



BUSINESS CASE FOR SELECTIVE LICENSING

EAST & WEST MARSH



Contents

Executive Summary	5
1.0 Introduction	6
2.0 What is a Selective Licensing Scheme?	6
2.1 Legal Framework and Guidance	7
2.2 Consequences of Designating a Selective Licensing Area	8
2.3 Implications of Renting a Property without a Licence	8
2.3.1 Management Orders	8
3.0 Background	8
3.1 East Marsh and West Marsh	9
4.0 Why do we need a Selective Licensing Scheme?	12
4.1 Why choose the East and West Marsh Wards for a proposed Selective Licensing designation?	13
4.2 Indices of Multiple Deprivation	13
4.3 Housing Conditions	23
4.3.1 The Impact of Poor Quality Housing	24
4.3.2 Levels of Category One Hazards	25
4.3.3 Private Rented Sector Housing Conditions – Data Collection/Case Studies	25
4.3.4 Fuel Poverty	26
4.3.5 Impact on Health living in a poor quality home	27
4.3.6 Housing Complaints Case Studies	31
4.4 Environmental Crime	32
4.4.1 Environmental crime disrupts residents’ quality of life	32
4.4.2 Environmental Crime Case Study	34
4.5 Low Demand	34
4.5.1 Empty Homes	34
4.5.2 Local Market Prices	38
4.6 Anti-social Behaviour & Crime	38
4.6.1 Community Safety Partnership Plan Findings 2017-20	39
4.6.2 Anti-Social Behaviour (ASB)	39
4.6.3 Current Anti-Social Behaviour and Crime	40
4.6.4 Local Crime Data – Publicly Held	40
4.6.4 Crime Statistics – Designated Area Only	41
4.6.5 Case Studies	43

4.7 Fire	44
4.8 Outcomes	46
5.0 How does Selective Licensing Support the Councils Strategies?	47
6.0 Option Appraisal.....	48
6.1 Option One - Accreditation	48
6.2 Option Two – Partnership Approach to Selective Licensing	49
6.3 Option Three - Enforcement of Housing Standards	49
6.4 Option Four - Management Orders	49
6.5 Option Five - Private Sector Leasing	50
6.6 Option Six - Raising Landlord Awareness	50
6.7 Summary of Options	50
7.0 Why do we need a Selective Licensing Scheme?	52
8.0 Proposed Operation of the scheme.....	54
8.1 Operation of the Scheme	54
8.2 Applying for a Licence	54
8.3 Joining the Partnership Scheme	55
8.4 Joining the Council Operated Mandatory Licensing Scheme.....	55
8.5 Implementation.....	55
9. Finance	56
9.1 Set up costs.....	56
9.2 Scheme Running Costs	56
9.2.1 Licensing Lead Officer (1.0 FTE).....	56
9.2.2 Neighbourhood Officers (2.0 FTE)	56
9.2.3 Part-time Administrator/Community Engagement Officer (0.5 FTE).....	57
9.3 Final Proposed Costs	57
9.4 Initial cost of a Licence	57
9.5 Partnership Scheme	57
9.6 Council Scheme	57
9.7 Anticipated income.....	58
10. Risk Management Considerations	58
11. How to respond to the Council’s Proposal to Designate East and West Marsh as a Selective Licensing Area?.....	58
Appendix 1: LIST OF PROPOSED FEES; NORTH EAST LINCOLNSHIRE COUNCIL	59
Appendix 2: FIT AND PROPER PERSON AND MANAGEMENT ARRANGEMENTS.....	63

Appendix 3: SELECTIVE LICENSING CONDITIONS	72
Appendix 4: SELECTIVE LICENSING – ANTI SOCIAL BEHAVIOUR AGREEMENT	78
Appendix 5: TENANT FORM – DISPOSING OF WASTE	80

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Executive Summary

This proposal is an investigation into the value of introducing Selective Licensing within parts of the East and West Marsh area of North East Lincolnshire. It explains how Selective Licensing works, and gives the background to the areas identified as potential suitable. The East and West Marsh areas have high concentrations of privately rented accommodation and in accordance with the Government guidance there is evidence to suggest the following conditions for licensing are satisfied; 'high levels of deprivation', 'a significant and persistent problem caused by anti-social behaviour', 'high levels of crime', 'poor property conditions' and 'low housing demand'. Selective Licensing can make a significant contribution to addressing these problems. Data contained within the proposal shows significantly higher antisocial behaviour complaints compared to neighbouring wards and highlights the East and West Marsh wards as an areas with a number of crime 'hotspots'..

The proposal outlines how Selective Licensing would improve the situation on the following grounds:

- 1) Landlords will be required to ensure properties are free from significant hazards to health and safety; including gas safety checks and installations of adequate fire detection and alarm systems.
- 2) Landlords will be required to implement appropriate property and tenancy management; to provide advice to new tenants on dealing with rubbish; to ensure properties are inspected at least every 6 months and at least 24 hours' notice of inspection is given; and to tackle anti-social behaviour.
- 3) Positive relationships between the Council and landlords will contribute to reducing homelessness and empty properties.
- 4) External appearance of the property including gardens and boundary walls would be improved and maintained.
- 4) Landlords would have to obtain references for new tenants, thus helping to avoid occupation of privately rented properties by those likely to commit crime and anti-social behaviour.
- 5) A more collaborative approach should ensure improved property conditions.

The proposal considers other alternatives to Selective Licensing including management orders, private sector leasing schemes, and raising landlord awareness. These options would all require some funding from the Council, whereas Selective Licensing is self-financing from start up to delivery. Forms of Accreditation are covered in this report. These alternatives do not compel landlords to address tenant behaviour or obtain references whereas current Selective Licensing schemes have proven effective in this respect. The alternative options can only tackle a limited number of properties compared to Selective Licensing which covers all rented properties within the proposed area.

In conclusion; the Council proposes that a landlord-friendly Selective Licensing Scheme within parts of the East and West Marsh areas is necessary to address the issues of crime, anti-social behaviour and poor housing conditions. There will be a consultation period of at least 10 weeks after which a decision will be made.

Consultees are invited to give their views, and these will be considered and responded to. Once the consultation has been completed the results will be published and made available to the local community and to key stakeholders. This will be in the form of a summary of the responses received and will demonstrate how these have either been acted on or not, giving reasons.

1.0 Introduction

Selective Licensing was introduced by the Housing Act 2004. It allows a Council to designate areas for Selective Licensing. A general consent order allows Councils to make their own designations (subject to certain criteria being met) without approval by the Secretary of State.

The scheme requires all private landlords operating within a designated area to operate under the terms of a licence. Licence conditions typically cover matters relating to the property being safe and well managed. A licence usually lasts for 5 years.

The introduction of a Selective Licensing Scheme will enable the Council to ensure all landlords in the area engage with the Authority to deliver a high level of tenancy management and take appropriate action to combat any Anti-social Behaviour (ASB) by their tenants and visitors to the property, when it is within their power to do so.

The legislation exists as a way of supporting and encouraging landlords to meet their responsibilities to communities in which they are providing much needed housing. This has to be done in a way that is acceptable to those communities. The legislation also provides Local Authorities with powers to enforce, through the courts if necessary, against those landlords that do not meet those responsibilities by taking appropriate action. Selective Licensing will add to the existing powers held by the Local Authority to take action against ASB and ensure private landlords work with the Local Authority to deliver better outcomes for the community.

For rogue landlords, the introduction of Selective Licensing introduces a range of enforcement options leading to financial penalties that should discourage their activities. For instance a landlord that operates without a licence in an area where Selective Licensing is in force can be ordered by the Courts to pay to the Council rent received when the premises should have been licensed but was not.

The Council will be required to licence all private landlords in a designated area, to ensure that a minimum standard of property management is achieved. The explanatory notes to Part 3 of the Housing Act 2004 makes it clear that Selective Licensing is strongly linked into the Government's anti-social behaviour agenda. Registered Social Landlords and their properties are exempt from Selective Licensing, but will be engaged with the scheme to ensure that they reach the same high standards of management in the area.

The legislation exists as a way of supporting and encouraging landlords to meet their responsibilities to communities in which they are providing much needed housing. Landlords will also have an increased role in dealing with ASB. Selective Licensing can be landlord-friendly by making it fit with the reality of today's buy to let market and allow monthly membership payments rather than a large upfront fee. A scheme can address irresponsible tenants as well as landlords, by sharing adverse tenancy outcomes in a regulated manner to reduce the ability of tenants who have been proven to cause ASB from moving between properties.

Landlords in the area will be given a voice and recognised as stakeholders with whom the Council has an ongoing dialogue regarding matters that concern the area or landlords in general. It will also provide, trusted local support to smaller and more inexperienced landlords, to help run a profitable and compliant business.

2.0 What is a Selective Licensing Scheme?

2.1 Legal Framework and Guidance

This section provides a summary of the legal requirements to bring in Selective Licensing. The relevant legislation can be found in the Housing Act 2004, accompanied by the supporting document “Selective Licensing in the Private Rented Sector: A Guide for Local Authorities”; published by the Ministry of Housing, Communities and Local Government (formerly the Department for Communities and Local Government). Part 3 of the Housing Act 2004 gives Local Authorities the power to designate the area, or part of the area in their district for Selective Licensing if one of two conditions is met; detailed in section (80) of the Act.

(80) (3) The first set of general conditions are—

- (a) that the area is, or is likely to become, an area of low housing demand; and,*
- (b) 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, contribute to the improvement of the social or economic conditions in the area.*

(80) (6) The second set of general conditions are—

- (a) that the area is experiencing a significant and persistent problem caused by anti-social behaviour;*
- (b) that some or all of the private sector landlords who have let premises in the area (whether under leases or licenses) are failing to take action to combat the problem that it would be appropriate for them to take; and*
- (c) 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, lead to a reduction in, or the elimination of, the problem. “Selective Licensing in the private rented sector: A Guide for Local Authorities” also provides a list of six conditions which if the area is experiencing one or more of, a Selective Licensing designation may be made. These include:*

“Selective Licensing in the private rented sector: A Guide for Local Authorities” also provides a list of six conditions which if the area is experiencing one or more of, a Selective Licensing designation may be made. These include:

- *low housing demand (or is likely to become such an area)*
- *a significant and persistent problem caused by anti-social behaviour*
- *poor property conditions*
- *high levels of migration*
- *high levels of deprivation*
- *high levels of crime*

Other sections of the Act list requirements of Local Authorities to show how making a designation will improve an area and how it will work alongside pre-existing measures. A Local Authority may only make a designation after they have considered if there are any other available courses of action to them and if these would produce the intended outcomes that the designation would achieve; and if making the designation will significantly assist them to achieve the objectives. Prior to making a designation, the legislation requires Local Authorities to take reasonable steps to consult anyone likely to be affected by the designation and consider any representations made in accordance with the consultation. A full copy of the Act can be obtained from the legislation.gov website.

2.2 Consequences of Designating a Selective Licensing Area

Once a Selective Licensing designation has been made, any private landlord wishing to rent out properties within the designated area must apply for a licence. A separate licence must be obtained for every tenanted house within the designated area. In the context of this proposal, house is defined as a building or part of a building consisting of one or more 1 dwellings. If houses have been made exempt under the Selective Licensing of Houses (Specific Exemptions) Order 2006 the Local Housing Authority cannot require them to obtain a licence. Examples of circumstances in which this would apply include business tenancies, tenancies which have a term over 21 years or buildings which are regulated under any other legislation. Selective Licensing also does not apply to any person registered as a social landlord under part 1 of the Housing Act 1996.

2.3 Implications of Renting a Property without a Licence

An application must be submitted for every property in accordance with specific requirements. The Council is entitled to charge a fee; further details of the proposed fee can be found in Appendix 1. As part of this application process, proposed licence holders and managers will be required to provide information that they are “fit and proper persons” and that they have satisfactory management arrangements in place, including dealing with anti-social behaviour. Further details of the proposed “fit and proper person” criteria can be found in Appendix 2. In circumstances where the Council are not satisfied that the licence holder or manager are a “fit and proper person”, and/or the management arrangements are unsatisfactory, then it can refuse to grant a licence. The proposed licence conditions are attached to this document as Appendix 3.

A landlord’s failure to apply for a licence to rent a property in a designated Selective Licensing area is a criminal offence and could result in prosecution with the potential of a fine of up to £20,000.

2.3.1 Management Orders

Part 4 of the Housing Act 2004 introduced Management Orders; meaning the Council has a duty to make an interim management order in respect of a house if:

- The property is required to be licenced but is not, and there is no reasonable prospect of it being licenced in the future or; (Part 4, Section (102) (2))
- The interim management order is necessary for the purpose of protecting the health, safety or welfare of persons occupying the house, or persons occupying or having an estate or interest in any premises in the vicinity. (Part 4, Section (104))

An interim management order allows the Council to take possession of the house and, subject to existing rights to occupy,

- Do anything in relation to the house, which could have been done by the landlord including repairs, collecting rents etc.
- Spend monies received through rents and other charges for carrying out its responsibility of management, including the administration of the house, and
- Create new tenancies (with the written consent of the landlord). A landlord/licence holder of any property will also be committing a criminal offence if they fail to comply with any conditions of a licence. This could lead to the revocation of a licence, and an unlimited fine.

3.0 Background

According to official figures in the Census (2011), there were the following number of privately rented properties in the borough.

Tenure	Number of Dwellings	% of all stock
Owner Occupied	46,070	66%
Private Rented	12,627	18%
Social	10,091	14%
Other	919	1.3%
Total	69,707	

Table 1: Tenure Census (2011)

Using current data from Experian, we can see the tenure distribution in the borough has changed, increasing to 23.1%.

Tenure	Number of Dwellings	% of all stock
Owner Occupied	46,363	63.1%
Private Rented	16,994	23.1%
Social	10,134	13.8%
Total	73491	

Table 2: Tenure: Experian

Councils have to seek confirmation from the Secretary of State for any schemes, which would cover more than 20% of their geographical area or would affect more than 20% privately rented homes. According to the 2011 Census, out of 69707 homes, 14.5% were privately rented homes which equates to 10,107 homes in the borough. 20% of the total of privately rented homes is 2021 homes.

When a designation (or the aggregate of several designations) will cover more than 20% of the total geographical area or 20% of the total private rented sector (as enumerated by the 2011 census), then the Council must seek Secretary of State Approval.

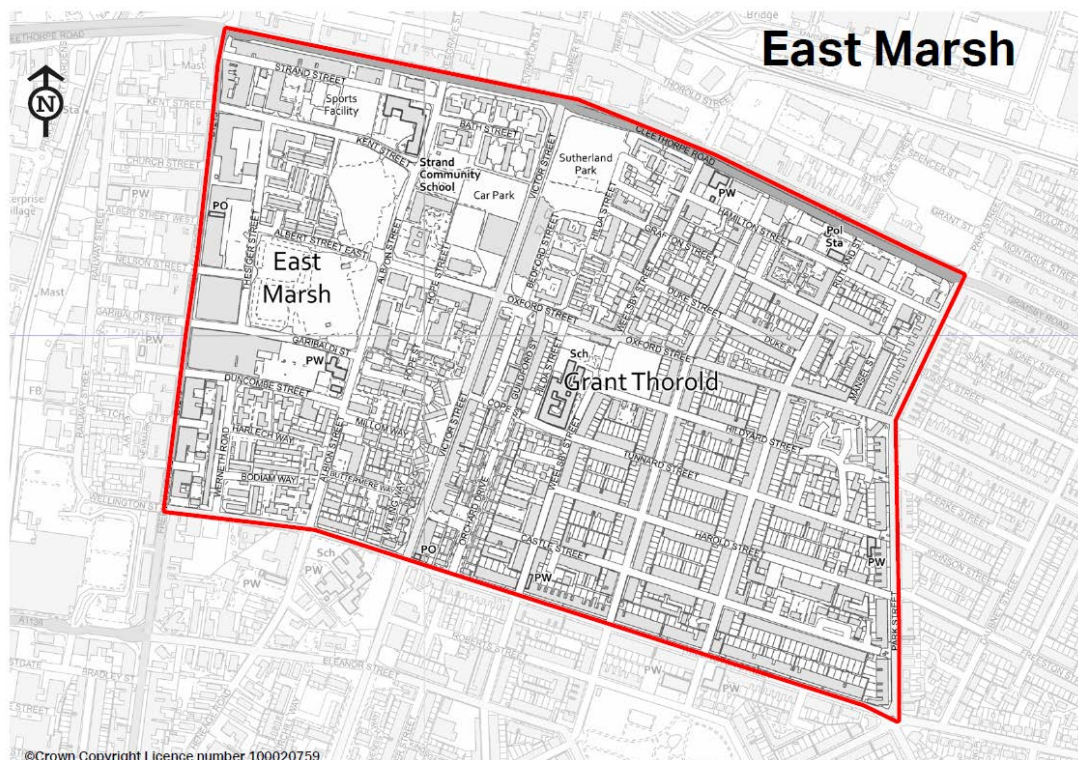
3.1 East Marsh and West Marsh

The area identified in the East Marsh comprises 3633 properties, and the area identified in the West Marsh comprises around 507 properties.

The main characteristics of architecture in both the East and West Marsh are the predominance of the rows of pre-1919 terrace homes. These were originally built to accommodate the workforce of Grimsby Docks and local fishing industry. Grimsby Docks was a thriving port with a major fishing industry, providing employment to the area. Since the demise of the local fishing industry, the area has seen an increase in unemployment and deprivation.

The area proposed for Selective Licensing are as follows;

East Marsh



Map 1 – East Marsh – Identified area for Selective Licensing

Tenure Split

The Council commissioned the Building Research Establishment (BRE) to research using data from the land registry, House of Multiple Occupancy Licensing Data and Council Tax data to identify approximately how many homes are privately rented in the East and West Marsh Wards.

East Marsh

Tenure	Frequency	Percent
Owner Occupied	1775	30%
Social	2318	40%
Private Rented	1603	27%
Other	98	1.6%
	5794	

Table 3: Tenure data Census 2011 – East Marsh

Tenure	Frequency	Percent
Owner Occupied	1,621	26.4%
Social	2,189	35.6%
Private Rented	2,331	38%
	6,141	100%

Table 4: Tenure data in the East Marsh (figures provided by the BRE)

Tenure	Frequency	Percent
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Owner Occupied	572	19%
Social	1230	42%
Private Rented	1145	39%
	2947	100%

Table 5: Tenure Data relating to the proposed designated area only (*figures supplied by the BRE)

*Please note: figures provided by the BRE could be open to variation.

The above two tables evidences the change of tenure in the ward since 2011. The ward has seen a reduction in the number of people owning their own home and increase in private sector letting.

It must be noted that the designated East Marsh area includes a number of flats around the edge of the area, managed by Lincolnshire Housing Partnership. This could mean that the traditional terrace streets have a higher percentage of privately rented properties than the figures suggest.

West Marsh



Map 2 – West Marsh – Identified area for Selective Licensing

Tenure Split

The Council commissioned the Building Research Establishment (BRE) to research using data from the land registry, House of Multiple Occupancy Licensing Data and Council Tax data to identify approximately how many homes are privately rented in the East and West Marsh Wards.

Tenure	Frequency	Percent
Owner Occupied	1,748	47%
Social	491	13%
Private Rented	1396	38%
Other	46	1.2%
Total	3681	100%

Table 6: Tenure data Census 2011 – West Marsh

Tenure	Frequency	Percent
Owner Occupied	1,444	36.1%
Social	468	11.7%
Private Rented	2093	52.3%
	4005	100%

Table 7: Tenure data in the West Marsh (figures provided by the BRE)

Tenure	Frequency	Percent
Owner Occupied	201	39.5%
Social	33	6.5%
Private Rented	275	54%
	509	100%

Table 8: Tenure data relating to the proposed designated area only (*figures supplied by the BRE)

*Please note: figures provided by the BRE could be open to variation.

The above tables show that there has been a drop in the levels of owner occupation. Lincolnshire Housing Partnership are in the process of selling a number of homes along Elsenham Road and therefore we anticipate the number of socially owned houses will reduce further.

4.0 Why do we need a Selective Licensing Scheme?

This proposal outlines how and why the Council believes that the conditions for Selective Licensing apply within parts of the East and West Marsh, and how the proposal complies with the legislation and guidance as explained at the start of this document. Within this proposal, the Council makes the case for Selective Licensing on the basis of antisocial behaviour, high levels of crime, high level of deprivation, poor property conditions and low demand.

Selective Licensing is of strategic importance to the Council and is specified in the Housing Strategy, adopted in March 2018 by Cabinet. This is the only option available to the Local Authority that compels landlords to review how they manage their rented properties and if required, make improvements to management practices.

