

Property Licence Impact Surveys results 2022

Landlords and Managing Agents & Tenants and Residents

What people have told us



let's talk
Newcastle

Newcastle
City Council

Contents

Introduction	3
How we invited people to take part.....	3
How people chose to take part	3
Summary of what Landlords and Managing agents told us.....	4
Who took part?	4
About your business	5
What impact do you think property licencing has had?.....	5
Tell us a bit more	12
Summary of what tenants and residents told us.....	13
Who took part	13
What impact do you think property licencing has had?.....	14
Experiences of private tenants	20
Tell us a bit more	21

Introduction

This report summarises the feedback we received in response to the Property Licence Impact surveys in 2022. People were invited to let us know how they felt property licencing in Newcastle impacted where they lived and worked.

This includes the city wide additional scheme and five selective licencing schemes which were in their second year in addition to a further two areas of selective licencing that had been recently been redesignated.

The surveys were open between 1st April and 31st May.

How we invited people to take part

We published the surveys on Lets Talk and used a variety of methods to make people aware of the surveys and how they could take part.

This includes;

- Direct mailing to landlords who have applied for a property licence
- Direct mailing to landlords who has signed up to received regular updates from the council
- Information passed onto Local and National landlords associations
- Promoted on the Private Rented Services website
- Promoted on Newcastle City Council website
- Information sent to Chairs of tenants and residents associations across the city
- News in brief
- Update at Advice Compact
- Circulated via Active Inclusion
- Information sent to students via Students Unions
- Attending local landlord forums
- Attending Students in Newcastle forum

How people chose to take part

Most respondents took part in the online surveys hosted by LetsTalk. We received 208 responses from landlords and agents and 61 responses from tenants and residents.

In addition, two landlords chose to submit written responses by email.

Summary of what Landlords and Managing agents told us

Who took part?

We asked those participants taking part in the survey if they were a landlord, a agent or both.

Are you answering as a:	Landlord	Agent	Both
	165	8	35



Most respondents told us they were private landlords.

We asked if respondents were taking part in the survey as they had a property affected by;

Are you answering in regard to:	Additional licencing	selective licencing	Both	Unsure	No response
	25	111	54	14	4



Most respondent told us that were responding in regards to Selective licencing, with the next highest number responding in regards to both Selective and Additional licencing.

We asked you to tell us where the majority of your properties where located;

Which areas are the majority of your properties located (tick all that apply):	Arthurs Hill	Benwell & scotswood	Blakelaw	Byker	Callerton & Throckley
	19	20	1	14	0

Chapel	Castle	Dene & South Gosforth	Denton & Westerhope	Elswick	Fawdon & West Gosforth	Gosforth
1	0	5	5	4	2	18

Heaton	Kenton	Kingston Park & Newbiggin Hall	Lemington	Manor Park	Monument	Jesmond (north & South)
105	3	3	3	0	1	52

Ouseburn	Parklands	Walker	Walkergate	West Fenham	Wingrove	No response
3	3	3	2	11	8	16



Most respondents told us they had properties in Heaton and Jesmond, with the next highest results being Arthurs Hill and Benwell.

About your business

We asked landlord and agent to tell us about their businesses; we asked in the last 12 months what changes have you made to your business.

Thinking about your business in the last 12 months have you (tick all that apply):	Carried out scheduled property improvements	Increased my portfolio	Diversified my business	Reviewed my tenancy management process	Taken on a managing agent	Reduced my portfolio	Stayed the same	Don't know	No response
	123	14	11	35	9	22	79	3	29



Most respondents told us that they had carried out scheduled property improvements with the next highest response telling us that things had remained the same.

A high number of respondents told us that they had reviewed their management process.

We asked in the last 12 months what changes have seen in your business.

Thinking about your own properties which of the following statement do you think apply (tick all that apply) "In the last 12 months I have found:"	My tenants/tenancies have stayed the same	I have had to spend less time managing problem tenancies	I have found it harder to let my vacant properties	I have experienced a higher turnover of tenants	I have found it easier to let my vacant properties	I have found I have had a lower turnover of tenants	I have had to spend more time managing problem tenancies	I have no properties affected by property licencing	No response
	121	3	11	8	13	14	22	7	51



Most respondents told us their tenancies had remained the same with the next highest number of respondents telling us that they had spent more time resolving management problems.

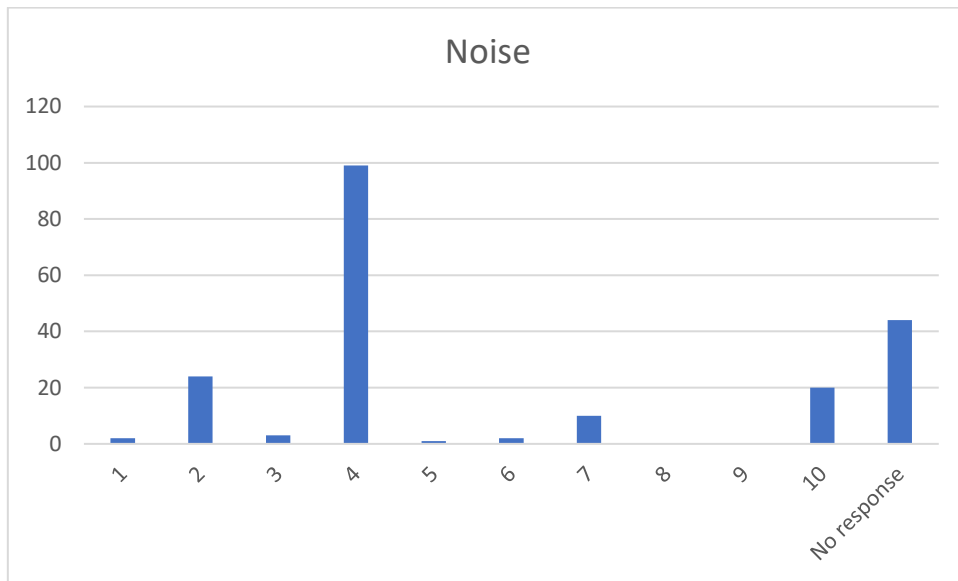
What impact do you think property licencing has had?

We asked what impact your thought property licence had on a number of key areas; you were asked to rate impact on a scale of 1 – 10:

:1 being that licencing has had a positive improvement, 5 no impact, 10 worsened.

