

Appendix A

Key Facts

Residents

Responses from individuals in the wider community

Only 34 responses were received of which 11 supplied valid postcodes.

Responses were from a wide ranging number of neighbourhoods across York. Out of the 34 responders, 26 were aware of a number of private rented properties within a one minute walk of their home. 8 people knew of 1-3; 7 people knew of 4-6; 2 people knew of 7-9 and 9 people knew of 10 or more. However, of the 33 people who responded to the question asking if it was easy to identify private rented properties, 23 said no, 7 said yes and 3 didn't know.

28 people responded to a question asking if additional licensing would address issues regarding conditions and the appearance of some areas of York. 14 said yes, 9 said no and 5 didn't know.

Only 5 of these 28 considered the standard of the PRS in York to be poor or very poor, while 14 thought it was average. 7 thought the standard of landlords was poor or very poor, 16 average and 11 thought the standard of letting agents was poor or very poor, 10 average.

7 thought the standards of properties to be poor or very poor, 13 average, while 14 thought the overall impact of the PRS had on certain parts of York to be poor or very poor and 9 average.

Tenants

- The majority of responding tenants are aged between 21 and 40 (61.5%). 10.37% are over 50.
- 75% were in employment, 12.2% were students and 4.27% were retired. 3.66% were unemployed.
- Of those who answered 5 out of 140 originated from outside the UK.

- The highest response rate was from the City centre, 12.8%.
- 54% of respondents live in a house or bungalow. 13.84% in a shared house, 25.8% in a flat and 1.26% in a bedsit.
- 39% have lived in their current property for more than 2 years and 18.87% between 1-2 years.
- 45.95% rent from a private landlord, 47.75% via a letting agent.
- 53.15% rented because they liked the property, 21.62% liked the price and 2.7% because it was accredited.
- 54% consider their property to be managed very well or quite well by their agent or landlord. 18.9% consider it to be managed not very well or not well at all.
- 95.33% have signed a tenancy agreement, 1.87% don't know if they have and 2.8% haven't.
- 82.24% have a copy of their agreement
40% have an EPC
58% have a gas safety certificate
64.5% have details of their tenancy deposit scheme
30.84% have details of their waste/refuse collections
52.34% have emergency contact details
3.7% don't know
- 45.8% are concerned about damp and mould
32.7% are concerned about poor repair
13% are concerned about nuisance noise
4.67% are concerned about ASB
7.48% are concerned about refuse/waste issues
20.56% are concerned about heating
- The highest proportion of rent paid is £601-750 a month

- 80% of properties have central heating
- 39.6% think their property is very or quite energy efficient. 41.5% think it is not very efficient or not efficient at all.
- 82% know the date of their black bin collection, 81% know the date of their recycling collection.
- 21.3% live next door to a shared house, 67.6% don't.
- If making a complaint 33.8% went to the Council, 29.7% to the letting agent; 23% to the landlord, 20.77% to the police and 13.5% to the tenant concerned. 10.8% didn't know who to complain to.
- Only 5% of responding tenants had received a complaint from the council regarding their property, 5% didn't know.
- 64% didn't think there were specific private rented properties where they lived that had an impact on the area, 15% did.

Landlords

- The vast majority of responding landlords have been letting for more than 6 years (77.78%) with 55% letting for longer than 10years.
- 79% of responding landlords own between 1 and 5 properties. 34.8% own only 1.
- 34.78% (72) of responding landlords own property in the Hull Road area; 18.36% (38) in the city centre and 17.39% in the Groves. Micklegate (4.83%) and Bishopthorpe (5.8%) had the lowest numbers owning properties.
- 58.46% (114) of responding landlords are not concerned with any issues in their properties. 22% (43) are concerned about damp and mould and 20.5% about refuse related issues.

Only 7.7% were concerned about ASB; 8.7% about poor repair and 10.8% about nuisance noise.

- The most important factors that landlords feel are important to prospective tenants are –

- Quality of Property – 94.36%
- Location - 93.85%
- Price - 87.18%

This compares with tenants' factors –

- Quality of Property - 49.53%
- Location - 71.96%
- Price - 67.29%

- The least important factors from a landlords perspective are-

- Parking - 29.74%
- Accreditation - 14.36%
- All inclusive bills - 8.21%

This compares with tenants' factors –

- Parking - 21.5%
- Accreditation - 1.87%
- All inclusive bills - 4.67%

- 55.38% (108) of responding landlords let shared houses; 26.67% (52) let licensed HMOs and 42% (82) let houses/bungalows. Only 7.7% let rooms and 4.1% let bedsits.

- On average, 24.7% of properties have 4 people living in them; 22.63% have 2 and 20% 3. 3.16% have more than 10.

- 71% of student landlords know of other student properties in their areas.

- Only 27.9% of landlords have had neighbours complain about issues at their properties, the highest complaint being about noise problems at 16.84%. 11% have issues with refuse.