In order to ensure that the area remains a sustainable mixed tenure environment, we need to ensure effective management practices are operating for properties within the private rental sector. This will ensure a range of housing options for tenants. The initiatives to support this good practice will ensure that the considerable investment in improving the built environment is adequately supported.

4.1 Why choose the East and West Marsh Wards for a proposed Selective Licensing designation?

It is proposed that North East Lincolnshire Council designate parts of the East and West Marsh Wards as Selective Licensing area as outlined within the maps above (Map 1 & 2); based on the criteria of: high levels of deprivation, high levels of crime, significant and persistent problems caused by anti-social behaviour, poor housing conditions and low demand.

Parts of the East and West Marsh are prioritised in the following partnerships to improve the area. These include;

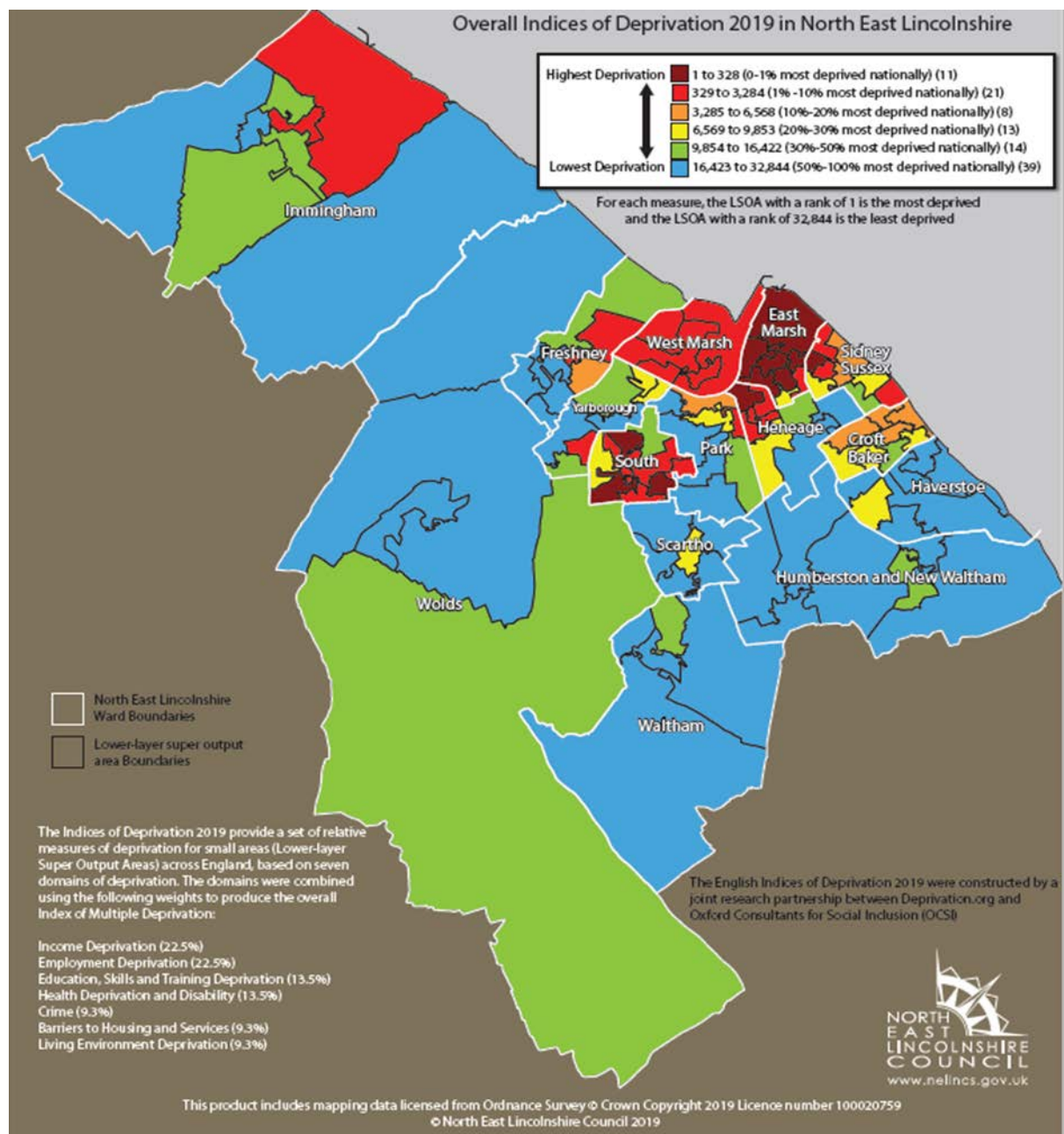
- Safer Partnerships – to tackle crime and anti-social behaviour
- Together for Childhood – to improve childhood outcomes to prevent children from turning to crime, improving health outcomes and improve the quality of home.

In 2016, the Council was awarded funding for additional officers, to carry out surveys of houses in the East and West Marsh. Officers carried out door to door inspections concentrating on the East and West Marsh area, identifying poor quality housing and tackling landlords to improve housing standards. Operation Trawl undertook 269 inspections on 24 streets, served 152 Improvement notices and 4 Prohibition Orders. As a direct outcome, the Council has prosecuted 6 landlords.

In 2017, the Council submitted a bid to fund additional Rogue Landlord work. The project started in October 2018 and will complete in 2020. The project has unearthed a great deal of data in to the area, improved intelligence gathering with the Police, Immigration and other bodies. The project has identified a number of overcrowded properties which as a result of neighbours complaining about noise and anti-social behaviour. To date the project has served a number of improvement notices and a civil penalty notice.

An outcome of increased visible enforcement activity is that more landlords are contacting the Council for advice on housing conditions, predominantly to gain advice on houses of multiple occupancy.

4.2 Indices of Multiple Deprivation



Map 3 – Overall Indices of Deprivation 2019 in North East Lincolnshire

The English Indices of Multiple Deprivation 2019 (IMD 2019) at Lower-layer Super Output Area (LSOA) level.

The Indices of Deprivation are a unique measure of relative deprivation at a small local area level (Lower-layer Super Output Areas) across England and have been produced since 2000. The Indices of Deprivation 2019 is the most recent release. The Indices provide a set of relative measures of deprivation for small areas across England, based on seven different domains, or facets, of deprivation.

Deprivation is measured in a broad way to encompass a wide range of aspects of an individual's living conditions. Each of the domains are constructed from a basket of different data datasets, or indicators. As far as is possible, each indicator is based on data from the most recent time point available.

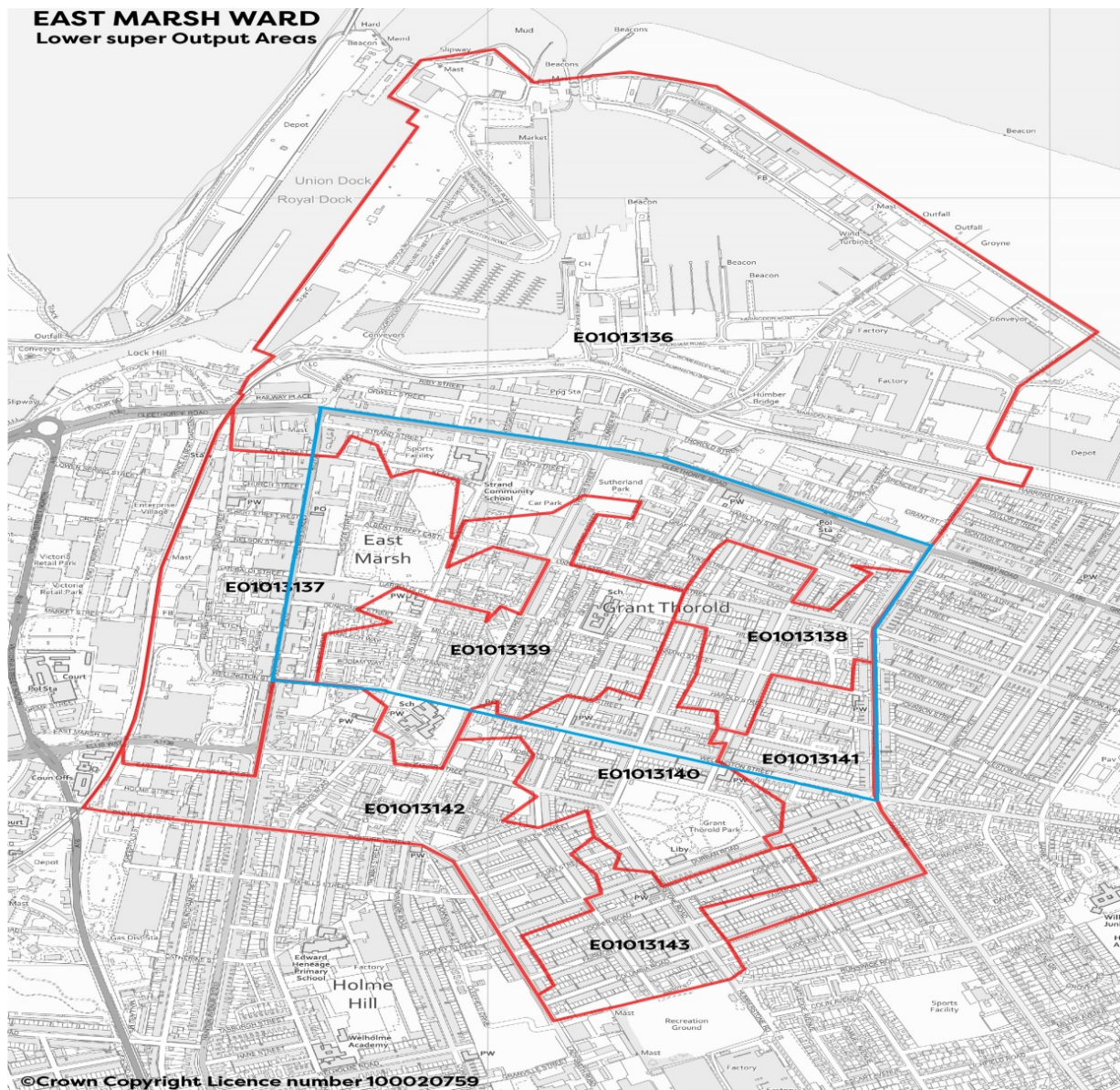
Combining information from the seven domains produces an overall relative measure of deprivation. LSOAs are allocated into one of ten 'deciles'. The deciles are calculated by ranking the 32,844 LSOAs

in England from most deprived to least deprived and dividing them into 10 equal groups. LSOAs in decile 1 fall within the most deprived 10% of LSOAs nationally and LSOAs in decile 10 fall within the least deprived 10% of LSOAs nationally. The domains were combined using the following weights to produce the overall Index of Multiple Deprivation:

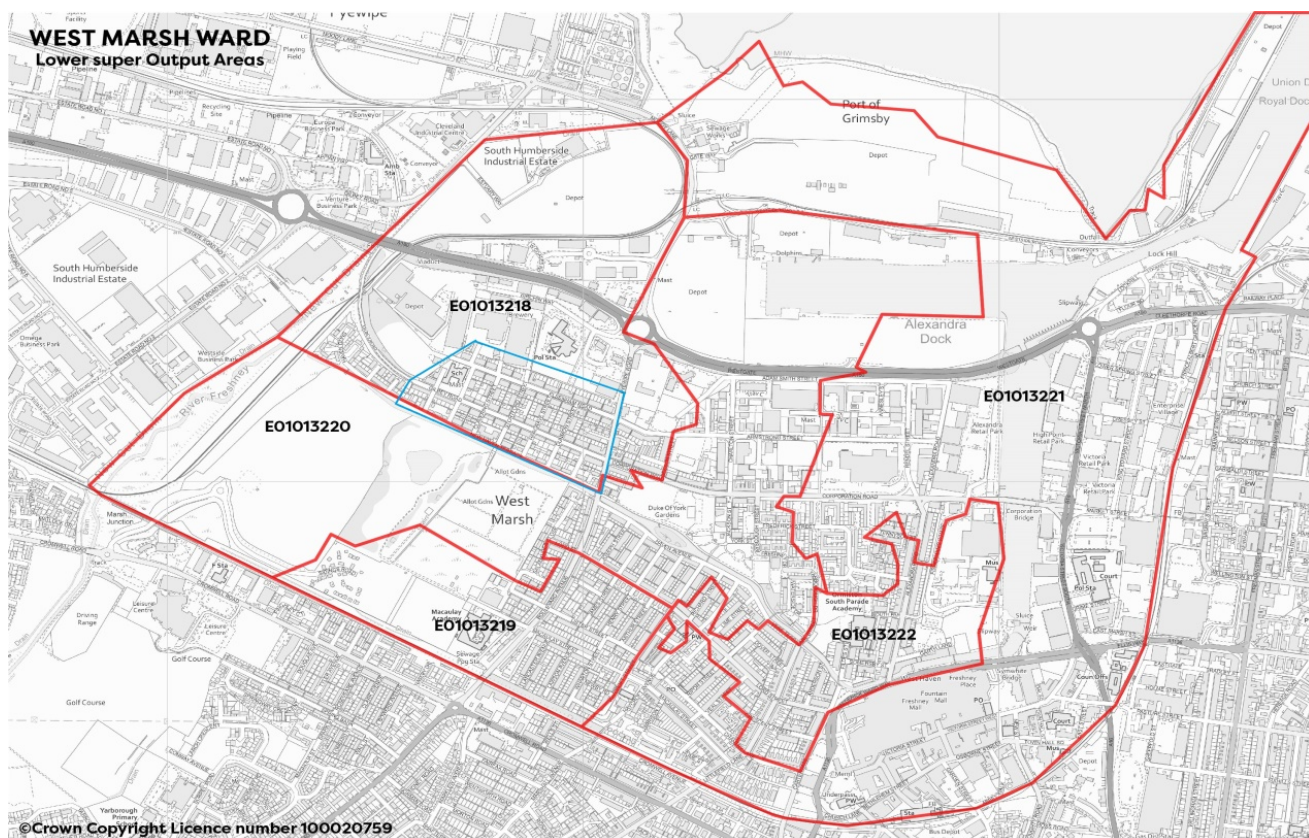
- Income Deprivation (22.5%)
- Employment Deprivation (22.5%)
- Education, Skills and Training Deprivation (13.5%)
- Health Deprivation and Disability (13.5%)
- Crime (9.3%)
- Barriers to Housing and Services (9.3%)
- Living Environment Deprivation (9.3%)

Further information on the English Indices of Multiple Deprivation can be found here: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

The areas chosen for consultation in this business case do not correspond neatly into the LSOA boundaries, so when the relative deprivation of one of the areas is described, this includes the whole area of the matching LSOAs. The following maps show how the LSOA boundaries relate to the East Marsh and West Marsh selected areas for this project.



Map 4: Map detailing the Local Super Output Areas included in the Proposed Designated Area



Map 5: Map detailing the Local Super Output Areas included in the Proposed Designated Area

North East Lincolnshire LSOA Rankings 2019

1= most deprived 10% in England 10 = least deprived 10% in England

Rank	Number of LSOAs with this rank in NEL for overall multiple deprivation
1	32
2	8
3	13
4	8
5	6
6	5
7	13
8	7
9	11
10	3
TOTAL	106

Table 9: LSOAs within North East Lincolnshire in % rank

Of the 32 LSOAs in North East Lincolnshire that are in the 1st decile (the 10% most deprived in England) 10 have some or all of their area in the West Marsh and East Marsh areas defined in this business case.

2019 data	LSOA Code (2011)	LSOA Reference number	Ranking on IMD out of 32,844 in all of England (The lower the number the greater the deprivation)	Decile, where 1=most deprived and 10=least deprived	Ranking in NEL out of 106 LSOAs
East Marsh	E01013139	002C	22	1	1/106
East Marsh	E01013138	006A	23	1	2/106
East Marsh	E01013136	002A	53	1	3/106
East Marsh	E01013140	006B	78	1	5/106
East Marsh	E01013137	002B	104	1	6/106
West Marsh	E01013218	003A	627	1	17/106
East Marsh	E01013141	006C	2630	1	28/106

Table 10: Most deprived wards in North East Lincolnshire

7 of the 11 LSOAs are among the 1% most deprived in England and these same LSOAs are among the 10% most deprived LSOAs in North East Lincolnshire.

Income Deprivation

The indicators used to calculate this include adults, and children in families, receiving income support, income-based jobseeker's allowance, pension credit, working tax credit, child tax credit, and universal credit where no adult is classed as within the 'working – no requirements' conditionality regime.

Income deprivation		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002A	1	35	1
East Marsh	002C	3	46	1
East Marsh	006A	4	80	1
East Marsh	006B	6	173	1
East Marsh	002B	13	307	1
West Marsh	003A	20	747	1
East Marsh	006C	27	2,534	1

Table 11: Income deprivation

The supplementary index called the **Income Deprivation Affecting Children Index (IDACI)** measures the proportion of all children aged 0 to 15 living in income deprived families. It is a subset of the Income Deprivation Domain which measures the proportion of the population in an area experiencing deprivation relating to low income. The definition of low income used includes both those people that are out-of-work, and those that are in work but who have low earnings (and who satisfy the respective means tests).

Income Deprivation Affecting Children		Ranking in NEL out of 106 LSOAs	IDACI ranking (out of 32,844 LSOAs in England)	Decile
West Marsh	006B	1	40	1
East Marsh	002C	7	116	1
East Marsh	006A	8	120	1
East Marsh	002A	10	213	1
East Marsh	003A	13	276	1
East Marsh	002B	19	746	5
East Marsh	006C	21	1,112	5

Table 12: Deprivation affect children

The **Income Deprivation Affecting Older People Index (IDAOPI)** measures the proportion of all those aged 60 or over who experience income deprivation. It is a subset of the Income Deprivation Domain which measures the proportion of the population in an area experiencing deprivation relating to low income. The definition of low income used includes both those people that are out-of-work, and those that are in work but who have low earnings (and who satisfy the respective means tests).

Income Deprivation Affecting Older People		Ranking in NEL out of 106 LSOAs	IDAOPI ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002B	2	632	1

East Marsh	002A	3	702	1
East Marsh	002C	4	828	1
East Marsh	006A	11	2,623	1
East Marsh	003A	12	2,907	1
West Marsh	006B	17	3,934	2
East Marsh	006C	44	8,888	3

Table 13: Income Deprivation Affecting Older People

Employment Deprivation

The indicators used to calculate this include claimants of Jobseeker's Allowance, employment and Support Allowance, Incapacity Benefit, Severe Disablement Allowance, Carer's Allowance, and those claiming Universal Credit in the 'searching for work' and 'no work requirements' conditionality groups.

Employment Deprivation		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002A	1	17	1
East Marsh	002C	2	78	1
East Marsh	006A	3	114	1
East Marsh	002B	5	153	1
East Marsh	006B	11	460	1
West Marsh	003A	17	1,514	1
East Marsh	006C	41	5,627	2

Table 14: Employment Deprivation

Education, Skills and Training Deprivation

The indicators used to calculate this include key stage 2 and key stage 4 attainment, secondary school absence, proportion of young people not staying on in school or education above the age of 16, young people under 21 not entering higher education, and measures relating to adult skills and English language proficiency.

Education, Skills and Training Deprivation		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002C	2	5	1
East Marsh	006A	4	29	1
East Marsh	002A	8	258	1
East Marsh	002B	12	328	1
East Marsh	006B	15	420	1
West Marsh	003A	18	890	1
East Marsh	006C	27	2,845	1

Table 15: Education, Skills and Training Deprivation

Health Deprivation and Disability

The indicators used to calculate this include premature death measures, those unable to work due to health and/or disability, the level of emergency admissions to hospital and measures of mood and anxiety.

Health Deprivation and Disability		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002A	1	61	1
East Marsh	002C	2	158	1
East Marsh	002B	3	166	1
East Marsh	006A	7	1,124	1
West Marsh	003A	12	2,440	1
East Marsh	006B	16	3,040	1
East Marsh	006C	61	13,870	5

Table 16: Health Deprivation and Disability

The health deprivation and disability domain has four indicators within it, and these have been separately analysed below.

1. The **years of potential life lost indicator** measures 'premature death', defined as death before the age of 75 from any cause (the commonly used measure of premature death).