We asked you how you felt property licencing impacted on - Noise; (1 – 10)

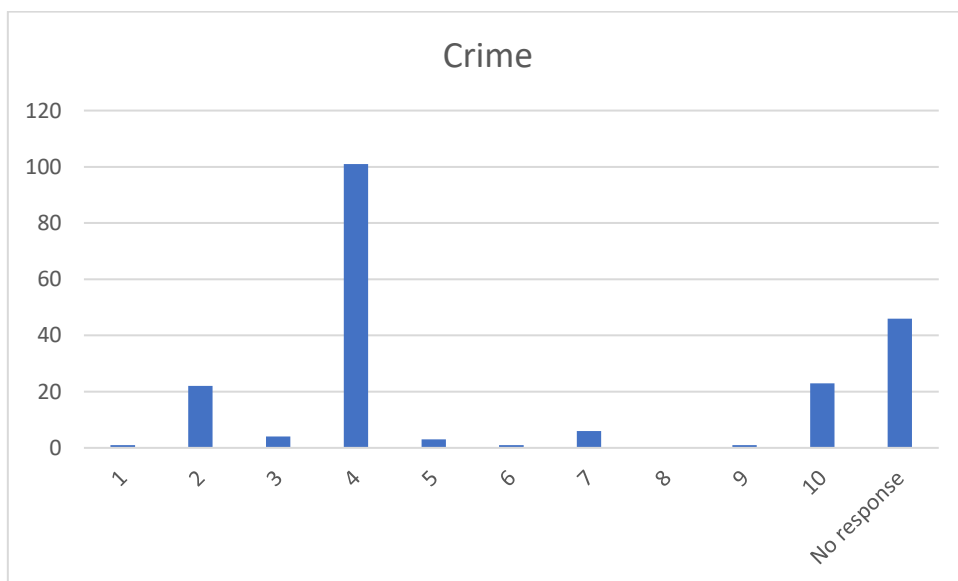
Do you think Property Licencing has impacted any of the following: Noise	1	2	3	4	5	6	7	8	9	10	No response
	2	24	3	99	1	2	10	0	0	20	44



Most respondents told us that they felt that the problems surrounding noise has worsened slightly in the last 12 months.

We asked you how you felt property licencing impacted on - Crime; (1 – 10)

Do you think Property Licencing has impacted any of the following: Crime	1	2	3	4	5	6	7	8	9	10	No response
	1	22	4	101	3	1	6	0	1	23	46

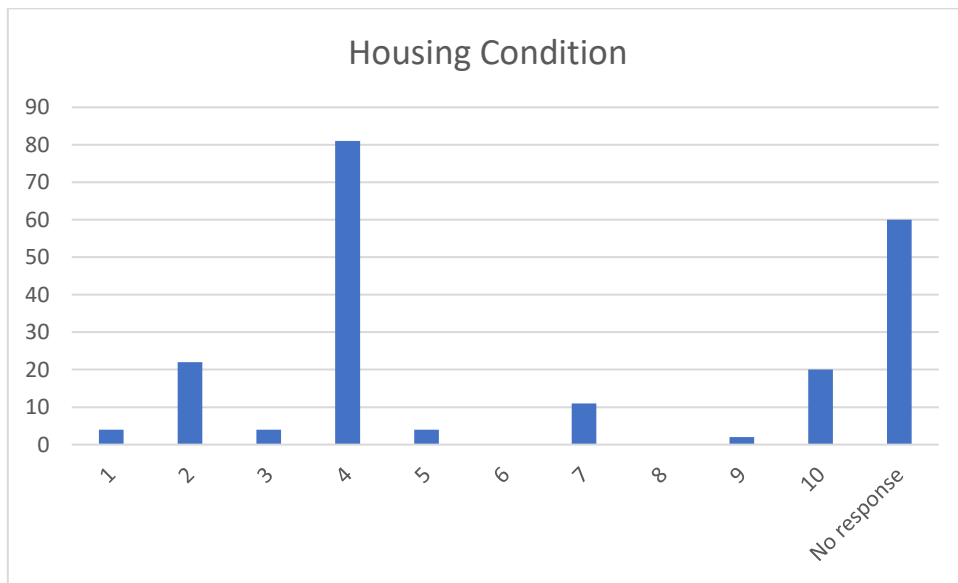




The majority of respondents told us that they felt that the problems surrounding crime has worsened slightly in the last 12 months, with some respondents telling us the felt it had improved.

We asked you how you felt property licencing impacted on – **Housing Conditions**; (1 – 10)

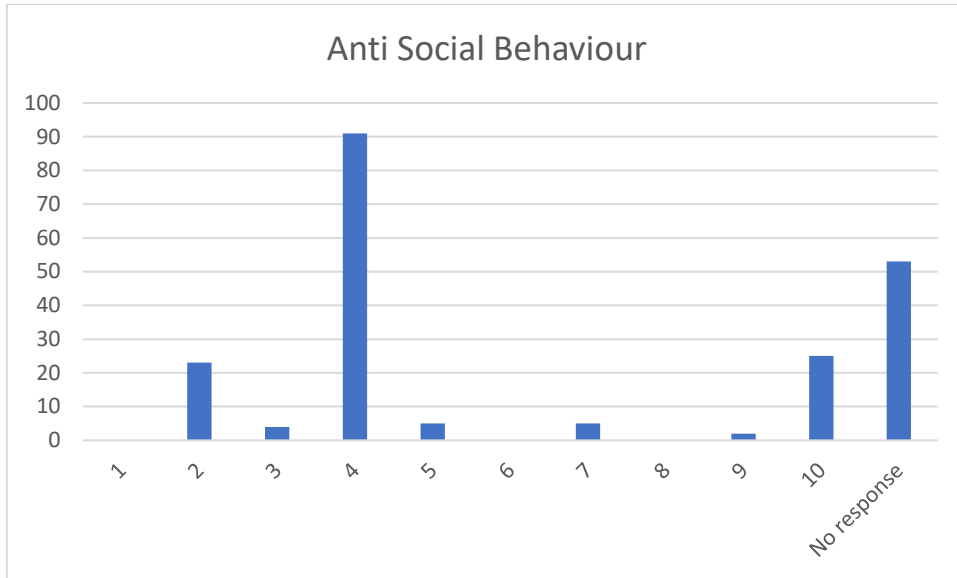
Do you think Property Licencing has impacted any of the following: Housing Conditions	1	2	3	4	5	6	7	8	9	10	No response
	4	22	4	81	4	0	11	0	2	20	60



Most respondents told us that they felt that housing conditions has worsened slightly in the last 12 months, with others telling us the felt that housing condition had either greatly worsen or greatly improved.

