



# **Stoke-on-Trent City Council Selective Licensing Evaluation Report**

**Cobridge and Fenton**  
February 2020

Contents Page	
Executive Summary	3
Introduction	6
Background	7
Addressing low demand	10
Enforcement Action	16
Improving landlord management practices	18
Economic investment in the housing stock	22
Improvements in the wider economic conditions	23
Addressing anti-social behaviour	25
Complementary measures	35
Financial summary	45
Consultation and Feedback	47
Post selective licensing	56
Summary	59
Appendix 1 – Photographs	62
Appendix 2 – Timeline of activities	67

## **Executive Summary**

As the largest growing housing sector in the City, the private rented sector (PRS) is hugely important to our community, the Council recognises that the PRS plays a valuable role in providing housing for the residents of the City. Our home is not just a dwelling place. It should be a place of comfort, shelter, safety and warmth; a place to raise family, welcome friends, and a springboard for all our other daily activities. In short it is the main setting for our health throughout our lives.

However, there are areas of the City which have high concentrations of residents whom are dependent on benefits and are struggling on low incomes. Consequently these areas suffer with high levels of deprivation, poor property conditions and high levels of anti-social behaviour. As many economically deprived residents find it difficult to get properties for a variety of circumstances, landlords can get away with renting out sub standard housing to those that are desperate and will tolerate the poor conditions.

Housing is a basic but fundamental need and every person has the right to live in a decent home that is warm, safe and secure. Poor housing affects lives and can have a damaging effect on the physical and mental health of occupants. In some instances this could be serious enough to cause serious injury or even death.

Poor housing conditions impact on all household types across the City but households on low income and in particular the elderly and the young are at greater risk from poor housing conditions. The stock condition survey in 2017-18 found that 31% of privately rented properties in the city failed to meet the decent home standards whilst the national figure is 25% according to the English House Condition Survey 2017-18. The full cost of poor housing in England is estimated to be over £18.6bn per year.

Under the Housing Act 2004, local authorities have powers to introduce selective licensing of privately rented homes to address problems in their area. Selective licensing requires private landlords to apply for a licence to let their properties. The Council introduced selective licensing in Cobridge and Fenton from 4 August 2014. The schemes were operative for five years. The work in the selective licensing area has targeted resources into two of the most deprived areas of the City bringing focus and investment to give residents the chance to live in a safe and warm home without risking homelessness. Selective licensing has given people the chance of better health and the opportunity to live a better quality life. The improvements highlighted below have benefited residents, landlords and the wider community.

At a time of considerable financial pressures on the Council, the two selective licensing schemes enabled the funding of proactive inspections of all properties in two deprived areas high in private rented properties. This has led to improved private rented housing standards and management practices as well as successful operations which have tackled occurrences of drug dealing and anti-social behaviour.

Selective licensing improved landlords' accountability for the actions of those tenants who were contributing to ASB issues, encouraged partnership working and provided advice to landlords in tackling problematic tenants. It also encouraged reporting of issues as residents felt their voice would be heard and action would be taken to deal with ASB perpetrators.

The selective licensing designations in these areas covered 885 privately rented properties which is 4% of the estimated current private rented housing. The schemes have provided a level playing field for responsible landlords by requiring bad landlords to improve their sub-standard properties and by taking strong enforcement action against landlords who do not meet their legal obligations.

The key points from an evaluation of the two schemes are:

- Since the launch of the scheme a total of 921 properties were inspected
- Two thirds of privately let properties contained serious hazards
- 94% of properties received a first licence.
- Housing conditions in the areas have improved considerably
- Over 600 serious hazards have been eradicated
- The schemes generated a total of £3.4m worth of private sector investment.
- Empty homes have reduced in both areas
- House prices have increased in both selective licensing areas
- 237 prosecution cases were started where landlords had failed to apply for licences
- Upon notification of the enforcement action, the vast majority of landlords applied for a licence
- Of these, only 8 landlords went on to be prosecuted for operating without a licence
- Whilst there were a high number of serious hazards, the vast majority of landlords complied to the schedules of work required by the Council
- Enforcement action was taken against landlords who failed to carry out repairs to properties or did not comply with licensing conditions
- Landlords spent in excess of £484k to carry out repairs required by the Council
- The risk of fire was reduced as 400 safe and well checks were performed by the Fire Service
- The schemes made a total value of £263,531 saving to the NHS
- The schemes made a total value of £3,752,734 savings to society
- The number of landlords who joined the Landlord Accreditation Scheme increased during the selective licensing designations
- ASB when identified has been tackled with robust enforcement action working with the police and our partners taking direct action against those responsible
- Whilst the number of reports about ASB in the two areas increased during the scheme, residents perceptions was that ASB had improved during the designation

- The selective licensing scheme promoted to residents how to report ASB issues in order that resources could be targeted to those areas experiencing significant issues
- The schemes enabled the rebuilding of the community where residents wanted to improve their area
- A high number of community events took place to help rebuild the areas.

## **Introduction**

The Council's overall vision is to make our towns and communities great places to live in and every project, scheme and intervention must contribute to achieving this vision for our city.

To achieve this vision, the Council plans to deliver a significant improvement in housing quality through investment in homes and driving up standards. Managing housing across all tenures will help to create sustainable communities. Improving the condition of housing can improve public health and can lead to improved life chances for future generations in some of the city's most deprived areas.

Section 82 of the Housing Act 2004 allows councils to designate an area as a selective licensing area. It is a power the City Council can use to contribute to the wider regeneration of local areas, if that area is considered to be an area of deprivation with a high percentage of private rented housing, coupled with low demand for housing and high incidences of anti-social behaviour. Under this legislation landlords who rent out properties are required to apply for a licence and to comply with licence conditions.

Selective licensing was introduced to address low demand and anti-social behaviour; by assisting with the management of tenants in private rented properties and to improve the property conditions with the aim of stabilising the area and raising the value of properties and providing a level playing field for good landlords.

The legislation sets out that making a designation will, when combined with other measures taken in the area by the Local Housing Authority, or by other persons together with the Local Housing Authority, address low demand by contributing to the improvement of the social or economic conditions in the area and lead to a reduction, or the elimination of the problem in relation to anti-social behaviour.

## **Background**

### **Area 1 - Cobridge**

The Portland Street area is situated within the Etruria and Hanley ward, one mile off Hanley city centre, close to local amenities such as Central Forest Park, various greenways, Festival Park and two major supermarkets. At the time of the 2014 Cabinet report it was estimated that there were 797 properties in total of which, 394 were privately rented (49%) by 280 landlords.

This area was earmarked for Housing Market Renewal intervention. However in October 2010, the decision was made to withdraw the £2.25bn programme to reverse housing market failure in deprived areas of the midlands and northern England halfway through its 15 year course. The Portland Street area had been earmarked for demolition but that option was no longer financially viable.

Many homes in the area were left unoccupied and falling into disrepair. In 2013, The Empty Homes Cluster Programme was introduced in the Portland Street area to realign the tenure by bringing 35 City Council owned long term empty properties into home ownership. These were offered to members of the public under strict criteria alongside a commitment to pay £30,000 for refurbishment.

At the time of the selective licensing Cabinet report in 2014, the Portland Street area was ranked 2nd most deprived neighbourhood in the city and in the 6.7% of the most deprived neighbourhoods in the country.

There were only 12 house sales in the two years prior to the Cabinet report, and the average lowest price paid was £33,948 in Portland Street itself. Property prices fell well below the national average of £242,415 with properties valued between £44,000 and £71,000. Rental incomes in the area were much lower than the rest of the city and there was a large amount of empty properties. Property rental prices were between £300 and £400 per month.

### **Area 2 – The Oldfield Street area, Fenton**

The Oldfield Street area is situated within the Fenton East area and within a mile of Longton town centre and four miles from Hanley town centre. It is on the main bus routes to the town centres of Longton, Hanley and Newcastle-under-Lyme.

The Cabinet report stated that there were 911 properties in the area and of those approximately 454 (50%) were privately rented and 64 were empty after a search on the City Council's database.

The Fenton area was ranked 12th most deprived out of 37 neighbourhoods in Stoke-on-Trent and overall it was ranked the 16th most deprived in the country.

There were only 40 house sales in the area between 2011 and the 2014 Cabinet report, the lowest being for £30,000, which is a marked difference between average house sales in the country of £242,415. Rental prices are below the average for the city; rental values are usually £350 to £400 in the area.

On 24 April 2014 the Cabinet approved the introduction of selective licensing in Cobridge and Fenton. Selective licensing was introduced in these two areas on 4th August 2014.

The Cabinet report estimated that there were 848 privately rented properties in the two areas which potentially required a licence.

The Cobridge and Fenton schemes were both implemented to tackle low demand and anti-social behaviour. The majority of housing stock in the Fenton and Cobridge selective licensing areas was made up of terraced pre 1919, privately rented stock.

The objectives identified in the cabinet report were:

- Support for landlords to tackle anti-social behaviour more effectively and participate more in the community;
- A higher standard of properties for tenants;
- Improved landlord management skills;
- Support for landlords with regards to empty homes;
- Decent minimum standards in housing conditions for tenants;
- To increase the rental value of properties, as well as house property prices in the areas concerned.

### **Private Sector Housing Stock Condition Survey**

In 2017 a housing stock condition survey was undertaken by David Adamson & Partners Ltd. The purpose of the stock condition survey was to review the housing and household conditions across the private housing sector. The survey was conducted across a private sector housing stock of 90,258 dwellings

The survey supported the Council's interventions in addressing areas of low value private rented terraced housing. The results showed that housing conditions in Stoke-on-Trent vary across the housing stock by tenure and housing type.

The rates of non-Decency were reported as:

- Dwellings constructed pre-1919 36.1%
- Private-rented dwellings 31.5%
- Terraced houses 25.2%
- Flats-44.1%

The picture in Stoke-on-Trent is in line with the national picture. The English Housing Condition survey 2017 – 18 found that the private rented sector had the highest proportion of non-decent homes. In 2017-18, 25% of homes in the private rented sector were non-decent according to the Decent Homes Standard. This is compared with 19% of owner occupied homes and 13% of socially rented homes.

### **The Licencing Process**

In selective licensing areas, landlords must apply for a licence if they want to rent out a property and must nominate someone to be a licence holder. The licence holder will be assessed to ensure that they are a “fit or proper person” and can comply with the licence conditions concerning management of the property and appropriate safety measures. As part of the licensing process, properties in the selective licensing area would be inspected to ensure that they were free from serious hazards and that complied with the licence conditions.

Through selective licensing, Local Authorities have the power to enter a property (and then proceed to take enforcement action) without providing 24 hours’ notice under section 239 of the Housing Act 2004.

This power of entry is different to the notice requirements associated with Part 1 of the Housing Act (the enforcement of housing standards, i.e. the provision of 24 hours’ notice to landlords and tenants which can result in a lack of cooperation from the tenant and landlord and can also contribute to retaliatory eviction).

At the start of the selective licensing schemes in 2014 once a valid application was received the property was inspected to check it was free of any category one hazards under the Housing Health and Safety Rating System and was fitted with adequate smoke detection. A licence would not be issued until the category one hazards had been eradicated or the property had smoke alarms fitted. However, as a licence had not been issued we were unable to enforce compliance with licence conditions without re-accessing the property once the licence had been issued. Therefore, the procedure for issuing selective licences was altered.

From July 2018 once a valid application was received, the application was then processed, the fit and proper person test completed, the draft licence was issued and if no representations were received the full licence was issued. An inspection was then completed to check for compliance with licence conditions and to review property conditions. This was learning which came from the Tunstall selective licensing schemes.

## **Addressing Low Demand**

To address low demand, Government guidance states:

*‘The outcome of the scheme should be a reduction in or elimination of the blight of low demand which has led to improvements of the social and economic conditions of the sector, which are identifiable’*

### **Improving private rented sector housing conditions**

Decent quality housing is essential to individuals and families to be able to live well, be healthy and in attaining social and economic well-being. The interventions undertaken by the Private Sector Housing Team in the selective licensing scheme areas has led to improvements in the housing conditions of people living in private rented housing. One of the objectives from the Cabinet report was that the selective licensing designations would provide a higher standard of property for tenants. This would help to improve the health and wellbeing of tenants whilst also addressing low demand to help regenerate areas.

At the time of the Cabinet report in 2014 it was estimated that there were approximately 848 private rented sector properties which would require a licence. However, the team kept a track on properties which entered the sector following the launch of the designations. Reports were obtained from Council Tax on a monthly basis to show when the occupancy of properties in the designation changed. Potential purchasers were notified of the selective licensing designation through the local land search process that the property was within a designated selective licensing area. Following this, the Selective Licensing Team sent out application forms to new purchasers and monitored the cases.

The Selective Licensing Team also undertook Council Tax checks to ensure the tenure on all properties in the designations was checked on a regular basis:

- 452 council tax checks were completed in the Cobridge area and
- 488 in the Fenton area.

As a result of the monitoring, the numbers of private rented properties were continuously changing. At the end of the scheme, there were 885 private rented properties recorded for the two areas.

### **Licensed Properties**

Through the course of the five years of the scheme, a total of 889 licenses were issued across the two selective licensing areas. Of these, 53 were duplicate licences resulting in 836 properties being licensed, equating to 94% licensed. Of the 889 licences issued:

- 370 were 1<sup>st</sup> licences and 26 were duplicates in the Cobridge area and
- 466 were 1<sup>st</sup> licences and 27 were duplicates in the Fenton area

Throughout the period of the designation a total of 16 Temporary Exemption Notices were issued. These Notices are issued where a landlord applies for an exemption set out in law for up to three months, for example when they are selling a property.

- 5 within the Cobridge area and
- 11 within the Fenton area

Each of the private rented properties with a licence application was inspected by an Environmental Health Officer (EHO) or a Selective Licensing Officer to check for the presence of hazards and compliance with the conditions of the licence. Officers not only inspected the properties but also had a dialogue with the tenant to check what information their landlord had provided them with. Where necessary, properties were scored under the Housing Health and Safety Rating System (HHSRS) in accordance with Part 1 of the Housing Act 2004 to determine whether there were any Category 1 or 2 serious hazards which could be detrimental to the health of the tenants.

A total number of 921 inspections were made to properties across the two areas for compliance with property and licensing conditions, of these 375 were within Cobridge and 546 in Fenton. This figure is higher than the number of licences issued as this figure includes the initial inspection visits, visits following change of licence holder or compliance inspections which were introduced following the change to the way licences were issued in 2018. .

Additionally, 801 further revisits were undertaken in the two areas, of these 366 were within Cobridge and 435 in Fenton. The purpose of these visits was to check compliance with requests for works following a letter, or for compliance mid-way through the scheme.

Where defects were identified during the inspection, the landlord received a letter detailing a list of works which were required to rectify the issue. Throughout the designations, 671 inspection letters were sent requesting that works be undertaken within a set timeframe to rectify issues identified during the inspections. Repair works undertaken by landlords in response to the inspection letters are estimated to be in the region of £484,410.

Subsequently, during the revisit, to ensure that the works were completed to a satisfactory standard, if works were not completed the case was passed to the Private Sector Housing Enforcement Team for a full HHSRS assessment.

The BRE report 'The Full Cost of Poor Housing' reveals that poor quality housing in England costs the NHS more than £1.4bn per year. This represents first year treatment costs relating to illness and accidents caused by issues such as poor heating and dangerous stairs. Looking more widely at the costs to society as a whole, which takes into account the wider impacts of housing related illnesses and

injuries, such as distress, reduced economic potential, life-long care and increased burden on welfare finances, the full cost of poor housing in England is over £18.6bn per year.

Poor housing conditions impact on all household types across the City but socially and economically disadvantaged households and in particular the elderly and the young are at greater risk of experiencing poor housing conditions. Through the inspection of properties in the selective licensing areas officers have witnessed and rectified some appalling housing conditions including a lack of adequate heating, lighting which was not working, lack of guarding to staircases, met tenants who were afraid to sleep in their own beds due to the front door which did not lock or the rat infestation in their homes. Whilst landlords argue that because of selective licensing they have to increase rents and spend money on repairs tenants have reported the impact of the scheme on their lives. One tenant had no central heating in her property and as a result could not have her grandchildren over to stay; another occupier had no bathing facilities and had been washing from a kitchen sink for a number of years. Another tenant had to access an outhouse in a rear yard in darkness to turn on her heating system and prepare food in a kitchen with no working light.

The physical and mental health implications of these issues should not be underestimated. Such property conditions are not acceptable and should not be tolerated. Disturbingly, not one of the people living in the properties with these defects complained to the Council. These properties were inspected, and the hazards eradicated because of the selective licensing designations. The selective licensing scheme has focused on improving the housing conditions of some of the most vulnerable in our City.

In contrast, officers have found some properties where property standards and management practices were excellent:

- 123 properties (31%) in the Cobridge area were compliant for property and licensing conditions
- 157 properties (32%) in the Fenton area were compliant for property and licensing conditions

Whilst a third of properties were compliant for property and licensing conditions, officers identified a total of 676 category 1 or 2 hazards as a result of the selective licensing designations during the inspections of the properties. Of these:

- 236 were classed as Category 1 hazards and
- 440 were classed as Category 2 (d to e) serious hazards

Of the 236 category 1 hazards, 207 have been eradicated and of the 440 category 2 hazards, 399 have been eradicated equating to the eradication of 606 hazards.

