

Section 1. About you

Q. Are you . . . ?

Please select all relevant answers.

- A tenant living in private rented accommodation
- An owner occupier/buying a home on a mortgage
- The owner of a shared ownership property
- Housing Association/Council Tenant
- Landlord who manages their own property
- Landlord who uses a Managing Agent
- Letting/Managing Agent
- Registered Provider (Housing Association)
- Business owner/representative
- Representative of an organisation
- Other

If 'Other', please specify:

Please specify the name of the organisation or business:

Q. Where do you live, (or where is your business/organisation) based:

- In Camden
- In a neighbouring borough (please select from the list below)
- Elsewhere in London
- Outside of London

Q. If a tenant, which of the following best describes your current living arrangements?

- Living in a house or flat either on your own, with your family, or with 1 other person.
- Living in a flat or house with 2 or more other people where you share a bathroom, toilet or kitchen (including bedsits).
- Other

If "other", please give details

Appendix 4 – Consultation questions

Q. If a tenant, are you a member of any of the following tenant support organisations?

Please select only one item

- Camden Federation of Private Tenants
- London Renters Union
- Generation Rent
- Other
- None

If "other", please specify

Q. If a tenant, which of the following best describes your current circumstances? Are you:

- In full-time employment
- In part-time employment
- A student
- Not currently employed

Note: if you are a student who's also working, please select "Student"

Q. If a landlord or agent, do you own or manage properties:

Please select all that apply

- In Camden
- In a neighbouring borough (please select from the list below)
- Elsewhere in London
- Outside of London

Q. If a landlord or agent, please indicate how many residential properties you own or manage:

Appendix 4 – Consultation questions

| | HMOs | Single family lettings |
|--------|--------------------------|--------------------------|
| Just 1 | <input type="checkbox"/> | <input type="checkbox"/> |
| 2-5 | <input type="checkbox"/> | <input type="checkbox"/> |
| 6-10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 11-20 | <input type="checkbox"/> | <input type="checkbox"/> |
| 21-50 | <input type="checkbox"/> | <input type="checkbox"/> |
| 50+ | <input type="checkbox"/> | <input type="checkbox"/> |

Q. If a landlord or agent are you a member of any of the following: (please select all that apply)

Please select all that apply

- National landlord association (NLA)
- Residential landlord association (RLA)
- Association of Residential Letting Agents (ARLA)
- SafeAgent (previously NALS)
- RICS
- ATLAS/London Landlord Accreditation Scheme (LLAS)
- Another organisation
- None

Section 2. The current scheme

Supporting text:

Camden Council has operated borough wide additional licensing schemes for Houses in Multiple Occupation (HMOs) since 2015 to tackle poor management and improve housing conditions across the borough.

An HMO is defined in law as a house or flat shared by three or more persons who are not part of the same family. The Council also licenses some buildings converted into flats (where the conversion does not meet recent building standards) and where less than half of the flats are owner occupied.

Landlords are responsible for applying for a licence for each HMO they own. A property inspection is carried out for every new HMO, to check it meets the required standards, and any necessary works are listed on the licence for the landlord to complete within a specified time period. The maximum number of permitted occupants (based on the size of the rooms and facilities available) is also listed on the licence to prevent overcrowding. Licences are typically given for a 5 year period.

A review of the current scheme has shown that 94% of licences have resulted in works being needed to meet the HMO standards. These mostly relate to improving fire safety within the property, but also improve electrical safety, the standard of bathroom and kitchen facilities and other measures such as requiring carbon monoxide detectors or improving the type of heating within the property. The review has also shown that where compliance inspections have been carried out, 80% of the licences have either been mostly or fully complied with.

At the same time, the Council is targeting letting agents and landlords who are operating unlicensed or ineffectively managed HMOs. During the current scheme, over 100 civil penalty notices have been issued to landlords and managing agents, which is the second highest of any London borough according to the GLA rogue landlord database. Camden has also taken a number of prosecutions against the very worst offenders, with the Courts finding a number of landlords and managing agents guilty of licensing offences, and handing down over £300,000 in fines. We have also obtained eight Banning Orders, preventing some of the worst landlords from operating for a period of five years.

Q. Before taking part in this consultation, were you aware that Camden Council has been operating an additional HMO licensing scheme since 2015?