We asked you how you felt property licencing impacted on - **ASB**; (1 – 10)

Do you think Property Licencing has impacted any of the following: Anti Social Behaviour	1	2	3	4	5	6	7	8	9	10	No response
	0	23	4	91	5	0	5	0	2	25	53

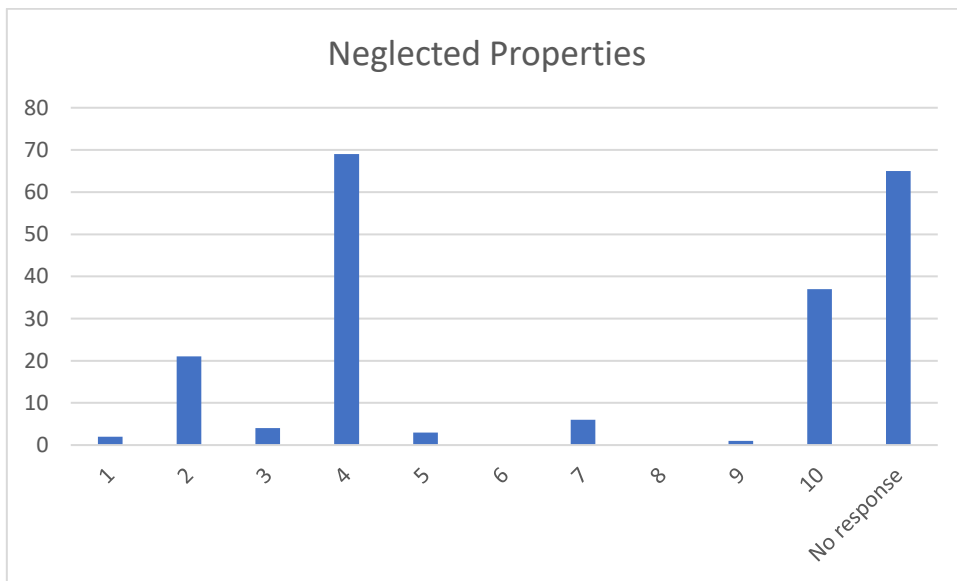


Most respondents told us that they felt that the problems surrounding ASB has worsened slightly in the last 12 months.

Equal numbers of respondents told us that the felt either ASB had worsened or greatly improved.

We asked you how you felt property licencing impacted on – **Neglected properties;** (1 – 10)

Do you think Property Licencing has impacted any of the following: Neglected properties	1	2	3	4	5	6	7	8	9	10	No response
	2	21	4	69	3	0	6	0	1	37	65

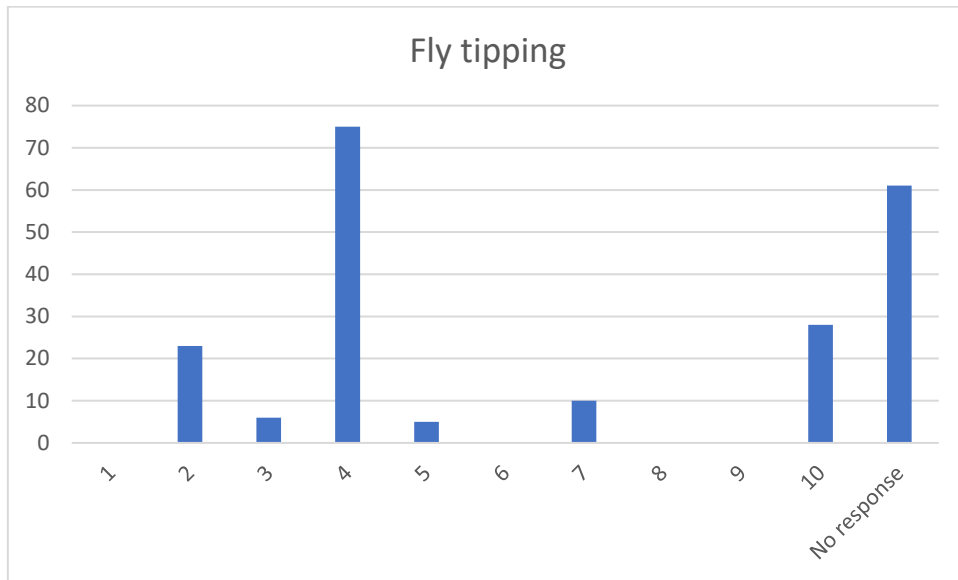


Most respondents told us that they felt that issues surrounding neglected properties has worsened slightly in the last 12 months.

The next highest response saw respondents tell us that they felt there had been great improvement in this area.

We asked you how you felt property licencing impacted on – Fly tipping; (1 – 10)

Do you think Property Licencing has impacted any of the following: Flytipping	1	2	3	4	5	6	7	8	9	10	No response
	0	23	6	75	5	0	10	0	0	28	61

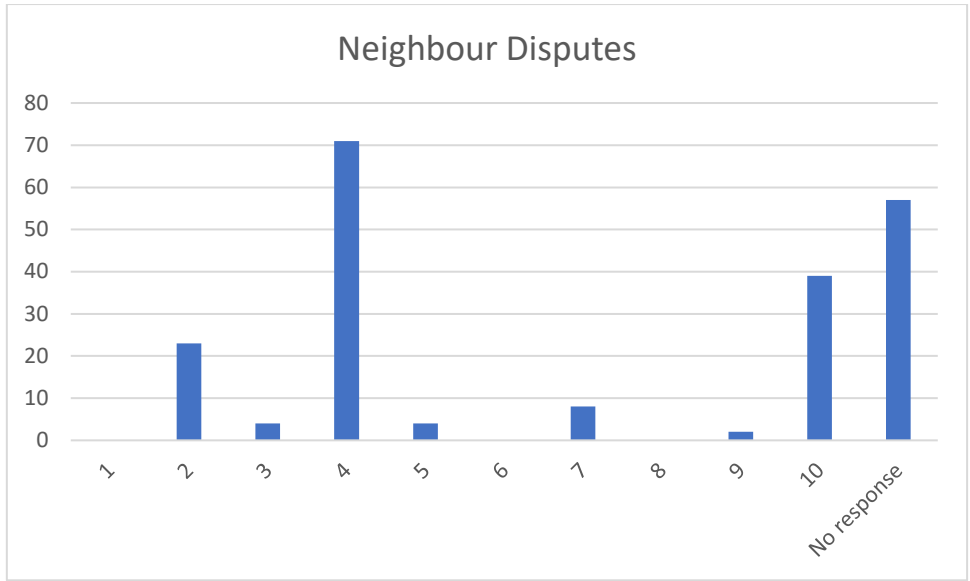


The highest number of respondents told us that they felt that issues surrounding neglected properties has worsened slightly in the last 12 months.