Below are examples of hazards identified by the Private Sector Housing Team



Rat infestations



Poor security



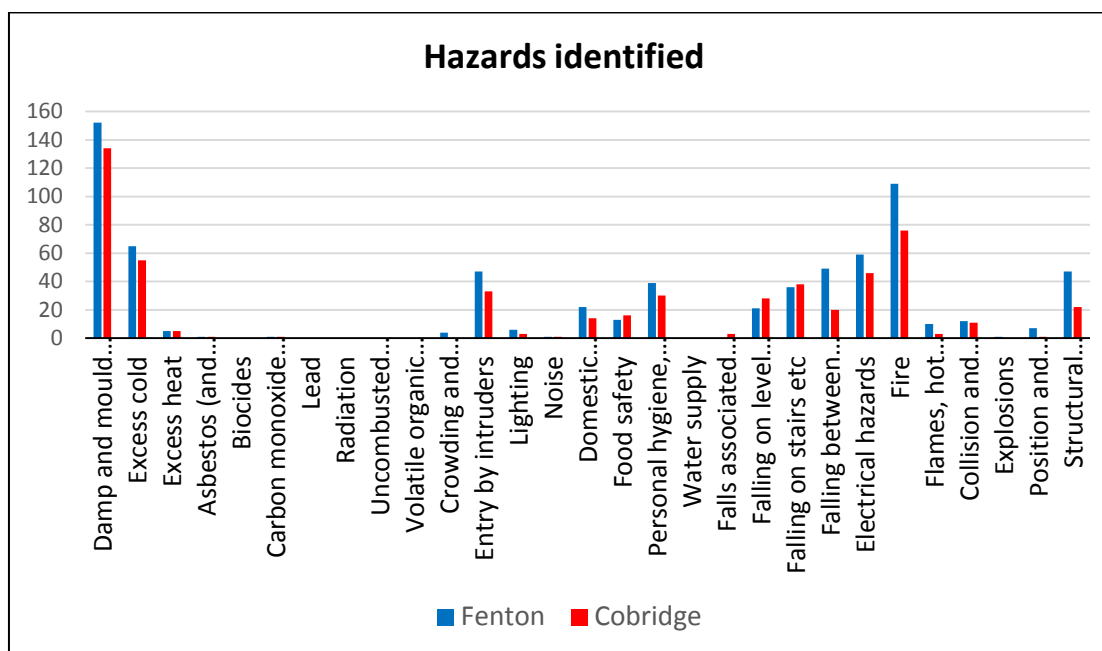
Exposed electrics



Mould growth

Appendix 1 shows other housing conditions which occupiers were tolerating in the selective licensing areas.

The table below highlights the types of hazards identified during the selective licensing inspections and details how many of each was found; with damp and mould growth and fire hazards being the highest by some margin.



### Type of works requested to eradicate hazards identified

Hazard Type	Example of works requested to eradicate the hazard
Damp and Mould	Provision of insulation Repairs to guttering Repairs to leaking pipes
Excess cold	Repair/ replacement heating systems Provision of insulation or draught proofing, provision of doors
Excess heat	Repair to heating systems
Asbestos	Removal of asbestos
Carbon monoxide/ un-combusted fuel gases	Gas safety checks
Crowding and Space	Room adaptations/Extensions
Entry by Intruders	Replacing locks, fixing rear yard gates, improved lighting
Lighting	Increased lighting, improved lighting locations, repairs to windows
Domestic hygiene including pests and refuse	Clearance of domestic refuse, fix or replace boiler to reinstate hot water, improved flooring, pest control or pest proofing
Food safety	Improved storage space, ensuring hot water is accessible
Personal Hygiene, sanitation and drainage	Repair drainage issues; provide hot water and adequate washing facilities.
Falling on level surfaces	Installing threshold grips, securing carpet to the floor, fixing or replace damaged flooring. Repair leaks.
Falling on the stairs	Installing handrails and balustrades, closing gaps between stairs. Improvements to lighting on stairs.
Falling between levels	Installing safety catches to upstairs windows, install guarding on stairs and in yards.

Hazard Type	Example of works requested to eradicate the hazard
Electrical hazards	Repair defective electrics, install new sockets, boxing on electric meter
Fire	Repair electrics, install smoke alarms, cooker location and installation
Flames & hot surfaces	Create safe surface heights, cooker relocation, and repair or replace heating systems.
Collision and entrapment	Repair of doors and windows. Location of doors. Changing beams and ceiling heights
Position of amenities	Relocate cooker, switches and cupboards. Ensure washing facilities are accessible
Structural collapse and falling elements	Securing roof tiles, Repairs to walls, replacing guarding.

### Financial Investment

As a result of the selective licensing inspections, the hazards identified and the schedule of works provided by officers, it is estimated that landlords have invested approximately £484,410 to improve the private rented housing stock in the city by addressing disrepair in the rented properties.

The Housing Health Cost Calculator (HHCC) is a tool for calculating the health costs of hazards in homes, and the savings made where these have been mitigated or significantly reduced. Such savings relate to medical costs and the prevention of lost education and employment opportunities.

Using the Housing Health Cost Calculator (HHCC) the total amount of savings made to the NHS by removing the hazards identified by the selective licensing is £263,531 whilst the savings to society is calculated at £3,752,734

The link below has further detailed information about how the HHCC works and how different hazards are categorised.

[Government guidance on hazards in properties](#)

The above information demonstrates the level of improvements and investment into the private rented housing stock in the two areas. These have been undertaken as a result of the designations, leading to better quality housing which will increase demand for these properties and help to improve these areas.

### Fire Safety

The Selective Licensing Team worked with the Fire Service, because although the provision of smoke alarms was a licence condition it was recognised that some tenants took them down, or removed batteries, particularly when alarms became faulty or were inappropriately cited. Tenants of properties where this was a problem

were advised of the Safe and Well checks undertaken by the Fire Service. These were referred to the Fire Service and consequently the partnership led to:

- 183 Safe and Well checks in Cobridge and
- 212 Safe and Well checks in Fenton
- The provision of smoke alarms and/or carbon monoxide alarms where necessary together with advice and guidance on fire safety measures.

### **Enforcement Action for disrepair and unlicensed properties**

#### **Eradicating Hazards**

The majority of licence holders in the selective licensing areas complied with the requests for works to be completed once issues had been identified. Therefore, landlords had let properties with serious hazards and without the selective licensing intervention, landlords would have continued to rent out properties containing serious hazards and tenants would continue to live in unsafe housing. This would have a negative impact on the health and well-being of individuals and families in two deprived areas.

Where serious hazards were not rectified despite letters from the Council informing landlords that hazards were present, cases were referred for enforcement action. As a result, 36 cases were served with enforcement notices.

This resulted in the service of:

- 3 Improvement Notices - 1 of these improvement notices was not complied with and this resulted in the serving of a Civil Penalty notice. The fine was £10,000 for failure to comply with an improvement notice
- 1 Building Act Notice – this was complied with
- 1 Emergency Prohibition Order was served – preventing the occupation of the property
- 27 Requests for documentation under the Housing Act 2004

#### **Fire Safety**

The requirement for a smoke alarm in every rented property did not become a legal requirement until April 2018, and even after this time a number of properties were identified where adequate smoke detection was not provided, contrary to the Smoke and Carbon Monoxide regulations. Despite this legislation, 27 Smoke and Carbon Monoxide Notices were served in nine months, between November 2018 and August 2019 within the Fenton and Cobridge selective licensing areas as a result of proactive inspections. All but one landlord complied and they received a penalty charge of £2,500

## Prosecution for unlicensed properties

The council sees prosecution as a last resort because whilst imposing fines on a landlord is an inconvenience, it ultimately does not improve property and management conditions, which are objectives within the Council's Housing Strategy and the main focus of the Private Sector Housing Team. Tenants continue to live in potentially unsafe housing whilst the Council undertakes enforcement action; the punishment is a fine and the disrepair is not addressed and the hazards remain.

Over the five year period a total of 237 prosecution cases for failing to apply for a licence were opened and the prosecution files were built or in the process of being built before being withdrawn due to the owner paying and applying for a licence or the property becoming exempt due to being empty or owner occupied. Of these:

- 125 were in the Cobridge area and
- 112 in the Fenton area.

Across the two areas a total of 8 successful prosecutions were obtained for failing to apply for a licence, of these, 6 were within the Cobridge area and 2 were within the Fenton area.

The fines imposed varied depending on the plea submitted and individual circumstances. The total amount of fines imposed equated to £3,631 and the total amount of costs totalled £4,467.27, thus a final total amount to pay of £8,098.27.

	Area	Fine	Costs	Total to pay
Foley Street	Fenton	£220	£473.48	£693
Foley Street	Fenton	£145	£569.48	£714
Denbigh Street	Cobridge	£186	£569.48	£755
Windermere Street	Cobridge	£440	£576.91	£1,017
Shaw Street	Cobridge	£660	£569.48	£1,229
Powell Street	Cobridge	£660	£569.48	£1,229
Waterloo Road	Cobridge	£660	£569.48	£1,229
Denbigh Street	Cobridge	£660	£569.48	£1,229
<b>Totals</b>		<b>£3,631</b>	<b>£4,467.27</b>	<b>£8,098.27</b>

Altogether 49 properties (6%) were not licensed between the two scheme areas; 8 in Cobridge and 41 in Fenton. Of these:

- 1 prosecution is pending as it has been submitted to court for prosecution
- 1 case was prepared for prosecution but has since been withdrawn as it has been repossessed by the lender

- 5 were successful prosecutions but remain unlicensed
- 42 cases did not meet the public interest threshold to continue with the prosecution

The Council has strove to enforce against every landlord/agent who did not licence their property. However, the Council is legally bound to have consideration to various factors before it can proceed to prosecution, including the Public Interest Test. Within the Fenton area, there were 42 properties where prosecution files were built and submitted to legal to proceed to prosecution. However, the Council's legal team and external legal advice deemed it not in the public interest to proceed with the prosecution. Due to data protection legislation the Council is unable to provide any further information regarding these cases. However, every option was considered before a decision was made not to proceed. Officers wrote to, and visited every property owned by this landlord to promote the services of the Private Sector Housing Team and to provide contact details if tenants were concerned about the condition of the property.

## **Improving landlord management practices**

### **Licence Conditions**

This is a method of improving housing demand as landlords will be required to comply with the conditions of their Licence and tenants will be able to inform the Council if the landlord is not complying. Visits by the Council's officers will enable tenants to inform the Council as part of the check without having to be seen as putting in a complaint to the Council, therefore making it easier for tenants to reach out for help.

Although the City Council has certain powers under the Housing Act 2004 to compel a landlord to make necessary improvements to their property to ensure it is habitable, only the licence conditions can ensure other management improvements are made. The licence conditions imposed by the Council will ensure a more holistic approach is undertaken to improve an area, and not just focus on the improvement of the quality of the property to rent, but also tackle the management of properties within the area. Upon application for a licence and during the compliance checks compliance with the following conditions were considered:

- ensure a suitable person is in place to manage the property;
- make sure landlords have written tenancy agreements with their tenants;
- ensure references are requested;
- ensure there are working smoke alarms;
- contact details for the licence holder are provided to the tenants;
- ensure landlord takes reasonable and practicable steps to tackle anti-social behaviour caused by their tenants.

During the inspection, officers had a dialogue with the tenant advising them of the selective licensing scheme and the process. The time spent with the tenant is similar to a Housing Officer's duties and provides the Council with an opportunity to educate tenants of their rights and of their responsibilities. Officers provided leaflets and information to tenants as well as key contacts.

Each tenant was asked about the property information pack provided by their landlord. A number of questions were asked including:

- Has the tenant received a gas test certificate?
- Has the tenant received a tenancy agreement?
- Is there an ASB condition in the tenancy agreement?
- Is the tenant aware of the arrangement for the collection of refuse and bulky goods?
- Are alley gates fitted? Does the tenant have a key / know how to obtain a key?
- Has the tenant been provided with a detailed inventory?
- Was a deposit taken for the property?
- Does the tenant know how their deposit was protected (with a relevant Tenancy Deposit Scheme)?
- Does the landlord or managing agent undertake property inspections?
- Has the tenant been provided with :
  - Name and address of the Licence Holder or managing agent if different
  - A copy of the licence
  - A contact daytime telephone number and
  - An emergency contact telephone number

Officers examined the safety documents and where licence holders were unable to provide documentation at compliance visits requests for documentation were made to the licence holder. During the designations, 27 requests for documents such as gas certificates, tenancy agreements were made to landlords where they were not provided at the initial or compliancy inspection.

Additionally, where problems were identified in relation to anti-social behaviour in a private rented property, licence holders were asked to demonstrate compliance with the relevant licence conditions such as copies of tenancy agreements or proof of referencing.

What this did demonstrate in a number of cases was that although references had been obtained, they were not always accurate or truthful, resulting in problematic tenants being passed around an area.

A great deal of improvements in management practices were done through the partnership with the community, the police and the ASB team. As a result of selective licensing, officers were able to make contact and notify landlords of any concerns highlighted to them; to remind them of the licensing conditions and to request that they make contact with their tenant and take action. On occasion,

partnership case meetings would be organised with services, the landlord and Selective Licensing Officers. This would be a proactive way of not only dealing with the matter in hand but also to provide guidance, support and education to the landlord in order to help them in the longer term to manage their properties in a more professional way.

### **Voluntary Arrangements Providing Landlord Support and Education**

Besides the enforcement of licence conditions, the Selective Licensing Officers worked alongside the Tenancy Relations Officer and the Landlord Development Officer to improve property conditions and management practices in the selective licensing areas through voluntary measures.

### **Tenancy Relations**

There are a number of landlords who do not conduct themselves within the requirements of the legislation relating to private rented accommodation. These landlords sometimes resort to using illegal eviction and / or harassment to force tenants to leave their properties or prevent them from reporting repair issues. The Council provides a range of assistance to help landlords comply with their legal responsibilities. Since August 2017 a Tenancy Relations Officer has provided landlords with relevant advice, training at landlord forums and via the Landlord Accreditation Scheme to promote responsible behaviour.

Despite this, there are occasions when a landlord continues to harass or even illegally evict a tenant despite advice and information that they may be committing a criminal offence.

In the Cobridge selective licensing area there were 23 cases dealt with by the Tenancy Relations Officer. Of these 23 cases, there were:

- 1 case of illegal eviction
- 14 cases where threats to evict occupants had been made
- 8 advice cases where guidance was given to landlords and tenants usually around issues such as incorrectly served section 21 notices or lack of deposit protection

In the Fenton selective licensing area there were 30 cases which were dealt with by the Tenancy Relations Officer. Of these 30 cases, there were:

- 4 cases of illegal eviction, where the locks had been changed without a court order and the Tenancy Relations Officer worked with the landlord and tenant to re-instate the tenancy.
- 19 cases were involving threats to evict occupants; the Tenancy Relations Officer had to mediate between landlord and tenant, providing advice and guidance to prevent the unlawful eviction.

- A further 7 cases where advice and guidance was given to landlords and tenants usually around issues such as incorrectly served section 21 notices or lack of deposit protection

### **Landlord Accreditation**

The Landlord Accreditation Scheme North Staffordshire has been in place for over 16 years. It is a successful scheme with circa 500 members covering over 2,650 properties. Members are increasingly enjoying the advice, guidance and updates provided by the Landlord Development Officer.

The scheme works extensively with landlords with the aim of driving up standards in the private rented sector. Members of the scheme attend development events run by the Landlord Accreditation Scheme North Staffordshire to improve their knowledge and expertise and receive the latest updates in relation to policy and legislation. Discounts on licensing fees were available to members of the accreditation scheme.

As part of the membership of the scheme, members are expected to take part in a landlord development event which covers:

- Housing standards
- Housing Health and Safety Rating System
- Fire Safety
- Tenancy Management

Adhoc training courses put on by the scheme have covered topics such as:

- Electrical safety
- Houses of Multiple Occupation
- New Psychoactive Substances
- Right to Rent Checks

Further to this, there are opportunities to learn through various speakers at landlord events as well as regular newsletters.

When the selective licensing schemes were introduced in 2014, there were:

- 13 accredited landlords in the Cobridge selective licensing area and
- 18 in the Fenton selective licensing area

As of August 2019, there are now:

- 30 members in the Cobridge area selective licensing area and
- 37 members in the Fenton selective licensing area

Throughout the five years of the schemes, there were altogether 132 members between the two selective licensing schemes; of these 107 landlords have undertaken training to date. The incentive of the discount in fees enabled the Council to educate and guide a greater number of landlords operating in the city. As well as

this, the Council were able to gain access to further private housing stock in areas other than the designations as landlords owned properties across the city.

Through this advice and education to an increasing number of landlords in the selective licensing areas the Council is continuously striving to improve property and management standards.

### **Economic Investment in the Housing Stock within the Designations**

A number of grant products were made available with priority given to those properties within the selective licensing areas.

### **Community Energy Savings Programme (CESP)**

In 2014-15, the Cobridge selective licensing scheme area benefited from CESP funding of £2m private sector investment into the housing stock through a partnership between the Council, led by the Selective Licensing Co-ordinator and British Gas.

This private investment led to 341 households benefiting from 787 improvements to their homes, including replacement boilers, draught proofing, and wall and loft insulation. Not only will some of the most vulnerable residents of the city have benefited, socially and economically from these measures, but also the owners / landlords received economic benefits as a result of these measures.

### **Empty Homes Grants**

Since 2015, landlords who are members of the Landlord Accreditation Scheme have been able to apply for match funded grants to refurbish long term empty properties. Priority for the grants is given to landlords within the selective licensing areas. During the designations, a total of 16 grants were awarded resulting in a total investment of £236k of which £162k is private owner / landlord investment in housing stock within the two areas.

