

MIDDLESBROUGH COUNCIL

**FINAL REPORT OF THE CULTURE AND
COMMUNITIES SCRUTINY PANEL –
SELECTIVE LANDLORD LICENSING**

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The vision set out by the local community of North Ormesby:

“To make North Ormesby a caring, safe and happy place where everyone has the opportunity to flourish”.

AIM OF THE INVESTIGATION

1. The aims of the investigation were:
 - To examine how Selective Landlord Licensing has improved the area of North Ormesby
 - To address whether other areas of Middlesbrough would benefit from a Selective Landlord Licensing scheme.
 - To consider other options/ initiatives which would benefit and improve the private rented sector housing in Middlesbrough.

TERMS OF REFERENCE

2. The terms of reference for the Scrutiny Panel's investigation were as follows:
 - a) To examine the provisions specified by the Housing Act 2004 in respect of regulating the private rented sector and the reasons behind the designation of North Ormesby.
 - b) To examine the Selective Landlord Licensing Scheme in North Ormesby and evaluate its impact on residents, tenants and landlords and consider other benefits the scheme has brought.
 - c) To consider how the costs of the Selective Landlord Licensing Scheme and the incentives offered to landlords compare against other local authorities who have Selective Landlord Licensing designation.
 - d) To explore the options available to the Council in other areas of Middlesbrough, which have high levels of anti-social behaviour/ low housing demand.

BACKGROUND INFORMATION AND RESEARCH

SETTING THE SCENE

What is Selective Landlord Licensing?

3. The Housing Act 2004, gives Local Authorities powers to introduce Selective Landlord Licensing (over a five year period) for privately rented properties in areas experiencing low housing demand and/or significant and persistent anti-social behaviour. The purpose of such a scheme is to improve standards of property management in the private rented sector, and when combined with other measures, should lead to improved social and economic conditions.
4. Under the Housing Act 2004, Part 3 (Selective Licensing of other Residential Accommodation), all private landlords operating within the designated area are required to obtain a license from the council for each property that is rented out. The conditions of the license ensure that the property is managed effectively, and licence holders will have to demonstrate their compliance.
5. With effect from 1 April 2015, a new General Approval came into force. Local authorities were required to obtain confirmation from the Secretary of State for any selective licensing scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the local authority area. Additional criteria for making a scheme are also now in force. A designation may be made to combat problems in an area experiencing poor property conditions, an influx of migration, a high level of deprivation or high levels of crime.
6. Together these new rules enable local authorities to make effective licensing schemes to address specific problems arising in particular areas.

7. The Executive report of 18 February 2014 referred to the substantial increase in the numbers of households living in the private rented sector (PRS) in Middlesbrough over the last decade. The PRS plays an increasingly important role in the housing market by offering flexibility and choice. A well-managed PRS can make a positive contribution to economic growth, allowing mobility and speedy access to accommodation. However, the report outlined that there was evidence to suggest that a significant number of PRS homes in Middlesbrough may not be well managed, resulting in adverse implications for individuals and communities.

Former Selective Landlord Licensing Schemes in Middlesbrough

8. A proposal to introduce Selective Landlord Licensing in Gresham and parts of Middlehaven was submitted by Middlesbrough Council to the Secretary of State in January 2005, following approval by the Executive in December 2006. At this stage the Government had still not developed the procedures to allow local authorities to formally apply for approval to implement a Selective Landlord Licensing scheme.
9. The Council therefore, successfully engaged with the Department of Communities and Local Government (DCLG) on the matter. As a result, Middlesbrough became 1 of only 4 local authorities invited to work with the DCLG to develop the national procedures to be applied by the Government for a selective licensing application.
10. The participation of Middlesbrough Council in this process resulted in national best practice in the form of case studies and a framework for formal guidance to be produced (Shelter- Selective Licensing for Local Authorities, Good practice guide 2006).
11. Gresham/Middlehaven met the criteria of low demand housing and anti-social behaviour to introduce a selective licensing scheme. The areas were amongst the worst for empty properties, poorly maintained properties, crime and anti-social behaviour.
12. Middlesbrough Council became the second local authority in the country to receive formal consent from the Department for Communities and Local Government to introduce Selective Licensing. The scheme went live on 6 June 2007 and remained in force until June 2012.

Selective Landlord Licensing in North Ormesby (including Early Help)

13. At its meeting of 9 December 2014, the Executive approved proposals for a pilot Selective Landlord Licensing scheme in North Ormesby, subject to public consultation.
14. A 10 week consultation took place with local residents and landlords, this was extensive and included consultation with, private landlords, private tenants, local communities, local businesses, local Elected Members and local businesses. Methods of the consultation were extensive and varied, including information on the reasons behind the designation, licence applications, fit and proper person test, license fees and licence conditions. Following the initial consultation a further 2 week consultation also took place regarding the fee structure.
15. From the outset, Selective Landlord Licensing was posited, within the Council's proposal, as a critical component within a multi-agency service approach which would act as a catalyst for positive change in North Ormesby. However, it was stated that it could not act as a sole mechanism in which positive change could be achieved.
16. In determining the Selective Landlord Licensing structure for North Ormesby, evaluation of the Gresham Scheme was taken into account. Consultees were critical of the Gresham scheme and

the Council believes that these criticisms were due to a lack of resources with its focus being more on property condition.

17. Significant research and benchmarking of other successful schemes operating throughout the country were undertaken. It was agreed that a more integrated service approach, including early help involving multiple agencies should be adopted. This would complement work such as targeted local housing investment and the work of the Big Local¹. It has been evident from the Panel's investigation that multi-agency work is crucial to ensuring Selective licensing is successful.