The next highest response saw respondents tell us that they felt there had been great improvement in this area.

We asked you how you felt property licencing impacted on – Neighbour disputes; (1 – 10)

Do you think Property Licencing has impacted any of the following: Neighbour disputes	1	2	3	4	5	6	7	8	9	10	No response
	0	23	4	71	4	0	8	0	2	39	57

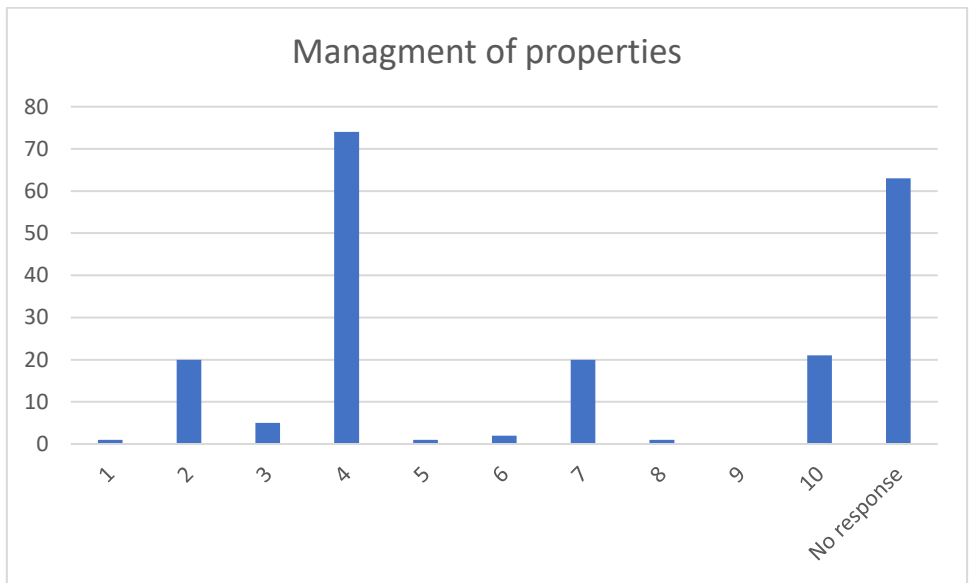


Most of the respondents told us that they felt that issues surrounding neighbour disputes has worsened slightly in the last 12 months.

The next highest response saw respondents tell us that they felt there had been great improvement in this area.

We asked you how you felt property licencing impacted on – **Management of properties;** (1 – 10)

Do you think Property Licencing has impacted any of the following: Management of private rented properties	1	2	3	4	5	6	7	8	9	10	No response
	1	20	5	74	1	2	20	1	0	21	63

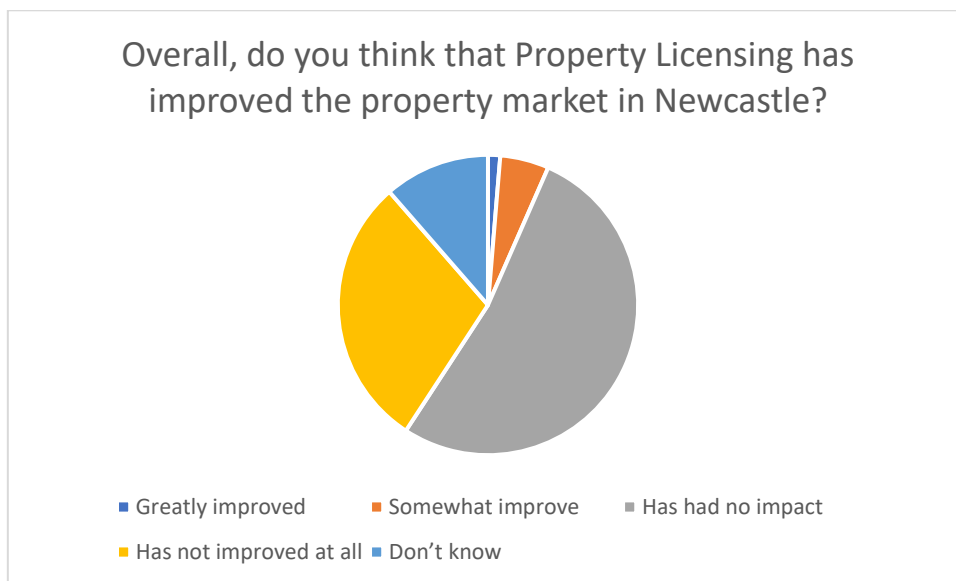




the greatest number of respondents told us that they felt that the problems surrounding the management of properties has worsened slightly in the last 12 months.

Equal numbers of those responding told us that the felt either ASB had worsened or greatly improved.

Overall, do you think that Property Licensing has improved the property market in Newcastle?	Greatly improved	Somewhat improve	Has had no impact	Has not improved at all	Don't know
	3	12	120	67	26



Most respondents felt that overall property had not made a positive impact in Newcastle.

Tell us a bit more

We invited participants to tell us a bit more about the areas they lived in and what they thought about property licencing.

118 participants provided additional comments.

Those comments included a number of themes, the top 5 are;

Themes	Number of people	What people said
Fees are too high	32	This is just another way for the council to make more money from the easy target landlords
The scheme penalised good landlord	17	For a minority of cases licencing is probably an improvement but for the majority who are good landlords it's just an extra financial burden
Will increase rents	22	The costs of this scheme will ultimately be paid for by tenants....reduce investment.... reduce supply.... rents will adjust upwards accordingly.
Landlords will sell up	12	Negative because private landlord are selling up
No impact	21	There has been no change at all in the 10 years or so we have had this licence

There were more themes which were only mentioned once or twice. Some comments have been summarised for reasons of space.

Other themes look at:

- “It is a good thing to do but there still are far too many delapidated properties in Jesmond”
- “Money used to apply for licence could have been used to improve properties”
- “There are legal requirements for landlords we dont need the council double checking all good landlords.”

Summary of what tenants and residents told us

Who took part

We asked to understand a bit more about who took part in the survey, we asked;

Are you answering as a:	Private tenant	Your Homes Newcastle tenant	Other social landlord tenants	Owner occupier	I'd rather not say
	13	4	2	40	11



Most of the people who completed the survey told us that they were owner occupiers, with the next highest response being received from private tenants.