<b>Area</b>	<b>Total N° of grants</b>	<b>Grant spends</b>	<b>Owner/LL investment</b>	<b>Total Investment in area</b>
Cobridge	12	£56,994.92	£132,782.92	£189,777.84
Fenton	4	£17,000.00	£ 29,055.00	£ 46,055.00
	<b>16</b>	<b>£73,994.92</b>	<b>£161,837.92</b>	<b>£235,832.84</b>

### **Safe and Warm Homes**

Since 2018, a Safe and Warm Homes grant has been operational providing energy efficiency and safety measures to help people remain safe and warm in their homes. The objective is to prevent people from falling ill or being hospitalised and to help residents live independently in their homes. Since this time there have been a total of

five grants awarded to properties within the selective licensing areas. The works to improve the properties included: a full electric re-wire, loft insulation installation, boiler replacements and installation of a replacement central heating system. The total cost spent improving these properties was £19,795.29

	Works carried out	Total
Property 1	Electric re-wire	£9,339.50
	Loft insulation	
	1st time central heating system	
Property 2	Loft insulation	£2,740.43
	Boiler replacement	
Property 3	Replacement central heating system	£5,342.39
Property 4	Boiler replacement	£2,308.41
Property 5	Emergency boiler repair	£64.56
		<b>£19,795.29</b>

## Improvements in the Wider Economic Conditions of the Designations

### Market Value of properties

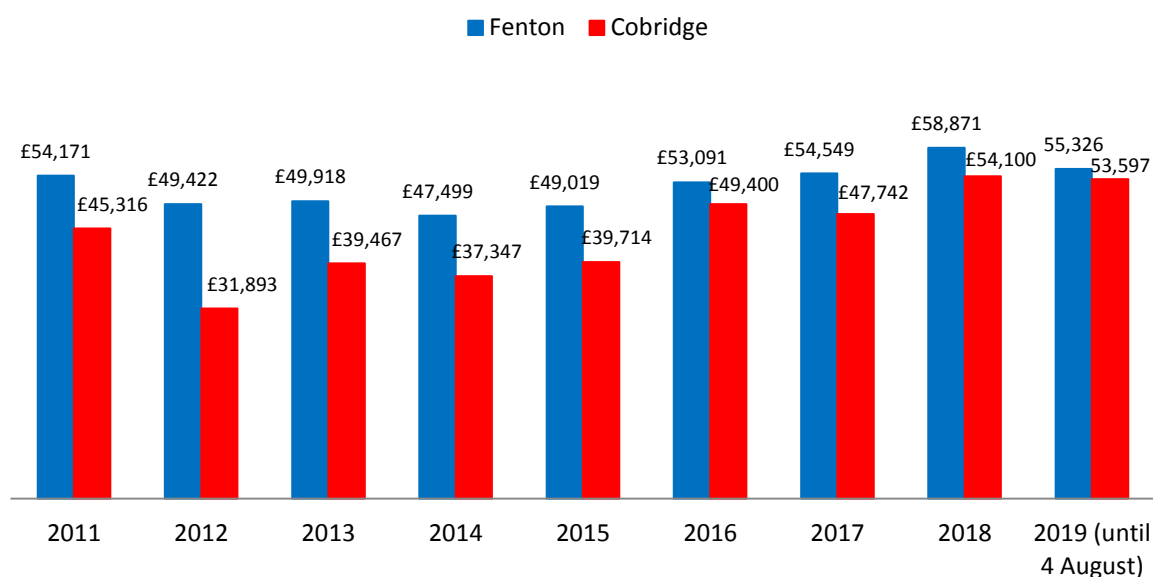
Property prices are affected by a wide range of factors locally, nationally and globally. The activities undertaken during the five years of the selective licensing scheme will help to improve the quality of private rented accommodation; reduce ASB by tackling reports of poor landlord management practices through licence conditions and help to improve the wider area through the investment into the housing stock and various complementary measures undertaken by the team and partners. It is hoped that these activities have contributed to an improvement in the market value of properties in the selective licensing areas.

The charts below illustrate a positive trend in the average price of all properties since 2014 in the selective licensing designations.

### Property sales by value

At the time of the Cabinet report in 2014, the average lowest price paid was £33,948 in the Cobridge scheme area and the lowest price paid in the Fenton scheme area was £30,000

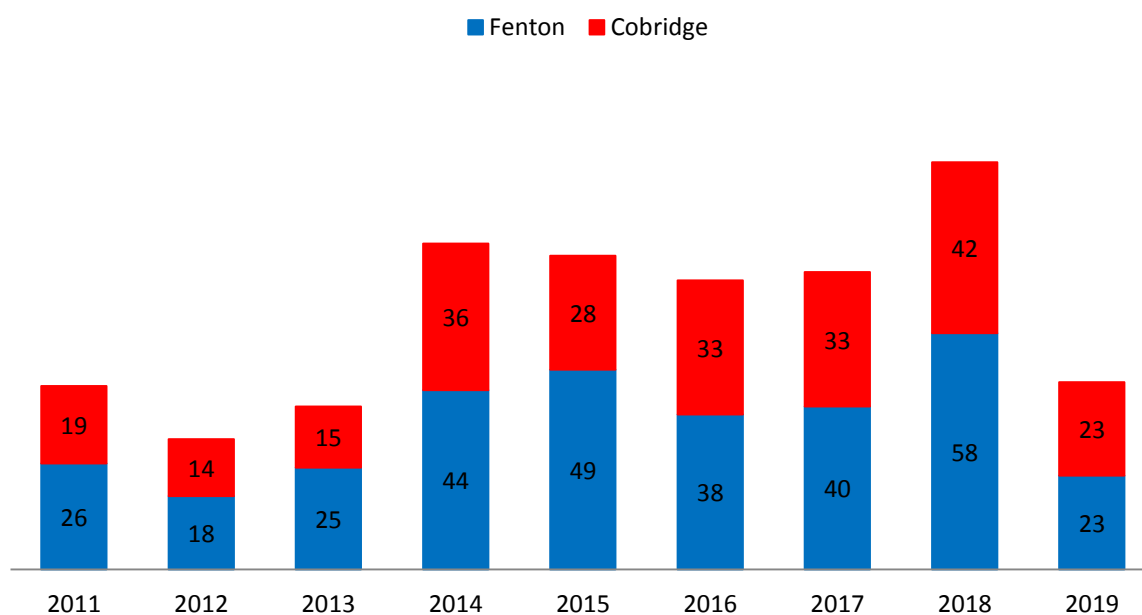
## House price average sale price data



### Property sales by volume

A number of factors influence the property market. The data shows that property sales have remained relatively static during the selective licensing designations; therefore selective licensing has not led to a loss of high numbers of landlords from the private rental market.

## House price volume data



\* Data from HM Land Registry - [Government data on prices paid for houses](#)

Numbers increased drastically in 2018 in Hanley, this will be the impact of the Council contacting owners of empty properties and purchasing 19 properties through 2018.

Overall, the Council have improved the social economic conditions of the private rented sector in these two areas through the betterment of housing conditions; management practices and the general area. This has been achieved through the Selective Licensing scheme and wider projects which were borne out of the designations.

### **Addressing Anti-Social Behaviour (ASB)**

To address anti-social behaviour, the Government guidance states:

*'The outcome of the scheme should be a reduction in, or elimination, of anti-social behaviour (caused by tenants in the private sector) in the designated area.'*

#### **Support for Landlords, Residents and Services to Tackle ASB**

The private rented sector is the second largest housing sector in the city and consequently can impact on the lives of citizens in our communities. If not managed well, it can cause a great deal of challenges for residents, services and the wider community and have a detrimental impact on the quality of life.

When selective licensing was introduced, there appeared to be wide acceptance of ASB issues amongst the residents in the two areas. The Selective Licensing Team have worked with the local community and over time built up a relationship and the trust of residents to encourage reporting of ASB issues. Subsequently, officers worked with the police and the ASB team to partner with the Selective Licensing Team to demonstrate to residents that they will have support. Earlier in the schemes, many residents stated that they did not report issues as they felt that nothing would be done. Officers have explained that the Council cannot take action until there is sufficient evidence and have encouraged the reporting of incidents so that the services have the evidence to take action and have publicised when actions have been taken.

One of the aims of selective licensing identified within the cabinet report was to support landlords in tackling anti-social behaviour more effectively and to encourage landlords to participate more in the community and community development.

Landlords operating in the selective licensing areas have been offered support, guidance and advice on not only how to deal with the condition of their property but also to deal with any drug activity and any ASB caused by their tenants so that they can maintain and manage their properties in a manner which not only improves the overall area but also improves the lives of the families who occupy those homes.

Between 2014 and 2017, the Selective Licensing Team dealt with ASB related to the private rented sector when they were alerted where private rented sector tenants

were causing ASB and consequently, the team would contact the landlord and work together with the ASB team to provide advice and support to landlords to deal with the poor behaviour.

As well as this, during the first inspection for selective licensing, tenants were asked if they were aware of any ASB issues in the area, if they did, this information was taken to the multi-agency meetings and passed on to the ASB team, the Police, Environmental Protection, Environmental Crime Unit or other relevant teams to make contact and investigate. Officers ensured that at compliance visits residents were given information on how to report ASB issues and were encouraged to do so if they were affected. Officers also checked that the landlord had a condition regarding ASB in the tenancy agreement.

However in late 2017, the high levels of drug activity led to the formation of a multi-agency group in the Cobridge area followed by the Fenton area and a number of properties were highlighted at the meetings where the private rented sector tenant was causing a problem.

The Selective Licensing Team attended every Community Meeting in the evenings to find out from the community what the main issues were and then made contact with agencies and other Council services to form solutions. ASB issues were often highlighted during the meetings. This led to a number of other issues being highlighted and the Council and partners, led by the Selective Licensing Team, formulating solutions and various projects to eradicate the issues.

The team also attended and chaired the Task and Finish Meetings. These meetings were started to address the ASB issues in the area via multi-agency partnerships. The Cabinet member was instrumental in initiating the Task and Finish meetings for the Cobridge area. The ward member for Fenton regularly attended the Task and Finish meetings for the Fenton selective licensing area. The Selective Licensing Team led on the formation and monitoring of an action plan for the improvement of the two designations. Some projects and actions to come out of the community and task and finish meetings are outlined below.

During 2017 – 2019, 25 ASB issues in the Fenton area were highlighted to the multi-agency group which was chaired by the Selective Licensing Team, these related to 23 properties.

Of these:

- 18 were suspected drug activity
- 7 were ASB / noise issues.

As a result of the partnership working:

- 18 warrants were executed
- 2 landlords served eviction notices

- 4 cases were dealt with by the ASB team
- 1 tenant left the property prior to any formal action.

In the Cobridge area, 11 ASB cases were reported which were directly attributed to private rented housing.

Of these:

- 10 cases were related to suspected drug activity
- 1 was ASB.

The Police executed:

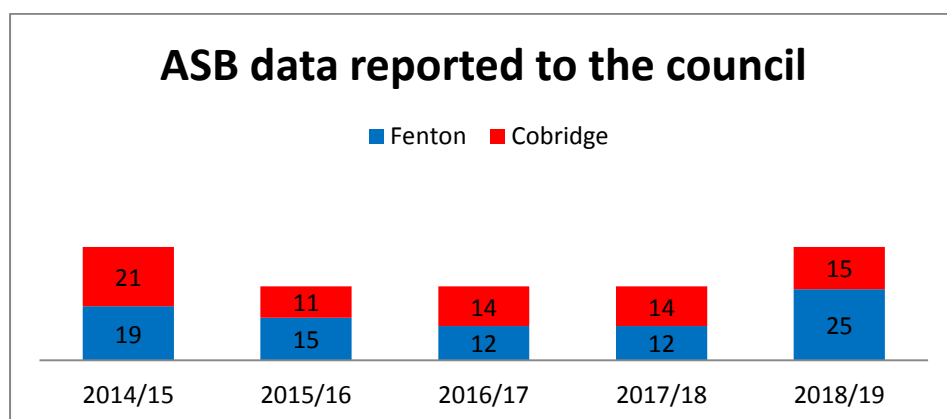
- 10 warrants
- 1 house closure.

The complexities of ASB cases can result in intensive intervention with many hours of officer time and a large task force of multi-agency staff and this can be for many months for one case. This has been the experience in this selective licensing area; as detailed in the case studies below. However, whilst it would be counted as resolving one case, the impact of this one case on the community can be immeasurable.

It was evident that this was a long term requirement and went beyond the designation period because there is a high turnover of tenancies in the private rented sector and new issues were reported or came to the forefront with different addresses. The selective licensing scheme provided resources into the area and provided a regular visible presence which was appreciated by the more active residents and landlords who approached officers and were provided with advice, guidance and support. The officers patrolling the area or whilst undertaking inspections spoke to residents and discovered various issues, these were then reported to the specialist services and actions agreed. Therefore the selective licensing scheme managed and co-ordinated the ASB in the two areas.

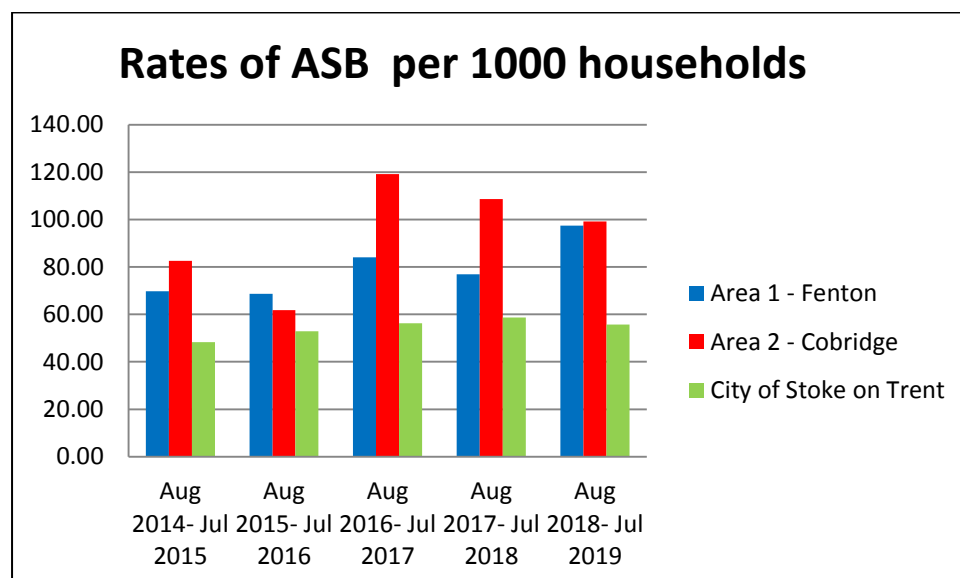
### ASB Cases Reported to the Council

The graphs below illustrate the ASB reports received by the Council and the Police.



The above data relates to property addresses in the selective licensing areas and does not account for street and neighbourhood ASB activity as the Selective Licensing tool is for the purpose of improving the management of landlords where tenants cause ASB. The street and area ASB reports have been deducted from these figures. The Selective Licensing designation does not give the authority to address street or neighbourhood ASB. Whilst it appears that the Fenton area had a significant increase in 2018/19; of the 25 cases, 11 were related to one address. The high presence of Selective License officers and the partnership working between multiple agencies; the Selective Licensing team, the police and the ASB team resulted in warrants, a closure order and joint street walks will have sent out a strong message in the areas and will have helped to curtail some of the ASB.

### ASB Cases Reported to the Police



The above police data contains all ASB in the area and is not related purely to properties; the private rented sector or landlord practices; it reports all complaints of ASB in the two areas. The above graph demonstrates the high level of challenges due to a spike in the use of synthetic drugs in the city and nationally. The two areas suffered a great deal. The drug activity contributed to an increase in ASB complaints. Residents were encouraged by Council officers to report incidents in order that services could be deployed to the area to improve the lives of residents. In the selective licensing areas, the police, ASB and Selective Licensing Team were able to target the properties used for dealing these substances to hold the tenant and landlord to account. The objective was to disrupt the supply and make the use of those properties inconvenient for such activities.

The police have undertaken a number of raids and property closures in the areas which has helped to improve the area and reduce drug activity. The Council works very closely with the Police and where reports are received which link particular properties with drug activity, the Council support the Police to undertake raids and close properties.

A great deal of targeted work has been undertaken in the two areas to combat anti-social behaviour. Without the selective licensing schemes and the efforts of the team, the community would not have had the intervention or the support which has helped to improve the lives of those most affected.

Whilst the police data shows that ASB complaints have increased; this data includes the street and neighbourhood ASB and this increase was expected as all partners involved encouraged residents to report the ASB, without this, resources could not be deployed to these areas.

Through the Task and Finish Group the team have successfully dealt with a number of high profile issues in the areas. The case studies below demonstrate the types of work the team were involved with during the selective licensing designation.

### **Case Study - 1 Fenton**

A landlord of a property within the area had reported that his tenants were suffering from noise and ASB from a neighbouring property. He stated that he was concerned that he was going to lose good tenants because of this. The landlord with the tenant causing the problem was contacted and the matter was investigated by the ASB team and local PCSO. The landlord was given advice on how to legally tackle the issues affecting them, including how to terminate the tenancy correctly.

The matter was resolved and the tenant left the property.

### **Case Study 2 - Cobridge**

In the Cobridge area there was a significant issue with drugs in 2017/18 and this became a good example of partnership working. Officers were informed by the community, that drug users were attending a certain address in the area. The Selective Licensing Team worked closely with the Police and ASB team to pin point the address by feeding back any incidents witnessed.

Once the police had obtained enough intelligence and evidence that there was suspected drug dealing going on at the address, a warrant was obtained through the courts and the property was searched. Through a joined up partnership approach with the Police and the ASB Team, a closure order was served on the property. Officers liaised with Voices, the support workers for the tenants and also the Bond Scheme to get the tenant re-housed in an area which had a lower rate of crime and ASB to help his recovery. Once the property was closed, there was a noticeable reduction in drug users being in the area and out in the open.

In addition to the above case study, the Council have tried to encourage the community to tackle the issues affecting their area.

### **Case Study 3 - Cobridge**

This property was highlighted to the Selective Licensing Team through the ASB, Police and Selective Licensing Monthly Liaison Meeting, the monthly community meeting and task and finish meeting. There was a lot of ASB related activity at the property, and a Selective Licensing Officer assisted the police in intelligence gathering to submit as evidence.

Officers encouraged the community members to report incidents through to the police so that incidents would be documented.