Years of potential life lost indicator		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002C	1	38	1
East Marsh	002A	2	45	1
East Marsh	002B	3	49	1
East Marsh	006A	4	298	1
West Marsh	003A	5	387	1
East Marsh	006B	17	2,218	1
East Marsh	006C	76	12,845	4

Table 17: Years of potential life lost indicator

2. The **comparative illness and disability ratio** is an indicator of work limiting morbidity and disability, based on those receiving benefits due to inability to work through ill health.

Comparative illness and disability ratio indicator		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002A	1	72	1
East Marsh	002B	3	323	1
East Marsh	002C	5	545	1
East Marsh	006A	8	917	1
East Marsh	006B	13	2,260	1
West Marsh	003A	15	2,545	1
East Marsh	006C	47	10,628	4

Table 18: Comparative illness and disability ratio indicator

3. The **acute morbidity indicator** measures the level of emergency admissions to hospital, based on administrative records of inpatient admissions.

Acute morbidity indicator	Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
---------------------------	---------------------------------	--	--------

East Marsh	002A	1	134	1
East Marsh	002C	3	356	1
East Marsh	002B	4	407	1
East Marsh	006A	13	3,463	2
East Marsh	006B	19	5,284	2
West Marsh	003A	41	10,793	4
East Marsh	006C	79	16,611	6

Table 19: Acute morbidity indicator

4. The **mood and anxiety disorders indicator** is a broad measure of levels of mental ill health in the local population. The definition used for this indicator includes mood (affective), neurotic, stress-related and somatoform disorders.

Mood and anxiety disorders indicator		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002C	2	4,067	2
East Marsh	002A	4	4,591	2
East Marsh	002B	6	5,557	2
West Marsh	003A	13	8,925	3
East Marsh	006A	21	11,451	4
East Marsh	006B	22	11,473	4
East Marsh	006C	76	21,432	7

Table 20: Mood and anxiety disorders indicator

Crime

The indicators used to calculate this include violence, burglary, theft and criminal damage.

Crime		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002C	1	11	1
East Marsh	006A	2	26	1
East Marsh	006B	3	27	1
East Marsh	002B	11	507	1
East Marsh	006C	13	588	1
West Marsh	003A	29	1,990	1
East Marsh	002A	40	3,422	2

Table 21: Crime indicator

Barriers to Housing and services

The indicators used to calculate this include distances to key facilities (a post office, primary school, doctor's surgery, general store or supermarket), household overcrowding, homelessness and housing affordability.

Barriers to Housing and services		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844)	Decile
East Marsh	002A	27	20,709	7
East Marsh	002B	39	24,351	8
East Marsh	002C	45	26,194	8
East Marsh	006A	47	26,296	9
West Marsh	003A	54	27,276	9
East Marsh	006B	65	28,806	9
East Marsh	006C	86	30,693	10

Table 22: Barriers to housing and services

The rankings for the East and West Marsh areas look relatively high in this table, meaning that overall the barriers are not as great as in other areas. The bundle of indicators includes some that are positive for these areas, and they include access to facilities and housing affordability. However, we have separated out the ranking for overcrowding.

Overcrowding indicator

Overcrowding		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	002A	1	4600	2
East Marsh	002B	6	8892	3
East Marsh	002C	13	12,309	4
East Marsh	006B	20	14,698	5
East Marsh	006A	23	15,606	5
West Marsh	003A	35	17,913	6
East Marsh	006C	43	19,480	7

Table 23: Overcrowding Indicator

Living Environment Deprivation

The indicators used to calculate this include housing in poor condition, houses without central heating, air quality, and road traffic accidents.

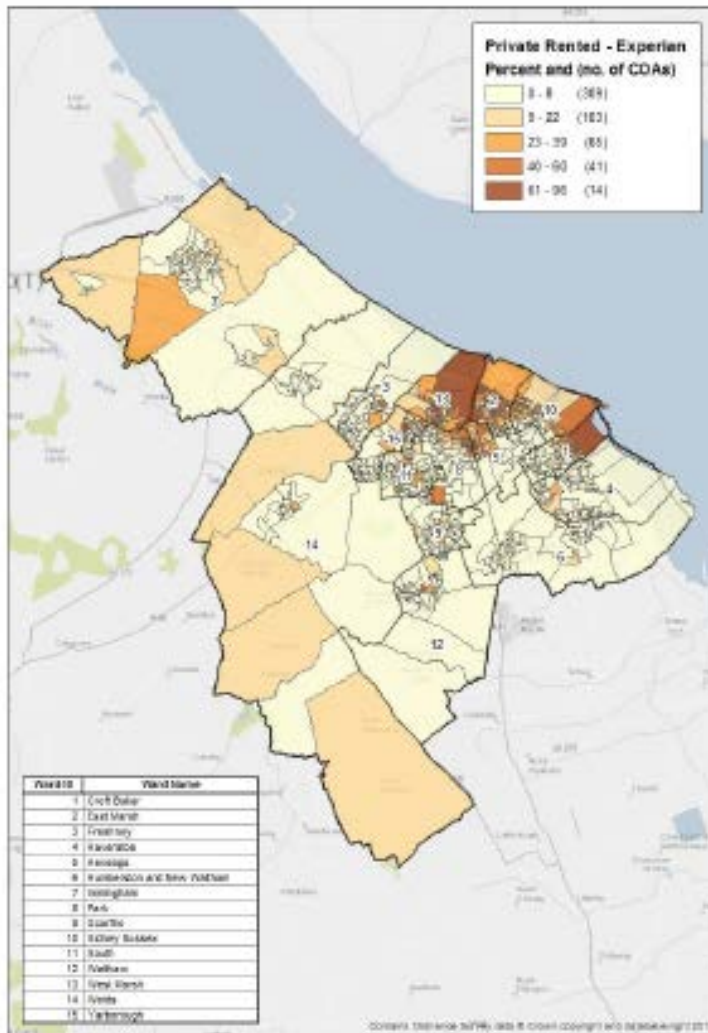
Living Environment Deprivation		Ranking in NEL out of 106 LSOAs	Ranking (out of 32,844 LSOAs in England)	Decile
East Marsh	006B	3	192	1
East Marsh	006C	5	228	1
West Marsh	003A	7	399	1
East Marsh	006A	16	1,439	1
East Marsh	002A	40	10,355	4
East Marsh	002C	42	10,552	4
East Marsh	002B	49	14,000	5

Table 24: Living Environment Deprivation

4.3 Housing Conditions

4.3.1 The Impact of Poor Quality Housing

Over the last 10 years, the private rented sector has grown, however the quality of housing and issues around high turnover of tenancies has not improved. In 2007, there were 9700 (North East Lincolnshire Stock Condition Survey) privately rented households across the whole Borough. By 2011, this had risen to 12,627 (2011 Census Data) privately rented households, an increase of 30% amounting to 18% of the total housing stock.



Map 6: Percentage of privately rented dwellings (Experian) (BRE Stock Modelling Survey 2013)

Whilst private rented housing is spread across the whole Borough, the highest concentrations are within the inner urban area of East and West Marsh wards in North East Lincolnshire have the highest level of households living in privately rented accommodation.

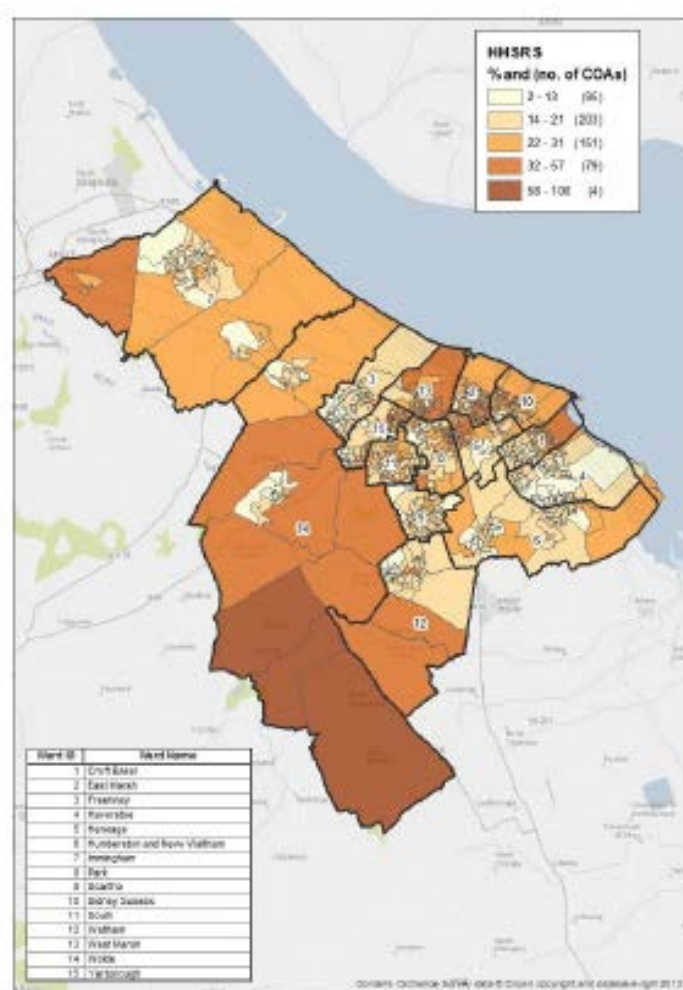
Many private landlords who provide rented housing operate professionally and provide a good standard of accommodation. Unfortunately, there are a significant amount of privately rented properties which are of a poor quality and are poorly managed.

The impact of poor quality and badly managed accommodation can be very negative to the local neighbourhood. Problems such as anti-social behaviour, high rates of crime and low demand blight an area and lead to low property values, high levels of empty homes and lack of investment in the area.

From January 2016 to December 2018, the Council responded to 451 complaints in the area identified, out of a total of 1515 complaints. This is 30% of the total number of complaints for this period for a small area of the borough.

4.3.2 Levels of Category One Hazards

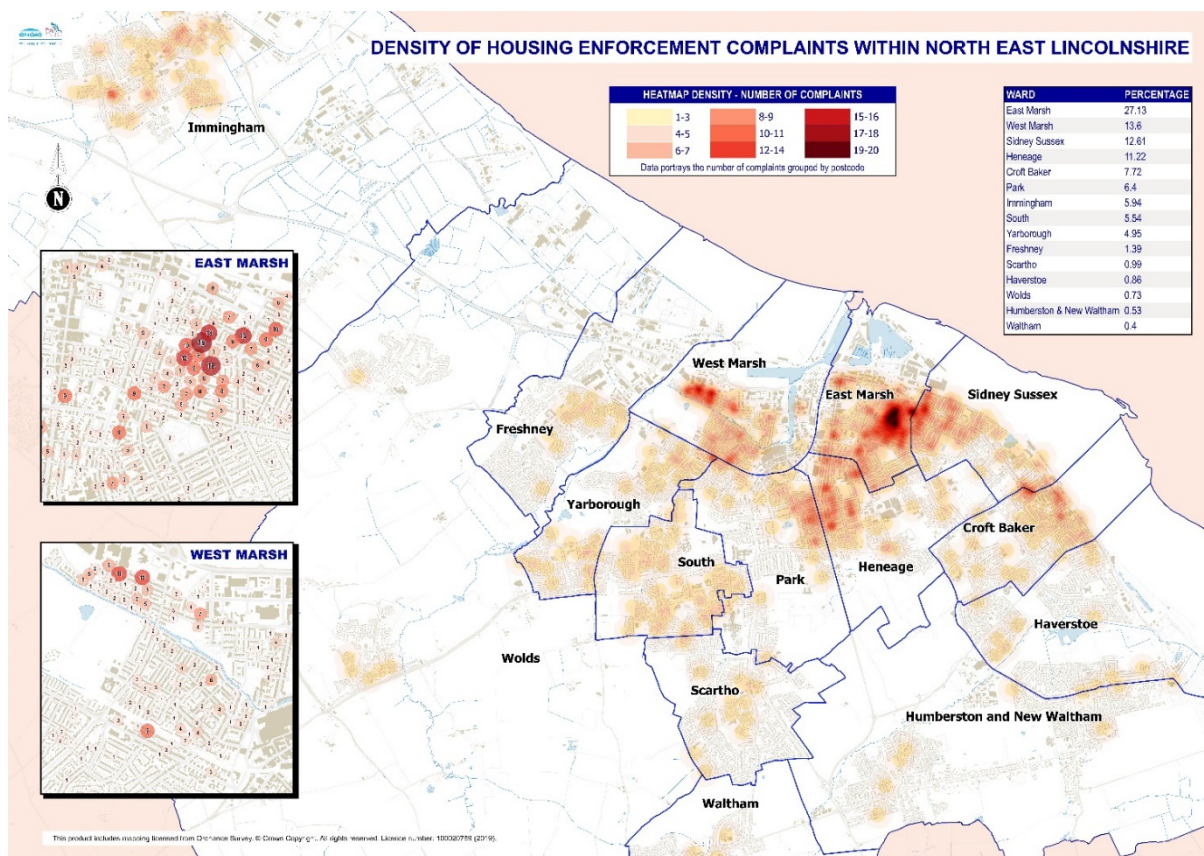
Category one hazards as defined in the Housing Act 2004 are those hazards most harmful to the health of the occupants and/or their visitors. The BRE report in 2013 found that there were high levels of Category One hazards in homes in the East and West Marsh. These are indicated on the map below:



Map 7: Percentage of Private Sector Homes with a Category One Hazard (BRE Stock Modelling Survey 2013)

4.3.3 Private Rented Sector Housing Conditions – Data Collection/Case Studies

Data mapped below has been taken from the Council's Civica database from the years 2013/14-2018/19, shows housing condition requests for service made to the Council. The darker the colour of the hotspot, the higher the density of service requests. The maps below show five years of data and the hotspots.



Map 8: Percentage of overall complaints
Data taken from Civica Complaints 1/1/2016 – 31/12/2018

The service request data shows reactive reports that are generated when a customer contacts the Council to report a problem; it is known that many cases of poor property conditions go unreported for a variety of reasons.

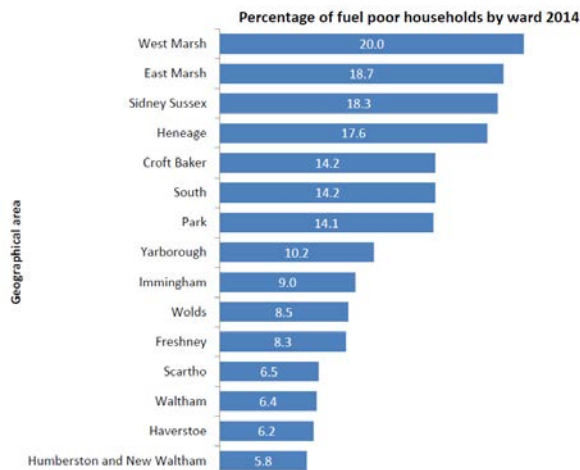
A large proportion of the housing stock in East and West Marsh wards were built pre 1919. Properties in the area are known to experience hazards due to excess cold, dampness, and condensation.

Follow the link for further details on the Housing Act 2004 and Category One hazards.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/15810/142631.pdf

Follow the link for further details of the BRE Stock Modelling Survey 2013.

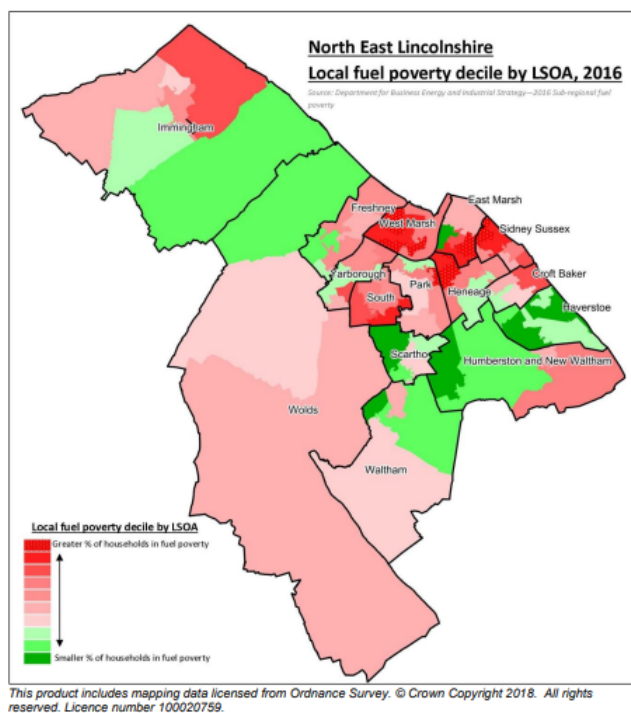
4.3.4 Fuel Poverty

The area also suffers from the highest levels of fuel poverty, directly linked to the quality and type of housing in the borough.



Graph 1: Percentage of fuel poor households by ward 2014

The chart above shows the areas identified as having the worst levels of fuel poverty are in the East and West Marsh.



Map 8: Local Fuel Poverty Decile by LSOA, 2016

During 2017/19 North East Lincolnshire Council partnered with North Lincolnshire Council in a bid for funding through the Warm Homes Funding. The scheme offered discounted first time heating (including a gas connection) to homes in the borough, irrespective of tenure. The scheme was marketed with press releases provided to Landlord Associations.

4.3.5 Impact on Health living in a poor quality home

NatCen specialise in social research for the Government and many Charities. In 2013, they produced a report highlighting the impact of living in a poor quality home. The “People living in bad housing – numbers and health impacts”.

The findings are presented separately for the three life stages: children, working-age adults and pensioners.

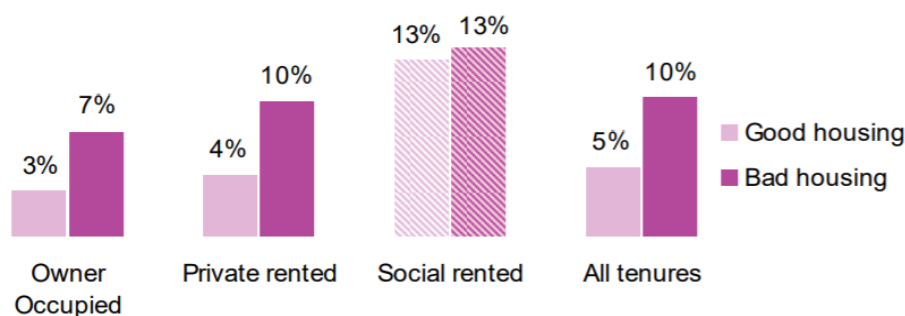
The report details the impact poor quality housing can have on occupants and how real life health outcomes can be improved by providing good housing.

Children

Children living in bad housing are more likely to suffer from poorer general health. Overall, the Health Survey for England reports that 5 per cent of children in good housing suffer from fair, bad or very bad health (as opposed to very good or good), compared to twice that number (10 per cent) among children in bad housing (Graph 2). This difference is particularly evident in the private rented sector. Although children in the social rented are more likely to have poor health, this is likely to be attributable to other factors, such as low income and parental poor health, and indeed there is not a significant difference according to bad housing status in this sector.