Challenges facing North Ormesby

18. At the time of the designation, North Ormesby was experiencing major challenges associated with social and economic decline including:

- Low housing demand
- Tenure mix
- Property values
- Turnover
- Housing stock condition
- Housing disrepair
- Illegal eviction/ harassment
- Anti-social behaviour
- Crime

19. Wider indicators also highlighted that there was concern over the rate of fuel poverty in North Ormesby and the level of unemployment. The Index of Multiple Deprivation (IMD) in 2010 had placed North Ormesby as the third most deprived ward in the town (along with Brambles Farm) and was ranked second most deprived in the Country (IMD 2015).

20. Following the public consultation, the designation of North Ormesby was made on 23 September 2015 and came into force on 1st January 2016. The designation will last for a maximum of five years, ending on 31 December 2020.

21. The Panel identified that Selective Landlord Licensing was a key driver in reducing anti-social behaviour and low housing demand, whilst also improving the social and economic factors across the ward.

22. The Panel from the outset wished to investigate the topic due to their concern of rising numbers of private landlords across the town and the links to anti-social behaviour and low housing demand in certain areas. The Panel were mindful of the former Selective Landlord Licensing Scheme in Gresham and were also keen to explore how Selective Landlord Licensing had improved North Ormesby.

Mayor's Vision and Social Regeneration

23. Under the Mayor's Vision Middlesbrough 2025 priorities, the Panel identified Selective Landlord Licensing as creating a safer and stronger Middlesbrough. It is evident that the role of Selective Landlord Licensing plays a key component in achieving these priorities. The Panel further identified

¹ <http://localtrust.org.uk/our-work/big-local/big-local-areas/north-ormesby>

Selective Landlord Licensing as linking to the Council's core priority of Social Regeneration, namely working with communities and public service organisations to improve the lives of Middlesbrough residents.

24. During the Panel's investigation, Middlesbrough's Housing Strategy 2017-2020 was adopted. The key actions within Objective 2: Improve the life opportunities of residents in areas of poor quality housing of deprivation, set out key actions for 2017-2020. The top 4 are as follows:

- Complete initial Selective Landlord Licensing in North Ormesby
- Implement North Ormesby 'Community Plan'
- Implement Selective Landlord Licensing in second community
- Implement 'community plan' for second community

25. The Panel were unaware of the key actions at the beginning of the investigation, but fully support the Strategy. It is hoped that the recommendations set out below, not only complement the Strategy but further help improve housing standards across the town.

Key findings

Term of Reference A: To examine the provisions specified by the Housing Act 2004 in respect of regulating the private rented sector and the reasons behind the designation of North Ormesby.

26. The Panel were keen to understand the reasons behind the Selective Landlord Licensing Designation in North Ormesby. From the information provided, the Panel were satisfied that the Council were working within the provisions set by the Housing Act 2004, although the Panel were keen to learn more about the scheme, in relation to costs, benefits and success stories. Due to issues faced in the previous years, Selective Landlord Licensing was seen as a necessary intervention within North Ormesby.

27. The Panel heard from the Selective Licensing Manager and were reminded that the criteria for the designation was as follows:

1. Experiencing low housing demand;
2. Significant and persistent anti-social behaviour

28. From the 1st January 2016 each occupied privately owned rented property within North Ormesby was required to apply for a licence.

29. Members were advised that other factors leading to North Ormesby being designated included a 118% increase in private rented properties. Additionally; owner occupation dropped by 18% between 2007-2015 and poorly managed properties led to increased anti-social behaviour and crime.

30. A license is not required if:

- the property is unoccupied
- the property is a House in Multiple Occupation (HMO) which must be licensed under Part 2 of the Housing Act 2004
- the property is occupied by the owner
- a temporary exemption notice (TEN) is in force

- Subject to a Prohibition Order, under Section 20 of the Housing Act 2004, that has not been suspended.
- Business premises.
- Houses in Multiple Occupation (HMO) that require a statutory HMO licence.
- Tenancies for agricultural land/holdings.
- Controlled by a local housing authority, Police authority, Fire and Rescue authority or a Health Service body.
- Occupied solely by students undertaking a full-time course of further or higher education, and where the person managing or in control of it is the educational establishment.
- Tenancies granted for more than 21 years and the agreement does not allow the landlord to end the tenancy earlier than the term of the lease (the property must be occupied by the original person who was granted the tenancy or members of their family).
- The tenant is a member of the landlord's family. (The house must be the occupier's main residence. The person granting the occupancy must be the freeholder or leaseholder, which is for a period of more than 21 years. This lease must not contain a provision allowing the landlord to end the tenancy earlier than the term of the lease);
- Tenancies or licences granted for the occupancy of a holiday home.
- Accommodation that the occupier shares with the landlord or licensor or a member of the landlord or licensor's family.

31. The Selective Licensing Team is made up of following:

- Selective Licensing Manager
- Neighbourhood Safety Officer (Dedicated to North Ormesby) x 2
- – Vacant post -Tenancy Relations Officer
- Selective Landlord Licensing Officer
- Selective Landlord Licensing Assistant
- Environmental Health Officer Funded via Selective Landlord Licensing

32. In terms of applications/ licence data, statistics were as follows (from September 2017):

- There are 1785 properties in North Ormesby
- 1033 properties are exempt from the scheme (Empty, Housing Association, Owner Occupier, Long Term Tenancy over 21 years, Family Members)
- 25 properties have temporary Exemptions (Properties in the process of being sold or in receivership)
- 727 Licensable properties (figure changes daily)
- 725 Properties applied for licences (125% of the original estimate of 580 properties)
- 681 Properties remain to be licensed (Properties either sold or empty)
- 46 Properties still were to be licensed
- 633 Licences had been issued to date

33. The Selective Licensing Manager informed the Panel, that as part of the licence, inspection visits are included. These are carried out by a multi-agency team, which include Licensing Officer/Assistant, Tenancy Relations Officer, Environmental Health Officer and Neighbourhood Safety Officer (if Anti-Social Behaviour connected to tenant/property).