Officers struggled to access the property initially as the tenant wouldn't engage. The Police had reported that they had been inside the property and stated that the condition of the property was not good. A warrant was executed and this allowed the Council to access the property.

There was some disrepair which was reported back to the landlord to resolve. However, one of the main issues was how the tenants were choosing to live. The property was filthy and verminous and the landlord allowed the tenants to continue to live in this way whilst receiving rent through direct payments. The landlord did carry out the repairs to the property but did not attempt to deal with the poor conduct of the tenant and as the damage was usually caused by the tenant, the issues with disrepair and ASB would remain unresolved.

The ASB incidents continued to be reported. It was then decided to meet with the landlord to discuss serving an eviction notice. A joint meeting was completed with the Selective Licensing Team, Police, ASB and the landlord.

As per the licence conditions the landlord agreed to take action and served an eviction notice on the tenant. The tenant failed to leave the property and a court order application was made. When the tenant did leave the property, this eliminated the incidents of ASB associated with this address for the surrounding community.

Community members were kept updated through the community meetings and the outcome was well received.

In the Cobridge area other ways to tackle ASB have included the inclusion of the area in the Public Space Protection Order and the repair / replacement of alley gates.

Moving forward, the ASB team have recently set up a working group with the Police to look at the key drugs and other crime issues in the area. The group will meet on a monthly basis with a view to tasking other key partners as and when needed. This is seen as a continuous piece of work that requires constant focus. The Council will

also ensure that residents are kept fully up to date around positive activity within the area to reduce the drug and other crime and ASB issues

### **Key Actions From Multi-disciplinary Task and Finish Meetings**

Below are the key actions undertaken by the Selective Licensing Team and various other partners within the Council and external agencies in order to reduce/tackle ASB. See Appendix 2 for the table of activities held to tackle ASB and other issues important to the community in the two scheme areas.

## Cobridge Selective Licensing Area:

Year	Actions identified / Key issues addressed
2017/18	Warrant executed in Denbigh Street and worked with landlord to identify suitable replacement tenant. 3 further warrants in Portland Street area Flyer hand delivered to all properties in the area around ASB and how to report.
	Mobile police unit present for weekend community event(s)
	Intelligence on individuals shared between relevant services to ensure more joined-up response (i.e.) between Police and Community Drug & Alcohol Service (CDAS).
	Police and CDAS conducted joint outreach/patrols of hotspot areas. Engagement with drug and alcohol services where possible.
	Audit of existing CCTV cameras in the area was conducted
	Clean-up of graffiti on side of local business
	Operation Electron extended from City Centre to incorporate Portland Street and surrounding area.
	Street lights were out on Century Street and at the bottom of Lowther Street. Repairs undertaken following liaison with highways.
	Motor cross and Quad bikes in the area, address identified and the police visited
	Abandoned bins removal - bins not being put to the back of the property, community asked if there can be some enforcement.
	Promotion with residents about how the residents can report issues anonymously
	Public Space Protection Order Consultation
	Century Street Development Proposals
2018/19	Portland Inn Community asset transfer
	Warrants executed, in Denbigh Street resulting in a closure order. Closure order in Century Street. Warrant in Powell Street. Landlord served eviction notice in Denbigh Street. Three warrants executed in Lowther Street and one in Portland Street
	Business removed the use of razor wire
	Noticeable increase in police presence in Portland Street area
	Investigations into funding via Community Investment fund
	Week of action
2019/20	Warrants in Century Street, Lowther Street. Investigation of ASB complaints in Rutland Street, Century and Lowther Street
	PSPO live
	Further warrants in Lowther Street Landlords written to regarding drug use in specific properties.

## Fenton Selective Licensing Area:

	<b>Actions identified / Key issues addressed</b>
2018/19	<p>Drugs issues reported in a number of properties (12). Liaison with landlords in properties regarding allegations.</p> <p>Two warrants completed and items seized.</p> <p>Police and drug and alcohol services visited properties where warrants had been carried out.</p> <p>Publicised telephone number/ contact details for how to dispose of rubbish and needles.</p> <p>Letter for landlords about ASB issues/ drugs once warrant has been issued.</p> <p>Set up multi-disciplinary case coordination meetings to discuss targeted and tailored response for specific individuals.</p> <p>Investigations into the provision of a fixed syringe bin.</p> <p>Liaison with police officers from SL team to accompany during warrants where possible to check on property conditions.</p>
	Investigations re dust and air pollution in the area and alleged links to a business in the area.
	Resident information sheet/ letter developed to raise awareness of issues, gathering of intelligence and subsequently signpost to opportunities for support.
	Week of action
	Rubbish behind public house - clean-up of site / steps to prevent re-occurrence. Bunding barriers installed
	Police investigated issues of the use of motor cross bikes causing nuisance issues
	Rough Sleepers contacts promoted
	Encouraged reporting of ASB/ police issues anonymously amongst residents
	Letters sent out re abandoned bins
	ASB Issues in Beardmore Street identified and resolved.
2019/20	Warrant executed in Oldfield Street.
	Warrant executed in Carron Street
	<p>ASB and police investigations in four addresses in Oldfield street and one in Brocksford Street</p> <p>Three addresses referred to noise team.</p>

The selective licensing scheme worked closely with the local community enabling issues to be highlighted and addressed either by the team if related to private housing functions or by referring to the most appropriate team and then following up, chasing for actions if not forthcoming.

This helps problematic areas to become stable as when issues are not addressed, they can escalate and have a much bigger impact and result in issues of low demand and community decline. The level of engagement with the community cannot be underestimated and is a major factor in improving the social conditions of the scheme areas.

This is aligned with the selective licensing legislation which requires that a co-ordinated approach is adopted with anti-social behaviour teams as well as other services.

### **Feedback from Residents on Their Experience of ASB**

During the consultation for the selective licensing schemes in 2013/14:

- 88% of residents in the Cobridge and
- 85% of residents in the Fenton area said they were experiencing ASB issues.

Whilst, during the compliance visits in 2018/19:

- 39% of residents in the Cobridge area and
- 32% of residents in the Fenton area said that they had experienced ASB issues.

The reduction in the level of ASB experienced by residents indicates that the large volume of community work that has been undertaken by the Selective Licensing Team, such as attending community meetings, following up any actions, walkabouts, highlighting issues to the ASB team, working closely with the police and various other activities, has led to a reduction in ASB in the two designations.

### **Public Space Protection Order (PSPO)**

A significant action undertaken by the Selective Licensing Team in this regard is the widening of the Public Space Protection Order for Hanley City Centre (PSPO) to include the Portland Street area (Cobridge designation). The PSPO restricts activities which have a detrimental effect on the quality of life of those living in the Restricted Area. The PSPO addresses alcohol, begging, obstructions, swearing and harassment.

All breaches are managed by the City Council ASB Team and all persons suspected of committing offences are referred to the City Case Management Meeting. This gives a number of partners the opportunity to assess the needs of that person and look at opportunities to offer support and to reduce their offending. This procedure has proven really effective over the past few months. To date there have been four reported breaches of the order with all 4 offenders receiving warning letters. This is constantly reviewed at the Safer City Tasking with the North Police Commander.

Failure to comply with the order can result in a fine or a fixed penalty notice. The current varied and extended Hanley PSPO has been live since March 2019.

### **Alley gates**

Adjustments were made to the alley gates in the Cobridge selective licensing area so that they were lockable to help prevent ASB, fly tipping and criminal activity in the alleyways. We delivered keys to every household and provided contact points for those who were not in where they could collect their keys from.

Officers also ensured that tenants were asked about whether they had a key and where they could obtain a key from if they did not have one.

Overall, the Council in conjunction with partners, internal and external, have reduced antisocial behaviour caused by tenants in the private sector in the designated areas during the five years of the schemes.

### **Complementary Measures to Improve the Designated Areas**

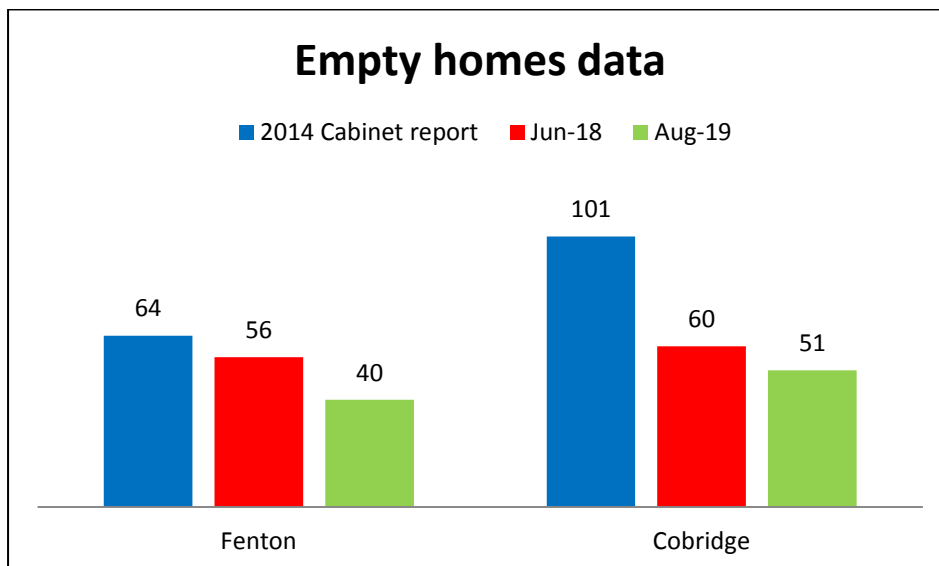
The selective licensing scheme also ensured that good working relations were established with a variety of partners such as Staffordshire Police, Staffordshire Fire and Rescue Service, My Community Matters, the City Council's ASB Team and the local Resident Associations. All of these services were very actively involved with selective licensing.

A full timeline of actions undertaken by the team can be found in Appendix 2, this document sets out a list of all actions, including walkabouts, action days, community meetings, newsletters, liaison meetings with landlords and partners, leafleting, clean up events and drop in events.

### **Empty Homes**

Empty homes bring down areas; they attract crime, anti-social behaviour, they illustrate abandonment and neglect and often vast amounts of fly tipping which deters potential residents and investment. The legislation for selective licensing requires that a co-ordinated approach is adopted to address empty homes in designated areas. The Cabinet report also identified the need to support landlords and owners to deal with their empty homes.

The Private Sector Housing Team has an Empty Homes Team which is dedicated to bringing properties back into use, with one officer dedicated to bringing empty homes back into use in the designated areas. The Empty Homes Team have been successful in bringing 112 empty properties back into use in the selective licensing areas between August 2014 and August 2019, with a total amount invested of circa £769k by landlords / owners in addressing disrepair in the 112 properties.



***These figures include 35 Housing Market Renewal acquired empty properties in Cobridge in 2014 and 18 properties acquired for the Reviving Communities programme in Cobridge in 2019. Without the two schemes, the number of long term empty homes would have been 66 long term empty homes in 2014 and 33 in 2019***

The Private Sector Housing Team launched the Reviving Communities programme in 2017 to purchase long term empty homes in the Cobridge selective licensing area to continue on from the successful Clusters of Empty Homes government funded programme. This programme looks to rebalance the tenure in the area, to reduce turnover of tenants and to reduce the likelihood of crime, anti-social behaviour and fly tipping. This programme looks to refurbish to a good quality standard long term empty homes and to dispose of them for home ownership to help to stabilise the area. Successful applicants are required to reside in the city, be working in the city or having a local connection. The scheme is looking to invest approximately £1.5m into the former Cobridge selective licensing area to help to build a stronger thriving community.

### **Walkabouts of Selective Licensing Areas**

Checks of the area were made frequently by the Selective Licensing Co-ordinator and also reports were made regarding property or garden conditions. If there was fly-tipping in yards contact was made to the owner of an empty property requesting its removal and if not removed the problem would be referred to the Environmental Crime Unit for action. A number of letters were sent out to owners concerning the condition of rear yards and other associated problems. Checks were made to see if those issues had been resolved. Photographic evidence was collected and statements compiled to aid and assist other teams with enforcement action. Officers organised community walkabouts with Police, Drug Services and other services to raise awareness of services, identify issues and offer assistance and advice to people in the community.

## **Community Action Days and Project Work**

We have held a number of Community Action days in both areas to provide the local community with access to services so that they were able to highlight the issues and share their concerns. The police attended with their mobile campaign bus to offer advice and assistance. Officers were present throughout the day to offer advice regarding private sector housing and to receive any information on behalf of other services.

During such action days the police executed warrants on a number of addresses. The Fire Service carried out home fire risk checks on properties. The Environmental Crime Team undertook patrols of the areas and served in excess of 136 Community Protection Warnings regarding untidy land and refuse being left out early.

The ASB team received new referrals to their service and served a number of Community Protection Warnings in regards to drinking in the street and general ASB.

Selective Licensing Officers inspected properties which had been identified as problem addresses in the area and carried out licence exemption checks to all properties listed as empty or owner occupied.



## **Newsletters**

In addition to the Community Action days, a Selective Licensing Newsletter was delivered to all residents in both areas on a regular basis. The newsletter was delivered to over 790 addresses in the Portland Street area and over 900 in the Fenton area. It contained articles on the work that the Selective Licensing Team had done over the previous months as well as the work that local residents and other council services had been doing.

In addition it contained contact details of key services and officers that could support local residents, updates on future events and resident meetings and any other information that tenants and landlords may have found useful for that period.

### **Addressing Modern Slavery**

The Selective Licensing Team have worked with the police to investigate a number of modern slavery issues. One case involved an address used by multiple workers from an employment agency. In another case the Selective Licensing Officer found that the occupiers of a property were working in a nearby business in exchange for somewhere to live, the property was bare. A subsequent raid of the business was undertaken by the modern slavery team, [Her Majesty's Revenue and Customs](#) and partners. This case was then taken on by the Minimum Wage Team to take enforcement action.

### **Helping Rough Sleepers**

The Rough Sleepers Team were invited to meet with the team to provide some guidance and training to ensure that they worked in partnership and any rough sleepers or drug activity was highlighted and a solution found by the specialist service at the earliest opportunity. Regular patrols of the area were undertaken by the Rough Sleepers Team to address concerns in the areas.

### **Dangerous Vehicles**

On 11 January 2015 the Selective Licensing Coordinator received information about a car being damaged on Century Street by an articulated lorry that was delivering to a business in the immediate area.

A meeting followed between a number of different services, including the police, highways, and selective licensing. During this meeting discussion took place around the types of measures which could be adopted to prevent this kind of incident happening again as it had become apparent that there had been others incidents where cars had been damaged by lorries delivering to that particular business on Portland Street. It was noted during the meeting that there was only a 7.5 tonne restriction between the junction of Rutland and Portland Street to the junction of Waterloo Road and nothing between the junctions of Century Street onto Portland Street. The possibility of creating a new weight restriction to cover Century Street onto Portland Street to restrict 4.3 tonne lorries using the narrow residential streets was discussed. It was verbally agreed by all attendees that the Traffic Section of the city council would explore this through consultation with local residents and businesses that may be affected.

Consultations were undertaken in line with legislative requirements. Once consultation had ended the Order was made by the City Council to prohibit access for goods vehicles in excess of 18 tonnes in Chelwood Street, Century Street (from Chelwood Street to Eastbank Road), Denbigh Street, Lowther Street, Rutland Street, Portland Street (from Century Street to Rutland Street) on 28 June 2016. This was very well received by the local residents as the actions taken helped them to feel safe, especially children in the area. As well as this, the action helped to reduce the risk to their vehicles and impact on insurance premiums

## **Dealing with fly tipping**

The City Council has a range of measures and services in place to cleanse the city and to help keep litter / fly tipping to a minimum on its streets, this includes installing and emptying litter bins, collecting household waste, mechanical sweepers, operatives litter picking, bulky waste collection and skip hire service, supporting community litter picks, education in schools as part of the 'Binnars are Winners' campaign and enforcement via the in-house Environmental Crime Team.

During walkabouts, fly tipping was reported and residents were encouraged to report issues via the call centre, My Stoke app or via the Selective Licensing Team.

The Citywide Cleansing teams carryout reactive and proactive cleansing of the city removing litter / fly tipped waste and working in close conjunction with the Environmental Crime Unit to take enforcement action when evidence can be identified with a zero tolerance approach.

Denbigh Street along with the adjoining streets in that area is classed as a hotspot for fly tipping. The Environmental Crime Unit issued a £400 Fixed Penalty Notice for an alleged offence of fly tipping in the alleyway at Denbigh Street in July 2019 and in April 2019 – an offender from Century Street was found guilty in a magistrate's court for failing to comply with a requirement of a Notice.

The tables below show the number of notices served by the Environmental Crime Unit during the selective licensing scheme. The Notices cover issues such as rubbish on private land; fly tipping and dog fouling offences. A total of 489 Notices were served between the two areas during the period of the designations.