- Yes
- No

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Q. To what extent do you agree or disagree with the following statements about whether the HMO licensing scheme has made a difference to your property or the local area?

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| Landlords and letting agents have improved their management and maintenance of these properties. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The safety standards and general conditions have improved (e.g. fire precautions, electrical safety). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The neighbourhood has improved (e.g. there is less noise, nuisance or refuse problems than there used to be). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It has improved the reputation of private renting in Camden. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section 3. Renewing the scheme

Supporting text:

The recent review of the current additional HMO licensing scheme provided clear evidence that it is having a positive impact on improving property and management standards within Camden.

However, it also showed there are still a significant number of HMOs that are being managed ineffectively, and/or have not yet been licensed. Despite the scheme having been run and publicised for a number of years, and it being a legal requirement, we appreciate some individual landlords may still not be aware they need a licence. There also remains a core group of rogue landlords and agents that seek to exploit vulnerable tenants for financial gain. Whilst the HMO enforcement team are actively pursuing these landlords, and have achieved many successes, there is still more to be done. For these reasons, the Council is proposing to renew the current scheme

Q. An HMO licence requires the licence holder to have adequate management arrangements in place. To what extent do you agree that landlords have a responsibility to manage issues such as antisocial behaviour, refuse and overcrowding associated with their properties.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q. If the licensing scheme was stopped and NOT renewed what impact do you think it would have on HMOs in the borough:

| | With no scheme, there would be a positive impact | With no scheme, there would be a negative impact | There would be no change | Don't know |
|--|--|--|--------------------------|-----------------------|
| Safety standards and property conditions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Management of properties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Levels of antisocial behaviour | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overcrowding of properties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q. To what extent do you agree or disagree with Camden Council renewing the current borough wide HMO licensing scheme for a further five years when the current scheme ends?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q. A licence is typically issued for 5 years, but where there is a cause for concern regarding the condition or management arrangements of a property, the Council can issue a 1-year licence, as a way of trying to resolve the issues more quickly. This also reinforces a level playing field for those landlords who are actively looking to improve standards, against those who simply submit a licence application to avoid being fined. To what extent to you agree or disagree with this approach.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q. The Council charges a fee to cover the administration of the licensing scheme over five years. The law states the fee can only be used for this purpose and no other Council function. The Council does not (and cannot) make a profit from running the scheme.

A recent review of HMO licensing fees charged by London boroughs showed on average, HMO licensing fees ranged between £1,480 and £2,130. The proposed licence fee in Camden is £1,570. **To what extent do you agree or disagree that the proposed HMO licence fee is reasonable?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Appendix 4 – Consultation questions

Anything else?

Q. Is there anything else you would like to tell us about the scheme and/or our proposal?

Please limit your response to 1000 characters or less

Free text box

Contact details

Q. If a new licensing scheme goes ahead, would you like to receive a copy of the licensing designation?

- Yes
- No

If yes, please provide your name so we can send you a copy of the designation:

Please enter a valid email address

Alternatively, please provide a postal address:

Q. How did you hear about this consultation?

Please select only one item

- Camden Council website
- Camden Council social media (X/Facebook/Instagram)
- Camden Council intranet for staff
- A poster or flyer
- A direct mailing (e.g. email or newsletter)
- Camden Council's residents' magazine
- A Camden Council event (a forum or drop-in session)
- Camden Federation of Private Tenants (CFPT)
- London Landlord Accreditation Scheme (LLAS)
- A different tenant or landlord accreditation scheme/organisation
- An information or advice service
- An advert in Camden New Journal or Ham & High.
- An advert in another newspaper
- Via another Borough*
- A relative or friend
- Other

Equalities monitoring

What is your age?

- 16-34
- 35-49
- 50-64
- 65 or over
- Prefer not to say

Which of the following best describes your gender?

- Male
- Female
- Non-binary
- Prefer not to say

Do you identify as trans?

- Yes
- No
- Prefer not to say

Are your day-to-day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot
- Yes, limited a little
- No
- Prefer not to say

Which of the following best describes your sexual orientation?

- Bi
- Gay or lesbian
- Heterosexual/straight
- Prefer not to say

What is your ethnic group?

- Asian/Asian British
- Black/African/Caribbean/Black British
- Mixed

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- White
- Other
- Prefer not to say

What is your religion?

- Buddhist
- Christian (all denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- No religion
- Prefer not to say