

## **Appendix A - Amendments to the Houses in Multiple Occupation (HMO) Licensing programme**

**Landlord Consultation – Introduction of Training Condition for Mandatory Licensing – 54 Online Responses; 2 responses taken over the phone; 2 e-mails. 58 responses in total.**

### **Q1. Have we covered the right content for general use?**

Yes – 90% (45)

No – 10% (5)

### **Comments Received**

Is there any mention of tenants on housing benefit and how that is paid?

Seems reasonable but I don't actually know what constitutes a licence holder. I own two student lets with 6 students each but everything is delegated to the agent. I have an interest in ensuring everything is done correctly but would expect the professional to manage this.

Does the licence holder (landlord) need this if using an agent?

Council tax student exemption. Inconsistency in council policy

However we do not agree with the proposals to make this compulsory, we don't want it and we do not believe there is any need for it.

There should be a section on how to deal with bad tenants

There is far too much here. If a private landlord instructs a professional letting/management agency to manage the properties for them, this should be sufficient. The landlord themselves does not need to be familiar with the minutia of every aspect of lettings/management. That is what agents and on occasion solicitors are paid for.

Maybe too much included all at once

Where a professional agency supervises the above aspects, it is inappropriate to place the onus of training session upon the landlord.

Waste of time; rogues will just ignore it anyway

All dealt with by my managing agents so need to have everyone involved trained only those who have the responsibility to ensure compliance.

**Q2. The Residential Landlord Association and the National Landlord Association provide national landlord training courses addressing most of these issues. Are you aware of any other courses that provide the same level of knowledge to the licence holder?**

Yes – 16.7% (8)

No – 83.3% (40)

### **Comments Received**

What was question 1?? What are the issues alluded to???

I don't think I need to attend, so therefore haven't followed-up

Tigrent...but most of their courses are held in London and are very expensive!

ARLA courses

Experience!!!

National Federation of Property Professionals

National Landlords Association - next course 25th November in York

YRLA

**Q3. We are considering that all licence holders should attend training or provide proof of attendance at a relevant alternative course within a year. Do you think that this is reasonable?**

Yes – 42% (21)

No – 58 % (29)

## Comments Received

Most established landlords are already aware of current requirements it would only be necessary to keep them informed of any changes prior to implementation.

I feel this is not a reasonable request for the following reasons: 1. I pay a considerable fee to Sinclair Properties who are my agents. Not only do they attend the appropriate training courses, but over the last 10 years plus have proved that they keep ahead of any legislation. They insist that I am aware of new legislation and implement it. Mostly well before the legislation becomes law. Additionally, Sinclair's do quarterly inspections on all their properties and take action following these inspections to ensure standards are upheld. I also take an active part in ensuring that the interests of the tenants are upheld spending considerable sums to ensure these objectives are achieved. Please also note that Sinclair Properties work to very high standards in league with their clients. Annually they send me a list of recommendations for improvement that I am asked to make. If landlords do not comply with govt rules, I understand that Sinclair's would not entertain keeping them on their books. Finally, I have regular visits from HMO - namely with # - who knows my HMO property well and with whom I like to feel I have a very good working relationship. Any recommendations # has made have been implemented and I have kept her informed of the implementation of any issues that have been highlighted. I spend considerable time and money upgrading my property and have always cooperated with HMO which I have every intention of continuing to do. The success of our relationship is there to be seen. Therefore please bear in mind that I personally regard this additional proposal as gratuitous and unnecessary, especially when you are telling me and I quote "however it is our experience that in York there are very few landlords who deliberately flout the law" hopefully you will direct your energies specifically toward those landlords who continue to flout the law. I should not be made to pay for these errant landlords.

How often would refresher training be required?

I have been the owner of an HMO for the past 21 years. I learnt about all the various rules and regulations by reading up on them when I started. Knowing these do not make a good landlord. A good landlord is someone who gets on well with their tenants and looks after them. Some of mine have been in my property for several years. What concerns me most is that when I eventually retire I want to sell my business as a going concern as I do not want the tenants to lose their homes. Is the potential buyer who takes it over going to have to do a training course before they can buy and run the property? Is there going to be some leeway so that the purchaser can take it over first then do the course at a later date?. Also are we going to be expected to pay for this course when we have already paid out a lot of money for the HMO licence?. I do not feel that I need to do a course when I have been doing this job for the last 21 years. Imagine someone telling you that you need to retrain for your job. It is ridiculous. It is fine for people who are just starting out as landlords. I would also like to stress again that it is all very well teaching the rules and regs but it is 'people skills' that make a good landlord and I don't think these can be taught.