<b>Area 1 – Fenton</b>	<b>2014/ 2015</b>	<b>2015/ 2016</b>	<b>2016/ 2017</b>	<b>2017/ 2018</b>	<b>2018/ 2019</b>
Oldfield Street	3	8	5	6	12
Bishop Street	2	4	1	1	0
Baron Street	0	0	3	0	0
Berdmore Street	2	7	3	5	6
Perth Street	1	0	1	0	1
Bute Street	1	1	0	0	2
Fife Street	1	1	0	1	0
Burnham Street	2	1	4	1	4
Brocksford Street	3	6	3	1	4
1 – 96 Hollings Street	1	1	1	3	2
Marriott Street	2	3	0	0	0
Carron Street	2	1	1	7	5
Foley Street	3	3	7	6	10
May Place	1	3	1	2	2
Goldenhill Road (evens only up to no. 104)	3	3	1	4	3
Packett St	1	0	2	3	10
342-388 King Street (evens only)	6	14	20	13	8
309-423 King Street (odds only)	0	0	0	0	0
Total	34	56	53	53	69
Total amount	265				

<b>Area 2 – Cobridge</b>	<b>2014/ 2015</b>	<b>2015/ 2016</b>	<b>2016/ 2017</b>	<b>2017/ 2018</b>	<b>2018/ 2019</b>
346 – 380 Waterloo Road	18	12	15	8	9
Century Street	8	2	4	19	6
Winifred Street	2	0	1	1	0
Cobridge Road	1	1	1	2	0
Portland Street	6	5	4	4	11
Stansgate Place	1	0	0	2	0
Rutland Street	0	2	2	1	0
Lowther Street	10	2	2	4	4
Denbigh Street	16	4	1	7	4
Chelwood Street	0	1	0	1	0
Shaw Street	0	0	0	0	0
Bromley Court	0	0	0	0	0
Powell Street	0	0	0	0	0
Mulgrave Street	0	1	5	2	3
Edgeware Street	0	0	0	0	0
Severn Street	0	0	0	0	0
Derwent Street	1	0	1	0	0
Eastbank Road	0	0	0	0	0
Cecil Avenue	0	1	0	1	0
Bromley Street	0	0	0	0	0
Windermere Street	1	0	1	0	3
<b>Total</b>	<b>64</b>	<b>31</b>	<b>37</b>	<b>52</b>	<b>40</b>
<b>Total amount</b>	<b>224</b>				

A total of 165 prosecution investigations were carried out across both areas throughout the designation; 91 within the Fenton area and 74 within the Cobridge area.

<b>Prosecution Investigations</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/218</b>	<b>2018/19</b>
Fenton	12	35	19	21	4
Cobridge	14	17	11	26	6
<b>Total</b>	<b>26</b>	<b>52</b>	<b>30</b>	<b>47</b>	<b>10</b>
<b>Total amount</b>	<b>165</b>				

<b>Court Fines and Costs 4yrs</b>	<b>Fines</b>	<b>Costs</b>
Fenton East	£4,420	£4,731
Cobridge	£3,756	£2,932
<b>Total</b>	<b>£8,176</b>	<b>£7,663</b>

## **Improving Waste Management**

One of the main issues within the selective licensing areas was litter, fly tipping and abandoned bins. Officers received continual complaints with regard to abandoned bins / people not following the correct procedures for getting their bin emptied and bins being left out. This was raised repeatedly at the Fenton and Cobridge residents meeting by the committee members in attendance. Officers worked with the Environmental Crime Unit in regards to this matter but it was unrealistic to use enforcement powers due to the difficulty in identifying who the bins belonged to. Officers had tried to educate people by delivering leaflets in picture format showing the do's and don'ts of disposing of waste correctly. Information and advice was also included with the Selective Licensing Newsletters which were hand delivered through every door within the designated areas. Unfortunately, the Council failed to see an improvement and the bins were bringing the look of the area down and also adding to the fly tipping and litter problems. It was suggested to the task and finish meetings and the residents meetings for the Council to inform all households within the selective licensing areas that the Council would remove all of the abandoned wheelie bins within the area on a planned day. A letter was sent out to every resident in the two selective licensing areas informing them that if their bin was left out after a specific date it would be removed. Within the letter information on how to apply for a new bin was also included. Once the sweep took place, any addresses that had their bin removed received a letter explaining the reasons why and also giving detail on how they could face enforcement action via the Anti-Social Behaviour Crime and Policing Act 2014 if they continued to leave their bins out on the pavement. During the sweeps 163 bins were removed from the Cobridge area and 115 from the Fenton area. The outcome of this action was that both areas looked a lot better aesthetically and it demonstrated that the City Council would take action if residents failed to adhere to the correct process for disposing of their waste.

## **The Safe and Sound Homes Project**

The Safe and Sound Homes (SASH) project was introduced in 2014 and ran until 2018. It was implemented in the selective licensing areas to compliment the scheme. SASH targeted the Portland Street area of the city to begin with and then moved in to the Fenton area. The idea of the project was to address the link between poor housing standards and poor health and wellbeing, whilst trying to create a sense of community in the area.

The SASH Coordinator's role was to engage with the identified community and try and speak with as many households as possible in relation to any issues they may have. This included health issues (physical & mental), benefits & debt, housing issues including disrepair & potential hazards, community matters and any other areas that may have improved the tenants well-being in general. Once identified, the tenant would be signposted to the services that could assist them and a continued dialogue would take place to ensure they were receiving the required support.

Whilst working with the local residents directly, SASH was also involved with the general improvement of the area. Whilst doing this SASH helped to tackle some of the main issues identified by local residents, these issues included ASB, fly-tipping, dog fouling and the general look of the area. In addition to this SASH worked alongside partner services to help identify people in need throughout the community. One particular project that was very successful was being able to obtain 15 free stairgates from Public Health, and with the help of the local Health Visitors officers distributed these to families in need in the area to keep young children safe.

SASH held drop in sessions to interact directly with local residents and ascertain which issues were most prevalent and from these created mini-projects to help eradicate these issues. SASH has also taken part in respect days in both areas, these were a series of days within one week where local services and tenants came together to clean up the areas from any fly tipping, general waste and graffiti.

Throughout the two selective licensing areas, SASH made 193 referrals to services and gave out over 250 pieces of information on how to access services around the city. Every property in the selective licensing areas were knocked on twice and a series of leaflets posted through every door detailing what the scheme offered and how to access it.

Below are case studies which give examples of the work which SASH has done with tenants after receiving referrals from officers working specifically in selective licensing areas.

### **Case Study 1**

The lady at this address was a single lady in her mid-40s with no immediate family close by. The original referral to SASH came from an Environmental Health Officer within the Private Sector Housing Team, who had been doing a selective licensing inspection and realised the lady needed a lot of support. The house itself was in a terrible state and required the landlord to do a lot of works over the next few months. Alongside this the tenant who has a history of very poor mental health had found herself struggling to deal with her current circumstances, which in turn led her to allow the state of the property to decline very badly.

When SASH became involved regular visits were made to see the tenant to ascertain what kind of support she needed and required.

Over the coming months the tenant was referred to the council's Co-operative Working Scheme, the Sutherland Centre to address her mental health issues and also to local support groups who ran free recreational workshops.

During this time there were huge visible improvements with the tenant who became motivated to improve her personal care, alongside her property, which she cleaned and painted with support from Co-operative Working. The landlord completed the required works and we continued to support the tenant with her personal issues.

Recently during a discussion the tenant revealed that she didn't know where she would be without the support we have provided for her. The key going forward is to ensure that the correct ongoing support is offered to the tenant and we have ensured we keep regular contact to monitor this.

This is one of the most successful cases of the SASH scheme, which has shown the importance of multi-agency working and also staying persistent when working with vulnerable residents and providing support.

### **Case Study 2**

This was an elderly lady who has lived in the same address for 62 years. Her family didn't live locally so there was a potential for her to become isolated. During a chat the SASH Coordinator explained to her that there are lots of local groups nearby and if she needed any help accessing them we could get the relevant information. It also came to light that she enjoyed reading books but wasn't comfortable driving as far as the nearest library. After linking in with Hanley Library, officers managed to sort out a home delivery service for the tenant to help alleviate potential loneliness and isolation. During the evaluation process the tenant made the SASH Coordinator aware that not long after the original call she had to have a hip operation and had spent quite a while in hospital. During this time the communication between her and the library had broken down. This has now been addressed and the service has started up again for the tenant. Due to her becoming even more vulnerable recently a follow up visit was arranged to ensure everything the tenant needed was in place and to ensure she doesn't become isolated.

### **Case Study 3**

The SASH officer was introduced to a woman living on her own after a selective license inspection. Initially, the tenant refused to have contact with male workers due to a history of abusive ex-partners. Over the next few months the SASH Coordinator built up a level of trust with her by talking to her at her front door. Eventually, she allowed him to sit in the front room with the front door open. The tenant could be very aggressive and unpredictable but once they built a relationship she began to open up and trust the officer.

The woman has a poor health background having suffered broken legs, a broken back, and osteoporosis. More recently, she had been diagnosed with Alzheimer's disease. She sleeps downstairs and struggles to use household facilities.

The SASH Coordinator advised that she could be eligible for a Personal Independence Payment (PIP). He made a claim on her behalf.

The original claim was rejected, so the SASH Coordinator then wrote a lengthy appeal which again was refused. They decided to take the case to the Court of Appeal and SASH supported the appeal process.

The resident and the SASH Coordinator attended court and won the appeal. The tenant received the maximum amount of PIP available for a minimum of 5 years. She also received back payments from June 2015 which totalled nearly £3,000.

The money has enabled her to pay for her to move nearer her family in Yorkshire and undertake any adaptations and care required to be comfortable.

Throughout the designations, the Selective Licensing Team listened to the local community and developed projects to help alleviate the challenges they were facing. The two areas have received a great deal of focus which has led to an improvement in the quality of life for residents and helped to address low demand and ASB.

### **Financial Summary for the Designation Period**

The accounts for the selective licensing areas are detailed below. The income has been expended on salaries to set up and run the schemes and on set up costs and overheads. The Licensing Officers have been responsible for following the procedures and statutory formalities.

Officers were responsible for:

- Processing the application process to include at least,
  - Undertaking the Council Tax checks, land registry checks
  - Undertaking the fit and proper person checks
  - Drafting and issuing of licences
  - Investigating and dealing with applications for exemptions
  - Setting up and Monitoring payment plans
  - Supporting landlords through the application process
  - Providing a list of works
  - Liaising with, and guiding landlords with regards to eradication of hazards
  - Maintaining the public register
  - Enforcing against unlicensed landlords
- Monitoring licence holders to include at least,
  - Undertaking inspections and assessing each property
  - Undertaking compliance visits
  - Ensuring compliance with licensing conditions
  - Enforcing against non-compliant landlords

The Schemes had a net cost of £33,061 over the five years for the Fenton area and £63,918 for the Cobridge area. This investment from the Private Sector Housing Team's revenue budget has enabled a number of important, essential outcomes as set out in this report, including:

- 921 inspections of privately rented properties
- 801 further revisits of privately rented properties
- Identification of 676 Category 1 and 2 serious hazards
- Eradication of 606 Category 1 and 2 serious hazards
- Investment of £3.4m into the two areas:

- Injection of £484k landlord investment into the eradication of hazards
- Injection of £2m British Gas funding
- Injection of circa £770k private landlord/empty home owner funding
- Injection of £162k Accredited private landlord investment
- Injection of £20k Safe and Warm Homes Funding

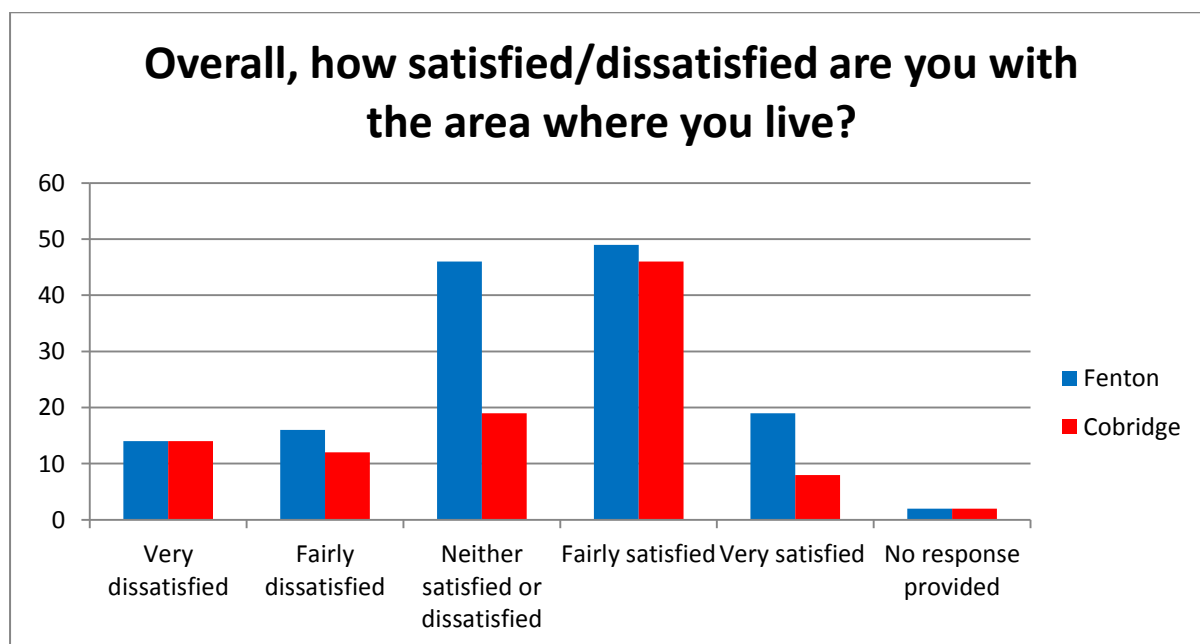
<b>Fenton Selective Licensing Area Scheme Accounts</b>	<b>Actual From 14/15 to 19/20</b>
	<b>£</b>
Income	(225,090)
Staffing Costs	237,121
Overheads	21,031
<b>Total Expenditure</b>	<b>258,151</b>
<b>Balance at the end of the 5 year period</b>	<b>33,061</b>

<b>Cobridge Selective Licensing Area Scheme Accounts</b>	<b>Actual From 14/15 to 19/20</b>
	<b>£</b>
Income	(179,494)
Staffing Costs	222,381
Overheads	21,031
<b>Total Expenditure</b>	<b>243,412</b>
<b>Balance at the end of the 5 year period</b>	<b>63,918</b>

## Consultation with residents

Results from questionnaires completed during compliancy inspections.

Tenants were asked how satisfied or dissatisfied they are with the area that they live.



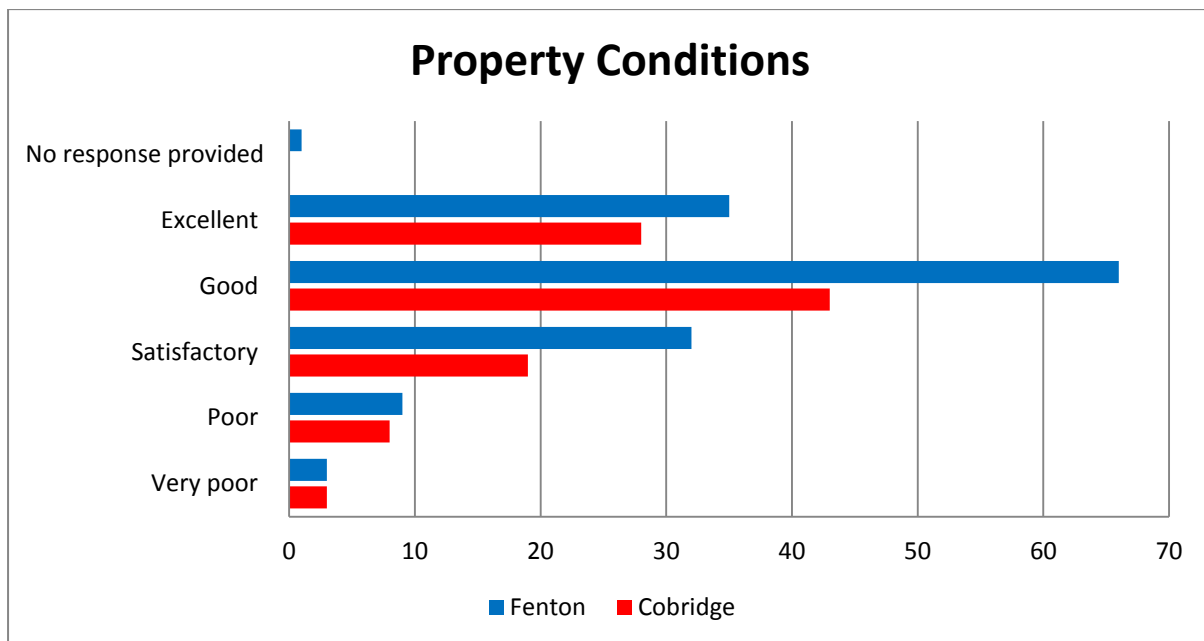
A total of 101 responses were received for the Cobridge area and 146 for the Fenton area.

Within the Cobridge area 19 people were neither satisfied, nor dissatisfied with the area in which they live, this equates to 19%. A total of 54 people were either fairly satisfied (46) or very satisfied (8) with the area, this equates to 53%.

26 people stated that they were either very dissatisfied (14) or fairly dissatisfied (12) with the area, a total of 26% of those who responded.

Within the Fenton area 46 people were neither satisfied nor dissatisfied with the area in which they live, this equates to 32%. A total of 46 people were either fairly satisfied (49) or very satisfied (19), this equates to 32%. 30 people stated that they were either very dissatisfied (14) or fairly dissatisfied (16) with the area, a total of 21% of those who responded.

**Tenants were asked to describe the condition of their property.**



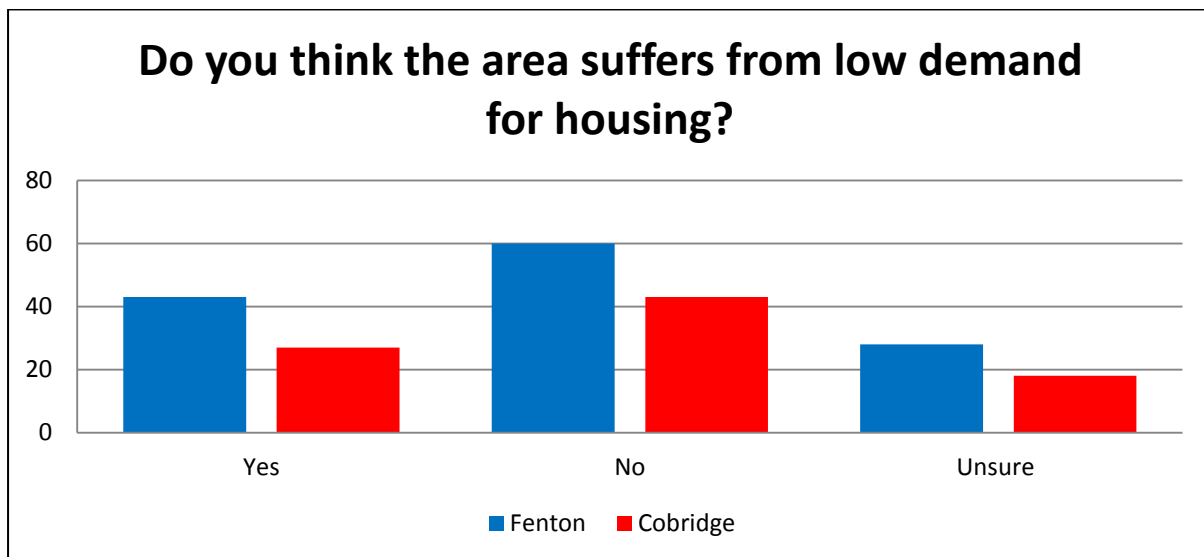
A total of 101 people responded within the Cobridge area and 146 within the Fenton area.