Base: Children, by tenure

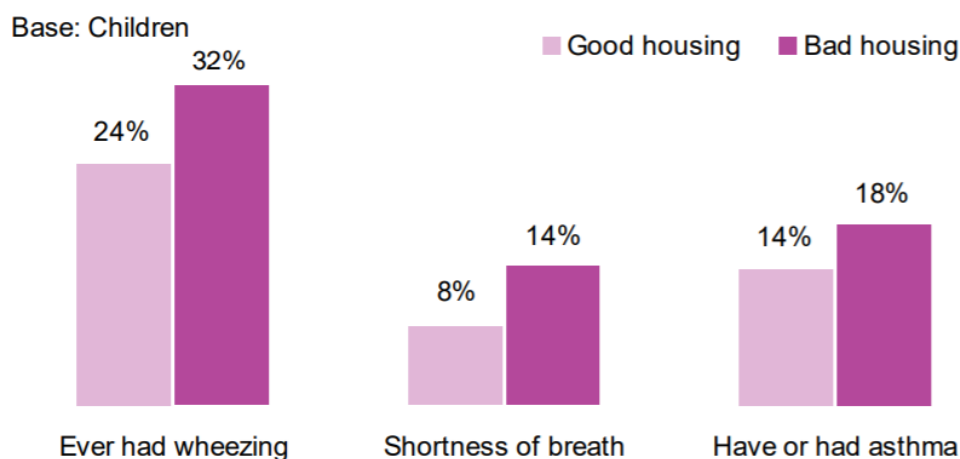
Note: Textured bars indicate no significant difference between good and bad housing



Graph 2: Children with fair/bad/very bad health by bad housing status, by tenure

Note: Textured bars indicate no significant difference between good and bad housing

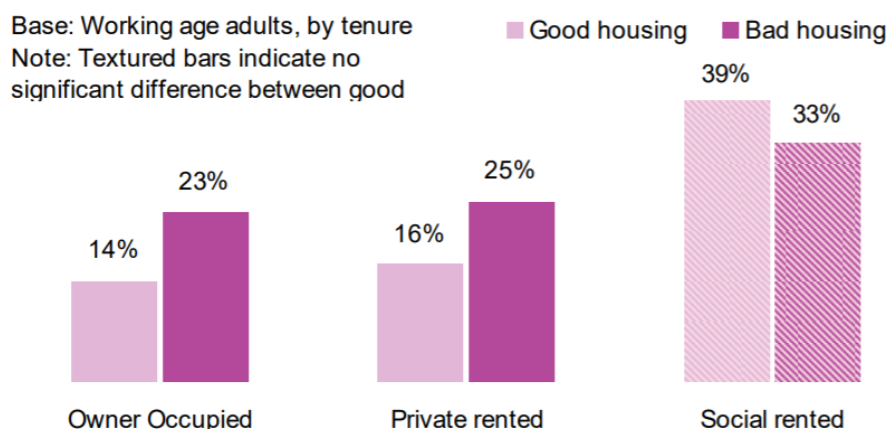
Children living in bad housing are more likely to suffer from poorer respiratory health. They are more likely to suffer from wheezing/whistling in the chest (32 per cent compared with 24 per cent) and shortness of breath (14 per cent in comparison to 8 per cent). Across all tenures, more children living in bad housing suffer from asthma. Almost a fifth (18 per cent) have been diagnosed with asthma either currently or in the past, compared with only 14 per cent of children in good housing. In addition, they are also more likely to experience more severe symptoms and effects on their daily life. 14 per cent of children living in bad housing experience sleep problems due to wheezing, and 12 per cent suffer interference to their normal activities. For children in good housing these figures are 7 per cent and 7 per cent respectively.



Graph 3: Children with health problems by bad housing status

Working age adults

Substantially more working age adults living in bad housing report fair, bad or very bad general health (26 per cent) than those living in good housing (17 per cent). This difference holds in all sectors except social rented, where the difference is not statistically significant.



Graph 4: Working age adults with fair/bad/very bad health by bad housing status, by tenure

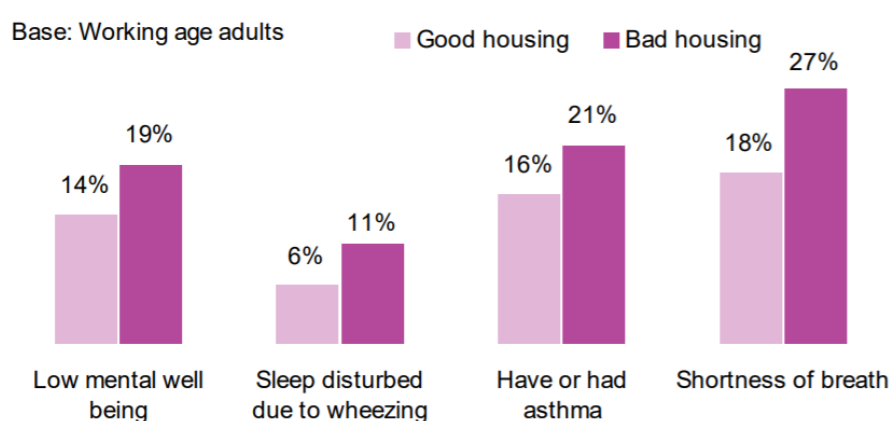
Lower levels of mental health among those living in bad housing are also reported in all categories of tenure. Overall, almost one in five (19 per cent) adults living in bad housing had low mental health, as indicated by the General Health Questionnaire, compared with 14 per cent of those in good housing. Levels of general wellbeing are also lower among adults living in bad housing, consistent across all categories of tenure.

Living in bad housing is associated with higher prevalence of a range of respiratory health problems, and in particular, with more serious symptoms. Those living in bad housing are almost twice as likely to have their sleep disturbed by respiratory problems at least once a week (5 per cent versus 3 per cent), and similarly more likely to have wheezing interfere quite a bit or a lot with their normal activities. Those living in privately rented bad housing are more likely to have their normal activities disrupted, and disrupted more severely. For example, 4 per cent of working age adults living in bad

housing in the private rented sector had their sleep disturb by wheezing compared to 2 per cent living in good housing in that sector.

More working age adults living in bad housing also reported shortness of breath, and again, tended to display worse symptoms - 27 per cent of those in bad housing reported some form of breathlessness, compared to 18 per cent in good housing, and 12 per cent reported shortness of breath when walking up a slight hill, compared to 8 per cent. Almost one in ten (8 per cent) of those living in bad housing reported problems breathing when doing any walking whatsoever, in comparison to 5 per cent of those in good housing.

Asthma is also more common among those in poorer housing overall, and in the owner occupied and privately rented sectors - 12 per cent of those in bad housing reported being currently diagnosed with asthma, compared to 9 per cent in good housing.



Graph 5: Working age adults with health problems by bad housing status

Pensioners

The association of living in bad housing with health problems is particularly acute among those above retirement age. Almost three in five pensioners (58 per cent) living in bad housing report fair, bad or very bad health, with less than two in five (38 per cent) of those in good housing indicating the same. Low mental health and low levels of wellbeing are also associated with living in bad housing. Almost a fifth (19 per cent) of pensioners living in bad housing suffer from low mental health, compared with 11 per cent in good housing. Almost twice as many of pensioners living in bad housing suffer from wheezing in the absence of a cold, compared with those in good housing (41 per cent compared with 23 per cent). And more than one in four pensioners (27 per cent) living in bad housing suffer from shortness of breath while walking at their own pace or is too breathless to leave the house - in good housing, this figure is only 16 per cent.



Graph 6: Pensioner health by bad housing status

For further information, please follow the link below:

http://england.shelter.org.uk/data/assets/pdf_file/0010/726166/People_living_in_bad_housing.pdf

4.3.6 Housing Complaints Case Studies

Case Study One

During the first phase the Rogue Landlord project, otherwise known as “Operation Trawl”, officers took an innovative multi-agency approach tackling landlords and letting agents who continually breached legislation.

In this case study, a landlord who also let out their own property, had been brought to our attention after a number of complaints were received alleging poor management and property standards. The letting agent offered housing to very challenging and vulnerable tenants. In addition there were a number of reports that the landlord had illegally evicted a number of tenants who had presented as homeless, too scared to take further action.

Following a complaint received about poor living conditions, officers carried out a joint inspection of a property with the Humberside Fire and Rescue Service. The property was found to be in a very poor condition, with one room presenting a potential risk to life. Both Council and fire officers were so concerned about the condition of the property that they served a formal notice, to prohibit the use of part of the property. As a result of this and other action the agent invited officers to inspect other properties in their portfolio. Officers worked informally to educate and improve property conditions and management practices.

Case Study Two

Over the past few years, the Council were working with a letting agent in the town, letting poor quality accommodation having received numerous complaints about their properties over a period of years.

In 2018, the company were successfully prosecuted and fined, for failing to provide the necessary fire precautions in the Section 257 House of Multiple Occupation.

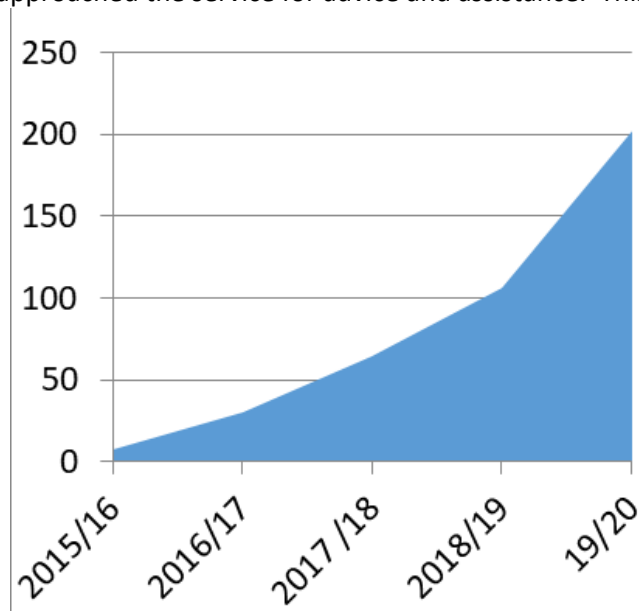
As a direct outcome from the prosecution, the company is improving the quality of its management practices and quality of property. They regularly contact a dedicated officer who provides support on management practices, helping them to liaise with owners failing to meet their obligations as landlords, reducing the risk of potential future prosecutions.

In addition, the letting agent now works with the Council over right to rent issues and helped raise alarm where there were concerns about a vulnerable tenants' welfare.

On another occasion, a tenant had abandoned a property. The letting agent worked with the Council, following lawful procedures. The tenant later presented to the Home Options Team, claiming illegal eviction. As the Council had previously worked with the letting agent, the Council were able to provide support to the tenant, and the letting agent was not subject to further investigation as procedures were followed and could be evidenced.

Case Study 3

An outcome from recent prosecutions has been the increase in the number of landlords who have approached the service for advice and assistance. This is shown clearly in the graph below.



Graph 7: Number of Requests for Assistance from Landlords for Advice and Assistance

Whilst there has been an increase in the number of requests, there are still a high number of properties failing to meet the require standard of quality and management practices.

4.4 Environmental Crime

4.4.1 Environmental crime disrupts residents' quality of life

Fly Tipping

Fly-tipping is defined as the 'illegal deposit of any waste onto land that does not have a licence to accept it'.

Tipping a mattress, electrical items or a bin bag full of rubbish in the street causes a local nuisance and makes an area look ugly and run down. At the larger end of the scale fly-tipping can involve several truckloads of construction and demolition waste being tipped on different types of land.

Uncontrolled illegal waste disposal can be hazardous to the public, especially if it contains toxic material or asbestos. There could be a risk of damage to watercourses and soil quality from the dumped waste. In 2016/17 more than one million incidences of fly-tipping were dealt with by councils in England. The estimated cost of clearing up this waste was over £58 million.

Fly-tipping is a serious criminal offence for which you can be prosecuted. The courts have various powers available to them to tackle fly-tipping, including imprisonment, substantial fines of up to £50,000 orders to pay costs and an order to deprive rights to a vehicle used to commit the offence.

Fly Tipping in Alley Ways

The alley ways in North East Lincolnshire are privately owned. Therefore, fly tipping in alley ways is the responsibility of residents that back and side onto them.

The Council can only assist with alleyway clearance if the waste is a public health issue or if it restricts access for a disabled person.

Fly-tipping costs the Council tens of thousands of pounds to clear up every year.

Whilst the Council actively investigate instances of fly-tipping to find evidence of who dumped the waste and who it originally belonged to, it is often difficult to find out who dumped the waste.

Residents are often forced to take their wheeled waste bin through their home, as they are unable to take the bin down the alley way, due to fly tipping.

Noise Nuisance Complaints

Noise nuisance can be due to a number of reasons: loud cars, dogs barking, loud music and parties are often causes for neighbours to complain. Action can be taken to enforce against noise nuisance through the Environmental Protection Act 1990.

Abandoned Vehicles

An abandoned vehicle is not a vehicle that is regularly parked badly or left in a troublesome place, obstructing your access and exit from your property. An abandoned vehicle will have been left in the street for a period of weeks with no sign of an owner coming to pick it up.

Waste in Gardens

Waste in gardens is essentially fly tipping for example; sofas, mattresses and other matter which can cause a nuisance, attracting vermin to live in the area. The waste can also be unsightly to the neighbours around.

2016-2018	Fly Tipping Reports	Fly-tipping in Alleyways	Noise Nuisance Complaints	Abandoned Vehicles Reported	Waste in Gardens
East Marsh	199	319	402	124	244
West Marsh	137	212	241	60	165

Table 25: List of complaints Jan 16 to Dec 18 in the East and West Marsh (Civica Database).

4.4.2 Environmental Crime Case Study

Case Study One

Two landlords were successfully prosecuted and fined after dumping broken bed frames, old mattresses and even a TV in a garden. The landlords ignored repeated warnings to clean up the area. The Council subsequently had no option but to take them to court, where they were prosecuted and fined £2,101.

Case Study Two

Skip It started in the summer of 2018 as a new way to help people get rid of their household junk for free. Pop-up recycling points were set up for a day in each of the area's 15 wards.

People brought everything from mattresses and washing machines to garden clippings and fence panels – most rubbish was recycled or sent to the energy from waste plant to generate electricity.

Skip It also gave people the chance to tidy up their neighbourhoods by clearing rubbish from areas where it was causing a nuisance.

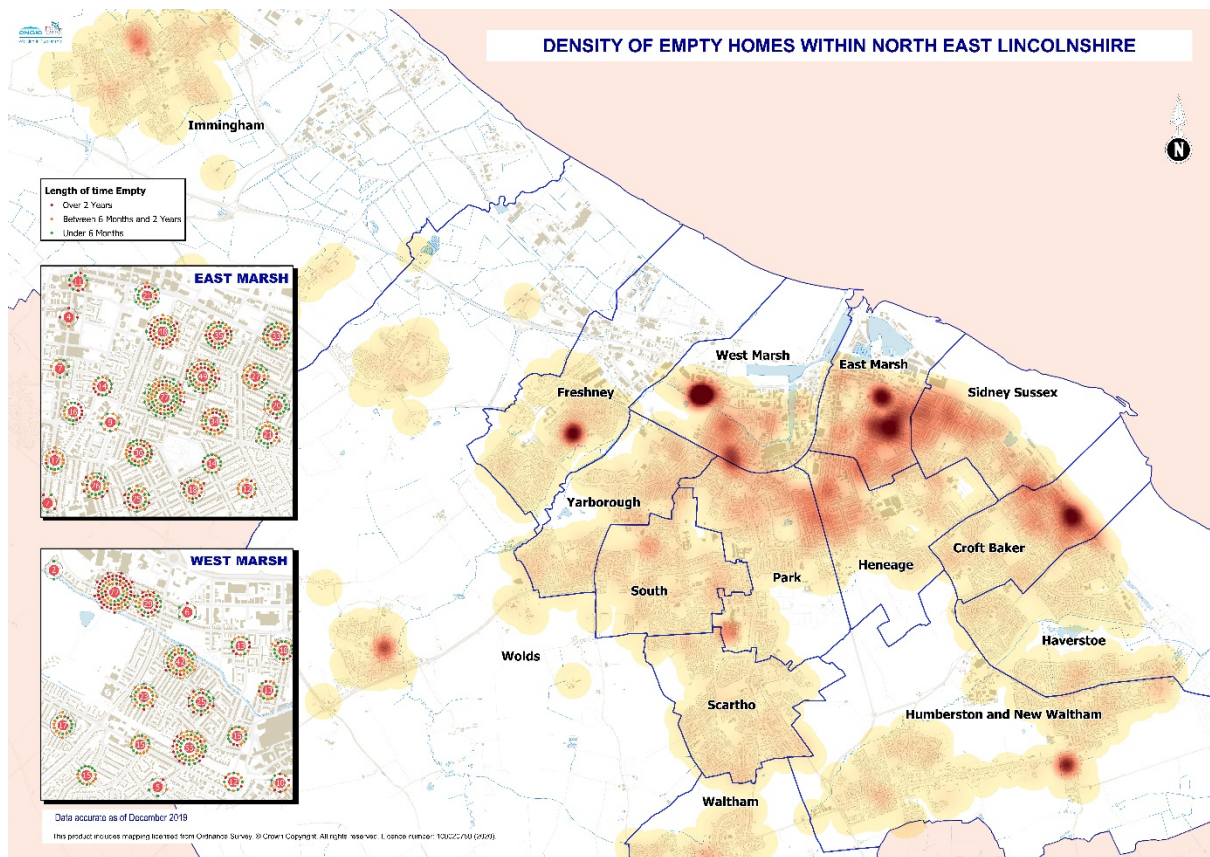
4.5 Low Demand

Low demand is identified by the number of empty properties, due to low take up for sale or rent. This affects the overall value of properties, leading to property prices being much lower than in other areas.

4.5.1 Empty Homes

The areas identified have the highest levels of long-term empty homes. Owners of long-term empty homes receive a questionnaire to ask what intentions the owner has for the property. Some owners responded to confirm they have made efforts to bring their property back into use, however there was little interest either through sale or rental.

The heat map below identifies the areas included within the Selective Licensing proposal as having the highest density of empty homes.



Map 8: Concentrations of Empty Homes (Council Tax Data December 2019)

The number of empty to occupied ratio in the area identified for Selective Licensing against nearby streets shows an increase indicating low demand.

Table 26: Percentage of Empty Homes – East Marsh by Street

EAST MARSH	TOTAL NO. OF PROPERTIES	NO. OF OCCUPIED PROPERTIES	NO. OF EMPTY PROPERTIES	% RATIO VACANT	% NATIONAL AVERAGE
Wellington Court	9	5	4	44.44	2.49
Frank Walsham Court	24	20	4	16.67	2.49
Freeman Street	38	32	6	15.79	2.49
Rutland Street	175	148	27	15.43	2.49
Weelsby Street	237	207	30	12.66	2.49
Oxford Street	95	83	12	12.63	2.49
Tunnard Street	98	86	12	12.24	2.49
Banbury Court	9	8	1	11.11	2.49
Bexley Court	9	8	1	11.11	2.49
Wordsworth Court	9	8	1	11.11	2.49
Grafton Street	91	81	10	10.99	2.49
Marlborough Close	19	17	2	10.53	2.49
Stanley Street	230	206	24	10.43	2.49
Castle Street	176	159	17	9.66	2.49
Wellington Street	170	155	15	8.82	2.49
Belper Court	12	11	1	8.33	2.49
Harold Street	120	110	10	8.33	2.49
Park Street	142	131	11	7.75	2.49
Buttermere Way	13	12	1	7.69	2.49
Mansel Street	48	45	3	6.25	2.49
Cleethorpe Road	34	32	2	5.88	2.49
Suffolk Court	15	14	1	6.67	2.49
Sussex Court	15	14	1	6.67	2.49
Victor Street	98	92	6	6.12	2.49
Norfolk Court	17	16	1	5.88	2.49
Albion Street	53	51	2	3.77	2.49
Salacon Way	18	17	1	5.56	2.49
Bodiam Way	40	38	2	5	2.49

Guildford Street	49	47	2	4.08	2.49
Stanage Walk	25	24	1	4	2.49
Duke Street	76	73	3	3.95	2.49
Seascale Walk	26	25	1	3.85	2.49
Hildyard Street	118	114	4	3.39	2.49
Orchard Drive	65	63	2	3.08	2.49
Tom Hammond Way	33	32	1	3.03	2.49
Casswell Close	34	33	1	2.94	2.49
Harlech Way	46	45	1	2.17	2.49
Tivoli Gardens	67	66	1	1.49	2.49
	3079	1237	34	8.67	2.49

Table 26 Updated: 1 April 2020

Changes from V1 of the Business Case are as follows:

- Albion Street: Removed (V1 included a property in Elliott House which is now demolished)
- Hilda Street: Removed (V1 included Warwick House, Hilda Street, Grimsby. This block of flats is now empty)
- Hope Street: Removed (V1 included empty properties in Strand Court, Hope Street, Grimsby)

The purpose of Table 26 is to provide evidence that some streets have high levels of empty properties. This information remains unchanged.

Table 26 Updated: 13 March 2020

Changes for V2 made on the 13 March, concentrated on streets with higher private sector lettings.

Table 27: Percentage of Empty Homes – West Marsh by Street

WEST MARSH	TOTAL NO. OF PROPERTIES	NO. OF OCCUPIED PROPERTIES	NO. OF EMPTY PROPERTIES	% RATIO VACANT	% NATIONAL AVERAGE
Newhaven Terrace	83	48	35	42.17	2.49
Elsenham Road	147	111	36	24.49	2.49
Gilbey Road	164	145	19	11.59	2.49
Cleveland Street	13	11	2	15.38	2.49
Stortford Street	19	17	2	10.53	2.49
Harlow Street	10	9	1	10.00	2.49
Hargrave Street	22	20	2	9.09	2.49
Clavering Street	13	12	1	7.69	2.49
Dunmow Street	21	21	0	0.00	2.49
Pyewipe Road	8	8	0	0.00	2.49
Sandford Street	4	4	0	0.00	2.49
Clayden Street	3	3	0	0.00	2.49
	507	409	98	19.33	2.49

The above information was taken from the Northgate Database held by Council Tax on the 2 December 2019.