- 17.9% of landlords responding have had to complain to tenants about noise. 25.8% regarding problems with refuse, 10.5% about unkempt gardens and 6.32% about ASB. 56.84% have not had to complain to tenants.
- 95.26% of landlords have not received a complaint from the Council regarding their properties.
- 59.47% are not aware of any other poorly maintained properties, 18.42% are.

Letting Agents

- 17 letting agents responded initially. Only 11 completed the questionnaire.
- When acting in a tenant finding capacity, 9 said they advised landlords of their legal responsibilities and 2 didn't know.
- 4 rated the average standard of properties supplied by landlords to let as very good, 7 as good. None were average, poor or very poor.
- There is a strong emphasis made by agents that they won't market sub-standard properties.
- 10 agents were members of a professional body, 1 wasn't.
- 5 registered with NALs, 3 with ARLA
- 10 of 11 thought agents should be required to register with a professional scheme.
- Of landlords who used an agent, 22.63% didn't know if they belonged to any professional body.
- Out of 201 landlords, 68 use an agent for tenant finding, 9 for letting, 65 for full property management and 59 don't use one.
- The majority chose an agent based on reputation, previous experience or word of mouth.
- 83.33% of landlords using an agent had been with the same agent for over 3 years.
- Reasons for not using an agent included self management, cost and standards.

- 59.17% of landlords rated the way their agent managed properties as very well; 24.17% as quite well; 15% as neither/nor and 1.67% as not very well.

Additional Licensing

- Additional Licensing for smaller HMOs?
 - Yes 30%
 - No 47.37%
 - Don't know 22.7%
- Will it be easier for the Council to identify and deal with any problems using licensing powers?
 - Yes 38.16%
 - No 34.21%
 - Don't know 27.63%

The response regarding the introduction of additional licensing, by various interest groups was-

	Yes	No	Don't Know
Tenants	37/92	17/92	38/92
Wider Community	14/28	9/28	5/28
Stakeholders	7/11	1/11	3/11
Landlords	33/164	108/164	23/164
Agents	0/9	9/9	0/9
Overall	91/304	144/304	69/304

On the whole, responses from the wider community tend to become more negative with regard to the private rented sector as the number of nearby private rented properties increases or if there are shared properties as direct neighbours.

Particular issues identified which had been complained about, in order of frequency were – parking and noise, refuse issues and ASB and

unkempt gardens. 15 out of the 31 who provided details had not had to complain about anything to do with private rented properties.

Only 5 responders out of 31 thought there were specific private rented properties which had a negative impact in their area, 21 didn't and 5 didn't know.

- 79% know of private rented properties in their area. 34.62% have 10 or more within a 1 minute walk of their home.
- 69% don't think it is easy to identify a private rented property, 21% do.

Accreditation

- 49.5% of all responders (155) were aware of YorProperty, 50.5% (158) weren't.
- What do you think would encourage landlords or agents to join an accreditation scheme?
 - Grants to undertake certain improvements/repairs – 58.47%
 - Access to training – 28.12%
 - Advertising online – 45.69%
 - Website with information / links – 38.02%
 - Status – 60.38%
 - Distancing from bad practice etc – 45.05%
 - Business advantage – 31.63%
 - Discounts on goods and services – 34.5%
 - Other – 18.53%
- How can the Council help landlords raise standards in the PRS?

9.1 % of responders answered Accreditation / Voluntary Registration
- How can the Council identify and deal with some of the issues associated with shared housing

1.24 % of responders answered Accreditation / Voluntary Registration

- How can the Council create a Level Playing Field?

10.2 % of responders answered Accreditation / Voluntary Registration

- How else do you think the Council could identify / deal with issues associated with shared housing?

0.8 % of responders answered Accreditation / Voluntary Registration

- Do you have any general comments and suggestions that would encourage participation in an accreditation scheme?

Make it compulsory / mandatory 10

Make it free of charge 14

Offer incentives to members 22

Use another scheme 4

Involve landlords / other organisations in the running of a scheme 7

Accreditation not needed 31

Less Rules / Regulations / Keep it simple 10

Other 23

Issues / suggestions under “Other” included:-

Focus on agents

Include social housing

Enforcement

Focus on students

Publicity

Online Training

Emerging Issues

- Refuse collection / bin provision / impact on neighbourhood, particularly student areas.
- Pro-active and resourced enforcement of poor landlords / properties along with publicity.
- Raising the profile of the Housing Standards and Adaptations Team, Housing legislation and landlords and tenants rights and responsibilities.
- Letting agents considered poorer than landlords
- Differing perceptions of the PRS
- Cost of PRS or those on low incomes, including families, using HB/LHA to supplement, who struggle to find suitable housing when market rent is above LHA rate. Payment of top up to LHA rate and finding a bond/deposit difficult. Forces people away from York or into poor accommodation.

NB Some responses have covered more than one issue detailed below and have been counted more than once accordingly, others left no comment.