Within the Cobridge area, 3 people stated that the condition of their property was very poor, 8 stated that it was poor, 19 stated that it was satisfactory, 43 stated that it was good and 28 stated that it was excellent. Therefore, overall 11% of respondents stated that their property was either very poor or poor. 70% of respondents stated that their property was in a good or excellent condition.

Within the Fenton area, 3 people stated that the condition of their property was very poor, 9 stated that it was poor, 32 stated that it was satisfactory, 66 stated that it was good and 35 stated that it was excellent. Therefore, overall 8% of respondents stated that their property was either very poor or poor and 69% of respondents stated that their property was in a good or excellent condition.

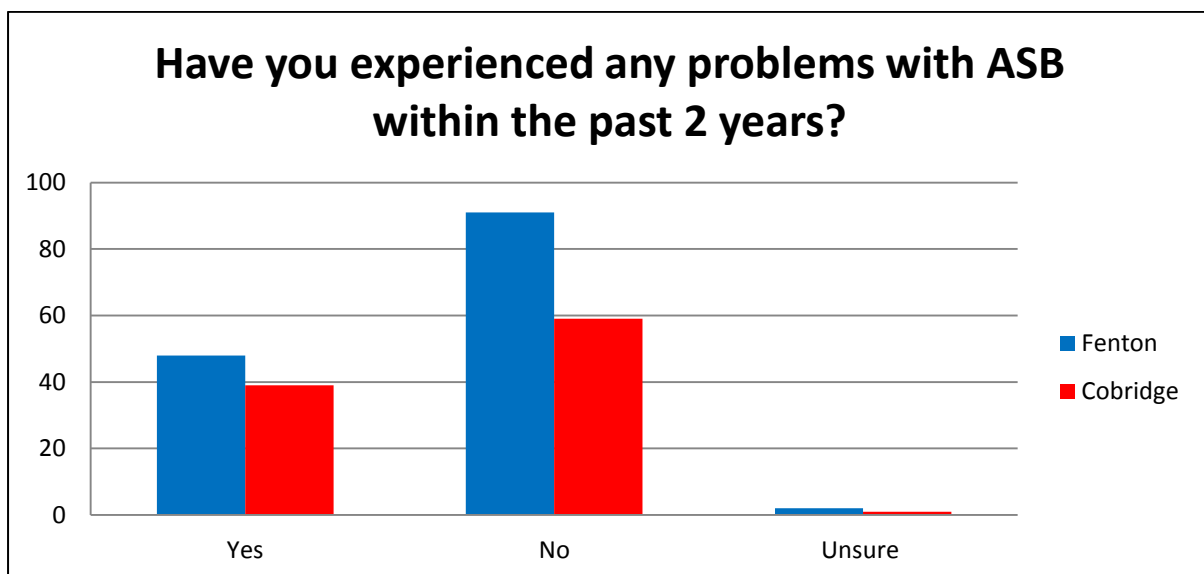
**Tenants were asked if they thought that the area suffers from low demand for housing.**

The majority of people in 2018/19 did not think that the area suffers from a low demand for housing.



**Tenants were asked if they have experienced any problems with ASB within the last 2 years.**

At the time of the end of the Schemes, 39 (39%) of respondents within the Cobridge area and 48 (32%) respondents in the Fenton area stated that they had experienced ASB issues.



During the consultation for the selective Licensing schemes in 2014, 85% of Fenton residents and 88% of Cobridge residents said that they were experiencing ASB.

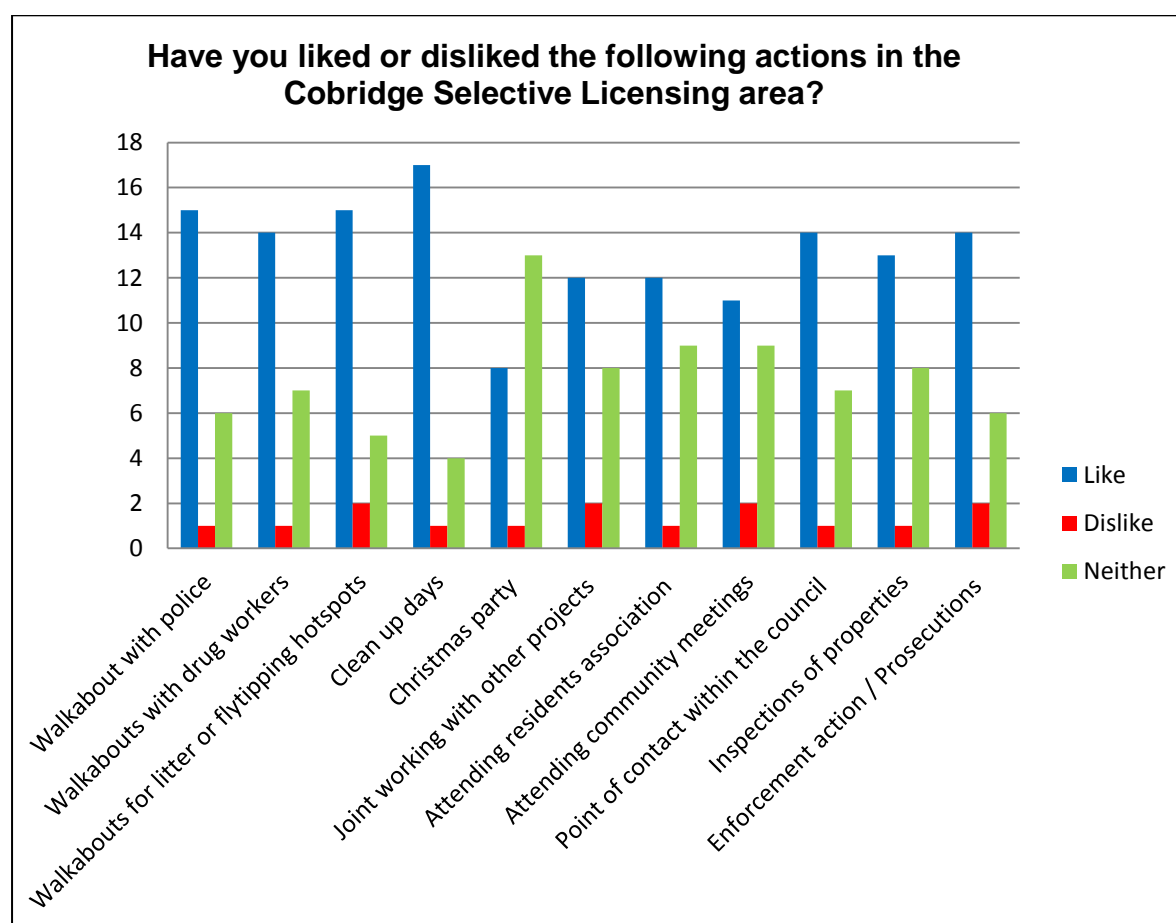
### **Results from the questionnaire completed at the end of the designations**

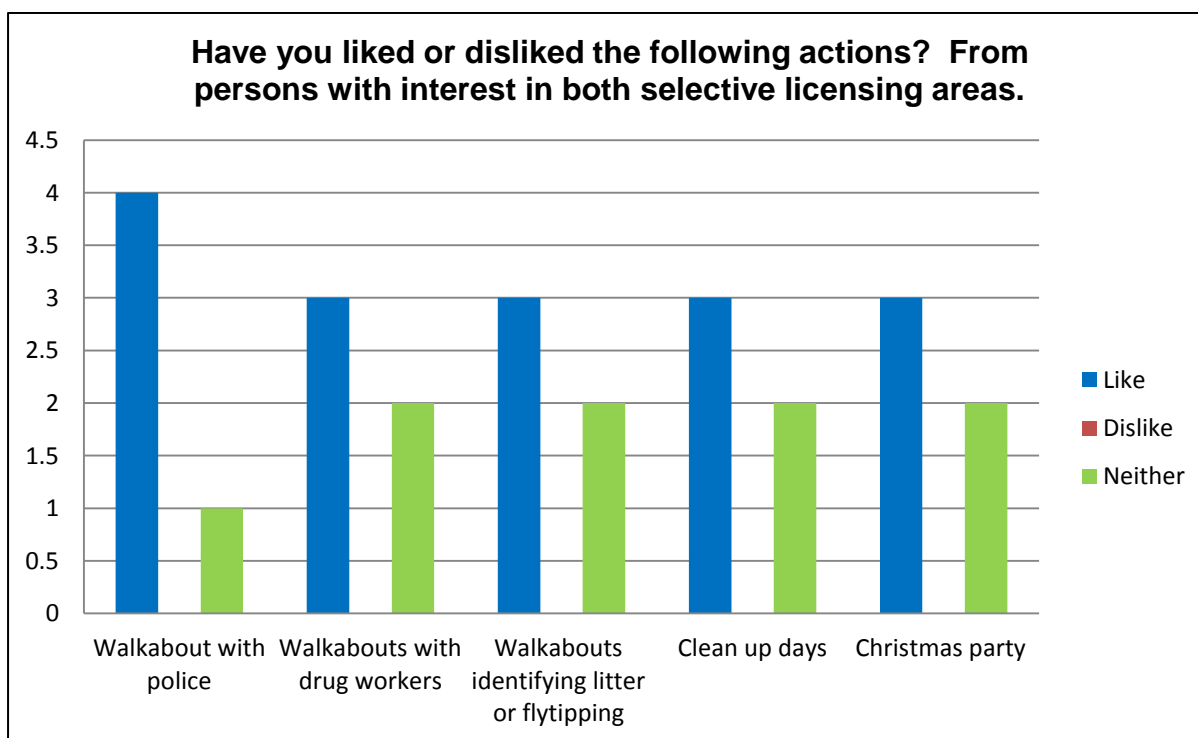
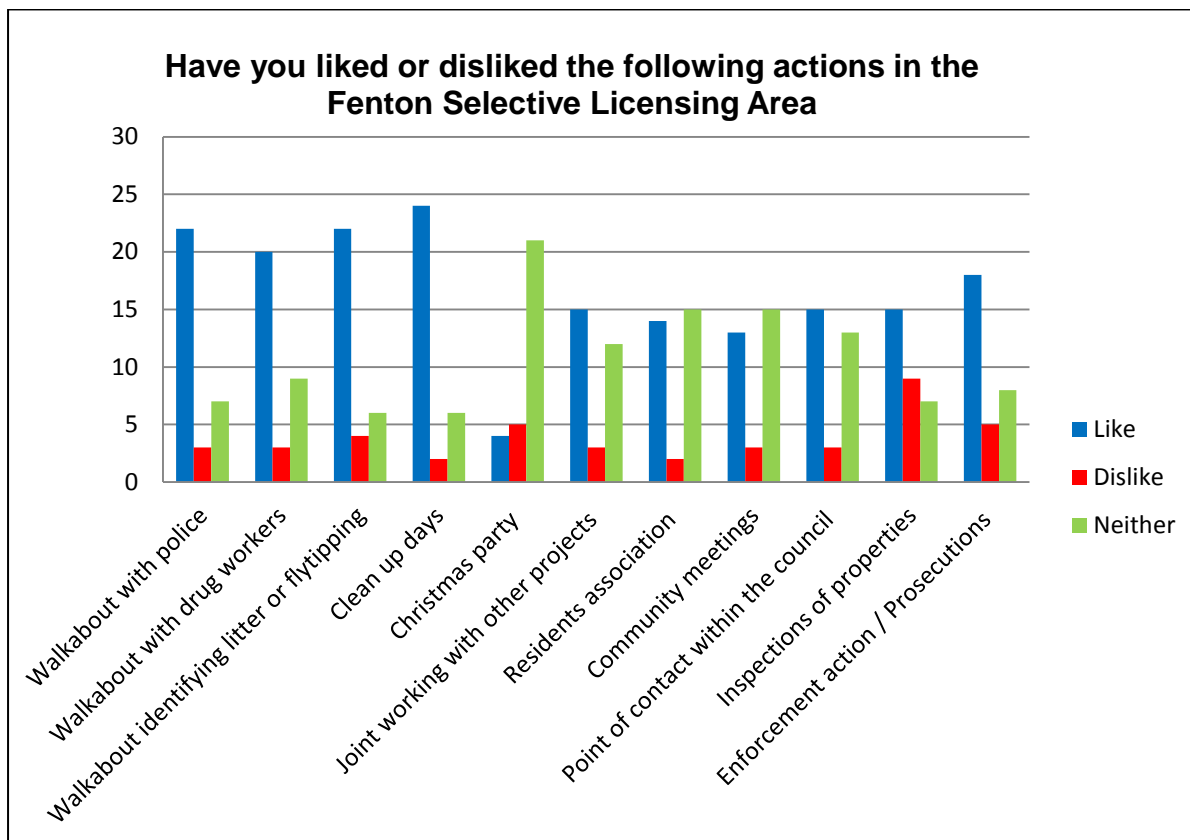
The Housing Act 2004 allows for a selective licensing scheme to be in place for a maximum of five years. In the summer of 2019 officers consulted people who lived, owned properties, or worked in the areas to get their views on the areas. The Council received 61 responses.

**In which Selective Licensing area do you live, work, have an interest or own a property?**

Area	Number of Responses
Cobridge	23
Fenton	33
Cobridge & Fenton	05

At the end of the selective licensing schemes respondents were asked what they thought about the actions the Council had carried out in the areas. The responses were favourable of the actions undertaken in the areas.

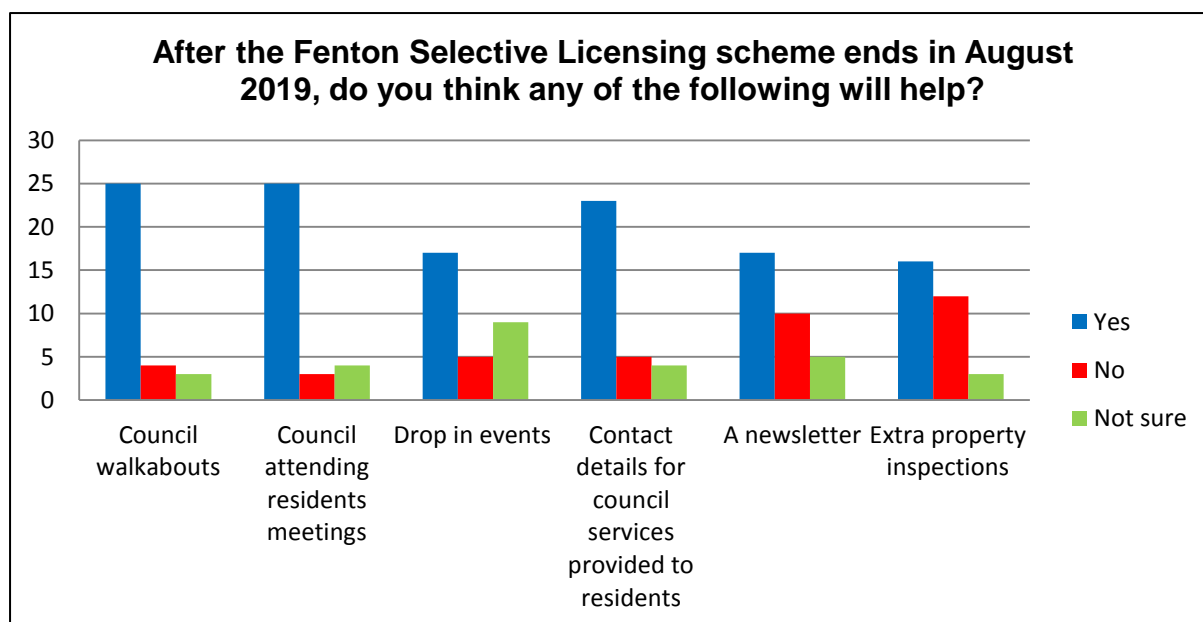
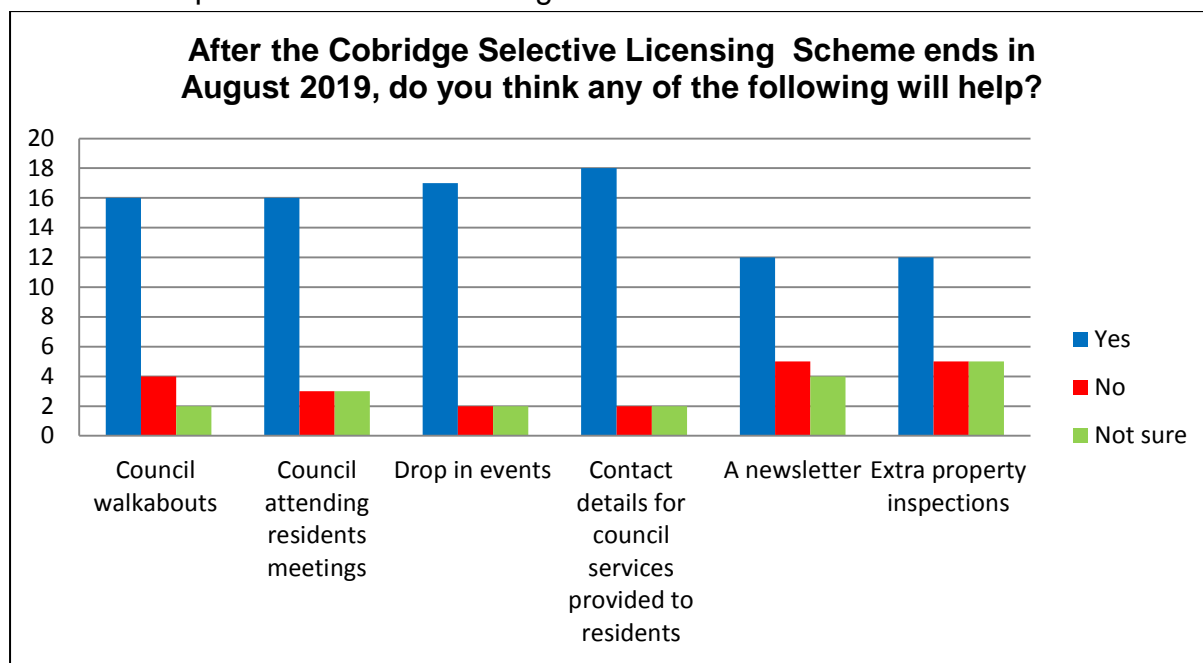