The areas identified have above average empty homes.

4.5.2 Local Market Prices

The primary factor influencing demand for housing is the price of housing.. The demand for housing also depends on a households income, and borrowing interest rates. We are aware that income levels are low in the East and West Marsh. Even though property prices are low, buyers are less likely to purchase property in these areas due to the risk that they won't be able to recoup their investment. Selective Licensing can contribute towards stabilising the area, giving buyers confidence to buy.

East Marsh

Looking at the prices for sale in this area, we have looked at case studies in the designated area alongside similar properties in nearby areas for comparison. The average sale price for properties on Rutland Street, Grimsby was £31,428. The average price is slightly higher along Castle Street where average price is £46,000. In comparison, Cooper Road on the East Marsh has an average price of £80,233 for similar properties. These prices were taken from actual sold prices 2018 and 2019.

West Marsh

Prices in the West Marsh areas are similar in the proposed designated areas. The average sale price for properties along Elsenham Road are; £40,227 and Gilbey Road £47542. Along Lord Street which is also in the West Marsh, average prices were £58,000.

4.6 Anti-social Behaviour & Crime

This section of the document will present the information that demonstrates that the areas proposed for Selective Licensing are suffering the effects of antisocial behaviour and crime. The evidence detailed below presents a number of separate indicators that when taken together build a strong argument to demonstrate an area of high level ASB and crime.

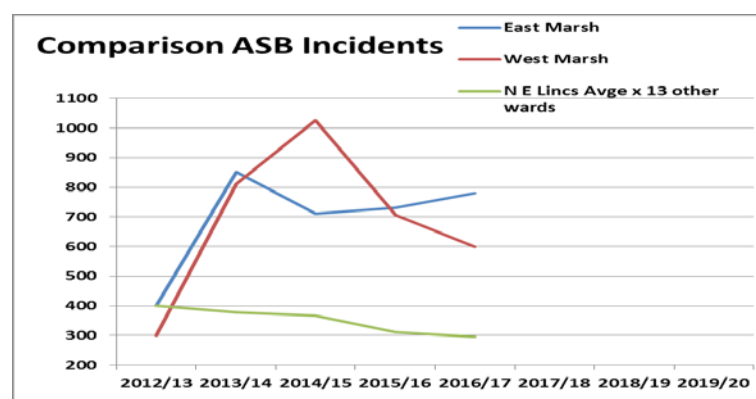
The Community Safety Partnership Plan focuses on the East and West Marsh areas of the town, due to the high percentage of crime and anti-social behaviour in these areas.

<https://www.nelincs.gov.uk/wp-content/uploads/2017/09/Community-Safety-Partnership-Plan-2017-2020.pdf>

4.6.1 Community Safety Partnership Plan Findings 2017-20

The report quotes previous data for the East and West Marsh as follows;

4.6.2 Anti-Social Behaviour (ASB)



Graph 7: Comparison ASB Incidents

The above graph shows the number of anti-social behaviour incidents in the East and West Marsh wards, against the overall level in the rest of the borough. The graph clearly shows how high the levels are in comparison with the rest of the borough.

East Marsh; Antisocial Behaviour



Graph 8: Antisocial Behaviour – East Marsh



Graph 9: Anti-Social Behaviour – West Marsh

The above evidences an increase in anti-social behaviour which covers the period 2013/14 and 2016/17.

Since the report was published, there have been a number of initiatives to prevent children from entering into crime, supported by the NSPCC. Together for Children is a project incorporating many

agencies, who are now based in the East and West Marsh Hubs. Services are dedicated to these areas, sharing intelligence and supporting families.

4.6.3 Current Anti-Social Behaviour and Crime

Two **priority and high impact localities** have been identified across North East Lincolnshire on account of the levels of complex need and cross-agency demand that they present.

Both the East and West Marsh have been identified as suffering from the highest levels of crime for many years.

The above figures are made up of the follow crimes;

- Violence excluding Domestic Abuse (Violence with Injury excluding Domestic Abuse, sexual assault);
- Domestic Abuse (Domestic Abuse tagged crimes and Domestic Incidents);
- Hate Crime (all crimes and incidents with a Hate tag);
- Anti-Social Behaviour (core Police recorded ASB, All Secondary Fires, Criminal Damage);
- Youth Issues (Youth related crime, Supervised young Offenders and youth related ASB); and
- Drugs and Alcohol (Drug Offences, Positive Tests on Arrest and Alcohol related ASB).

4.6.4 Local Crime Data – Publicly Held

The crime data included in the following data is as follows;

Anti-social behaviour Includes personal, environmental and nuisance anti-social behaviour.	Bicycle theft <i>Includes the taking without consent or theft of a pedal cycle.</i>	Burglary <i>Includes offences where a person enters a house or other building with the intention of stealing.</i>
Criminal damage and arson Includes damage to buildings and vehicles and deliberate damage by fire.	Drugs <i>Includes offences related to possession, supply and production.</i>	Other crime <i>Includes forgery, perjury and other miscellaneous crime.</i>
Other theft Includes theft by an employee, blackmail and making off without payment.	Possession of weapons <i>Includes possession of a weapon, such as a firearm or knife.</i>	Public order <i>Includes offences which cause fear, alarm or distress.</i>
Robbery Includes offences where a person uses force or threat of force to steal.	Shoplifting <i>Includes theft from shops or stalls.</i>	Theft from the person <i>Includes crimes that involve theft directly from the victim (including handbag, wallet, cash, mobile phones) but without the use or threat of physical force.</i>

Vehicle crime

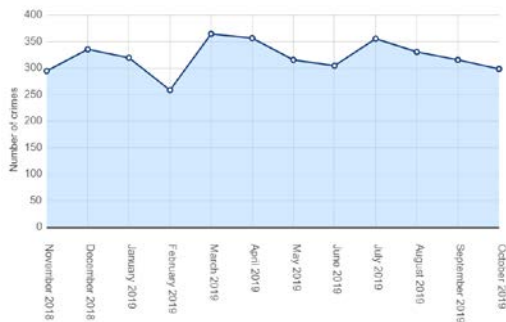
Includes theft from or of a vehicle or interference with a vehicle.

Violence and sexual offences

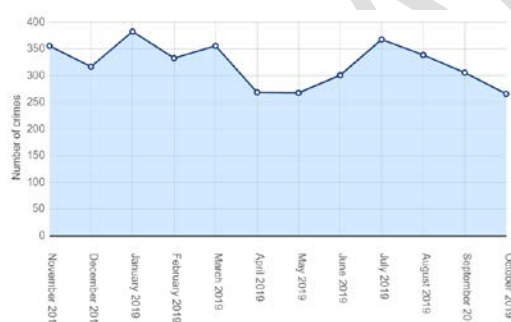
Includes offences against the person such as common assaults, Grievous Bodily Harm and sexual offences.

The information includes all crime and is held on the national database, publicly available.

We looked at crime in the areas identified for potential Selective Licensing and benchmarked these against other local areas.



Graph 10: East Marsh

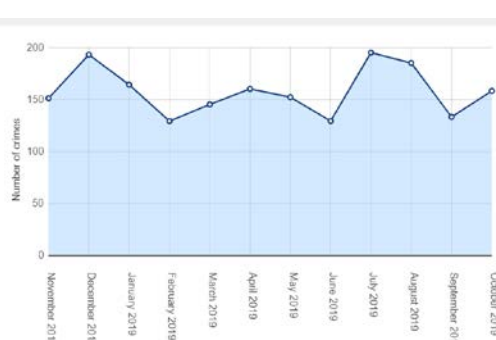


Graph 11: West Marsh

If we compare these with nearby areas, we can see the significant difference in criminal activity reports, in areas which have similar issues, we can see the number of incidents in the East and West Marsh is much greater than in the other areas.



Graph 12: Heneage, Hainton and Park



Graph 13: Sidney Sussex

The following statistics were taken from the national Police Crime Statistics. For updates on this information; please see www.police.uk

4.6.4 Crime Statistics – Designated Area Only

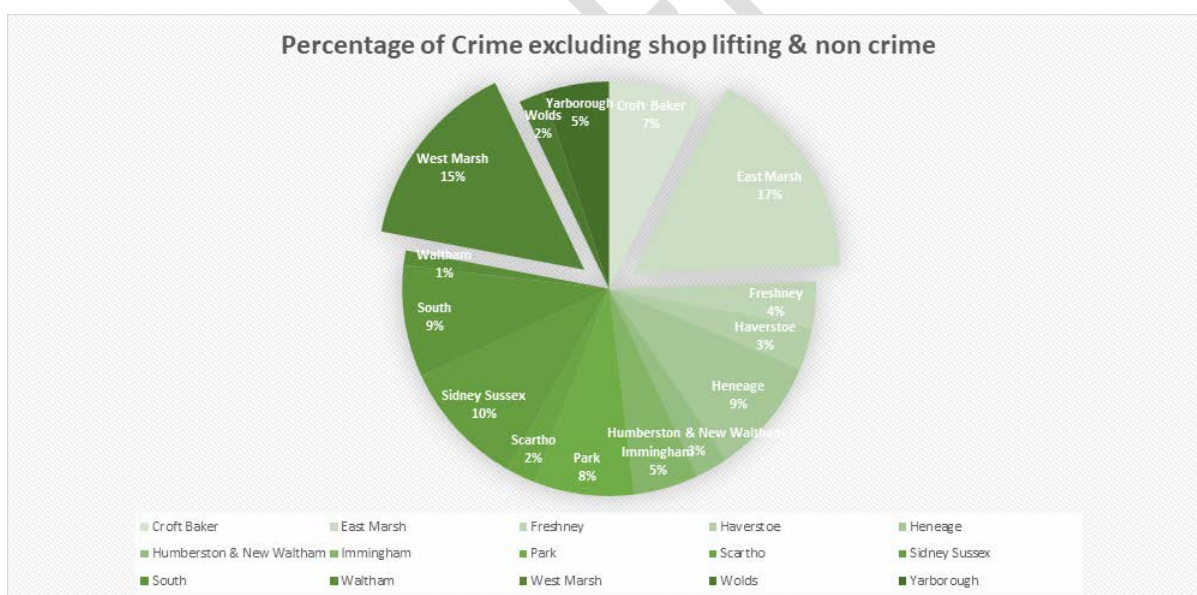
Working with the Police, we were able to drill down the data to the area, proposed for licensing. We then reviewed the streets with the highest level of activity:

East Marsh Crime Data by Streets			
Street Name	Nov'17-Oct'18	Nov'18-Oct'19	Total
Castle Street	83	98	181
Duke Street	33	45	78
Harold Street	96	61	157
Cleethorpe Road	68	83	151
Rutland Street	168	134	302
Stanley Street	153	135	288
Tunnard Street	67	60	127
Victor Street	74	63	137
Weelsby Street	164	194	358
Wellington Street	134	157	291

Table 28: Highlighted Streets within the Proposed Designated Area (Residential Only) – East Marsh

West Marsh Crime Data by Street			
Street Name	Nov'17-Oct'18	Nov'18-Oct'19	Total
Elsenham Road	66	66	132
Gilbey Road	57	61	118

Table 29: Highlighted Streets within the Proposed Designated Area – West Marsh



Graph 14: Percentage of Crime (excluding shop lifting and non-crime) by Ward

	Number of Crimes	Number of Households	% Crimes
East Marsh area (designated only)	4001	3633	1.9%
West Marsh area (designated only)	428	507	0.8%

North Lincolnshire	East	36464	69707	0.5%
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Table 30: Percentage of Crimes per Household

Ward	Number of Crimes
East Marsh	6202
West Marsh	5443
Sidney Sussex	3609
Heneage	3320
South	3193
Park	2841
Croft Baker	2709
Yarburgh	1885
Immingham	1842
Freshney	1318
Haverstoe	1198
Humberstone and New Waltham	937
Scartho	839
Wolds	706
Waltham	422
Total	35464

Table 31: North East Lincolnshire - Reported Crime between 01/11/2017 - 31/10/2019 (All Crime excluding Shop Lifting and Non-Crime)

4.6.5 Case Studies

Case Study One - Victim Support

Located in the East Marsh is a sheltered housing scheme comprising self-contained flats and a number of bungalows.

Sheltered housing is accommodation specifically designed for older people (or younger disabled people) to allow them to live independently.

The Council's Anti-social behaviour team identified that there were a number of calls to the Police, from residents of the sheltered scheme.

The complaints were received from worried residents, concerned about youths climbing up onto the roof and scaring the residents.

When visited by the Victims Champion, residents confirmed how upset they were and frightened by these repeated and unwanted visits.

The Victims Champion pulled together a multi-agency team to look at ways they can prevent this happening in the future. The team included representation from the Police (including their Officer who supports teams to design out crime) and Lincolnshire Housing Partnership.

Subsequent meetings were held with residents to offer reassurance and support; with Police, Lincolnshire Housing Partnership and the Council.

The Police made several recommendations to the landlord including; the use of anti-vandal paint and anti-climb devices attached to prevent access onto the roof.

In addition, the Police immediately stepped up patrols in the area to offer reassurance to residents. They quickly identified two young people who were causing the problems and both were referred to the Councils ASB review panel. The young people received Acceptable Behaviour Contracts, signed in the presence and hearing of their parents.

The local victim support team were called in to offer further support to the residents.

Further meetings were held with residents in order to keep them informed of actions and address any further concerns they had.

The area was monitored for several months until partner agencies and local residents were satisfied there were no further problem.

Case Study Two – Crime and Anti-Social Behaviour

Operation Scoria

Operation Scoria commenced on the 04/08/17 and was implemented to reduce crime and anti-social behaviour across the East Marsh, subsequently aiming to provide public reassurance and improve confidence, amongst other objectives. At this time average crime on the East Marsh accounted for 17% of all crime in North East Lincolnshire. A large number of targeted patrols as well as execution of drug warrants took place in 2017 to help try and address the vast multi layered issues that affect the ward.

Results analysis took place after 5 months of Op Scoria being implemented (in January 2018) to find that it had little impact on all overall crime levels, although there had been some downward trends for burglary, theft and robbery which may have been the result of targeted patrols. However, crimes such as violence, vehicle offences and criminal damage continued to an increase despite these patrols. ASB on the East Marsh was also looking promising showing early signs of reductions at the end of 2017.

OP Scoria has been continually reviewed and developed; implementing a 4 P Plan approach (Prepare, Protect, Prevent, Pursue) with partners and stakeholders, the joint objectives to:

- *Reduce offences of crime and anti-social behaviour.*
- *Prevent repeat victimisation & support those vulnerable in the community*
- *Gather intelligence on offenders & locations*
- *Arrest, prosecute & disrupt offenders*
- *Implement crime reduction measures utilising external agencies*
- *Empower the community to reduce risk*
- *Provide reassurance to the public and improve confidence*

This has resulted in numerous multiagency partnership initiatives aimed at thematic and targeted, Intel led problem solving projects. For example Operation Python, joint Youth Offending Service and Police ASB patrols, community ward walks with Councillors and stakeholders. In the last 18 months particularly, the ward area has seen an increase in OCG Drugs activity utilising County Lines methodology. This has seen increased exploitation of vulnerable local nominals and cuckooing of local addresses. The methodology sees offenders cuckoo a vulnerable address for 2/3 days before moving on again in an effort to disrupt police tactics which are reactive. Operation Galaxy is a specific proactive team which works with the local policing team to undertake fast time Drugs enforcement/disruption and targeting prolific offenders. In the last 4 weeks alone this has seen 9 MDS warrants on East Marsh and immediate vicinity with numerous arrests, seizures of weapons and Class A & B Drugs.

Inspection Stephenson (Humberside Police) November 2019

Working with Humberside Fire and Rescue, we reviewed the number of fires in the proposed areas for selective licensing to confirm the incidents of fire.

Increased household fires could signify poor housing conditions and anti-social behaviour, in cases where fires are deliberate.

Ward	Total	% of total Result
East Marsh	284	16
West Marsh	237	13
Heneage	202	11
Immingham	198	11
South	138	8
Park	135	8
Sidney Sussex	77	4
Haverstoe	76	4
Humberstone and New Waltham	72	4
Freshney	70	4
Wolds	68	4
Scartho	61	3
Croft Baker	49	3
Yarborough	49	3
Waltham	37	2
Total	1776	

Table 32: Primary fires (including chimneys) and secondary fires - 1st Nov 2017 until 31st Nov 2019.

This table shows that risk of fire in the homes is higher than in other areas of the borough.

Primary fires are split into four sub-categories:

- **Dwelling fires** are fires in properties that are a place of residence i.e. places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions. Dwellings also includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.
- **Other buildings fires** are fires in other residential or non-residential buildings. Other (institutional) residential buildings include properties such as hostels/hotels/B&Bs, nursing/care homes, student halls of residence etc. Non-residential buildings include properties such as offices, shops, factories, warehouses, restaurants, public buildings, religious buildings etc.
- **Road vehicle fires** are fires in vehicles used for transportation on public roads, such as cars, vans, buses/coaches, motorcycles, lorries/HGVs etc. 'road vehicles' does not include aircraft, boats or trains, categorised in 'other outdoors'.
- **Other outdoors fires** are fires in either primary outdoor locations, or fires in non-primary outdoor locations that have casualties or five or more pumping appliances attending. Outdoor primary locations include aircraft, boats, trains and outdoor structures such as post or telephone boxes, bridges, tunnels etc.

Secondary fires are generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved

casualties or rescues, or five or more pumping appliances attended, in which case they become primary other outdoor fires.

Ward	Total Number of Incidents – Accidental and Deliberate	Deliberate Incidents Only	% of Incidents over a 2 year period
East Marsh	284	207	16%
West Marsh	260	171	15%
Heneage	202	96	11%
Immingham	198	78	11%
South	138	100	8%
Park	135	76	8%
Sidney Sussex	77	43	4%
Haverstoe	76	32	4%
Humberstone and New Waltham	72	24	4%
Freshney	70	41	4%
Wolds	68	36	4%
Scartho	61	22	3%
Croft Baker	49	19	3%
Yarborough	49	24	3%
Waltham	37	22	2%
	1776	991	100

Table 33: Number of Deliberate and Accidental Fires by Ward

Selective Licensing will contribute towards improving the quality of housing and reducing anti-social behaviour, will contribute towards reducing household and deliberate fires.

Case Study

Humberside Fire and Rescue, Humber Police, North East Lincolnshire Council and other partnership agencies formed an Arson Task Force to deal with fires in the area. The project involved Fire Officers attending schools to provide training and supporting probation services to show the dangers of fire to perpetrators of this type of crime. The task force reduced the number of arson fires and was held as good practice in the Humber region.

4.8 Outcomes

There is strong evidence from other authorities to show that Selective Licensing will bring positive benefits to an area. Key findings from an *“Evaluation of the impact of HMO and Selective Licensing”* by the Building Research Establishment in 2010 showed that:

- Larger than average increases in houses prices occur in areas where a Selective Licensing scheme operates.
- It helps to safeguard investment in regeneration by dissuading the purchase of property by short term investors with little interest in providing decent homes for people in the local community.
- There are indications that standards of management improve and that landlords are compelled to “raise their game”.
- It helps to control anti-social behaviour.

5.0 How does Selective Licensing Support the Councils Strategies?

This section demonstrates how the proposed Selective Licensing designation is consistent with the overall housing and homelessness strategy for the borough. The introduction of Selective Licensing is in the Council's Housing Strategy to tackle empty properties and improve the quality of our existing housing stock. The scheme will support a balanced housing market to support social and economic improvements. Housing plays a fundamental role in delivering sustainable communities, facilitating social and environmental improvements and promoting economic growth. The Council believe that Selective Licensing has an important role to play and offers valuable support to existing initiatives to tackle empty homes, prevent homelessness, create sustainable, high quality neighbourhoods and reduce antisocial behaviour.

In addition to Selective Licensing for the private rented sector, the Council also proposes to bring together key stakeholders to develop a regeneration plan for the ward and create a 3 to 5 year plan to attract investment to regenerate the housing stock in both the East and West Marsh Wards. To assist with this, the Council has commissioned 500 house condition surveys to be delivered at the start of 2020. The results of these surveys will help the Council and stakeholders, to populate bids, to bring in investment into the area.

The Disabled Adaptation and Housing Assistance Policy was revised in 2019. This includes support for landlords to bring empty properties back into use and improve the energy efficiency of properties.

The Council holds the view that a positive relationship with the private rented sector is of mutual benefit to both parties and residents of the borough. Previous schemes include; private sector leasing, empty homes grants and loans and rental deposit bonds. These schemes, whilst having small scale success, failed to significantly improve the whole area's problems and therefore selective licensing provides an opportunity to improve the wider area, un-reliant on Council funds.