Why all license holders? If on inspection a property is sub standard or if a valid complaint is made about a license holder then I would agree to attending a course. As you have stated York has a very small problem so why not target the known offenders rather than tarring us all with the same brush?

Should be done by web to save on travel cost and minimise disruption to work

Depends partly on availability of courses and cost involved. Could well be very useful though.

Answer depends on the definition of licence holder. I would definitely expect the party directly responsible for administering the property to have a full grasp of all these matters - that's what they're paid for. I have no problems with attending training, but only if it adds real value.

I feel ambivalent about this. I understand the desire to make sure that landlords are competent, and we can always learn more, but if a property is managed by a reputable agency such as Sinclairs, I also find

that they keep us well informed about what is needed to keep up standards in a property.

Not if they employ a suitably trained agency

Not if using a professional agent

Because if a good letting agent is used they will know all that is necessary and making the landlord do this training is can be too onerous.

Because a lot of what you require is common sense and done as a matter of course, or its personal choice and is an irrelevance or not important. You are already preaching to the good landlords, you should target more of the rogue landlords. Also you are asking us to pay again, as the courses won't be free, whilst the tenants get away free after trashing properties.

As an ARLA licensed agent, we sit exams and have to meet certain levels of professionalism to remain members so have the training and updates on all new legislation and changes in protocol so don't think additional training should be enforced. Although I do think agents and landlords should have to prove they are part of a redress scheme.

The current legislation and requirements relating to HMO's are more than adequate. There is absolutely no need for placing added burdens and expenses onto landlords. We do not want it, there is no need for it.

Landlords may not live in York. I don't. I have nonetheless been nominated for a good landlord award. Residence should not indirectly become a requirement. Courses must be in line and experienced professional landlords should not be forced to tick a box to prove they have been taught to suck eggs. I have been a landlord in York for 15 years with 10 houses. I could run the course. To come to York and sit in it will cost two days time and £300 in travel and accommodation.

I would prefer to say no, but I appreciate that you have to use a sledgehammer to crack a nut. If you don't make them compulsory the landlords who need to do them won't.....

Unnecessary in the vast majority of cases. If a landlord has been found to be previously in breach, or unwilling to meet requirements then compulsory training is reasonable. Not as a matter of course.

I would have thought most letting agents in this city were aware of all rules and regulations required.

That's ok if you live in York or they run these courses on a Saturday or Sunday when i come back to York

I would say that all the landlords I know already know this information. Landlords tend to be sensible - they need to know this to protect their investment.

I think yes if properties are self managed but not if properties are fully managed by agents. I feel that agents should prove they have had relevant training and should be licensed to act as managers.

There is sufficient legislation already

This is yet another shotgun blast aimed at increasing regulation and bureaucracy. I employ an agent and they manage the property. Check and regulate them, not me. If you already do that, leave me alone.

Have you really considered the implications of this? Some landlord live in different towns or countries to the properties they own, so use managing agents to look after their properties. If a private landlord instructs a professional letting/management agency to manage the properties for them, this should be sufficient. The landlord themselves does not need to be familiar with the minutia of every aspect of lettings/management. That is what agents and on occasion solicitors are paid for.

But not at a cost i.e. by having to join a scheme first I'm happy to attend anything laid on

We have placed our property in the hands of a highly reputable letting agency since we no longer live in York and spend much of our year out of the country. Attendance at such meetings would be not only difficult, and expensive, but totally unnecessary.

I employ an agent who attends all relevant courses and keeps me well informed of any legislation and/or changes about which I need to be aware.

Most Landlords are aware of the legislation and those who are not wont want to be involved anyway There are National penalties for misbehaviour and breaking the rules ...why introduce more red tape?

That's why I employ my agents. This is wholly inappropriate!

Perhaps for new HMO' licence applications but if one has been a landlord with an HMO licence for many years then I think all of the content in your training is already being done by most landlords.

**Q4. The proposed training will most likely last for 6 hours (either two 3 hour sessions or one 6 hour session). How would you prefer to access this training? (Please tick all options that apply)**

During office hours – 46.8% (22)

Weekday Evenings – 10.64% (5)

Saturday – 12.76% (6)

Online version – 68% (32)