Q72 How can the Council help landlords raise standards in the PRS? (209 responses)

Support for Licensing Scheme / Registration	20
Accreditation / Voluntary Registration	19
Enforcement	53
Education / Training / Support / Incentives	55
Nothing	16
Actively Withdraw from Sector	3
Other	60

Q73 How can the Council identify and deal with some of the issues associated with shared housing? (161 responses)

Support for Licensing Scheme / Registration	6
Accreditation / Voluntary Registration	2
Enforcement	27
Education / Training / Support / Incentives	18
Nothing	17
Actively Withdraw from Sector	6
Other	72

Q78 How can the Council create a Level Playing Field? (157 responses)

Support for Licensing Scheme / Registration	17
Accreditation / Voluntary Registration	16
Enforcement	50
Education / Training / Support / Incentives	16
Nothing	16
Actively Withdraw from Sector	0
Other	23

Q81 How else do you think the Council could identify / deal with issues associated with shared housing? (123 responses)

Support for Licensing Scheme / Registration	6
Accreditation / Voluntary Registration	1

Enforcement	24
Education / Training / Support / Incentives	10
Nothing	23
Actively Withdraw from Sector	0
Other	50

Issues / suggestions under “Other” include:-

Refuse / recycling issues

Article 4 / planning (both anti and pro)

Advice / support / instruction for tenants

Rating scheme for landlords/properties

Focus on agents

Rent capping

Allow the market to determine standards / rent levels

Joint working with all parties

Strategic approach to provision

Council Tax

Parking provision

Young professional provision

Q82. Summary of responses by group to the rating of –

The Standard of the Private Rented Sector in York (%)

	Very Good	Good	Average	Poor	Very Poor
Agent	33.3	44.4	22.2	0	0
Landlord	17.1	56.1	26.8	0	0
Tenant	1.1	29.3	46.7	15.2	7.6
Stakeholder	9.1	18.2	45.5	27.3	0
Community	14.3	17.9	50	14.3	3.6
Overall	12.2	42.8	35.5	6.9	2.6

The Standard of Landlords Operating in York (%)

	Very Good	Good	Average	Poor	Very Poor
Agent	22.2	55.6	22.2	0	0
Landlord	11.6	58.5	28.7	1.2	0
Tenant	1.1	25	46.7	18.5	14.1
Stakeholder	9.1	18.2	63.6	9.1	0
Community	14.3	3.6	57.1	21.4	3.6
Overall	8.9	41.8	37.8	10.2	1.3

The Standard of Letting Agents Operating in York (%)

	Very Good	Good	Average	Poor	Very Poor
Agent	22.2	55.6	22.2	0	0
Landlord	16.5	35.4	42.1	5.5	0.6
Tenant	1.1	19.6	46.7	18.5	14.1
Stakeholder	9.1	0	81.8	9.1	0
Community	14.3	10.7	35.7	25	14.3
Overall	11.5	27.6	43.8	11.2	5.9

The Standard of Properties available to Rent in York (%)

	Very Good	Good	Average	Poor	Very Poor
Agent	22.2	55.6	11.1	11.1	0
Landlord	15.2	51.8	32.9	0	0
Tenant	1.1	26.1	53.3	17.4	2.2
Stakeholder	9.1	27.3	54.5	0	9.1
Community	14.3	14.3	46.4	21.4	3.6
Overall	10.9	39.8	40.5	7.6	1.3

The Overall Impact that Private Rented Sector Properties have on parts of York (%)

	Very Good	Good	Average	Poor	Very Poor
Agent	22.2	44.4	22.2	11.1	0
Landlord	13.4	35.4	43.3	7.9	0
Tenant	2.2	12	57.6	18.5	9.8
Stakeholder	18.2	9.1	45.5	18.2	9.1
Community	14.3	3.6	32.1	35.7	14.3
Overall	10.5	24.7	46.1	14.1	4.6

In addition to publicising the consultation through press releases and Twitter messages via the Council's account, the consultation was publicised on the Council website. Electronic signatures on Housing e-mails included details to ensure housing options and housing standards customers saw it.

A link to the online questionnaire was also sent to the following groups with an offer to supply hard copies of the questionnaire or attend drop in sessions at venues if appropriate. It was also requested that the link be circulated to "Talkabout", York's Citizens' Panel.

Resident associations

Employer contacts who had previously expressed an interest in Council consultations to circulate to employees –

Best Western

University of York

Joseph Rowntree

Natural England

York St. Johns University

McArthur Glen

Monks Cross Shopping

Harrowells

TSYS

East Coast

York NHS

Shepherd Group

Nestle

Aviva

Benenden

In addition a link was sent to the York Chamber of Commerce with a request to circulate to members.

Circulated to Council Staff via Council wide e-mail

Members of the Council's Homelessness Forum

YorHome tenants

"Bronze" housing list attendees of Housing Week event

Stakeholder attendees of Housing Week / University update

University Accommodation Offices

Student Unions / College Media Sites / Post Graduate Support Service

York Residential Landlords Association

National Landlords Association

Letting agents

Licensed HMO landlords

Accredited landlords

YorHome landlords