34. All properties which applied for a licence will be inspected by the team. The officers advised that inspections are carried out on a fortnightly basis and each property is inspected once. This frequency may increase, however this depends on the findings of the Environmental Health Officer.

35. The inspection process is as follows:

Check- to ensure the landlord is complaint with the licence conditions (Licensing officer), this includes carrying out referencing of potential tenants.

Ensure- any hazards/ issues are identified and any action taken to remedy (Environmental Health officer)

Provide – support to tenants where needed (tenancy relations officer)

Track- any criminal activity in the property (Neighbourhood Officer/Police)

36. In September 2017, 376 (55% of those applied) properties had been inspected. It was commented that the team do face barriers when trying to assess a property. If the team do not gain access after 3 attempts they need to consider whether there is a housing benefit fraud case and at a very last resort request a suspension of any housing benefit payments. However this is in exceptional circumstances.

37. The process for Housing inspections within Selective licensing is as follows:

Step 1: Selective Licensing Team contact tenant and landlord to arrange a suitable appointment

Step 2: Environmental Health Officer identifies defects and follows the legal process to ensure the house is brought up to standard

Step 3: As part of the inspection, identify any other associated issues in the properties or in the North Ormesby area, e.g. empty properties, eyesore premises, public health nuisance, filthy and verminous premises

Step 4: identify if tenants require any support and referrals to support services.

38. The officer outlined that the Council has a legal right to advise landlords and tenants of inspections and has a legal duty to deal with category 1 hazards and a power to enforce category 2. Of the first 305 inspections, 215 properties contained hazards (72%), 51 category 1 hazards and 401 category 2 hazards. 90 (28%) properties that were free of hazards. Hazards include, for example, electrical faults, damp, or falls between levels (uneven stairs/ steep drops). A year prior to selective licensing, 6 inspections arose through complaints, which found 2 category 1 hazards and 21 category 2 hazards. The Panel were shown a number of images and were astounded by some of the living conditions. They commented that these potentially would have gone un-noted if Selective Landlord Licensing had not been in place.

Cost and benefits of the scheme

39. The cost of the license is £580 per property plus £20 fit and proper person one off fee.

40. As part of the licence, the Council will carry out checks to make sure that the person applying for the licence is a "fit and proper person". The License Holder must declare to the Council as part of the application process that they are a 'fit and proper' person. This includes declaring any cautions issued by the Police or convictions of an offence involving any of the following: - harassment and/or illegal eviction of tenants, assault against another person, crimes of dishonesty, offences relating to drugs, offences under schedule 3 of the Sexual Offenders Act 2003 and any unlawful discrimination on the grounds of sex, colour, race, ethnic origin or disability.

41. The cost of the licence is based on the administration of the scheme and any income generated was reinvested into the scheme. External funding has been sought for the Neighbourhood Safety Officer, Legal Caseworker and Environmental Health Officer.

42. In September 2017, the scheme has generated £431K in fees (target was £319K),

43. The Panel were informed of the benefits to the landlord, tenants and community, which include:

- improving the management and condition of privately rented accommodation
- support for landlords dealing with anti-social tenants
- reduced levels of anti-social behaviour
- educating tenants about their responsibilities and the impact of their behaviour on their community and neighbours

- encouraging tenants to recognise when properties are of a sub-standard condition and what options are available to them
- improving the image and desirability of the area
- protecting investment in the area
- encouraging landlords not to take tenants with a poor reference

44. The scheme further offers the following:

- Dedicated Selective Licence Team
- Use of Middlesbrough Council Tenancy Reference Scheme (available to all Private landlords in Middlesbrough). The use of this scheme is not mandatory, however landlords must demonstrate and produce a reference check to comply with the licence conditions.
- Early help support (if required), offered through the Tenancy Relations Officer
- Posts tenancy visits
- Support with online licence applications
- Landlord Training

Multi- agency working

45. The Selective Licensing Manager stated that Selective Landlord Licensing has been able to operate effectively due to the excellent multi-agency partnerships within the Ward. The team is based within North Ormesby HUB and work daily with the Police, Fire Brigade, Middlesbrough Environment City, local businesses, the local community and the BIG local. Details of multi -agency work set out by the North Ormesby Steering group were included within the Executive report, "Improving North Ormesby" on 11 July 2017. Examples included a health action plan for North Ormesby, a robust youth programme being developed and CCTV installed throughout the area.

46. From work through the Selective Licensing Team and Joint work, the Panel learnt that they had been:

- 497 referrals made to other agencies (including 61 fire safety referrals)
- 613 Low level interventions (joint interviews, letter drops, initial warnings)
- 612 Medium interventions (2nd warning letters, ABC's, tenancy breach interviews, parental agreements)
- 26 Landlords/Managing Agents engaged in support plans to tackle anti-social behaviour tenants
- 8 Notices served (possession proceedings)
- 228 CCTV Incidents, Secured £45K Big Local funding (32 additional cameras), 118 Police tape reviews, 77 Positive results
- Dedicated Street Wardens and Neighbourhood Safety Officers

47. The Panel were concerned that there could be potentially a 'doughnut' effect in that landlords who do not wish to comply with the licence or tenants who are refused a property move to other areas. The officers advised that due to the multi-agency working, anti-social behaviour in North Ormesby and in the Town is closely monitored. Officers further outlined that if tenants display anti-social behaviour, as part of the Licence conditions, the Landlord must draw up an anti-social behaviour plan. The Selective Licensing Team work alongside the landlord and tenants and if necessary interventions/ appropriate actions are taken.