In addition, the Council have invested heavily in schemes to reduce fly tipping, install alley gates and demolition/refurbishment in the East Marsh. All these schemes, whilst having small scale success failed to improve the areas problems and therefore Selective Licensing provides an opportunity to improve the area, un-reliant on Council funds. A local group known as East Marsh United have also carried out numerous street cleans and still the area struggles with the amount of fly tipping.

To achieve the Councils aim of improving relationships with landlords, it is proposed to provide the invitation to join a Partnership Scheme. Landlords must apply for a licence through the scheme, paying an initial non-refundable fee. The Licence will be issued once confirmation of scheme membership is confirmed and the Landlord has agreed to abide by their terms and conditions.

The Council propose the partnership scheme will only be open to applications for the first year of the scheme. After this date, applications will be closed and Landlord must apply through the Council scheme only.

Licensing supports the strategic aims of the Community Safety Partnership to reduce crime and disorder. Selective Licensing works in partnership with the antisocial behaviour team, the Police, and Landlords to encourage and assist Landlords and Agents to deal with issues of ASB and crime.

This combined with the other Selective Licensing conditions should help to professionalise landlords within the designation area, and therefore improve housing standards and landlord compliance. The conditions require a landlord to obtain references for any tenant before starting a new tenancy and to take action against any tenants that they have been informed are involved in anti-social behaviour,

and where this is also believed to be criminal activity, are required to report it to the appropriate authorities. These conditions combined should help to reduce levels of crime and ASB within the private rented sector of North East Lincolnshire.

The designation of the Selective Licensing area will lead to a more collaborative approach to dealing with housing condition matters that might otherwise not have been the case. If the Council receives a housing condition complaint in respect of a property from the Selective Licensing area, the property is inspected under the terms of the Selective Licensing scheme (if it has not already been the subject of such an inspection). The designation of Selective Licensing will require formal enforcement action in a comparatively small number of cases. A collaborative approach developed through the Selective Licensing designation will enable Council officers to work informally with landlords to ensure that, in most cases, any outstanding repairs are completed.

Selective Licensing also supports the “Together for Childhood” agenda. Together for Childhood is a joint long-term project working with local communities, the Council, led by the National Society for the Protection of Cruelty to Children (NSPCC) supporting families and making life safer for children. The project helps local partners and families come together to prevent abuse and tackle the problems that cause it, head-on.

The project provides a variety of services to help children who’ve experienced abuse to go on to live safe and happy lives now and make a lasting difference, preventing abuse from happening in the first place. By working together and combining skills, signs of abuse/neglect can be found much earlier, helping to provide better ways to support children and families.

A community where there is less abuse is one where:

- places where children spend time are made safer
- adults take action to keep children safe
- children know what abuse is and are able to speak out
- there is early and effective action if problems do arise.

Through Selective Licensing, training can be provided to help property professionals identify signs of potential neglect and abuse.

6.0 Option Appraisal

The option appraisal below looks at **other** powers and projects that are available to the Council with the reasons why they could not replace the proposed Selective Licensing Designation in the proposed areas.

6.1 Option One - Accreditation

The Council is aware there is no current accreditation scheme in the borough. The Council have previously consulted with the former Landlords Forum to deliver a scheme in the area, however this did not move forward.

The Council consider that accreditation is voluntary and engages with landlords who provide good quality housing and management practices. The Council consider that working in partnership through Selective Licensing will support a drive for accreditation of landlords, whilst including those landlords who fail to engage with all voluntary methods of engagement.

6.2 Option Two – Partnership Approach to Selective Licensing

The scheme works on the basis of co-regulation for private landlords in conjunction with the Council. A procured private sector provider would act as a provider on the Council's behalf to undertake the administration of the scheme.

Landlords (only) would have the option to choose to apply for a licence through the scheme or choose to use the Council's own in-house licensing arrangement. This private sector led model is viewed by other Councils (West Lindsey DC, Doncaster MBC, Great Yarmouth BC, Liverpool CC) as being preferable for many landlords (thus increasing take up rates) and enables the Council to focus its efforts on landlords who fail to comply. The scheme provider will need to provide training for landlords, support to manage tenants who cause anti-social behaviour, legislative updates and other benefits. Payment will need to be monthly over the five year period of the scheme.

An experienced partner would be procured to support the Council and deliver the scheme. There is the potential to extend a voluntary accreditation scheme to other parts of the borough.

Landlords opting to work with a partner provider, will be unable to take up services offered by the Council through the Selective Licensing Scheme.

6.3 Option Three - Enforcement of Housing Standards

The Housing Act 2004 introduced the Housing Health and Safety Rating System (HHSRS), which allows Local Authorities to inspect privately rented properties to ensure the condition of that property does not have an adverse effect on the health, safety or welfare of tenants or visitors to that property. Where necessary the Council will serve statutory enforcement notices to ensure the condition is improved. Property inspections are reactive; a service request will be made to the Local Authority who will then undertake a HHSRS inspection to determine whether action needs to be taken. Whilst this approach does improve property conditions, it is sporadic across the area and does not have a concentrated impact in one area. In addition, this power does not tackle property management standards.

During 2016, the Housing Enforcement Team carried out door-to-door calls, as part of the Rogue Landlord Project. It became clear that tenants were living in poor accommodation, they were often unaware the Council could assist, or afraid to report repairs in case they were evicted by their landlord.

Through the Selective Licensing designation (and beyond) landlords would be welcome to attend the regular area based stakeholder meetings which cover all aspects of local issues and property management, including property condition.

Through Selective Licensing, landlords will be required to attend training throughout the year through the licensing scheme. Training, advice and support for landlords will help them understand what improvements need to be made to their properties reducing the need for action under the HHSRS.

6.4 Option Four - Management Orders

Part 4 of the Housing Act 2004 introduced the use of Management Orders but these orders should not be used if other enforcement options will remedy the problem. The general effect of a Management Order is that the Council takes control of the property, although legal ownership does not transfer from the landlord. There are two forms of Management Order, interim and final. Interim Orders last for a period of up to 12 months which can then be followed by a Final Management Order which lasts for a maximum of 5 years.

Once a Management Order is in place the Council takes over the management of the property. The occupiers pay their rent to the Council and any repair costs such as routine repairs or building insurance are taken from the rent before any surplus is given to the owner (landlord).

This power only deals with individual properties and is resource intensive, especially as the Council no longer has any stock of its own. In some cases, even retention of the full rental income may not be adequate to properly maintain and manage the property, in which case, additional costs would end up being borne by the Council Taxpayer. This approach does not present a long-term solution to address poor management of privately rented stock as the property is returned to the original owner who may not necessarily have improved their management standards in the interim.

6.5 Option Five - Private Sector Leasing

Councils can offer a voluntary Private Sector Leasing scheme. This is where the Council takes over responsibility for the property through a lease, for up to 5 years. The Council provides funding to carry out refurbishment costs, bringing the property up to a lettable standard. Rental income received recovers the costs of the original investment and any rental income over, is returned to the landlord net management costs.

In 2013/14 and 2014/15 the Council went into partnership with Shoreline Housing Partnership (taken over by Lincolnshire Housing Partnership) to offer a leasing scheme for empty properties. Landlords took out an interest free loan, leased the property to Lincolnshire Housing Partnership and the rental income received covered the cost of the loan.

The scheme provided an additional 12 quality homes, occupied by households at risk of homelessness.

Whilst in principle the scheme brought empty properties back into use and provided much needed quality housing, it did not contribute towards improving the area in isolation.

In the 2019 Housing Assistance Policy, the Council re-introduced the scheme as a solution to bring empty properties back into use. This will be offered as a solution to owners of empty property, as part of an overall package to regenerate areas. The scheme will assist owners of problem properties, where owners have few options either unable to fund essential repairs, or in negative equity and unable to sell.

6.6 Option Six - Raising Landlord Awareness

The Council have regularly been represented at Landlord Association meetings, when invited. The website also provides up to date information, social media posts are provided to update landlords of any legislative changes or offers. In some cases where a landlord has a proven track record of poor management practices, officers work closely with landlords to educate and inform. In previous years the Council held regular Landlord Forums which had limited attendance and were not as successful as would be hoped. These were replaced with a regular newsletter to landlords.

6.7 Summary of Options

Option	Funding Originator	Voluntary/Mandatory	Area Covered	Dependencies
Selective Licensing	Funded through Licence fees	Mandatory	Designated Areas	Landlords will need to apply for a licence or face potential prosecution/Civil

				Penalty Notices where they fail to comply.
Accreditation	Part funded by NELC/Membership fees	Voluntary	Borough wide	Reliant on Landlords taking advantage of the scheme. Whilst landlords may join the scheme, there are no guarantees a landlord will provide compliant management or property standards.
Partnership Approach to Selective Licensing	Funded by membership fees	Mandatory to take out a licence, voluntary to join the scheme.	Areas designated for Selective Licensing only.	Landlords have the option to take advantage of the scheme by applying for a licence and joining the scheme voluntarily, abiding by licence standards through more self-regulation. Ultimately conditions can be enforced through Selective Licensing.
Housing Enforcement	Funded by NELC	Mandatory	Borough wide	Relies on tenants being aware or unafraid to report property management/standard issues.
Management Orders	Funded by NELC – costly as require additional resource and capital. Capital repaid within 7 years.	Mandatory	Borough wide	Reliant on being able to provide sufficient evidence to proceed with a case. This could be ultimately overturned by the First Tier Tribunal.
Private Sector Leasing	NELC through resource and capital. Capital repaid over 5-7 years	Voluntary	Borough wide	Dependent on a business case and potential risk of ASB/detriment to the environment.
Raising Landlord Awareness	NELC – potential income from landlords training sessions	Voluntary	Borough wide	Will only impact on landlords who are local. Landlords living away will be less likely to travel for a training session.

Table 34: Options for Delivery

In summary the alternative options to Selective Licensing require partial or full funding from the Council through either additional resource, marketing or training provision. Additional funding is ultimately paid for by all tax payers.

Selective Licensing is entirely self-financing throughout the five year period of the designation, paid by the licence applicants and not the community. The alternative options do not compel a landlord to address tenant behaviour or ensure landlords seek references when allocating their properties.

Existing Selective Licensing schemes elsewhere in the country have proven successful in tackling anti-social behaviour and ensuring problem tenants do not move within the designation area. Landlords will be able to continue to access advice and support from the Council to deal with problematic tenant behaviour.

The alternative options do not provide a long-term solution to the training of inexperienced landlords whose business and subsequently the community would benefit from improved management practices. The alternative options are not area based and can only tackle a small number of properties.

Selective Licensing tackles all privately rented properties in the proposed designation area. To improve the conditions, standards of management and reputation of the private rented properties in the designation area a collective approach is required. Dealing with a small number of private rented properties will not assist in improving conditions.

The other options of accreditation and enforcement of property standards and management orders can be used not as an alternative to Selective Licensing but as support tools as part of an integrated programme of measures to improve the social and economic conditions of the area.

It is thought that in providing the incentive of a lowered licence fee for accredited landlords there will be an increased uptake of accreditation. The idea behind the reduced fee is to incentivise the uptake of co-regulation/accreditation. The Council has considered the risk with Selective Licensing and that landlords may illegally evict tenants, leave the area or try to avoid licensing. The Council is committed to proceeding with robust monitoring procedures to identify all privately rented properties. Any reports of illegal evictions will be investigated immediately and where required, sanctions taken against that landlord.

7.0 Why do we need a Selective Licensing Scheme?

Whilst landlords in general do engage with the Council, monitoring of management practices does continue to show that some landlords will “cut corners”. This is often in relation to tenant references and their standards of property management. Landlords are under increased pressure with changes to the benefit system and costs incurred paying Council tax for leaving a property empty inbetween residents, meaning landlords are keen to minimise void periods.

Landlords argue that requesting references incurs costs, which cannot be passed to the tenant. Through Selective Licensing, landlords are encouraged to carry out reference checks as good practice ensuring that tenants are likely to look after the property and pay rent.

In addition, landlords have raised concerns about commissioning inventories with photographs, again this is considered good practice and will support landlords in cases where damage to a property has been caused.

Formal training will have a cost in the time spent for attending the training. It could be considered that whilst there is a resource cost, this could save potential litigation, loss of rent or even fines at a later date.

Landlords who are concerned about costs incurred drafting anti-social behaviour management plans will be pleased to know that the Council intend to provide support for landlords choosing to proceed through the licensing accreditation route.

Whilst the Council acknowledge that there could be some initial increased costs, ultimately the scheme will provide more sustainable tenancies whereby there are less void periods and tenants stay in their homes longer. This is why the Council has worked hard to ensure that licensing costs remain affordable.

In this report, the Council has demonstrated their proactive approach to enforcement, working with landlords and welcoming the opportunity to provide support and education where possible.

Evidence suggests the Council will further improve engagement with willing landlords through Selective Licensing and deal with un-reputable landlords.

Selective Licensing is also a proven way to tackle empty homes and support physical regeneration activities to ensure poorly managed properties do not undermine this work and dissuade people from moving into the area.

Through a balanced, stable housing market the areas have an opportunity to realise potential as a neighbourhood of choice that offers a range of property types and tenures to meet current and future housing demand. Selective Licensing will make a valuable contribution to achieving this potential.

This proposal has carefully considered the housing market within the proposed designation areas and the Council consider evidence supports that the areas identified as suffering from ASB, crime, deprivation and poor housing conditions. Selective Licensing can help create a thriving sustainable mixed tenure neighbourhood. As highlighted previously the Council has taken into consideration the government guidance on Selective Licensing, the "Evaluation of the impact of HMO Licensing and Selective Licensing" published by the Building Research Establishment on behalf of Communities and Local Government January 2010. The research stated that Selective Licensing is a long-term strategy and will not provide instant solutions. In conclusion, based on the evidence contained within this document, the Council proposes that a designation of Selective Licensing in the proposed areas is necessary to address the problem of anti-social behaviour, crime, deprivation and poor housing conditions in the area.

In 2019, the Government carried out an independent review of Selective Licensing.

The survey results indicated that poor housing conditions and pervasive anti-social behaviour are the most common reasons for the introduction of Selective Licensing, followed by deprivation and low demand. When London boroughs are excluded from the calculation, low demand as a reason for the introduction of Selective Licensing is relatively common.

With a single exception, Local Housing Authorities with schemes in operation considered their schemes to be "effective" in tackling one or more of the issues licensing was introduced to address. Of the responses to this question, 41% were "very effective", 51% were "fairly effective" and only 9% were "fairly ineffective" or "very ineffective".

The figures clearly suggest that, in the opinion of Local Authorities currently operating schemes, Selective Licensing is an effective policy tool.

In conclusion it determined;

The research overall indicates that Selective Licensing can be an effective and positive policy tool. There are a wide range of concrete examples of schemes achieving demonstrable positive outcomes. Furthermore, these schemes operate in a range of different ways dependent on local conditions and requirements, demonstrating that Selective Licensing offers the facility to provide a flexible framework to reflect local circumstances

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833217/Selective_Licensing_Review_2019.pdf

8.0 Proposed Operation of the scheme

8.1 Operation of the Scheme

The introduction of Selective Licensing will bring an estimated 1420 privately rented properties into the licensing framework over a 5-year period.

The principles of the operation of the scheme once applications are received is to;

- Assess if the proposed licence holder and manager is fit and proper (see appendix 2)
- Issue the licence with the appropriate conditions. The licence conditions are the key to achieving improvements in property conditions and management that will be the major driver to achieve the scheme outcomes.
- Pre-inspect properties prior to a licence being issued.
- Refuse licences or reduce the licence period if there are concerns about the proposed licence holder and/or manager not being fit and proper, unsatisfactory management arrangements or concerns about property standards.
- Sign up landlords into a Partnership Approach to Selective Licensing, who will pay a monthly membership throughout the term of the licensing period.
- Sign up landlords into to the licensing scheme who will pay an upfront fee for the duration of 5 years.
- Encourage and require landlords to adhere to licence conditions.
- Investigate complaints about housing conditions and licence breaches.
- Carry out compliance checks for housing conditions and licence breaches.
- Carry out compliance checks and hazards safety assessment.
- Advise and support landlords and tenants joining the licensing scheme.
- Take robust enforcement action as appropriate and in accordance with our enforcement guidance policy.
- Work with other services, partners and stakeholders to add value and benefit.
- Utilise information available to prioritise action on a risk, intelligence neighbourhood and citizen-based response.

8.2 Applying for a Licence

All landlords/letting agents will need to apply for a licence for each property rented in the designated area. An initial non-refundable fee of £280 is payable to process the application. The landlord or person letting the property will be provided with a copy of a licence when;

- The property complies with the minimum standards required and all paperwork has been submitted, and;
- The landlord or person letting the property passes the fit and proper person test:

Where landlords or persons letting the property have opted to join the partnership scheme, licences will be issued once the scheme provider confirms the landlord is a member.

Landlords not entering into the partnership scheme will enter into the licensing scheme with the Council.

8.3 Joining the Partnership Scheme

The Partnership Scheme offers an alternative to landlords. Letting agents are unable to apply for the partnership scheme, however landlords who manage properties through a letting agent can.

Membership of the scheme means landlords must comply with the providers Code of Practice, whilst enjoying the benefits of increased self-regulation.

The Code of Practice would be agreed during the process to choose a delivery partner. Under the scheme, landlords would have to complete annual inspections, with all of the information and photographic evidence on a web based system available to the Council. In this way, good landlords should be able to demonstrate compliance with broader standards in return for a reduced fee to the Council, while the Council focuses on landlords who cannot meet these standards. The Council would be able to inspect a random sample of properties to ensure that inspections are robust. The scheme provider would be performance managed and where a provider fails to meet agreed standards, the Council would reserve the right to terminate the agreement and ensure a mechanism is in place to take over as the Licensing Authority or transfer the scheme to an alternative provider.

Where landlords fail to join the scheme within the first 12 months of the scheme launch, they will be unable to join this scheme.

Landlords expelled from the accreditation scheme may face enforcement action, dependent on the nature of the breach of conditions.

The scheme provider will be encouraged to provide innovative approaches, providing landlord training, provide education on managing a tenancy for tenants and ultimately a potential tenant referencing scheme, available to members.

8.4 Joining the Council Operated Mandatory Licensing Scheme

Landlords applying for the Council Operated Scheme will be required to pay the full fee in two payments (initial fee which is non-refundable and remaining licence fee). The benefits of the scheme will include initial advice and assistance to deal with tenant issues, where the licensee is proven to comply with the conditions set out in the licence. Council officers will carry out annual inspections of properties to ensure that the property is maintained and managed to the required standard, within current legislative standards and within the licence conditions.

8.5 Implementation

Operation of the scheme would change priorities as the scheme moves forward. Initially the scheme will focus on promoting and processing applications received. It is anticipated this will take around

two years to get all the applications in and processed. From there the scheme will focus on engagement and enforcement, working with landlords who have failed to licence their properties.

Year	Promote	Process	Engage	Enforcement	Compliance	Review
1						
2						
3						
4						
5						

Table 35: Demonstrates the scheme is for 5 years and there will be a cycle of activity through the 5-year period. The staffing structure will reflect these priorities and be flexible to support changes as they occur during the scheme.

9. Finance

9.1 Set up costs

Anticipated set up costs are expected to be in the region of £26,000. This would include development of an online application, incorporating payment, to streamline and speed up the application process for landlords.

9.2 Scheme Running Costs

It is anticipated that 3.5 staff will be employed by the Council to cover running the scheme. This will include a Lead Officer and 2 Neighbourhood Officers, with a part-time administrator, who will support the officers to complete community engagement. The team will be based in the communities they will work in and provide neighbourhood support engaging with landlords, partner agencies and the community.

9.2.1 Licensing Lead Officer (1.0 FTE)

The Lead Officer will be operational, leading the team towards successful implementation and delivery of the scheme.

9.2.2 Neighbourhood Officers (2.0 FTE)

The Neighbourhood Officers would deal with all licence applications, carry out inspections, fit and proper person checks and compliance checks. Based in the communities they serve, officers can provide designated dedicated support for licensed landlords (non-members of the accreditation/co-regulation scheme) and tenants.

It is also acknowledged that implementation of the scheme may lead to an increase in workload through additional enforcement for housing and fly tipping complaints. It is considered that costs can be recovered through potential Civil Penalty action.

In addition it is anticipated there will be an increased demand for assistance from the Homelessness team from both landlords and tenants.