We asked about where you live;

Which areas do you currently live in:		Arthurs Hill	Benwell & scotswood	Blakelaw	Byker	Callerton & Throckley
		4	1	0	0	1
Chapel	Castle	Dene & South Gosforth	Denton & Westerhope	Elswick	Fawdon & West Gosforth	Gosforth
1	0	2	0	1	0	4
Heaton	Kenton	Kingston Park & Newbiggin Hall	Lemington	Manor Park	Monument	Jesmond (north & South)
4	1	0	0	0	1	26
Ouseburn	Parklands	Walker	Walkergate	West Fenham	Wingrove	No response
0	0	0	0	0	2	18



Of those respondent who choose to tell us where they live, most live in South and North Jesmond.

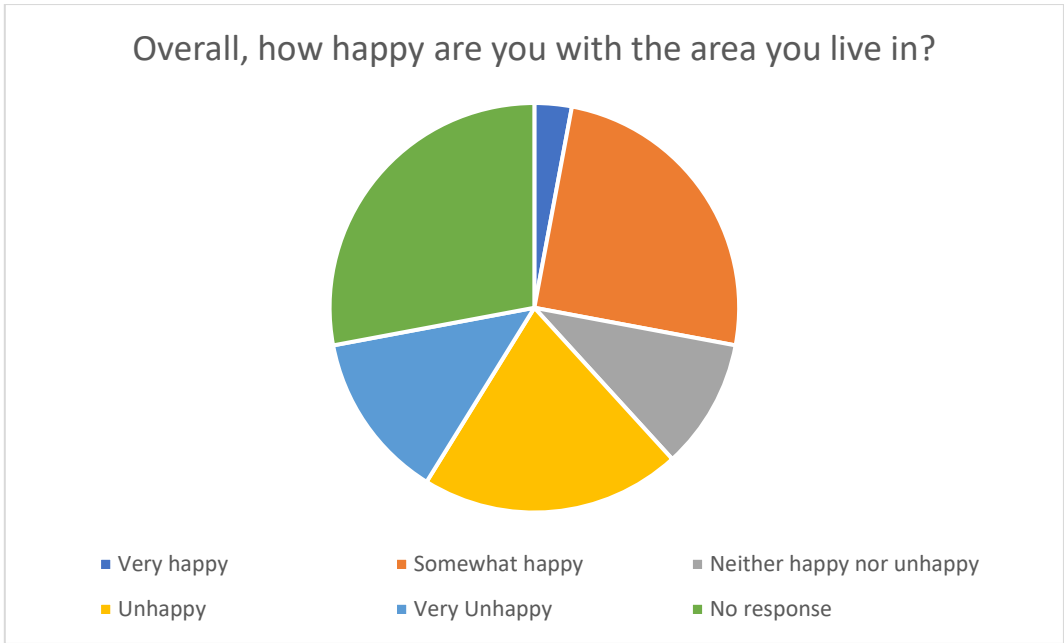
We asked how you currently felt about the area you live in;

Overall how happy are you with the area you live in?	Very happy	Somewhat happy	Neither happy nor unhappy	Unhappy	Very Unhappy	No response
	2	17	7	14	9	19



Most people told us that they were somewhat happy, but a large number also indicated that they were unhappy with the area they live in.

Overall, how happy are you with the area you live in?



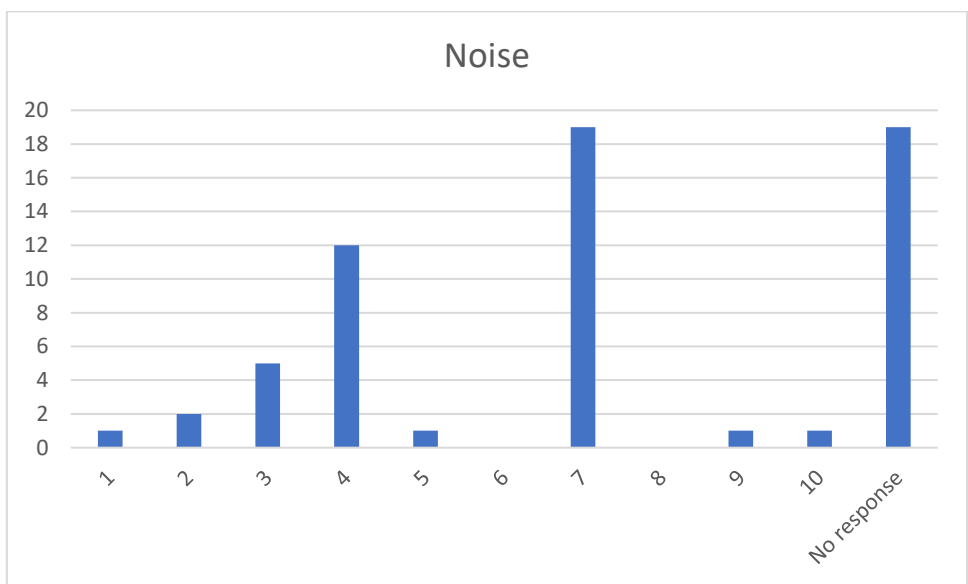
What impact do you think property licencing has had?

We asked what impact your thought property licence had on a number of key areas; you were asked to rate impact on a scale of 1 – 10:

:1 being that licencing has had a positive improvement, 5 no impact, 10 worsened.

We asked you how you felt property licencing impacted on - **Noise**; (1 – 10)

Do you think Property Licencing has impacted any of the following: Noise	1	2	3	4	5	6	7	8	9	10	No response
	1	2	5	12	1	0	19	0	1	1	19