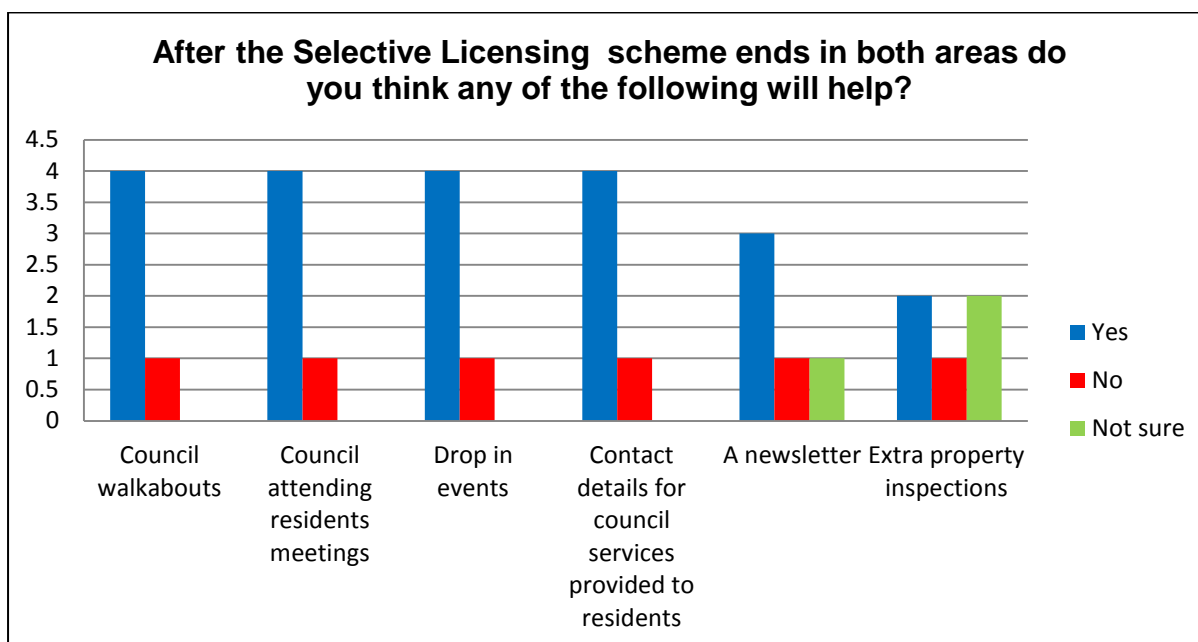


However respondents felt that there were still issues in the areas. In the Cobridge area the main issues of concern in 2019 were the levels of ASB and crime in the area and the high turnover of tenants.

In Fenton and for those persons who had an interest in both designations, the main issues of concern in 2019 were the levels of ASB, Crime and Vandalism

We also asked what future actions respondents would like to see once the selective licensing areas came to an end. People who responded from Fenton, Cobridge and those persons who had an interest in properties in both selective licensing areas indicated that it would be helpful for the Council to continue to provide the support it had done as part of selective licensing in the areas.





Many respondents offered comments and feedback about the selective licensing areas and what they would like to see in the evaluation report:

Feedback
The initial objectives of the scheme. The costs to implement. Metrics to show how these objectives have achieved or not the initial objectives. Next steps or is the area to be abandoned?
Have the power to terminate tenancies for anti-social behaviour! In this respect the council has knowingly failed landlords and tenants.
What was the money paid by landlords spent on? Council money making scheme disguised as community service.
I would like to report what impacts the scheme has had on the areas. Have the areas involved improved, have standards improved in both property and tenants. Tell us what you have done with unruly tenants and landlords that didn't comply with the rules. Tell me what my fee has done for me and my tenant. Tell us whether the areas have become a more desirable place to live, has the scheme driven up or reduced house prices. Ask all properties to give their views, both tenanted and owner occupied. It is quite probable that you will get two different answers. If all those who should have brought a licence, had brought a licence, then the council will have received close to £400,000. Tell us what the income raised was and what it has been spent on and let us judge whether it was a worthwhile process because from the outside it does not look like it to me.
I would like to see the report including some recommendations for follow up work. I would also be interested to know how many properties in our area have seen improvements, as well as how many penalties landlords have had to pay out, and if that has then led to an improvement in conditions/approaches to taking on tenants.
I would like to see how many bad landlords you have prosecuted as a result of this scheme and what benefit you think this scheme had.
Include that decent resident's feel and ask for their feedback. Finding out why some landlords are allowed to have run down boarded up houses and doing something about it.
Anti-social behaviour and fly tipping has not reduced during and towards the end of the scheme. Don't know what improvements have been made by scheme- rent has

Feedback
gone up due to the scheme.
What my money was spent on and how this has benefited me?
Before the scheme is closed every house in the selective areas should have a letter sent out with the important numbers so that they can ring to report to the right places for whatever the problem is with names of people
The fiasco with 30+ unlicensed premises in Oldfield and surrounding streets. Selective licensing should focus on the people in the properties and ensure that they are proper and fit to live in an area.
A clear rationale as to why the scheme is ending when in my opinion I have seen very little change. Does selective licensing work? To me it is just an extra level of red tape which has lots of loop holes that dodgy landlords still get around.
The statistics on crime and anti-social behaviour in the area prior to and post the scheme being put in place. Has the scheme actually worked? The figures on where the £500.00 licensing fee has been used, if the £500.00 fee has been put to good use and has it made any difference to the area as promised by the council.

## Views of residents

### *Resident 1 June 2018:*

Mrs XXX has stated that she appreciates how hard the council are working to try and clean the area up and that the area that she lives in has more focus than other areas of the city in regards to officers being present within the area, clean ups and removal of fly tipping. It is appreciated as she has lived within the street for 48 years.

### *Resident 2 April 2018:*

The truth is that yourselves (and XXX ) are working hard in your own roles and are actually achieving results and making progress, you turn out every month to chair the meetings and you try to involve all the services we require. You take a lot of flak, listen to all our frustrated complaining and constant criticisms and still work tirelessly to help us so I just wanted to say Thank You. Your hard work is very much appreciated and we are extremely grateful for your involvement and the fact that you stick with us every month. I'm sorry you bear the brunt of our frustration over the services that don't engage. Thank you. You are making a difference and we do appreciate the work you are putting in.

### *Response from Resident: 2019*

It is a shame that the schemes have to end on the 4th August. I believe that selective licensing is a good thing and is needed. The good work that has been done in the areas needs to continue. These areas clearly have ingrained social issues and so intervention from the local authority needs to continue

### *Quote from the local Police: August 2019*

I am the local officer for a designated Selective Licensing Area. This is an extremely deprived area of the city and one of the most challenging to police due to poor quality housing, fly tipping, large number of private landlords and a very mixed batch of residents with various different needs. Saying this, it is also a very rewarding area

to work where there are some great local residents and at the moment I would say that the good residents are thankfully outweighing the not so good residents who we have dealings with.

This is a recent change in the area and when I first started working there a few years ago it was horrendous, so much so that I felt I had to keep my door locked, even when in a police car! Although I like to think that some of this improvement is from the work of the local officers, there has also been some great work from the council. This includes “xxxxxxx” from Selective Licensing, “xxxx” from the Environmental Crime Unit and “xxxxxx” from the Empty Homes Team. All of which have been a massive help to me and made a real impact in the area.

Although the above council colleagues will continue to have some involvement in the area can you please look into extending the scheme?

#### *Comments from MP*

The constituents I have spoken to believe the scheme is making a real impact, but they are concerned that if it is ended prematurely, these benefits will be lost.

#### *Comments from landlords:*

It was all a waste of money as the areas are in a no better state from when this got introduced the council just fleeced us all no impact on the problems that were there and are still present I would advise not to bring this license out ever again

An honest appraisal of the total failure of the scheme which had zero impact. The concept of telling landlords to board up garages is not an answer to drug dealing or taking, yet was the best the council could come up with. I would like to say that we feel seriously cheated, as business people having had extra taxes imposed on us via the back door for absolutely no apparent benefit. It is disgusting that councils are allowed to get away with this type of indirect taxation.

I have not been informed of any of the schemes above at any time. I was forced to pay £500 for a 5 year the licence last year and now it is coming to an end in August. As far as I am aware this licence has done nothing and not made any difference at all. Despite false promises it has not provided any help to me or my tenants. I feel completely ripped off. If this money grabbing scheme is renewed then along with the government’s persecution of landlords then I will probably have no choice but to sell my property, meaning my tenants will lose their home.

## **Post selective licensing**

Following the ending of the scheme the Council have undertaken the following actions:

### **Gas Safety Certificates**

Following the ending of the selective licensing schemes courtesy letters and emails were sent to all 33 landlords where gas safety certificates were due to expire anytime between August and October 2019 to remind them of the need to undertake a gas safety inspection.

### **Revisits**

Revisits to properties to check all works have been completed were undertaken. In the final weeks of the selective licensing schemes, the remaining properties awaiting inspections were completed. These properties were awaiting inspection due to the new owner having recently bought the property. Six of these were completed through warrants gained by officers in court.

### **Disrepair identified**

Of the above properties, 33 required works to bring them up to the standard required. As the closing date for the selective licensing scheme preceded the deadline for works, it was decided that as part of the Exit Strategy officers would continue with these cases and complete the initial revisits. If the case needed to be kept open it would be referred to the Enforcement Team.

### **Support for Residents**

Although selective licensing in Fenton and Cobridge has ended the Council will continue to support residents in these areas through a number of methods:

### **ASB team**

Following the end of the selective licensing designation the ASB team have set up a working group with the police to look at the key drugs and other crime issues in the Hanley area, this will cover the Cobridge selective licensing area and PSPO boundary. The group will meet on a monthly basis with a view to tasking other key partners as and when needed.

### **Reviving Communities programme**

In Cobridge, the second phase of the Reviving Communities Scheme will also look to continue with the vision of a strong, healthy, thriving community in the Portland Street area and other areas of low demand housing stock. This will address not only housing market decline but also help to create safe and clean streets; build a community and contribute to a stronger Stoke-on-Trent.

As part of this scheme Officers from the Empty Homes Team will attend the residents meetings and police / ASB partnership meetings.

### **The Portland Inn Project**

The Portland Inn in Portland Street, Cobridge is in the ownership of the Council and has been empty for a number of years following the withdrawal of the Housing Market Renewal Programme. This once busy pub will be offered to the Portland Inn Project, an arts based Community Interest Company through a Community Asset Transfer. The project will create a much needed community asset offering a range of facilities open to local residents.

The Portland Inn Project is working to create an arts based social enterprise that has the aim of community, economic, social and cultural development for the local community. The project will also serve to create a central meeting point for the community.

Work on the former corner shop is ongoing. We have successfully applied for Planning permission for a change of use. This will now allow the conversion of the building from a shop to a single dwelling house that will be added to the properties in the Reviving Community Scheme. We now have a comprehensive scope of works that includes remodelling the property into a two bedroom house, structural repairs and external works to bring the building back into use. Now that we have laid the groundworks for the renovation we anticipate that the building works will start this year.

### **Residents meetings**

Monthly residents meetings continue in both selective licensing areas which are attended by representatives of the Council, police and the local community.

### **Complaints to the Private Sector Housing Team**

The Private Sector Housing team will continue to respond to complaints about property conditions, empty properties and landlord management practices. Contact details have been provided throughout the schemes.

### **Grant products**

Occupiers within the former selective licensing areas can continue to access Safe and Warm Grants or Disabled Facilities Grants. Landlords who are part of the Landlord Accreditation Scheme who have a property which has been empty for six months or more can access the match funded Empty Homes Grant.

### **Rogue Landlord Campaign**

The City Council is currently working on the Report a Rogue Landlord Campaign to enable residents and landlords across Stoke on Trent to help improve housing standards in the private rented sector by reporting rogue landlords who are renting out substandard properties, have poor letting practices or are operating unlicensed houses in multiple occupation.

Complaints about disrepair or poor management practices can be made to the Private Sector Housing Team on 01782 232087 or [privatesectorhousing@stoke.gov.uk](mailto:privatesectorhousing@stoke.gov.uk)

## **Lessons learned**

1. The importance of multi-agency working should not be underestimated. In the current financial climate officers are expected to deliver more with less resource and need to consider how they can work with those services who are already accessing the homes of the most vulnerable, such as the Fire Service, social workers and the Police
2. The need for better publicity of selective licensing schemes and information to all that 24 hours' notice is not required to inspect the property. This will help to reduce costs of sending out Notices and abortive visits.
3. The team experienced difficulty with accessing properties for inspections and revisits. The transient nature of these areas means that many of the properties inspected did not have the same tenant upon the revisit and so the process started over again. Improvements in the knowledge of residents regarding selective licensing may have helped with gaining access. Also, moving forward, the team would look to undertaking 'Inspection Days' rather than bespoke appointments.
4. Making better use of technology - the processing of paper application forms is time consuming and many application forms were not completed correctly, resulting in delays with processing of applications. This is an issue for landlords who would much prefer to apply online and attach necessary documentation. This will also safeguard the documentation and comply with the data protection regulations.
5. In the Government Review of Selective Licensing on 25 June 2019, The Ministry of Housing Communities and Local Government (MHCLG) published an independent review on the use and effectiveness of selective licensing schemes in England. The report provides a number of recommendations for future selective licensing schemes. The report concludes that selective licensing can be an effective policy tool with many schemes achieving positive outcomes. The government have not yet published their response to the review and it is not known which, if any of the recommendations they may decide to implement.
6. Working with the good landlords in the designated areas - the whole community including landlords need to take responsibility for the areas. Not all landlords are honest in the references they give, the fees they charge, or the way they handle a tenancy. The good landlords need to make a stand against those landlords who give their sector a bad name. This includes reporting bad practice, fly tipping and illegal evictions

## Summary

Selective licensing has resulted in improvements in both the social and physical aspects of these areas. Both areas have benefited from the resource selective licensing has brought to the areas through the co-ordination of key services such as Housing, ASB, Environmental Crime and the Police.

In summary the aims of the selective licensing scheme identified in the Cabinet report were:

- **A higher standard of properties for tenants;**  
606 hazards have been eradicated from properties resulting in nearly £0.5m of private landlord investment
- **Improved landlord management skills;**  
Throughout the five years of the schemes 107 landlords became Accredited with the Council and have undertaken training to date.
- **Support for landlords with regards to empty homes;**  
The Empty Homes team led a campaign of writing to every owner and offered solutions. As a result, the team brought back into use 112 empty properties which led to a private sector investment of 769k refurbishing these properties.
- **Decent minimum standards in housing conditions for tenants;**  
In addition to the improvements in property conditions identified through the selective licensing inspections, the Selective Licensing Officer was able to secure £2m British Gas funding for 341 properties. Altogether as a result of the designations, the areas have benefited from £3.4m worth of property improvements
- **To increase the rental value of properties, as well as house property prices in the areas concerned.**  
Property sales values have increased during the designations, whilst rental prices in the areas remain between £300 and £450

Whilst the designations have reduced poor property conditions and have led to investment in the properties and dealt with many ASB cases, if an area is not cared for, it will result in low demand. The visible environment is fundamental to ensuring demand for housing in that area. Keeping neighbourhoods clean is effectively a partnership between the residents of that area, property owners and the street cleansing services. Property owners and residents should take responsibility for their waste whether that is using the bins provided on the correct collection days, discussing with new tenants how to dispose of waste correctly, and by disposing of waste appropriately when a tenancy ends. It should not be acceptable to leave a sofa or a bag of rubbish in an alleyway for the Council to remove. All landlords, residents and the City Council need to work together to prevent waste from being deposited in alleyways.

Where a community as a whole does not respect its own environment then it is highly unlikely that any street cleansing operation or selective licensing scheme will ever have the capacity to make up the shortfall. Partnership working is a key element.

The work in the selective licensing area has targeted resources into two of the most deprived areas of the City bringing focus and investment to help the residents to live a better quality life. The selective licensing schemes have been successful in bringing significant improvements in property conditions, secured substantial amount of investment into property conditions, reduced the number of empty homes, reduced ASB issues prevalent at that time, supported the community and have been instrumental in helping to take appropriate enforcement action. The improvements will benefit residents, landlords and the wider community and the increase in property values will benefit owner occupiers and private landlords.

That said; challenges remain in terms of ASB and environmental crime.

