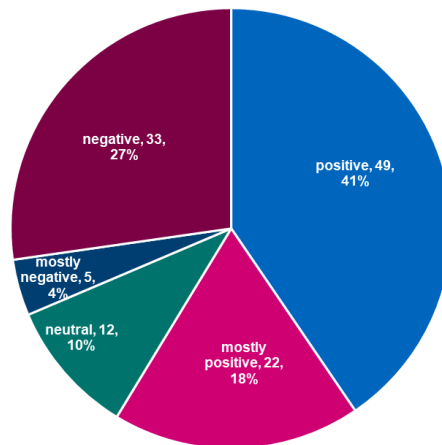


## Commonplace map results

The council also gathered feedback on licensing via a Commonplace map. There were 121 responses to the Commonplace map.

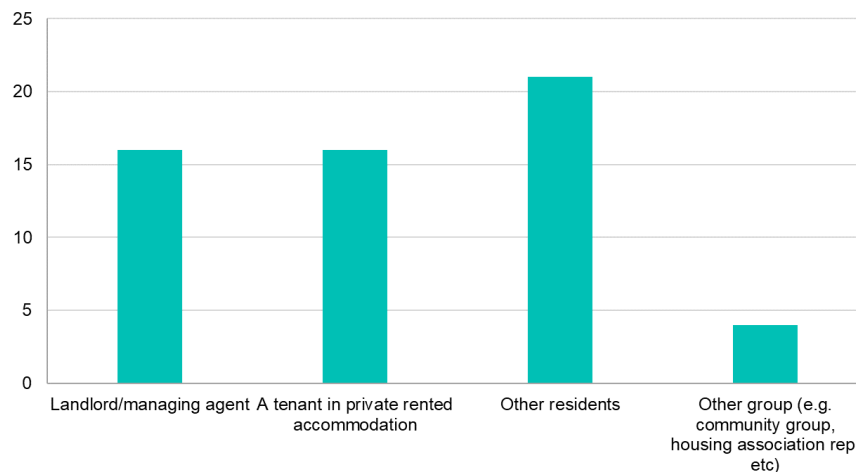
Respondents were asked about their levels of support for licensing. 41% (49) respondents stated that had positive support.

Levels of support for licensing

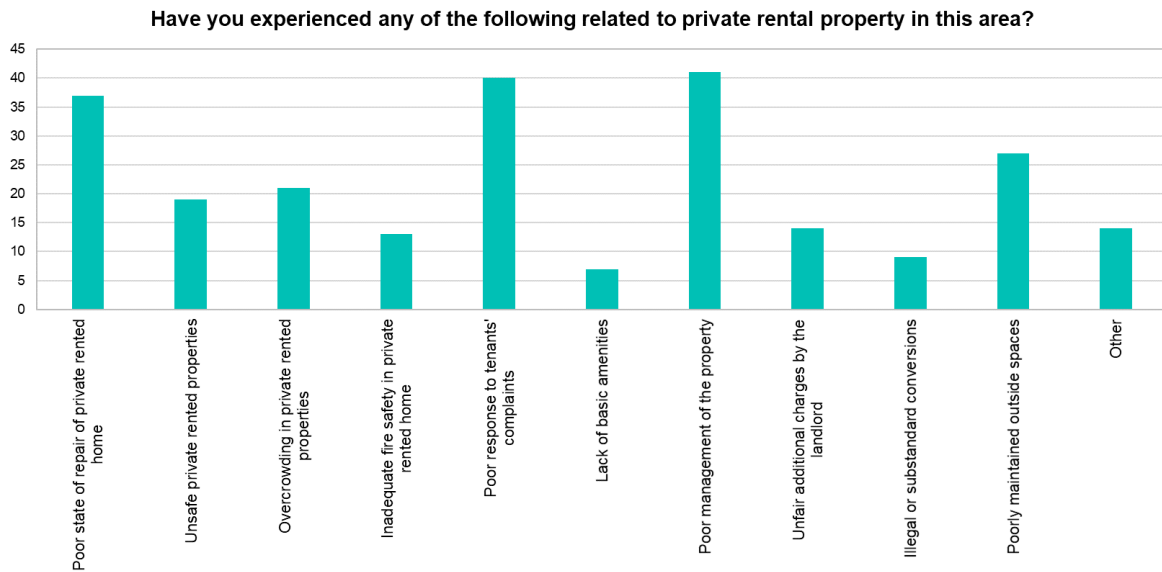


Respondents could also state which type of stakeholder they were. There were 57 responses to this question

Responses by stakeholder type



Respondents were also asked about their experiences of poor property conditions in the borough. Respondents could select more than one category, and there were 242 responses to this question



## Public meeting and written responses

Southwark Council held ten public forums and also gathered feedback through 14 written responses on the proposed schemes by email. Below is a summary of the key themes that came out of both the public meetings and the written feedback. Written responses can be found in appendix 13 of the main report. All representations to the consultation were considered in line with the Housing Act 2004 and published online [here](#).

- The council should address issues in Social housing as a priority before licensing private landlords
- Licensing punishes good landlords/leaseholders
- General criticism of the council
- Landlords with existing licences will not be apply to apply for the early bird discount
- Southwark should use existing powers and regulations
- The fee is too much
- It's a money-making scheme for the council
- The council should introduce a complaints procedure for tenants
- New build properties should be exempt
- Lack of evidence of the effectiveness of existing additional and selective schemes
- Exemption for landlords who let through an agent

## Appendices

Please see Consultation Materials document. This includes the materials used for the consultation including:

- Maps of the proposed licensing schemes
- The survey questions
- Communication visuals