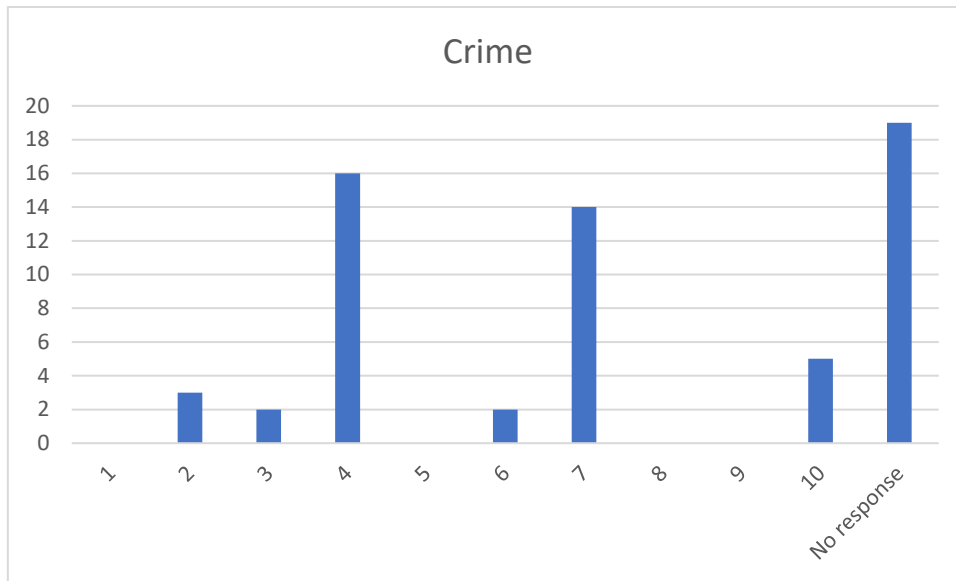




Most respondents told us that they felt that the problem of noise had slightly worsened, with the next highest response suggested it had slightly improved in the area they lived.

We asked how you felt property licencing had impacted on - **Crime**; (1 – 10)

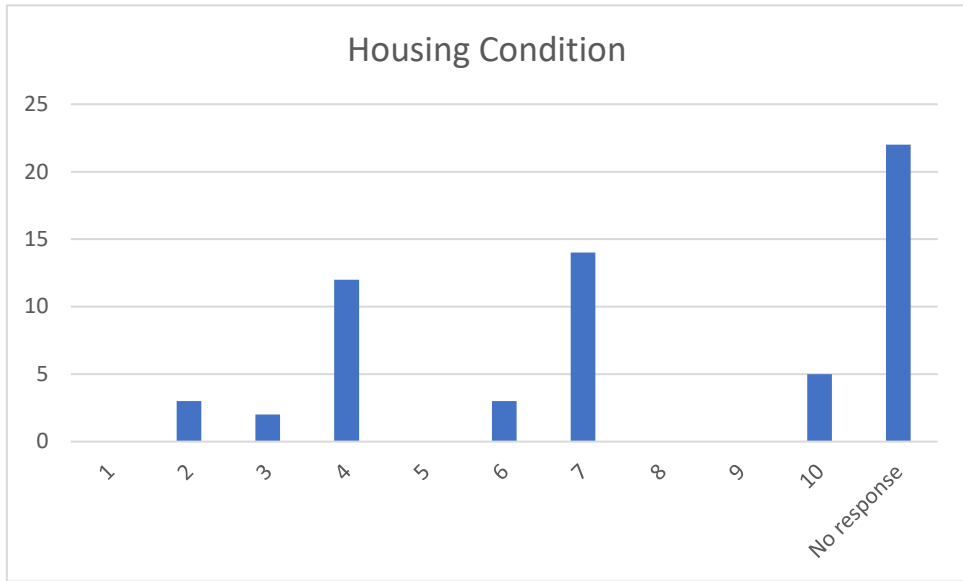
Do you think Property Licencing has impacted any of the following: Crime	1	2	3	4	5	6	7	8	9	10	No response
	0	3	2	16	0	2	14	0	0	5	19



Most respondents who took part in this question told us that they felt there had been only a very slight improvement in crime in the area they lived, with the next highest response telling us they felt it has slightly worsened.

We asked how you felt property licencing had impacted on – **Housing conditions** (1 – 10)

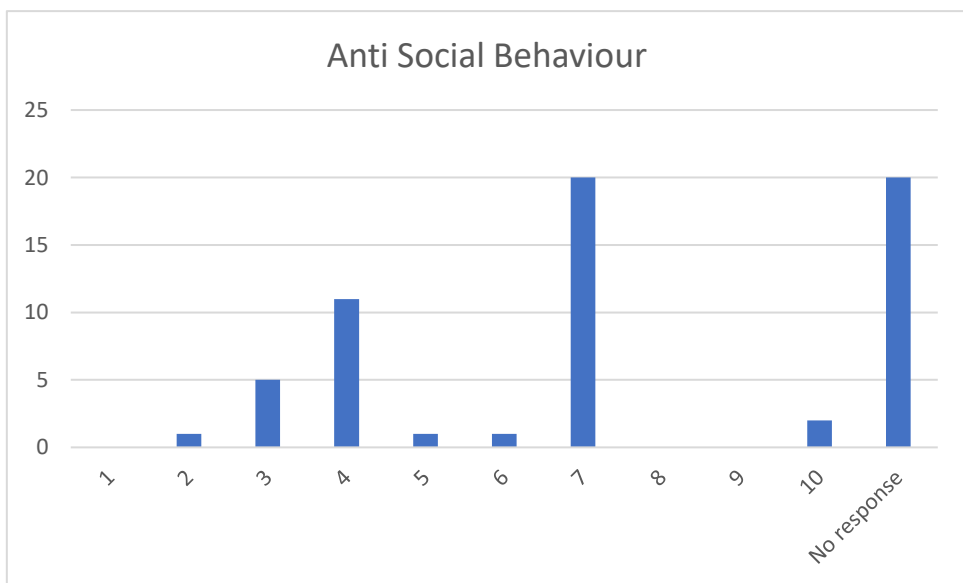
Do you think Property Licencing has impacted any of the following: Housing Conditions	1	2	3	4	5	6	7	8	9	10	No response
	0	3	2	12	0	3	14	0	0	5	22



Most respondent who took part in this question let us know that they felt that there had been only a very slight worsening in housing condition in the area they live in, with the next highest response telling us they felt this has slightly improved.