Achievements

48. The Panel are extremely supportive of the scheme and pleased to hear of the achievements made through Selective Landlord Licensing in the area, some examples included for example, improving community confidence which has led to increased reporting of anti-social behaviour and crime to the team.

49. In terms of legal action, the Panel were informed in April 2018 that there had been 4 successful prosecutions:

- 1 landlord pleaded guilty, fined £6000 (£500 per property) + £1000 costs. Landlord applied for licences after prosecution
- 1 landlord found guilty in his absence, fined £5,500 (£500 per property) + £775 costs. This landlord has still not applied for licences so the Council have applied for a Rent Repayment Order from the date of conviction (if successful he will be required to pay back 5 Months (£20,000) housing benefit payments. The team have had confirmation that the rent repayment order has been found in the Council's favour and the landlord has 28 days to appeal from 9th April, if at that point he does not appeal the Council = will be looking to put a land charge on his property for the sum of £20,535.12.
- 3 further cases resulted in 2 successful prosecutions (1 fined £926 & 1 fined £2,546) and 1 landlord applying.
- 8 landlords were summonsed but applied for licences before the court date, Middlesbrough Council's solicitors decided that it was not in the public interest to continue with these prosecutions
- The team have 4 further interviews under caution to arrange which could possibly result in prosecution.

50. The Panel have been extremely complimentary of the work achieved so far, and applaud the Selective Licensing Team for their efforts. During the investigation, the Panel also learned that that in November 2017, the team had been awarded Outstanding Contribution to Prevention at the Cleveland Community Safety Awards.

Future Schemes

51. In terms of future schemes, during the Panel's investigation, the Middlesbrough Housing Strategy 2017-2020 was adopted advising of a second roll out of a scheme within Middlesbrough.

52. In the initial Executive report (Proposal to introduce Selective Licensing (including Early Help) in North Ormesby- 9 December 2014), a broad indicative timescale to roll out the scheme across the Town was set out:, however subject to the success of the pilot in North Ormesby, it was stated that the timescales for roll out may change.

Area	Proposed roll out
North Ormesby	August 2015
Gresham 1	May 2017
Gresham 2	August 2018
University	August 2019

53. The Panel were made aware of the initial proposals (and aware these may change subject to timescales and demand). Throughout the investigation, the Panel referred to the issues within Gresham and University Ward and the raising numbers of properties the Private Housing Sector. The Panel stressed the excellent work that has been achieved since the introduction of Selective Licencing in North Ormesby, and hope any future scheme would mirror this excellent model.

54. Members also raised the possibility of having a Town wide scheme, as the Panel believed this would be beneficial across the whole Town. Within the initial report, a town wide scheme had been proposed, however it outlined that- *"Analysis concluded that a town wide scheme, such as that introduced by London Borough of Newham, would not be suitable for Middlesbrough as many wards do not meet the legislative criteria to enable a case to be made. Attempting to introduce, and charge all landlords in Middlesbrough, for such a scheme could not be justified and would put the Council at risk of legal challenge. Additionally, if rolled out on an Early Help basis, it would almost certainly be*

cost prohibitive. If it was run more simply, as a licensing regime, it is unlikely to have significant impacts on supporting residents' needs".

Evaluation

55. The Panel were made aware of 'lessons learnt' from the scheme so far, including for example reluctant landlords, staffing/resources and community expectations, however these would be taken into consideration during the evaluation and roll out of the second scheme.
56. The officers also advised that there would also be a full evaluation of the scheme in 2020, which would provide full details as set out within the performance framework for the scheme, these include for example, number of Tenure, empty properties, house prices, levels of crime and anti-social behaviour and number of selective licensing inspection visits.
57. The Panel were also reassured by officers that although the scheme would cease on 31 December 2020, there would be a comprehensive Exit Strategy in place and officers would not just abandon the area. Although not determined as yet, it was likely that the Neighbourhood Safety Officer would remain to ensure persistent levels of anti-social behaviour did not return. The Selective Landlord Licensing team were hopeful that after five years, there would not be the same level of problems, however this would be evaluated and if necessary re-designation would be considered.

Term of reference B: To examine the Selective Licensing Scheme in North Ormesby and evaluate its impact on residents, tenants and landlords and consider other benefits the scheme has brought.

58. The Panel wished to gain an understanding of issues faced by North Ormesby prior to the introduction of the scheme and how the scheme has changed North Ormesby. The Panel requested to meet with Councillor L Young, Ward Councillor for North Ormesby and community representatives and landlords to gain their views.

The Community representatives were asked the following questions:

- How has Selective Licensing improved North Ormesby?
- What was North Ormesby like prior to the introduction of Selective Landlord Licensing?
- Has Selective Licensing helped reduce fear of crime in the community?
- Have levels of anti- social behaviour/ crime decreased since the introduction of the scheme? What is the role of the Tenancy Relations Officer and Neighbourhood Safety Officer?
- What other factors have helped improve the area?

59. The following responses were received during the discussion:

How has Selective Landlord Licensing improved North Ormesby?

Councillor L Young advised that: *"Since the introduction of the scheme, positive feedback/ actions had been reported that the scheme was working. Faith had been restored amongst the residents."*

"The scheme is successful due to the dedicated team, who provide regular updates at community council meetings and who have a clear presence in the community.

" There has been a cultural change within the area as residents now felt empowered and confident to speak up when things were incorrect and I now feel confident saying to residents that " We will remind the landlords of their tenancy obligations, and failure to do so may result in action".

What was North Ormesby like prior to the introduction of Selective Landlord Licensing?

"I have lived in the community for 70+ years, there had been significant changes within the area. Before Selective Licensing drugs, substance misuse and alcohol had escalated and many residents felt disheartened as nothing was being done to resolve the problems. There were a number of rogue landlords which would rent properties to problem families which led to persistent high levels of anti-social behaviour and crime."