Landlords and tenants contact the service to assist with a breakdown in communications. Therefore, landlords may be concerned that tenant's behaviour may result in them losing their licence. Officers will support both the landlord and tenant to sustain tenancies in the designated areas.

To assist with this increased workload, officers will need to be multi-skilled to support those services affected by this increase.

9.2.3 Part-time Administrator/Community Engagement Officer (0.5 FTE)

The part time administrator/community engagement officer will support the three officers, providing administration and support to engage with the community to measure the outcomes of the scheme.

9.3 Final Proposed Costs

The final breakdown of costs is as follows;

It is proposed to have 3.5 officers to administer the scheme. Officers will be based in the neighbourhoods they work, so they develop a better working relationship with both tenants and licence holders.

Description	Cost
1 x Lead Officer	£30,000
2 x Neighbourhood Officers	£52,938
0.5 Admin Officer	£ 9,687
	£92,625

Table 36: Staffing Costs

The business case (Appendix 1) allows for an annual increase in wages in line with public sector pay increases.

The total cost of running the scheme is £662,580 including overheads (see Appendix 1)

9.4 Initial cost of a Licence

All landlords would need to apply for a licence, whether or not they are intending to join the Partnership Scheme.

The initial fee would be in the region of £280.00. This fee includes compliance checks and administration costs to complete the fit and proper person checks. The initial fee would be non-refundable if the Council are unable to issue a licence.

It is anticipated there are 1420 privately rented properties which may require a licence.

9.5 Partnership Scheme

Landlords joining the Partnership Scheme would have the option to join the partnership scheme. They would require a licence as part of the membership of the scheme.

It is proposed the provider maintains annual compliance checks during the term of the licence period and agree a discounted monthly fee. The Council would have oversight of the scheme, putting in safe guards through performance management and retains the right to withdraw/change to an alternative provider as a penalty for poor performance.

9.6 Council Scheme

It is proposed that landlords/letting agents opting for the mandatory Council scheme will pay;

Initial Cost of Licence	£280
Full Licence Cost	£310

£590

9.7 Anticipated income

Anticipated income from initial licence fees is: £397,600

The total income due is: £661,720

Through consultation, if the decision is to go ahead the Council could be challenged and face a judicial review. This process will need to strictly follow the relevant guidance, legal advice received and statute. One of the most crucial elements of preparing the case is robust consultation.

If the cost of letting a property increases, landlords may consider placing the additional costs on to vulnerable tenants. This has been considered when developing the scheme, so costs have been kept to a minimum.

11. How to respond to the Council's Proposal to Designate East and West Marsh as a Selective Licensing Area?

- Mailshot to private landlords known to own properties in the ward
- Leaflet to be hand delivered to all residents and businesses within the consultation area
- Press release and advert in to local newspapers
- Posters to be displayed in community buildings and businesses
- Information on the Council's website and social media platforms
- Community briefing events to explain the proposal
- Landlord briefing events to explain the proposal
- Adverts on the Councils plasma display screens in the borough.

To respond to the consultation please see the Council's website: www.nelincs.gov.uk.

Appendix 1: LIST OF PROPOSED FEES; NORTH EAST LINCOLNSHIRE COUNCIL

Proposed Fees

Application Processing – Cost for Fee	Main Grade	Total time taken per activity	Cost per/hr	Total Cost
Application Processing Cost – Fee 1				
Receive and verify licence application	Admin	1/2 hour	12.81	6.4
Check the status of the property for any outstanding/previous applications and status with Building Control and Planning.	Admin	1/4 hour	12.81	3.2
Subtotal		3/4 hour		£9.60
Entering App - includes				
Compile all information relating to the property added on on to the database.	Admin	1/4 hour	12.81	3.2
Fit and Property Person Checks applied for and logged on to the database.	Admin	1/2 hour	12.81	6.4

Acknowledgement letter/email sent to the landlord to confirm that the application has been received, the process of applying for fit and proper person checks completed and that a Neighbourhood Officer will be calling to arrange an appointment to inspect the property.	Admin	1/4 hour	12.81	3.2
Subtotal		1 hour		£12.80
Invoice - includes				
Deal with queries relating to electronic payment system including phone calls with the applicant	Admin	1/4 hour	12.81	3.2
Process invoice/receipt, log payments onto the accounts file and update property database.	Admin	1/2 hour	12.81	3.2
Subtotal			3/4 hour	£6.40
Inspection				
Set up diary appointment in diary and on the database	Neighbourhood Officer	1/4 hour	17.5	4.37
Pull together inspection paperwork	Neighbourhood Officer	1/4 hour	17.5	4.37
Inspect time including travel to and from the appointment.	Neighbourhood Officer	3 hours	17.5	52.5
Officer compiles schedule of works required and submits to the landlord email/letter	Neighbourhood Officer	1 hour	17.5	17.5

Discussions with landlord (pre and/or post inspection)	Neighbourhood Officer	1 hour	17.5	17.5
Further inspection to sign off the property as up to standard (including travel and updating database)	Neighbourhood Officer	1 1/2 hours	17.5	26.25
Sub-total		7 hours	17.5	122.49
Officer drafts intention – includes				
Officer Drafts Licence	Neighbourhood Officer	1/2 hour	17.5	8.75
Final completion of fit and proper person checks, compiling information received and making a decision.	Neighbourhood Officer	1 hour	17.5	17.5
Determine any special conditions	Neighbourhood Officer	1/2 hour	17.5	8.75
Check database and send out any reminders for delayed paperwork during the process.	Neighbourhood Officer	1/4 hour	17.5	3.2
Subtotal		2 1/4 hours		38.2
Processing a draft – includes				
Separate officer checks draft licence	Neighbourhood Officer	1 hour	17.5	17.5
Lead checks draft and signs	Licensing Lead Officer	1/2 hour	20	10
Scan copy for records	Admin	1/4 hour	12.81	3.2
Email/Post draft licence	Admin	1/4 hour	12.81	3.2
Subtotal		2 hours	`	33.9
Final Licence				

Generate final licence after inspection once works are completed (if required)	Neighbourhood Officer	1/4 hour	17.5	4.37
Officer checks final licence	Neighbourhood Officer	1/4 hour	17.5	4.37
Lead Officer checks licence and inspection notes and records	Licensing Lead Officer	1/2 hour	20	10
Assistant Director approves licence.	Assistant Director	1/4 hour	42	10
Email/post copy and file away application	Admin	1/4 hour	17.5	4.37
Update Public Records	Admin	1/4 hour	12.81	3.2
Subtotal		2 3/4 hours		36.31
Combined Subtotal				259.6
Overheads				12.98
Postage and Printing				5.98
Fuel				1.68
Grand Total for a Licence				280.24
Additional Costs				
The Council will charge for additional inspections, where a landlord has failed to carry out required works to a satisfactory standard.				
Arrange additional inspection, travel and inspection.	Neighbourhood Officer	1 1/2 hours	17.5	26.25
Additional phone calls to Landlord	Neighbourhood Officer	1/2 hour	17.5	8.75
Write up notes and updated draft licence	Neighbourhood Officer	1/2 hour	17.5	8.75
Insert details onto database	Neighbourhood Officer	1/2 hour	17.5	8.75
				52.5
5% Overheads				2.6
Fuel				1.68

Total Fee				56.78
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Scheme Costs

Expenditure	Total Costs	Year 0	Year One	Year Two	Year Three	Year Four	Year Five
Basic Pay	£515,591	£67,000	£92,625	£95,403	£101,213	£107,225	£52,125
Professional Training for Staff and Landlords	£5,000	£2,000	£500	£500	£1,500	£500	£0
Office Furniture and Equipment	Nil						
Office Consumables	£6,250	2250	1750	750	750	450	300
Postage	£6,000	£1,500	£2,500	£1,500	£250	£125	£125
Mobile Phones	£510	£510					
Contract Laptops	£4,500	£450	£900	£900	£900	£900	£450
Database including online payment set up	£13,995	£13,995					
Printing	£1,125	£250	£250	£250	£125	£125	£125
Clothing and Uniform	£1,253	£753			£500		
Legal Support (not including enforcement) and Management Costs	£51,649	£6,700	£9,262	£9,540	£10,213	£10,722	£5,212
Overheads	£26,935	£4,604	£4,896	£4,960	£5,165	£5,186	£2,124
Initial Set up Costs	£26,000	£26,000					
Total Cost to the Council	£662,580	£129,784	£112,683	£113,803	£120,616	£125,233	£60,461

Appendix 2: FIT AND PROPER PERSON AND MANAGEMENT ARRANGEMENTS

Introduction

This policy applies to any property that is required to be licensed by the Council under the Housing Act 2004 ('the Act').

In deciding whether to grant a property licence, the Council (as the Local Housing Authority), must be satisfied that 'the proposed licence holder is a fit and proper person to be the licence holder' and that 'the proposed manager of the house is a fit and proper person to be the manager of the house.' If it is not satisfied, it must refuse the licence unless other satisfactory management arrangements can be agreed.

The fit and proper person requirements are to ensure that those responsible for operating the licence and managing the property are of sufficient integrity and good character to be involved in the management of the particular residential property, and as such they do not pose a risk to the welfare or safety of persons occupying the property.

Who does it apply to?

The policy applies to licence holders, managers and others involved in the management of properties (including those proposed to be). This will not extend to, for example, all members of staff at a managing agent who have limited access to a property, but it will include those who have a more active role in the management of a property.

An application will be checked to determine if the Licence Holder is a fit and proper person to be the Licence Holder, and is, out of all the persons reasonably available to be the Licence Holder in respect of the house, the most appropriate person. The proposed Manager of the house is either the person having control of the house, or a person who is an agent or employee of the person having control of the house. It could be considered in an application that the manager is the most suitable person to be the Licence Holder.

Banning Orders

The Act states that a person **is not** a fit and proper person if a banning order under section 16 of the Housing and Planning Act 2016 is in force against the person.

There are a number of specified offences for which a banning order can be made. These are outlined in the Schedule Offences of the Housing and Planning Act 2016 (Banning Order Offences) Regulations 2018. It is important to note that committing one or more of these offences does not automatically mean that a banning order should be made and 'Banning Order Offences under the Housing and Planning Act 2016 – Guidance for Local Housing Authorities' should be followed.

In certain circumstances, a banning order may be the most appropriate course of action as opposed to determining whether someone is a fit and proper person. Careful consideration should be given as to the most appropriate course of action, taking into account the guidance specified above and the contents of this policy.

Consideration of ‘persons associated or formerly associated’ with the proposed licence holder or manager

If there is evidence that a person associated, or formerly associated, with the person proposed to be the licence holder or manager of the property has committed any wrong doings (includes convictions, offences and other misconduct), that evidence may be taken into account in determining the fitness of the proposed licence holder, manager or other persons involved in the management of a property (even if that person has himself or herself an unblemished record). It would not be appropriate for a licence to be granted to someone, or for someone to be the manager of a property, if that person was merely acting as a ‘front’ for someone else who would not be a fit and proper person.

It would also not be appropriate if someone’s ability to manage a property satisfactorily would be unduly influenced by an associate who was not or would not be considered fit and proper.

A refusal to grant a licence in these circumstances should only be made if:

- There is evidence of relevant misconduct by the associated person; and
- The associate’s fitness is relevant to the applicant or proposed licence holder’s fitness to manage the property or licence.

Examples:

1. A husband and wife, where the husband is the landlord (or indeed both he and his partner are joint landlords), but only the wife has applied for the licence. There is evidence that the husband has committed wrong doings and those wrong doings are relevant to the management of the property and his fitness to be a manager or licence holder. Since the husband is joint owner and an associate of the wife it would be reasonable to assess whether the husband is fit and proper given that he is an associate of the proposed licence holder. If the husband is found not to be fit and proper, then the Council may refuse to grant the wife a licence.
2. The director (person A) of a property management company has been prosecuted previously and convicted a number of times for failing to effectively manage a property. Person A then starts to work for another property management company as an employee. Depending on Person A’s duties, the new employer will need to satisfy the Council that he or she is fit and proper if they are involved in the management of a property. If Person A is required to satisfy the fit and proper test and fails it, the new employer could be found not to be fit and proper to manage or be a licence holder by association.

Consideration of fit and proper person status

In deciding whether a person is a fit and proper person to be the licence holder or manager of the property, the Act states that the Council must have regard (among other things) to whether a person has:

- Committed any offence involving fraud or other dishonesty, or violence or drugs, or any offence listed in Schedule 3 to the Sexual Offences Act 2003;
- Practised unlawful discrimination on grounds of sex, colour, race, ethnic or national origins or disability in, or in connection with, the carrying on of any business;
- Contravened any provision of the law relating to housing or of landlord and tenant law
- Acted otherwise than in accordance with any applicable code of practice approved under section 233 Housing Act 2004 (HMOs only).

Other considerations as to whether a proposed landlord or manager is a fit and proper person include where a person:

- Has contravened any enactment relating to housing, public health, environmental health or landlord and tenant law which led to civil or criminal proceedings resulting in a judgment being made against him;
- Has contravened any legal requirement as a letting or management agent;
- Has had a licence refused or revoked (in consequence of the licence holder breaching the conditions of his licence) in relation to Part 2 or 3 of the Act;
- Owns or manages or has owned or managed an HMO or house which has been the subject of an interim or final management order under the Act.

Please note: Section 125 Housing and Planning Act 2016 is due to add an additional criteria to the fitness test. When in force it will require that the applicant should be entitled to remain in the UK and should not be insolvent or bankrupt.

In addition, consideration should be given to whether any person associated or formerly associated with a proposed licence holder or manager, has done any of the things above.

Prospective legislation under Section 125 Housing and Planning Act 2016 will also require additional criteria to the fit and proper test;

- requiring the applicant be entitled to remain in the UK and should not be insolvent or bankrupt.

Explanatory Note: "The clause also clarifies that past failure to comply with duties concerning the immigration status of prospective tenants may be taken into account, and that regulations specifying information to accompany applications may require supporting evidence."

Once in force, the additional requirement will be incorporated into our procedures.

Requesting further information

In some circumstances it may be appropriate for the Council to seek further information on whether a person has relevant convictions. Currently this can be done through the basic disclosure service. That service will give details of all unspent convictions, if any. However, the service is only available to the person whose record is being sought and there is no requirement in the 2004 Act for that person to seek or provide the information to the Council. Consequently the Council must have good reasons for asking that person to do so, especially if the Council is to consider that a refusal to do so may indicate that the person in question is not a fit and proper person. Such reasons may include that:

- The Council has had a history of complaints or problems with the landlord (which in themselves might not amount to 'evidence' of unfitness to meet the test), but further investigation may be required;
- The applicant has been evasive or untruthful in his application for a licence;
- The applicant, or proposed manager, is unknown to the Council and has not demonstrated any history or competence of managing HMOs or other private rented properties;
- The Council has reasonable grounds to suspect that the applicant, or the proposed manager, has committed an offence which is relevant to the determination of any question of his/her fitness; or
- The property is an HMO and provides accommodation mainly (outside of family units) to vulnerable persons

Determining whether someone is a fit and proper person

Where any of the wrong doings outlined in the preceding sections apply to a proposed licence holder or manager, then the Council may decide that that person is not fit and proper. Each case must be considered on its own merits. Evidence of any specified wrong doing does not necessarily lead to the conclusion that the person is not fit and proper. The Council will adopt a common sense approach, exercising its discretion reasonably and proportionately, taking into account relevant factors and disregarding irrelevant factors.

Where there is evidence of specified wrong doing, then the Council, when deciding whether that wrong doing means that the person is not fit and proper, will take into account the following factors:

- The relevance of the wrong doing in relation to the person's character and integrity to manage residential properties and in particular the type of property to which the licence relates;
- The seriousness of the wrong doing in terms of impact, or potential impact, upon the residents and the wider community;
- When the wrong doing took place
- And any mitigating circumstances

This list of factors is not intended to be exhaustive and the Council will take into account any other relevant factors in so far as they are relevant to the fitness of the relevant person. The misconduct has

to be relevant to the person's fitness to hold a licence and/or manage the particular residential property.

The following gives a general guide to the action which might be taken where there is evidence of wrong doings.

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In these situations, the Council **would not normally deem a person to be fit and proper**:

- Where they have a criminal record for unlawful evictions and harassment of tenants;
- Where they have a conviction for an offence in which the victim has been deprived of money, property or other benefit by misrepresentation/deception, including:
 - ❖ Theft;
 - ❖ Burglary;
 - ❖ Fraud (including benefit fraud, particularly where tenants are in receipt of Housing Benefit);
 - ❖ Conspiracy to defraud;
 - ❖ Obtaining money or property by deception;
 - ❖ People trafficking;
 - ❖ Being struck off as a company director

Where they have a conviction for the offence of:

- ❖ Murder;
 - ❖ Manslaughter;
 - ❖ Arson;
 - ❖ Malicious wounding or grievous bodily harm;
 - ❖ Grievous bodily harm with intent;
 - ❖ Actual bodily harm;
 - ❖ Grievous bodily harm;
 - ❖ Robbery;
 - ❖ Racially aggravated criminal damage;
 - ❖ Common assault;
 - ❖ Common assault which is racially aggravated;
 - ❖ Assault occasioning actual bodily harm;
 - ❖ Possession of an offensive weapon;
 - ❖ Possession of a firearm
- Where they have a current conviction for an offence contained in schedule 3 of the Sexual Offences Act 2003

In the following situations, **careful consideration should be given** to determining whether a person is fit and proper:

- Where a person has contravened housing law, landlord and tenant law or any legal requirement relating to letting or management agents, including consideration of: previous history, evidence of poor management, prosecutions and simple cautions. In particular, in relation to contraventions under:
 - ❖ Housing Act 2004;
 - ❖ Public Health Acts of 1936 and 1961;
 - ❖ Building Act 1984;
 - ❖ Environmental Protection Act 1990;
 - ❖ Town and Country Planning Act 1990;
 - ❖ Prevention of Damage by Pests Act 1949;
 - ❖ Protection from Eviction Act 1977;
 - ❖ Local Government (Miscellaneous Provisions) Acts of 1982 and 1976;
 - ❖ Housing Grants, Construction and Regeneration Act 1996;

- ❖ Local Government and Housing Act 1989;
- ❖ Housing and Planning Act 2016;
- ❖ Tenant Fees Act 2019
- ❖ Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

Contravention of one of the above Acts could result in informal action where a person is asked to complete works; formal action where a legal notice is served; remedial action or work in default; or a prosecution/civil penalty notice. The nature of the contravention, its relevance to the management of a house and the potential harm caused must all be considered. It may also be relevant to consider the circumstances of the contraventions, the number of contraventions and evidence to show good character since the date of the contravention.

Each case will be considered on its own merit.

- Where a person has committed a drug-related offence

Consideration should be given to the nature of the offence and what bearing it could have on the management of a licensable property. The nature, quantity and class of drugs will be taken into account.

- Where a person has practised unlawful discrimination

Unlawful discrimination can include findings of an Industrial Tribunal on unlawful employment practice such as discrimination under the Equality Act 2010. Consideration should be given to the nature of the unlawful discrimination and what bearing it could have on the management of a licensable property.

If an offence is isolated and/or there are mitigating circumstances this may not result in the Council deciding that the person is not fit and proper. Multiple offences or a series of offences over a period of time are likely to give greater cause for concern and may demonstrate a pattern of inappropriate behaviour which should be taken into account. A particularly serious view may be taken where the victim of any offence is vulnerable.

Review of Fit and Proper Person Status

The Council has the power to revoke a licence in a number of circumstances. These are set out in sections 70 (Mandatory and Additional licences) and 93 (Selective Licences) of the Act. This includes where the Council no longer considers that the licence holder is a fit and proper person to be the licence holder and where the Council no longer considers that the management of the house is being carried on by persons who are in each case fit and proper persons to be involved in its management.

The Council **must** revoke a licence if a banning order is made against the licence holder under section 16 of the Housing and Planning Act 2016 (sections 70A and 93A of the Housing Act 2004).

The tests for determining whether a person is fit and proper are the same as those that apply when considering an application for a licence.

If the decision is made that someone is not fit and proper, the licence should be revoked, following the procedures set out in the Act. Satisfactory management arrangements are not a consideration when making a decision to revoke a licence. It is only applicable when determining whether to grant or refuse a licence.

Duration

If someone is found not to be fit and proper, this will normally remain the case for a period of five years (dependent on the severity of the case). If a subsequent licence application is submitted within that period the Council will reconsider a person's fit and proper status on the merits of that application. The applicant will be expected to provide documentary evidence, which demonstrates why the proposed licence holder or manager is a fit and proper person. Where a licence is again refused, applicants can appeal to the First Tier Tribunal within 28 days of the decision.