We asked how you felt property licencing had impacted on – **Anti Social Behaviour** (1 – 10)

Do you think Property Licencing has impacted any of the following: Anti Social Behaviour	1	2	3	4	5	6	7	8	9	10	No response
	0	1	5	11	1	1	20	0	0	2	20

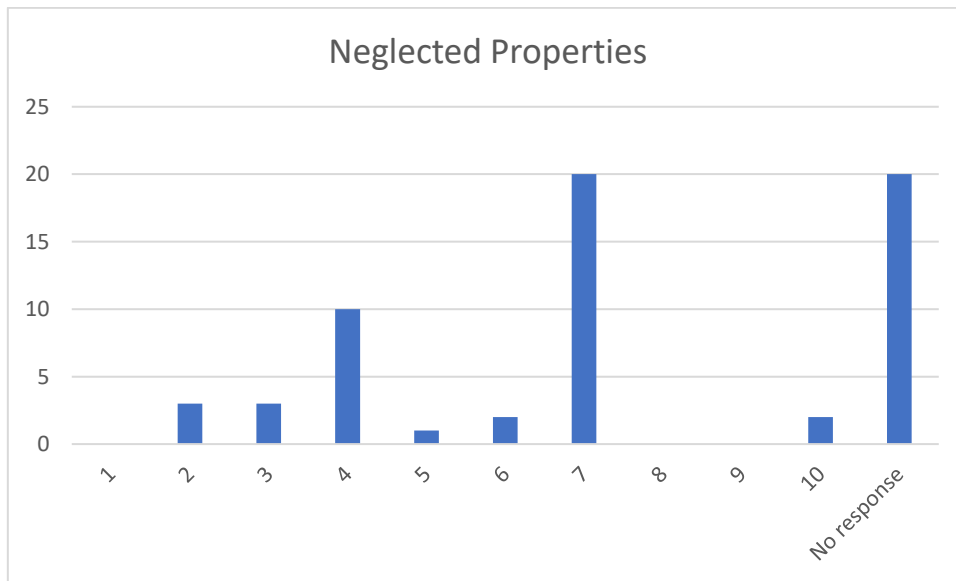




Most respondent who took part in this question told us they felt that there had been only a very somewhat worsening in ASB, with the next highest response suggesting it has slightly improved.

We asked how you felt property licencing had impacted on – Neglected properties (1 – 10)

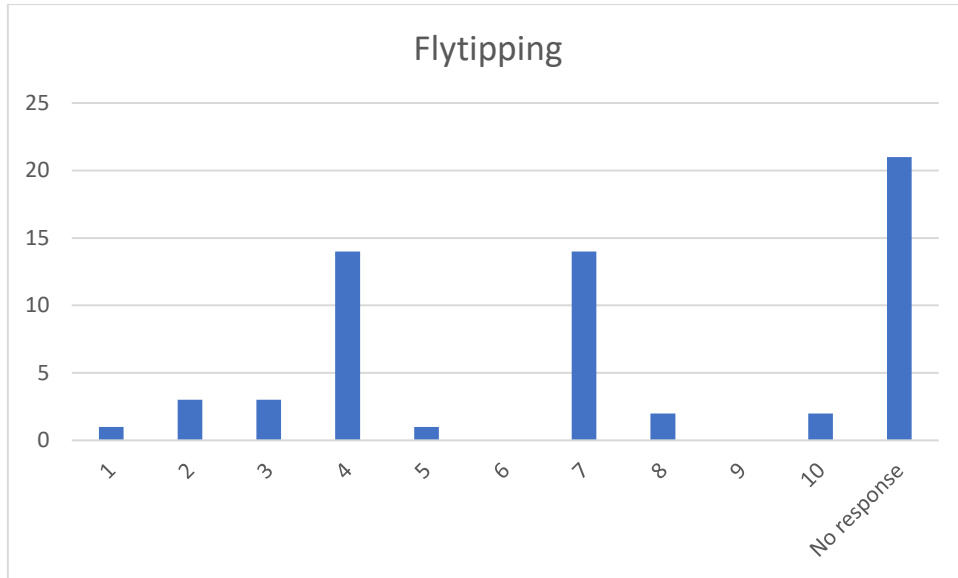
Do you think Property Licencing has impacted any of the following: Neglected properties	1	2	3	4	5	6	7	8	9	10	No response
	0	3	3	10	1	2	20	0	0	2	20



Most respondent who took part in this question told us that they felt that there had been only a very slight worsening in neglected properties, with the next highest response suggesting it has slightly improved.

We asked how you felt property licencing had impacted on – Fly tipping (1 – 10)

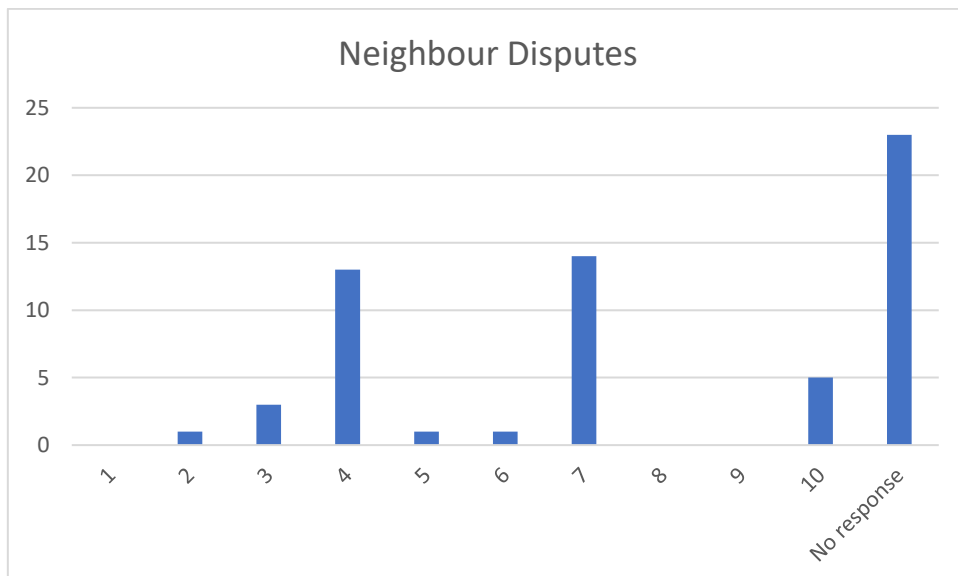
Do you think Property Licencing has impacted any of the following: Flytipping	1	2	3	4	5	6	7	8	9	10	No response
	1	3	3	14	1	0	14	2	0	2	21



There was an almost even result in respondents telling us they felt fly tipping had slightly worsened or slightly improved in the area they live in.