"When Selective Landlord Licensing was introduced, there was some misunderstanding from residents that the problems would disappear overnight, this didn't happen. A year since the introduction of the scheme, North Ormesby had turned a corner. This is also down to the hard work within the community and projects funded through the Big Local (£1m lottery scheme)."

"North Ormesby was unique in their approach, it has an excellent community network which supports the whole community, from school advice, benefit advice and providing wider family networks."

"The success of the scheme was down to community ownership, who remain passionate about making a difference to their local area."

"North Ormesby is fortunate to have all agencies working in the area, all situated within the Hub. With providing Selective Landlord Licensing, workshops, advice and strong community spirit, this has led to less social isolation and confidence amongst residents."

"Selective Licensing is a positive spin off and underpins the positives already going on within the area. The scheme has been able to bring everything together in a collaborative way."

Has Selective Landlord Licensing helped reduce fear of crime in the community?

"North Ormesby was not a safe environment, with high levels of crime and extreme fear of crime; but the scheme and community work has helped develop independence amongst residents"

"Since the introduction of additional 32 CCTV cameras (through Big Local funding), multi- agency working with the Police, Council, street wardens and the Selective Licensing Team, we feel safer within the community."

Have levels of anti- social behaviour/ crime decreased since the introduction of the scheme? What is the role of the Tenancy Relations Officer and Neighbourhood Safety Officer?

During the discussion, the Panel heard from the Tenancy Relations Officer who deals directly with residents.

"My role is to work with the tenants and signpost them to other agencies if they needed additional support. I also work with and support the landlords to referencing their tenants. This work has been a positive step in reducing anti-social behaviour within the properties and within the area."

"I also work closely with tenants/ families and landlords to ensure persistent anti-social behaviour does not occur."

"Since the introduction of the scheme, individuals feel more confident to report crime and anti-social behaviour. Whilst on paper, the figures may not look like they are decreasing, it is slowly improving in the area. Street Wardens and PCSO's also played a big part in reporting issues in the area. The Selective Landlord Licensing Team receive diary sheets, CCTV reports and perpetrators are known to the team. Steps to deal with anti- social behaviour, including initial warnings, Landlords/Managing Agents engaging in support plans to tackle ASB tenants."

What other factors have helped improve the area?

“The scheme has been vital to improving North Ormesby”

“The community spirit has assisted in making the scheme so successful and having everything in the Hub works”

“The Hub acts as a central base where residents can access multi-agency working, youth sessions and the credit union.”

60. The evidence received reassured the Panel that Selective Landlord Licensing, working alongside multi-agency working has led to positive steps within North Ormesby. The Community is strong and has dedicated community representatives who are passionate about making North Ormesby a better place to live.

61. The Panel were aware that the work undertaken by the BIG Local had made a massive difference to North Ormesby and believe it has been contributor to the success of the scheme due to the initiatives it has introduced and the close working with the Selective Licensing Team. They lead on a number of projects, for example, anti dog-fouling campaigns and the green and gorgeous project.

62. During discussions with the Landlords, the following questions were asked:

- When the Selective Landlord Licensing Scheme was introduced in North Ormesby, what were your initial views?
- In terms of communications from the Selective Licencing team, have you felt included and comfortable to raise issues that may occur?
- What have been the benefits of the scheme?
- Have you experienced any issues?
- Have you seen a difference in the way your property is treated since the introduction of the scheme by tenants? And In your opinion, how have tenants reacted to the scheme?
- Are you part of any Landlord Associations? What benefits do you receive from being part of these schemes?

63. The following responses were received from the Landlords during the discussion:

When the Selective Landlord Licensing Scheme was introduced in North Ormesby, what were your initial views?

“Any measure to improve North Ormesby was a positive, as prior to the scheme some of the properties and living conditions were deplorable”

“Initially I did feel penalised for being a good landlord, however I understood the reasons behind the scheme. I take pride in being considered a good landlord, with good working relationships with my tenants, I’m aware not all landlords operate to my standards and feel the scheme is justified to ensure all the standards of properties were maintained and stopped the so called ‘£10 key landlords’.”

In terms of communications from the Selective Licencing team, have you felt included and comfortable to raise issues that may occur?

“Nondet joined the scheme 18 Months ago and we have an excellent working relationship with the Selective Licensing Team.”

“Unfortunately some tenants still do not fully understand Selective Licensing, and the team have worked extremely hard with these tenants. Issues are resolved and communication is efficient and prompt.”

What have been the benefits of the scheme?

“My business is a Local Land and Development Trust for North Ormesby, whose aim was to improve properties within the area. With the introduction on Selective Licensing, the area has improved and the community are excited to see these changes.” “We provide affordable rented properties to a high standard, and work closely with the Selective Licensing Team”

“The referencing scheme is a major benefit to the scheme; it is specific to the individual, quick and has the ability to flag up any issues with a potential tenants”

“The scheme ensures all properties are up to scratch and ensure poor landlords maintain their properties to a good standard”

“The team was approachable and 'on the ground' and they offer post tenancy visits, and landlord training.”

Have you experienced any issues?

“We have not experienced any issues with the team but we are concerned that the selective license only lasts for 5 years”.

“ We would hate for North Ormesby to go back into decline”

Have you seen a difference in the way your property is treated since the introduction of the scheme by tenants? And, in your opinion, how have tenants reacted to the scheme?

“Prior to the scheme, some of our properties were left in awful conditions, and as a landlord this is soul destroying.”

“Since the Schemes introduction, the attitude of most tenants had changed, and landlords now have authority to take action if their property is not treated correctly. It has given tenants confidence that they are being looked after and have a team to speak to if they have question about the standards of our properties. Tenants are positive because they see outcomes in their area.”