Satisfactory Management Arrangements

The Council must be satisfied that *'the proposed management arrangements...are satisfactory'* before granting a licence.

Those arrangements include (but are not limited to) consideration of:

- Whether any person proposed to be involved in the management of the house has a sufficient level of competence to be so involved;
- Whether any person proposed to be involved in the management of the house (other than the manager) is a fit and proper person to be so involved; and
- Whether any proposed management structures and funding arrangements are suitable.

It is the **proposed** competences and structures that need to be satisfactory, not those actually pertaining at the date of application. Thus arrangements can be made satisfactory through the imposition of conditions in the licence.

It is for the Council to determine whether a person has sufficient competence to be involved in the management of a property and, of course, the level of competence required will in some measure be determined by the complexity of the management challenges posed. The Council should, therefore, be looking at the applicant's experience and track record of managing residential property and, in particular where he/she is the existing manager, the property to which the application relates.

The test should not, however, be set too high. Competent managers need to know their legal obligations and work within them, but it does not mean they need a formal housing or legal qualification. Where a deficiency is identified and can be addressed this should be done through a licence condition (e.g. requirement to attend a training course). In most cases landlords who belong to a recognised trade association or are members of an accreditation scheme should be regarded as having the necessary competence to be involved in the management of the property because, at least such organisations can be called upon for advice and assistance where necessary.

The management structures must be such that the manager is able to comply with any licence conditions and deal with the day to day operation management issues that arise as well as being able to deal with longer term management issues. In considering whether the structures are appropriate the Council may wish to take account of the following:

- Evidence as to whether the systems in place are sufficient to enable the manager to comply with any condition of a licence;

- Or, if such systems can be put in place through a condition of a licence to ensure compliance;
- Evidence of the systems for dealing with:
 - emergency repairs and other issues;
 - routine repairs and maintenance to the property and its curtilage;
 - cyclical maintenance;
 - management and the provision of services (if any) to the building and its curtilage;
 - management of tenancies or occupants;
 - management of the behaviour of tenants, occupants and their visitors to the property;
 - neighbourhood issues (including disputes)
- Evidence of structures for engagement with the local authority, police and other agencies, where appropriate

The manager may be asked to demonstrate much of the above evidence so he can attend to matters promptly and retain an overview on the condition of the property and the management of the tenancies. The Council must also be satisfied that the financial arrangements relating to the property are suitable. In that regard the manager must be sufficiently funded or have access to funding to carry out his obligations under the licence and his/her general management functions.

Enforcement Policy

The policy is in line with the principles of the current Enforcement Policy and can be read in conjunction with this business case.

<https://www.nelincs.gov.uk/wp-content/uploads/2019/04/General-Statement-of-Enforcement-Policy-March-2019.pdf>

Data sharing

Information used and ascertained for the purpose of deciding whether a proposed licence holder or manager is fit and proper is shared with other statutory bodies, particularly other local authorities and the police. Property licence applicants agree to this when they sign the property licence application form.

Appendix 3: SELECTIVE LICENSING CONDITIONS

The following are the licence conditions imposed by North East Lincolnshire Council ("the Council") as part of the Selective Licensing scheme, in accordance with Section 90 and Schedule 4 of the Housing Act 2004.

(In these conditions 'house' refers to the building or part of a building, which is licensed in accordance with parts 2 and 3 of the Housing Act 2004)

Failure to comply with these conditions could lead to the Council revoking a licence or further formal enforcement action.

1. MANDATORY CONDITIONS REQUIRED BY SCHEDULE 4 OF THE HOUSING ACT 2004

a) Gas – if gas is supplied to the house the licence holder must provide to the Council a Gas Safety Certificate issued within the past 12 months at the time of application and thereafter annually.

b) Electrical Appliances – the licence holder must ensure that any electrical appliances made available within the property are in a safe condition and must supply to the Council, upon demand, any declarations as to the safety of such appliances.

c) Furniture and Furnishings – the licence holder must ensure that any furniture and furnishings supplied by them are in a safe condition and compliant with the relevant legislation.

d) Smoke Alarms – the licence holder must ensure that smoke alarms are installed in accordance with legislation, which makes reference to them having to be installed on each storey of the house on which there is a room used wholly/partly as living accommodation. All alarms must be kept in proper working order. Licence holders may be asked to provide a declaration as to their condition and positioning by the Council.

e) Carbon monoxide alarms – the licence holder must ensure that a carbon monoxide alarm is installed in any room of the property which is used as living accommodation and contains a solid fuel burning combustion appliance (e.g. an open fire or log burning stove). The licence holder must ensure that such an alarm is kept in proper working order and supply to the Council, on demand, a declaration as to the condition and positioning of the alarm.

f) Tenant References – the licence holder must demand references from persons who wish to occupy the property and must provide evidence to the Council upon request that pre letting reference checks have been undertaken.

g) Terms of Occupation – the licence holder must supply to the occupiers of the house a written statement of the terms under which they occupy the property. Any tenancy agreement must comply with current legislation.

2. ADDITIONAL CONDITIONS REQUIRED BY NORTH EAST LINCOLNSHIRE COUNCIL

a) **Electrical Hazards** - There should be sufficient plug sockets to enable appliances to be used safely without flexes causing trip hazards or for the permanent use of extension leads. All fixed electrical appliances (e.g. cookers, fridges) should have their own dedicated electrical sockets. (Electrical Hazards – Housing Act 2004 – Part 1)

<https://www.tenancydepositscheme.com/resources/files/Tenancy%20Deposit%20Protection%20-%20A%20guide%20to%20the%20legislation.pdf>

b) **Management arrangements** – the licence holder must ensure that:

- ✚ they are suitably located to the licensable property or have arrangements in place to ensure adequate management, especially with regards to accessing the property, anti-social behaviour, arranging repairs and being available to tenants.
- ✚ they provide the Council and any of its tenants with accurate and up to date contact details. This shall include contact details for out of hours emergencies. The Council will look at each application individually but would consider an overseas licence holder as inappropriate and expect a local managing agent to be employed.
- ✚ they have suitable funding arrangements in place to deal with repairs etc. Therefore the application process will require the licence holder to declare they have suitable financial management procedures in place to ensure funds or appropriate insurances are available for any repairs or emergency remedial works.

c.) **Fire Safety** – the licence holder must ensure that;

- ✚ the Council are informed of any changes to the positioning or renewal of smoke alarms, and if the property is a house in multiple occupation, produce a fire detection and alarm certificate annually. New installations must comply with current Building Regulations and British Standards.
- ✚ if the main means of escape within the property is through the living room or kitchen, the licence holder will fit at least one means of escape window on the first floor in a room which is preferably not over a Kitchen.

d.) **Property Management** – the licence holder must ensure that:

- ✚ all repairs to the house, installations, facilities or equipment within it are carried out by competent & reputable persons, who are government regulation compliant where appropriate
- ✚ all occupants of the house receive written confirmation detailing the arrangements for repairs, emergencies, refuse collections and reporting antisocial behaviour and nuisance
- ✚ the relevant occupier(s) is/are provided with copies of user manuals for equipment provided as part of the agreement for the occupation of the house
- ✚ all occupiers are made aware of the licence and conditions and that the conditions are displayed prominently within the property.
- ✚ the house is not overcrowded and if the licence holder becomes aware of overcrowding, they must take all reasonable steps to deal with the issues and advise the Council of the actions taken.
- ✚ they provide a copy of an Energy Performance Certificate at the time of applying for a licence and on demand by the Council. It is currently a **legal requirement** that all property that is let carries a valid **EPC**, under the current “Energy and Performance of Buildings (England and Wales) 2012”. Properties breaching the current Minimum Energy Efficiency Standards 2018 will not be licensed. For more information please see; <https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance#when-you-need-to-take-action-to-improve-your-property-to-epc-e>

e.) **Security** – the licence holder must ensure:

- ✚ the security provisions for access to the dwelling (including but not limited to locks, latches, deadbolts and entry systems) must be maintained in good working order at all times.
- ✚ where window locks are fitted, keys are provided to the relevant occupier
- ✚ where a burglar alarm is fitted the relevant occupier is shown how to use the system and informed in writing as to the arrangements for getting the alarm code changed
- ✚ where previous occupants have not surrendered keys, arrange for locks to be changed prior to new occupants moving in.
- ✚ All external doors must provide adequate security from entry by intruders (Housing Act 2004 (see Supplementary Guidance on assessment of Conditions))
- ✚ where alley gates or specific local security measures are installed to the property that satisfactory arrangements are in place for the occupiers access via the rear and side boundaries of the property are in a good state of repair and lockable, with keys provided to the tenants.

f.) External areas, refuse and waste – the licence holder must ensure that:-

- ✚ at all times any gardens, yards and other external areas within the curtilage of the house are kept in reasonably clean and tidy condition and free from rodent infestation, waste accumulation and fouling from pets.
- ✚ put in place arrangements ensure any waste accumulations within the garden or alleyway curtilage of the property are legally disposed of.
- ✚ boundaries walls/fences are well maintained.
- ✚ adequate space and provision is made for storage of refuse and recyclables generated in the property.
- ✚ that clear access to and from the property for refuse/waste receptacles are maintained i.e alleyways are clear, to allow tenants to take them out for collection and put back the same day.
- ✚ adequate refuse/waste receptacle are provided at the start of each tenancy.
- ✚ all occupants are made aware of the Council's waste and recycling collection services and that this information is displayed prominently within the kitchen of the property and understood by the tenant.

g.) Anti-social behaviour – the licence holder must:


- ✚ take all reasonable and effective steps to reduce anti-social behaviour by persons occupying or visiting the house and must not permit the use of the premises for illegal purposes. In support of this the Licence Holder must:
- ✚ confirm on request the steps being taken to deal with an incident of anti-social behaviour at or in vicinity of the property by providing a plan in writing, proposing how they will support the Council to reduce the ASB. .
- ✚ co-operate with North East Lincolnshire Council, Humberside Police and other agencies in resolving complaints of anti-social behaviour
- ✚ ensure that all tenant are issued with and sign a copy of the "Anti-Social Behaviour Agreement" upon the commencement of the tenancy and provide a copy of this to the Council and the tenants. The licence holder should ensure that tenants are fully aware of Agreements contents.

h.) Management – the licence holder must ensure that:

- ✚ they undertake a detailed inventory in agreement with each occupant upon commencement of their occupation of the house. The inventory must be signed and dated by both parties and copies provided to the tenant.
 - ✚ they act lawfully and reasonably in requiring any advanced payments from occupiers, in handling rents, in returning deposits and in making deductions from deposits. The licence holder must place deposits in a government-backed tenancy deposit scheme. *For reference please see; Housing Act 2004 sections 212-215 and Schedule 10, as amended by the Localism Act 2011 and the Deregulation Act 2015. Related legislation is also to be found in a number of Statutory Instruments.*
 - ✚ Where the tenant has rented a property in the UK in the last 2 years these checks shall include a landlord reference, which will include information on the tenants conduct.
 - ✚ The Licence Holder will provide any occupiers/prospective occupier with the following information:
 - The amount of rent payable;
 - The details of any deposit required;
 - Details of what the deposit covers and arrangements for return;
 - The frequency of payments;
 - The details of any utilities or other charges included in the rent;
 - The responsibility for payment of Council Tax;
 - The responsibility for payment of utilities and arranging provision of such.
 - The obligation of the tenant in ending the tenancy including condition of the property and payment of any utility bills at the end of the tenancy.
 - ✚ make inspections of the property, not less than twice yearly to ensure that the property is in a decent state of repair and that the occupiers are not in breach of tenancy terms and conditions
 - ✚ upon receiving a reference request for a current or former tenant for the purposes of an application to rent the property of another Licence Holder, he/she must respond in writing within a reasonable period and not give any false statement
 - ✚ tenants must agree to the Anti-Social Behaviour Agreement confirming that they are aware they, other occupiers or their visitors, must not cause nuisance or annoyance to neighbours by any of the following behaviours;
 - use abusive or threatening behaviour or language to neighbours;
 - fail to store or dispose of refuse correctly;
 - cause damage to fixtures, fittings, alarm equipment, installations or to the fabric of the premises;
 - fail to give access to the landlord or his/her agent for statutory purposes, which may mean they are liable to enforcement action.
 - ✚ allow the Council to undertake compliance checks. Council Officers will normally give the licence holder 24 hours' notice of the checks and produce valid identification at the time of the visit. (Note in circumstances where the Council suspect a breach of certain laws, regulation or other statutory requirements, notice of inspection is not required and Officers may use the Powers of Entry delegated to them)
- Landlords failing to manage tenants behaviour could be found in breach of their licence conditions and revocation on their licence.
- ✚ Notification of changes - the licence holder must inform the Council of:
 - details of any unspent convictions not previously disclosed to the Council that may be relevant to the Licence Holder/Managing Agent as regards their fit and proper status

- details of any finding by a court, not previously disclosed, against the Licence Holder/Managing Agent as regards unlawful discrimination
- details of any contravention, not previously disclosed, on the part of the Licence Holder/Managing Agent relating to housing, public health, environmental health or landlord/tenant law which led to a judgment being made in civil or criminal proceedings
- information about any property that the Licence Holder or Managing Agent either owns or manages, or has owned or managed where other Local Authorities have refused to grant a licence under part 2 or 3 of the Act or has revoked a licence as a consequence of a breach of conditions
- the property becoming empty for more than 3 months
- notification of repossession/foreclosure/sale
- successful claims against the Licence Holder for default on tenancy deposits
- change in Managing Agent or appointment of a Managing Agent, along with new contact details for all parties
- the undertaking of substantial works to the property or emergency problems such as fire, flood etc. and the tenants are made temporarily homeless

j.) **Competency of licence holder;** all Licence Holder's will be expected;

 to show that they are a 'fit and proper person' to be given a licence.

NOTES:

- a) The Council will adopt a common sense approach and exercise its discretion reasonably and proportionately in relation to applying 'fit and proper' tests and in accordance with Section 89 of the Housing Act 2004. A licence may be revoked if the Council no longer considers the licence holder to be a fit and proper person to be the licence holder.
- b) The Council will take a reasonable and proportionate approach within the licensing process on standards and conditions and will work with landlords to ensure compliance as far as reasonably possible.
- c) Possible sanctions for breaching a licence could lead to a licence being revoked, or prosecution/fines.

Appendix 4: SELECTIVE LICENSING – ANTI SOCIAL BEHAVIOUR AGREEMENT

This agreement must be issued to and signed by all existing tenants and to any new tenant upon the commencement of the tenancy to make them aware of their responsibilities in regards to antisocial behaviour.

The completion of this agreement also demonstrates that the landlord is compliant with conditions specified in the Conditions of the North East Lincolnshire Selective Licencing Scheme.

PROPERTY ADDRESS: _____

NAME OF TENANT(S): _____

As the tenant of the above property you are responsible for the behaviour of every person (including children) living in or visiting your home including surrounding land (e.g. gardens, rear alleyways (ten foots), parking areas, entrance halls or garages) and in the locality of your home.

THEREFORE, YOU OR ANYONE LIVING WITH YOU OR VISITING YOUR HOME;

1. Must not cause a nuisance, annoyance or disturbance. Examples of this include: noise such as loud music, excessive shouting and foul language and dogs barking or other activities such as dog fouling, drunkenness in public, fighting, growing/selling drugs, drug abuse, fly tipping, urinating in public, and gathering outside houses in a manner which causes excessive noise, litter or disturbance.
2. Must not display any behaviour which may cause harassment, alarm or distress to any other person in the locality of your home or surrounding area. Examples include: offensive behaviour or language (i.e. targeted at a person's race, religion, sexuality or disability), using or threatening to use violence, abusive or insulting behaviour or language, damaging or threatening to damage another person's home or property, writing abusive or offensive graffiti, conduct which interferes with the peace, comfort or convenience of others
3. Must not use your home or any communal areas for any illegal activity such as selling drugs.
4. Must not damage, deface or put graffiti on property belonging to the landlord.
5. Must ensure that you cooperate with the Council and your neighbours to keep any outside areas and gardens clean, tidy and clear of any litter, refuse, waste or other obstructions. This includes rear alleyways.
6. Must not run as business from your home without the landlord's permission in writing.
7. Must not sublet your property or allow other persons not named on the tenancy agreement to stay in your home as their only permanent UK address, without the landlords permission in writing.
8. Must not park anywhere that would obstruct emergency services and any vehicles should be parked in a manner which does not cause any general obstruction or nuisance.
9. Must not carry out repairs to vehicles on the land around your home or on the road, with the exception of minor necessary repairs to vehicles owned by a member of the household.
10. Must not put up structures such as sheds, garages or animal pens anywhere on your property without the landlords agreement in writing.
11. Must not keep or use bottled gas, paraffin, petrol or any other dangerous material in your home or in any communal areas.
12. Must not interfere with any security and/or fire safety equipment provided by your landlord in your property.

AS THE LICENCE HOLDER OF A PROPERTY IN THE NORTH EAST LINCOLNSHIRE SELECTIVE LICENSING AREA YOU MUST;

1. Recognise the importance of tackling anti-social behaviour in order to ensure that communities are safe and that areas do not decline because of a failure to act.
2. Have the ability and facilities to receive and respond to initial complaints about your tenant's behaviour.
3. Undertake an incremental process of investigation into any complaint which has been made either directly to you, or via the Council, regarding your tenants. This process may involve one or more of the following:
 - a. Appropriate response to a complaint from a member of the community, neighbour or other affected person regarding the conduct of the licence holders tenant and/or the behaviour of their children or visitors
 - b. Sending of appropriate and proportionate warning letter(s)
 - c. Conducting a tenancy warning interview
 - d. Attend at a case conference or other appropriate multi-agency meeting arranged by the Council or other relevant agency
 - e. Engage and work with the Council, police or other agency involved in the case. This may involve providing supporting information or evidence for an enforcement action to stop the anti-social behaviour
 - f. Serving of a relevant notice to seek possession where other interventions have failed and when all involved agencies agree that this would be the most appropriate course of action

DECLARATION: I DECLARE THAT I HAVE READ/HAD READ TO ME THE TERMS AND RESPONSIBILITIES IN THIS DOCUMENT AND THAT I UNDERSTAND AND AGREE TO ADHERE TO THESE TERMS AND RESPONSIBILITIES.

Tenants signature

Date

Licence holders signature

Date

Appendix 5: TENANT FORM – DISPOSING OF WASTE

ADDRESS: _____

NAME OF TENANT: _____

Your collection day for Domestic Waste is: _____. On this day your green wheeled bin, must be taken to the front of your house for collection by 7am. They must be removed the same day.

Dry/Recycling boxes will be collected on the: _____. On this day you will need to take your coloured boxes to the front of your house for collection by 7am. They must be removed the same day.

AS THE TENANT OF THE ABOVE PROPERTY:

1. You are responsible for presenting all household waste from your premises in the correct containers.
2. You must place your bins and boxes at the rear of the property (unless other safe storage is provided).
3. Do not place them ready for collection before 12 noon on the day before collection day.
4. Do not leave them there after 12 noon on the day after the collection day.
5. Do label your bin with your house number to prevent it from getting displaced.
6. You must take notice of all instructions and information regarding any changes that may occur to your usual collection day around public holidays.
7. You must ensure that all container lids close fully. Bins with lids up cannot be emptied.
8. You must not put any waste out for collection which is not in the correct container
9. You must not leave any bags, loose waste or large items in the highway/back alley or against your waste containers awaiting emptying.
10. You must not leave either loose or bagged waste in your garden. It must be stored in the correct waste containers before putting out for collection.
11. If you do not have the correct bin/boxes or boxes, you must report this without delay to North East Lincolnshire Council reporting your bin lost by following the link; https://nelincolnshire-self.achieveservice.com/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-f5b0efbd-1334-4282-8f31-46d7f25f88e7/AF-Stage-607a7d11-ec6b-4f49-9e87-c2d772d16af4/definition.json&process=1&process_uri=sandbox-processes://AF-Process-f5b0efbd-1334-4282-8f31-46d7f25f88e7&process_id=AF-Process-f5b0efbd-1334-4282-8f31-46d7f25f88e7
12. Items too large must be taken to the recycling centre. For further details follow the link; <https://www.nelincs.gov.uk/where-to-recycle/>

DECLARATION; I declare that I have read/had read to me the terms and responsibilities in this leaflet and that I understand and agree to adhere to these terms and responsibilities.

Tenant's signature: _____ Date: _____