We asked how you felt property licencing had impacted on – Neighbour Disputes (1 – 10)

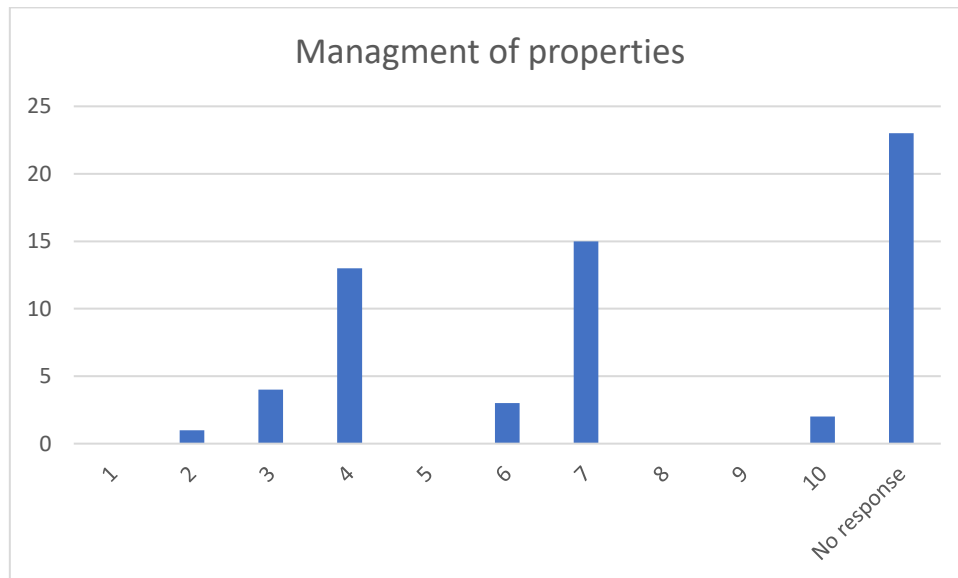
Do you think Property Licencing has impacted any of the following: Neighbour disputes	1	2	3	4	5	6	7	8	9	10	No response
	0	1	3	13	1	1	14	0	0	5	23



There was an almost even result in respondents telling us that the impact property licencing had on neighbour disputes had slightly worsened or slightly improved.

We asked how you felt property licencing had impacted on – Management of properties (1 – 10)

Do you think Property Licencing has impacted any of the following: Management of private rented properties	1	2	3	4	5	6	7	8	9	10	No response
	0	1	4	13	0	3	15	0	0	2	23



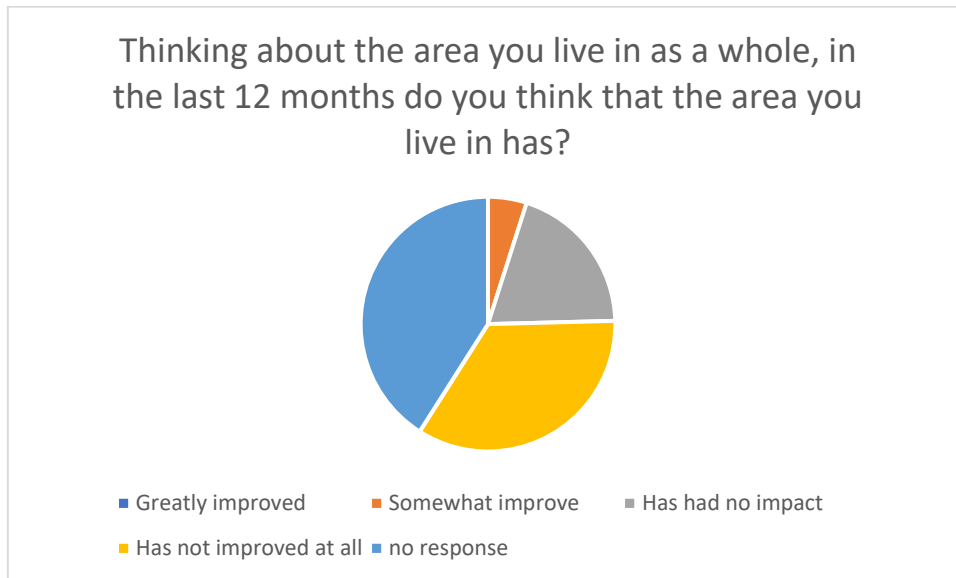
We asked you to tell us about experience within the last 12 months;

Thinking about the area you live in which of the following statement do you think apply? (Tick all that apply) "In the last 12 months I have noticed that:"	landlords are being held accountable	more safe homes are being provided for tenants	improved housing conditions	reduced neighbourhood anti-social behaviour	more tenants understand of their rights	reduced flytipping and rubbish
	1	0	0	0	1	2

fewer empty properties	fewer problems of noise	improved management standards	reduced crime	no real change	no improvement to property management	no improvement to environment	rents have increased
2	1	0	0	20	26	26	10

We asked you to tell us your overall views of your experience of the area you live in in the last 12 months;

Thinking about the area you live in as a whole, in the last 12 months do you think that the area you live in has?	Greatly improved	Somewhat improve	Has had no impact	Has not improved at all	no response
	0	3	12	21	25



Most people who responded to this question told us they felt the area had not improved at all.

Experiences of private tenants

We asked some questions about the experience of private rented tenants in the last 12 months.

We asked all private tenants to let us know if their landlord had carried out any or all of the following;

If you are a private tenant in the last 12 months has your landlord:	Carried out schedule property visits	Carried out property visits after a repair being reported	Carried out property improvements/ upgrades	Carried out repairs	Provided a up to date Gas safety certificate	Provided a up to date Electrical safety certificate	Provided a new written tenancy agreement	Increased the rent	No response
	6	5	6	6	9	7	4	4	51

we asked tenants who had started a new tenancy in the last 12 months if;

If you are a private tenant, and have moved in the last 12 months, did your landlord:	Ask for references	Protected your deposit (where applicable)	Provided you information about where your deposit was protected (where applicable)	Provide a written tenancy agreement	Provide a tenancy pack (i.e. information about where to report repairs, how to report noise and ASB, where to put your bins out)	Provided you a copy of the How to rent leaflet	Provided you a copy of the gas safety certificate	Provided you a copy of the electrical safety certificate	Provided you a copy of the Energy Performance Certificate	Provided you a copy of the property licence (where applicable)	No response
	5	6	6	7	4	4	6	6	6	4	53



The respondent told us that in most case landlord had carried out regular visits, provided information at the start of a tenancy and protected deposits.

Tell us a bit more

We invited participants to tell us a bit more about the areas they lived in and what they thoughts about property licencing.

22 participants provided additional comments. Those comments included a number of themes, the top five themes are:

Theme	Number of people	What people said
Too many HMOs	8	HMOs need to be ... reduced to a
Issues with ASB and Noise	12	Conditions are getting much worse with regards rubbish, fly tipping, noise and anti social behaviour and landlords in the area are claiming there is nothing they can do
Issues with property condition, waste, litter and fly tipping	8	Appearance and upkeep of lots of property in decline. Rubbish, broken glass, sick on the streets is increasing
Lack of accountability from landlord	3	Landlords and agents need to held to account much more,
Rents are increasing	2	Rents are increasing significantly due to licencing fees