“Some tenants are still unsure of the reasons behind referencing! However once tenants are made aware of the reasons, this builds a sense of trust between the landlord and tenant. If landlords ensure their properties are kept in an excellent condition, they are recommended- without Selective Licensing, this would not have happened.”

“We provide our properties with hanging baskets to improve the overall appearance of the area, which makes a huge difference”.

Are you part of any Landlord Associations? What benefits do you receive from being part of these schemes?

“I am not part of a landlord association, as I feel my professional work and interest in the topic provided me with the information needed to remain a good landlord”

“We are accredited by the National Landlords Association (NLA) and prior to the Selective Licensing scheme have used their referencing system”. “It is good to say to tenants that you are accredited through a scheme”

64. Overall, landlords are in favour for the scheme, however as outlined in paragraph 49, a small minority of landlords do not comply, but there are measures in place to appropriately deal with these landlords.
65. The Panel were also keen to establish whether the landlords had a 'wish' for the scheme. There was collective agreement that the scheme should be long-term (although there were aware this wasn't possible under the Act) , however wished for it to be considered again after the five years (subject to criteria) as it would be demoralising to see the vibrant North Ormesby slip back into decline.

Licensing of Houses in Multiple Occupation (HMO's)

66. The landlords also raised concern regarding the Houses of Multiple Occupation (HMO's), as there was a concern the tenants within the HMO's are not reference checked and this can lead to anti-social behaviour and bad tenants within the area.
67. During one of the Panel's meetings, the Environmental Protection Manager, advised that whilst HMO's are not licensed under Selective Licensing, that a license is require where there is 3 or more storeys, two or more households and some element of sharing facilities (toilet, kitchens and bathrooms), and must have 5 or more people living in the building. Student accommodation was except from obtaining a license.

In Middlesbrough there are 140 licensed HMO's (license lasting 5 years), however it was anticipated that this figure would raise as in April 2018, the 3 storey requirement would end, bringing in more properties. It was explained that the landlord was responsible for the maintenance of common areas and must ensure fire doors, fire escapes and alarms are fit for purpose. Joint enforcement with the fire brigade was in place and as with selective licensing, the landlord/ agent had to meet the 'fit and proper' requirements.

Term of Reference C) To consider how the costs of the Selective Landlord Licensing Scheme and the incentives offered to landlords compare against other local authorities who have Selective Landlord Licensing designation.

68. As part of the Panel's investigation, they thought it paramount to gain a comparison from neighbouring authorities regarding their Selective Landlord Licensing Schemes.
69. Over two meetings, the Panel heard from Hartlepool Borough Council and Durham County Council
70. The geographical makeup of each local authority differs considerably, however the information provided was to gain a comparison regarding what each scheme offers and to consider future initiatives which might benefit Middlesbrough.
71. Appendix 1 of the report provides a table detailing the comparative information and figures provided.
72. During the discussions, the Panel were advised of the following key facts/ comparisons in relation to the Selective Landlord Licensing Schemes in Hartlepool Borough Council and Durham County Council.

Hartlepool Borough Council

- Hartlepool are currently operating their second Selective Landlord Licence Scheme.
- The Scheme covers 13 streets across Hartlepool (mainly town centre but some dotted around the Town). A number of streets from the first scheme had been re-designated
- 5 streets within the area had not met the criteria for Selective Landlord Licensing, however these were being monitored in the same way to ensure the 'doughnut effect' did not occur (anti -

social behaviour moving to the non-licensed streets). This was a request from Hartlepool Councillors.

- Selective Licenced area did not require approval from the Secretary of State as did not cover 20% of the geographical area or affect more than 20% of privately rented homes in the local authority area.
- The scheme includes Property Management (Under the Selective Landlord Licence conditions)
- Property Inspections are not carried out- The first scheme carried out inspections, however a decision was made that because licensing was primarily concerned with management standards rather than property conditions (Councils' have powers under Part 1 of the Act to deal with such matters) internal inspections are rarely carried out for licensing purposes unless there are exceptional circumstances. In most cases the team were able to determine applications on the basis of, Its own knowledge; the application form itself and any other relevant information known or provided in connection with the application
- All licensees were periodically given the opportunity to attend relevant training courses and where necessary the condition to attend such a course can be enforced on an individual basis if appropriate.

Durham County Council

- Originally there were 3 areas designated- Chilton West, Deanbank and Wembley Area, Easington
- All three designations were authorised and approved by the Secretary of State. Chilton West and Deanbank, came into effect on 7 February 2008 (completed on 8 February 2013) while the Wembley Area came into effect on 7 February 2009 and concluded on 7 February 2014.
- All 3 areas were re-designated. Dean Bank and Chilton West Selective Landlord Licensing Schemes ended on 21 March 2018 and Wembley Area is operational until 6 July 2019.
- Within the original scheme, there were 896 properties licensed in Dean Bank and 514 properties within Chilton West. Under the latest designation, 648 properties in Dean Bank (221 reduction) and 156 in Chilton West (358 reduction). Wembley Area, remained the same at 195 properties
- **Reasons to re-designate the areas:** To protect both the Council and partner investments; Selective licensing had led to an increased reduction in crime and anti-social behaviour (they wished this to continue), It was taken into account that during the first designation, there was a global recession and failing housing market, which could have had an effect on the potential success of the scheme.
- **Lessons Learnt-** License conditions must be able to be monitored and enforced; Must have 'buy in' from internal and external partners; Selective Licensing cannot work in isolation and License conditions need to be robust in the event they are challenged in a court of law.

73. The Panel were aware that the officers from Local Authorities who have Selective Landlord Licensing, now meet quarterly at the Selective License Forum.