Due to the transient nature of these types of areas which are high in private renting, ASB and environmental crime are reoccurring issues. Officers were managing these issues as they were speaking to residents and patrolling the areas and were able to pull in relevant partners. However now that the area is no longer a Selective Licensing area, the reduction in officers visible in the area and to co-ordinate and pull in partners such as the ASB team, the Police, Waste and Environmental Crime to deal with issues affecting the community, these issues are likely to increase.

The community need to continue to report issues so that resources are targeted to the areas that need them the most. Services can then deploy resources where the issues are occurring, but without the reporting, the resources will be low and the issues will continue. The Selective Licensing Team has built significant and positive relationships with the local residents and has been successful in encouraging engagement.

## **Next Steps**

The Council has a commitment to improve property and management conditions in the private rented sector to help the most vulnerable, those who are not able to speak up for themselves and those residents who endure the poor behaviour of some very poor landlords for fear of losing their home. The Private Sector Housing Team will continue to support residents and landlords to improve housing conditions as well as support tenants where landlords are failing in their obligations as a landlord. The Private Sector Team is launching a campaign over various platforms to raise awareness of the support available to tenants who are living in a property owned by a rogue private landlord.

The ASB Team will look at the ASB data and consider all the tools available to meet the Council's objective to further address the ASB in both of these areas. Altering the behaviours of tenants, landlords and the wider community is a long term and resource intensive process which will take longer than the five year period of the designation.

ASB can have a detrimental effect on a person's life and detract from the enjoyment of a person's home and life in general. It is therefore vital that the Council continues its action to work with partners to create a city where a clean, safe, healthy environment is possible for all and not just some of our residents.

Whatever action is taken, it will be driven by the need to improve the lives of residents living in the most deprived areas of the city, providing residents with an opportunity to live in a safe and healthy environment.

## Appendix 1

Property conditions in the selective licensing areas

The photos below demonstrate some of the housing conditions in the selective licensing areas.

Defective flooring and rotten skirting



Defective guttering



Damp and mould



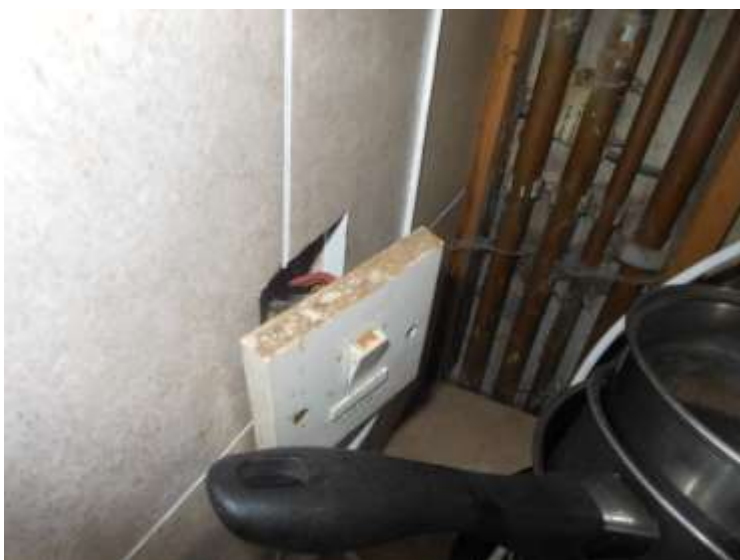
Rusty leaking radiator, resulting in a faulty heating system



Hole in a bath



Defective electrics

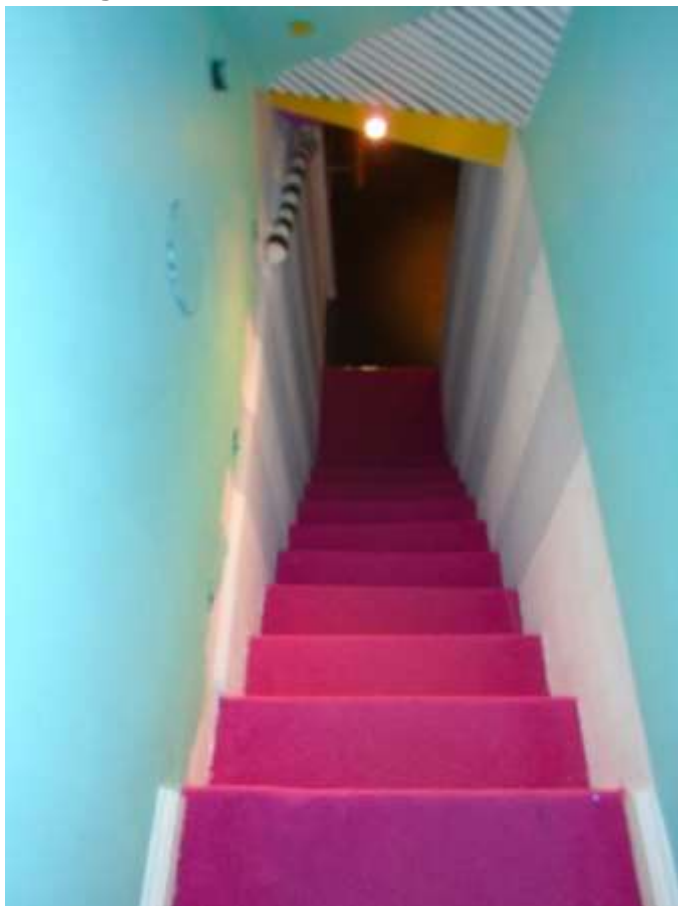




Non working smoke detection



**Missing handrails to staircase**



## Appendix 2

### **Timeline of Actions in the Selective Licensing Areas**

#### **Cobridge Area –**

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
SASH launches in Portland St area with event at Coronation Club on Mulgrave Street	17 <sup>th</sup> October 2014
SASH Clean up weekend – joint working with My Community Matters. Officers and residents had a 2 day clean up in the area, which included skips, clean up of graffiti and a general tidy up of the area.	October 2014
SASH Letter to residents of Denbigh St, making them aware an officer would be in the area over the coming weeks.	1 <sup>st</sup> June 2015
SASH Door to door knocking in Denbigh St to offer support to all residents. Each property door knocked twice and a card delivered if no response.	Week beginning 8 <sup>th</sup> June 2015 for 2 weeks.
CLUSTERS OF EMPTY HOMES PROGRAMME Community Garden installed	July/Aug – 2015
CLUSTERS OF EMPTY HOMES PROGRAMME Regeneration of the current park	July/Aug – 2015
Green space regenerated on Century Street	July/Aug – 2015
SELECTIVE LICENSING Attended community meeting	4 <sup>th</sup> September 2017
SELECTIVE LICENSING Community walkabout with Police and CDAS, identifying issues and offering assistance and advice to people in the community	20 <sup>th</sup> September 2017
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	28 <sup>th</sup> September 2017
SELECTIVE LICENSING Attended community meeting	9 <sup>th</sup> October 2017
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	12 <sup>th</sup> October 2017

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
SELECTIVE LICENSING Community walkabout with ECU, identifying issues and reporting	13 <sup>th</sup> October 2017
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	9 <sup>th</sup> November 2017
SELECTIVE LICENSING Police Mobile Media Bus – Freshways carpark, offering assistance and advice to residents regarding SELECTIVE LICENSING and reporting issues on their behalf	11 <sup>th</sup> November 2017
SELECTIVE LICENSING Attended community meeting	13 <sup>th</sup> November 2017
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	7 <sup>th</sup> December 2017
SELECTIVE LICENSING Attended community meeting	18 <sup>th</sup> December 2017
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	4 <sup>th</sup> January 2018
SELECTIVE LICENSING Police Mobile Media Bus – Freshways carpark, offering assistance and advice to residents regarding Selective Licensing and reporting issues on their behalf	20 <sup>th</sup> January 2018
SELECTIVE LICENSING Attended community meeting	22 <sup>nd</sup> January 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	1 <sup>st</sup> February 2018
SELECTIVE LICENSING Attended community meeting	26 <sup>th</sup> February 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	1 <sup>st</sup> March 2018
SELECTIVE LICENSING Police Mobile Media Bus – Freshways carpark, offering assistance and advice to residents regarding	

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
Selective licensing and reporting issues on their behalf	17 <sup>th</sup> March 2018
SELECTIVE LICENSING Attended community meeting	26 <sup>th</sup> March 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	12 <sup>th</sup> April 2018
SELECTIVE LICENSING Attended community meeting	23 <sup>rd</sup> April 2018
SELECTIVE LICENSING Community walkabout with ECU, identifying issues and reporting	24 <sup>th</sup> April 2018
SELECTIVE LICENSING Community walkabout with ECU, identifying issues and reporting	2 <sup>nd</sup> May 2018
SELECTIVE LICENSING Attended community meeting	21 <sup>st</sup> May 2018
SELECTIVE LICENSING Community walkabout with Police and CDAS, identifying issues and offering assistance and advice to people in the community	23 <sup>rd</sup> May 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	24 <sup>th</sup> May 2018
SELECTIVE LICENSING Community Action Week - working together with partner agencies and local residents deal with issues that matter to residents. General clean up, report issues advice, and how to dispose of rubbish.	18 <sup>th</sup> June 2018 for 5 days
SELECTIVE LICENSING Community walkabout with Police, identifying issues and offering assistance and advice to people in the community	5 <sup>th</sup> July 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	19 <sup>th</sup> July 2018
SELECTIVE LICENSING Attended community meeting – action plan provided	

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
and discussed with group	23 <sup>rd</sup> July 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	20 <sup>th</sup> August 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	23 <sup>rd</sup> August 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	17 <sup>th</sup> September 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	20 <sup>th</sup> September 2018
SELECTIVE LICENSING Selective licensing newsletter hand delivered through every door and emailed to all landlords	October 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	22 <sup>nd</sup> October 2018
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	25 <sup>th</sup> October 2018
SELECTIVE LICENSING Abandoned bins collection	18 <sup>th</sup> November 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	26 <sup>th</sup> November 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	17 <sup>th</sup> December 2018
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	21 <sup>st</sup> January 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	24 <sup>th</sup> January 2019
SELECTIVE LICENSING	

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
Attended community meeting – action plan provided and discussed with group	18 <sup>th</sup> February 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	21 <sup>st</sup> February 2019
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	18 <sup>th</sup> March 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	21 <sup>st</sup> March 2019
SELECTIVE LICENSING Portland Inn Project Community Clean up	23 <sup>rd</sup> March 2019
SELECTIVE LICENSING Selective licensing newsletter hand delivered through every door and emailed to all landlords	April 2019
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	15 <sup>th</sup> April 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	18 <sup>th</sup> April 2019
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	20 <sup>th</sup> May 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	6 <sup>th</sup> June 2019
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	17 <sup>th</sup> June 2019
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	27 <sup>th</sup> June 2019
SELECTIVE LICENSING Attended community meeting – action plan provided and discussed with group	15 <sup>th</sup> July 2019

SASH launch leaflets delivered in Portland St area	1 <sup>st</sup> -14 <sup>th</sup> October 2014
SELECTIVE LICENSING Task to Finish meeting – various services attend to add to and contribute to the action plan	25 <sup>th</sup> July 2019

### **Fenton Area –**

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
SASH launches in Fenton area with event at Impact Boxing Gym on Brocksford St	16 <sup>th</sup> September 2015
SASH Report to Sort noise campaign launched. Leaflets to every property in the Fenton area aimed at tackling ASB noise issues.	November 2015
SASH Door to door knocking in all Selective Licensing designated streets in the area to offer support to all residents. Each property door knocked twice and a card delivered if no response.	September 2015 – August 2016
SELECTIVE LICENSING Attended community meeting	3 <sup>rd</sup> May 2017
SELECTIVE LICENSING Attended community meeting	7 <sup>th</sup> June 2017
SELECTIVE LICENSING Attended community meeting	5 <sup>th</sup> July 2017
SELECTIVE LICENSING Attended community meeting	2 <sup>nd</sup> August 2017
SELECTIVE LICENSING Attended community meeting	6 <sup>th</sup> September 2017
SELECTIVE LICENSING Attended community meeting	4 <sup>th</sup> October 2017
SELECTIVE LICENSING Attended community meeting	1 <sup>st</sup> November 2017
SELECTIVE LICENSING	

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
Attended community meeting	7 <sup>th</sup> December 2017
SELECTIVE LICENSING Assisted with community Christmas party	16 <sup>th</sup> December 2017
SELECTIVE LICENSING Attended community meeting	3 <sup>rd</sup> January 2018
SELECTIVE LICENSING Attended community meeting	7 <sup>th</sup> February 2018
SELECTIVE LICENSING Attended community meeting	7 <sup>th</sup> March 2018
SELECTIVE LICENSING Liaison meeting with Police and ASB	28 <sup>th</sup> March 2018
SELECTIVE LICENSING Attended community meeting	4 <sup>th</sup> April 2018
SELECTIVE LICENSING Liaison meeting with Police and ASB	27 <sup>th</sup> April 2018
SELECTIVE LICENSING Joint walkabout with ECU, ASB & Cllr Shotton	2 <sup>nd</sup> May 2018
SELECTIVE LICENSING attended community meeting	2 <sup>nd</sup> May 2018
SELECTIVE LICENSING issued leaflets to all properties in Oldfield Street regarding the alleyway gates	3 <sup>rd</sup> May 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	21 <sup>st</sup> May 2018
SELECTIVE LICENSING Attended community meeting	6 <sup>th</sup> June 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	20 <sup>th</sup> June 2018
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	26 <sup>th</sup> June 2018
SELECTIVE LICENSING	

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
Meeting with Chief Inspector Police	29 <sup>th</sup> June 2018
SELECTIVE LICENSING Attended community meeting	4 <sup>th</sup> July 2018
SELECTIVE LICENSING Visits to various problem addresses in the area with police & CDAS	6 <sup>th</sup> July 2018
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	24 <sup>th</sup> July 2018
SELECTIVE LICENSING Attended community meeting	1 <sup>st</sup> August 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	9 <sup>th</sup> August 2018
SELECTIVE LICENSING Meet with chair of Fenton RA to discuss community issues	24 <sup>th</sup> August 2018
SELECTIVE LICENSING Joint walkabout with ECU, ASB & Cllr Shotton	4 <sup>th</sup> September 2018
SELECTIVE LICENSING Attended community meeting	5 <sup>th</sup> September 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	11 <sup>th</sup> September 2018
SELECTIVE LICENSING Planning meeting for days of action with invited services	27 <sup>th</sup> September 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	3 <sup>rd</sup> October 2018
SELECTIVE LICENSING Joint walkabout with ECU, ASB & Cllr Shotton	3 <sup>rd</sup> October 2018
SELECTIVE LICENSING Attended community meeting	3 <sup>rd</sup> October 2018
SELECTIVE LICENSING Meeting with Feral Spaces and community members	19 <sup>th</sup> October 2018
SELECTIVE LICENSING	

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
Attended liaison meeting with Police and ASB	24 <sup>th</sup> October 2018
SELECTIVE LICENSING Meeting with ASB manager	25 <sup>th</sup> October 2018
SELECTIVE LICENSING Selective licensing newsletter hand delivered	26 <sup>th</sup> & 27 <sup>th</sup> October 2018
SELECTIVE LICENSING Ward walkabout with Cllr Shotton and ECU management	26 <sup>th</sup> October 2018
SELECTIVE LICENSING Days of Action	31 <sup>st</sup> October - 2 <sup>nd</sup> November 2018
SELECTIVE LICENSING Attended community meeting	7 <sup>th</sup> November 2018
SELECTIVE LICENSING Task to finish meeting	13 <sup>th</sup> November 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	23 <sup>rd</sup> November 2018
SELECTIVE LICENSING Community drop in and community meeting	5 <sup>th</sup> December 2018
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	14 <sup>th</sup> December 2018
SELECTIVE LICENSING Fenton RA Children's Party	16 <sup>th</sup> December 2018
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	19 <sup>th</sup> December 2018
SELECTIVE LICENSING Meeting with MCM regarding the committee within Fenton	23 <sup>rd</sup> January 2019
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	29 <sup>th</sup> January 2019
SELECTIVE LICENSING Community drop in and community meeting	6 <sup>th</sup> February 2019
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	8 <sup>th</sup> February 2019

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
SELECTIVE LICENSING MCM & Fenton RA committee members – big clean up planning meeting	21st February 2019
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	26 <sup>th</sup> February 2019
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	2 <sup>nd</sup> April 2019
SELECTIVE LICENSING Attended community meeting	3 <sup>rd</sup> April 2019
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	9 <sup>th</sup> April 2019
SELECTIVE LICENSING Big community clean up event	16 <sup>th</sup> April 2019
SELECTIVE LICENSING Joint walkabout with ASB, ECU and committee members	1 <sup>st</sup> May 2019
SELECTIVE LICENSING Attended community meeting	1 <sup>st</sup> May 2019
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	14 <sup>th</sup> May 2019
SELECTIVE LICENSING Tackling fly-tipping meeting with ECU management	17 <sup>th</sup> May 2019
SELECTIVE LICENSING Attended liaison meeting with Police and ASB	22 <sup>nd</sup> May 2019
SELECTIVE LICENSING Days of Action	3 <sup>rd</sup> & 4 <sup>th</sup> June 2019
SELECTIVE LICENSING Attended community meeting	5 <sup>th</sup> June 2019
SELECTIVE LICENSING Attended community meeting	3 <sup>rd</sup> July 2019
SELECTIVE LICENSING Joint walkabout with ASB, ECU and committee members	5 <sup>th</sup> July 2019
SELECTIVE LICENSING Hand delivery of Selective Licensing newsletter	5 <sup>th</sup> July 2019

SASH launch leaflets delivered in Fenton area	1 <sup>st</sup> -14 <sup>th</sup> September 2015
SELECTIVE LICENSING Task to finish meeting - various services attend to add to and contribute to the action plan	16 <sup>th</sup> July 2019
SELECTIVE LICENSING Attended community meeting	7 <sup>th</sup> August 2019