74. During discussions, Members saw merit in producing a standard set of license conditions by the Selective License Forum which could be utilised in the second roll out (with the proviso to include additional conditions to fit the demand and problems within a specific area.)

75. Members were aware that under the Local Housing Act 2004, there are certain conditions which must be met including for example:

GAS: The Licence holder shall provide the Local Authority with a Gas Safety Certificate issued within the previous 12 months at the time of the application and thereafter annually.

Electrical appliances and Furniture Safety -the Licence holder shall keep all electrical appliances and furniture supplied in a safe condition and must provide a declaration as to their safety at the time of application and thereafter on demand. And the Licence holder shall ensure that furniture and furnishings supplied by them are compliant with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended 1989 and 1993) and must provide a declaration as to their safety at the time of application and thereafter on demand.

Smoke alarms- The Licence holder shall ensure that smoke alarms are installed in the property and kept in proper working order and provide a declaration as to their condition and positioning to the Council on demand.

Tenant references- The Licence holder shall request references for prospective tenants, subject to condition number 7.

Terms of occupation- The Licence holder shall supply to the occupiers of the house a written statement of the terms on which they occupy the property. A copy of the terms will be provided to the Council on demand.

Landlord Accreditation Scheme

76. Aside to Selective Landlord Licensing, members of the Panel had raised question to how the Council could improve housing standards within the Private rented sector across the Town.

77. Presently, there is no scheme that regulates this other than within the Selective Landlord Licenced area.

78. From discussions with Durham County Council, the members learnt that they operate a voluntary Landlord Accreditation scheme, which requires private landlords to work in line with a Code of Practice. It recognised landlords who offer good quality, well-managed accommodation and promotes the ongoing improvement of housing in the private rental sector by encouraging all landlords to achieve the same standards.

79. The benefits and cost of Durham County Council's scheme are outlined in the below table:

Benefits	Costs
A certificate awarded for recognition to display on premises	Up to 10 properties: £150
Advertising of empty properties on our Durham Key Options website - accessed by people looking and registering for social housing	11- 50 properties: £250
A tenant referencing service	51- 100 properties: £350
Template documentation including a tenancy agreement	100+ properties: £500
Access to tenancy advice	
An invitation to Durham landlord forum, training events and quarterly newsletter; which feature guest speakers, legislative updates and topics of interest	

Access to financial assistance to return long term empty properties back into occupation (subject to availability, terms and conditions)	
Access to the Rent Deposit Guarantee Scheme (subject to qualification, terms and conditions)	
Recognition of landlords offering good quality accommodation	

80. Whilst the Panel acknowledge that if a scheme were introduced it would be on a voluntary basis, the principle of offering good quality accommodation across Middlesbrough and ensuring private landlords maintain properties to the same standard is a positive step towards achieving the properties set out in the Middlesbrough's Housing Strategy 2017-2020 and achieving the Mayor's vision.

Reasons to re-designate an area

81. Furthermore, Members found the reasons behind re-designating the areas in Durham useful in supporting their views of potentially extending the North Ormesby Selective Landlord Licensing Scheme. Reducing crime and anti-social behaviour has had a massive difference to North Ormesby, which in turn has led to lowering social isolating and increasing the confidence of residents. Members feel if the scheme could be extended (subject to criteria and Council decision) it should be considered on this basis.

Terms of Reference d) To explore the options available to the Council in other areas of Middlesbrough, which have high levels of anti-social behaviour/ low housing demand.

82. Whilst the Panel acknowledges the excellent work that is undertaken through Selective Landlord Licensing, this only applies to a specific area. The Panel were keen to establish what powers the Council have in relation to property condition within the private housing sector and in areas where there are high levels of anti-social behaviour.

83. The Council Regulates, amongst other services:

- Housing Standards and Enforcement and,
- Anti- social behaviour Tools and Powers

Housing Standards and Enforcement

84. The Council's Public Protection Service deal with the following:

- Physical health impact - damp, disrepair, cold, heat, overcrowding , poor sanitation, risk of falls, gas and electrical safety, and
- Mental Health impacts- lack of security, fear of crime, debt and noise.

85. The Panel heard from the Public Protection Manager who advised that the regulation of the private rented sector protected the most vulnerable individuals and families. The Private rented sector provides some of the cheapest accommodation to those individuals who may not have an alternative.

86. The Panel learnt of the work undertaken within the Public Protection Housing:

- Responding to complaints about disrepair from tenants
- Proactive housing inspections as the Selective Licensing Programme on North Ormesby
- Licensing of Houses in Multiple Occupation (HMO's)
- Complaints about standards in HMO's
- Illegal eviction and harassment complaints

- Eyesore Property and Land Complaints
- Immigration Inspections
- Free advice service to tenants and landlords

87. The Panel were aware that as part of the Selective Landlord Licensing programme, the Council provided proactive housing inspections, elsewhere inspections were reactive and rely on landlords/tenants raising concerns and issuing complaints prior to inspections being made.

88. Statistical analysis of the numbers of housing regulation actions across the town over a 2 year period (2015-2017)

- Complaints about disrepair from tenants- 485 (43 within North Ormesby)
- Housing inspections carried out as part of the Selective Licensing Programme in North Ormesby- 511
- Licensing of Houses in Multiple Occupation (HMO's)- 59 (3 in North Ormesby)
- Complaints about standards in HMO's 17 (1 in North Ormesby)
- Illegal evictions and harassment complaints- 78 (10 in North Ormesby)
- Eyesore Property and Land Complaints 319- (35 in North Ormesby)
- Immigration Inspections- 48 (0 in North Ormesby)
- Free advice service to tenants and landlords- 234 (13 in North Ormesby)

89. In terms of housing standards the panel learnt of the process in dealing with complaints, these were as follows:

Step 1: Complaint made by the tenant

Step 2: Speak to tenant and landlord; the Council have to give the landlord 24 hours notice of intention to inspect (non-emergencies)

Step 3: Carry out an inspection using the Housing Health and Safety Rating System (HHSRS)

Step 4: Assess the house against 29 hazards; inspecting the full house not just the issue that the tenant has complained about

Step 5: Usually send a report to landlord and give an opportunity to fix

Step 6: If the landlord has a bad history, or the conditions are serious, the Council would go straight to legal notice.

Step 7: Failure to comply with a notice results in Works in default powers and/or prosecution of the landlord.

90. The Panel were advised that although the majority of complaints were issued by tenants regarding the standard of their property, landlords also raised issues in relation to the property standards from tenants. The service also provided free advice to both parties in dealing with issues.

91. The Council use the Housing Health and Safety Rating System, which assessed 29 categories of housing hazard. Each hazard has a weighting which determined whether the property was rated as having category 1 (serious) or category 2 (other). The Panel were advised that the Council had a legal duty to deal with Category 1 hazards. The Council had a power to deal with Category 2 hazards. The Council treated Category 2 hazards in the same way unless they are rated a G,H or I hazard and they exist on their own – in these cases we usually tell the landlord about it and close the file.

The officer provided the Panel with a breakdown of the top seven hazards across Middlesbrough, examples were as follows:

Damp and mould- 3 -category 1 / 131 -category 2 (Total 134)

Electrical hazards- 7 -category 1/ 62 -category 2 (Total 69)

Fire- 10 -category 1/ 44- Category 2 (Total 54)

92. The Panel were complementary of the service provided, however acknowledge that services may not be adequately publicised to residents. In order to improve and increase the public awareness of standards within the private rented housing sector, this may be beneficial.

Inspection programme within North Ormesby- outcomes and issued faced

93. Since the start of the scheme until December 2017 , 448 HHSRS inspections had been carried out within North Ormesby, of these:

- 147 (33%) had met HHSRS standard
- 333 (67%) failed to meet HHSRS standard
- 83- Number of Category 1 hazards identified
- 660- Number of Category 2 hazards identified

94. Outcomes to December 2017 through inspections had been as follows:

- Number of properties brought up to HHSRS standards: 248 (75%)
- Number of hazards remedied: Category 1 Hazards: 52
- Number of hazards remedied: Category 2 Hazards: 387
- Number of properties in process of being improved: 85 (25%)
- Number of hazards outstanding: Category 1 Hazards: 31
- Number of hazards outstanding: Category 2 Hazards: 273

Pre-Selective Licensing

95. In the year before the Scheme, 6 inspections were completed arising from complaints about houses in North Ormesby, of those, 2 category 1 Hazards and 21 Category 2 hazards were found.

96. Difficulties of the inspections include; the high level of defects found in the properties which need more regulation and add additional time to the inspection programme. A high level of 'no access' where tenants did not kept to appointments causes further setbacks. It was advised that they do sympathise to a degree with the tenants, as the inspections is as an invasion of privacy. Once they had spoken to the tenants and explained the reason for the inspection there was no issue.

97. The final difficulty faced was that staffing resource to carry out inspections was underestimated. The Panel was aware that staffing costs could not be paid for from the revenue generated from license fees. £30k was allocated from Middlesbrough's Public Health grant for a 1.0fte resource within Public Protection to carry out the inspection of properties in North Ormesby. Additional staff were employed on a temporary basis between October 2017 and March 2018, and one agency worker for a shorter time period, to assist with the housing inspections which had fallen behind due to the difficulties in gaining access to properties and the poor standards found. This additional staffing resource was able to be funded from the Public Protection budget until the end of March 2018 from a non-recurring underspend.

98. Members were made aware that additional staff are required on an ad hoc basis, particularly at the start of the scheme. With that in mind officers feel it would be of benefit to have additional funding ring fenced for the second roll out of the scheme.

Anti- Social behaviour Tools and Powers

99. The Community Safety Manager advised the Panel In terms of dealing with anti-social behaviour across the whole town, there are five processes:

- *Early Intervention and prevention* - referrals to other agencies
- *Low level intervention*- initial warning letter, letter to landlord

- *Medium intervention*- second warning letter, ABC, joint interview, tenancy breach interview, parenting agreement, final warning
- *High level* - Injunction, Criminal Behaviour Order, Dispersal Order, Parenting Order, Closure Order, Individual Support Order.
- *Eviction* - landlords must service Section 8 & 21 Notice prior to applying for possession

100. The Panel were made aware of the five enforcement powers to deal with anti-social behaviour,

1. Civil Injunction- To stop or prevent individuals engaging in Anti-social Behaviour quickly, nipping problems in the bud before they escalate.
2. Criminal Behaviour Order- Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistent anti-social individuals who also engaged in criminal activity
3. Community Protection Notice- To stop a person, business or organisation committing ASB which spoils the community's quality of life
4. Closure Power- To allow the Police or Council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder
5. Police dispersal Power- Requires a person committing or likely to commit ASB, crime or disorder to leave an area for up to 48 hours.

101. It was noted that these powers were enforceable across the whole of Middlesbrough and had proved very effective. In terms of anti-social behaviour statistics for North Ormesby these were as follows:

Action- Early intervention

2015/16 baseline (prior to Selective Landlord Licensing)- 331

2016/17 - 372

2017/18- 280

Action- Low level intervention

2015/16 baseline (prior to Selective Landlord Licensing)- 385

2016/17 - 450

2017/18- 356

Action - Medium Intervention

2015/16 baseline (prior to Selective Landlord Licensing)- 385

2016/17 - 468

2017/18- 313

Action- High Level

2015/16 baseline (prior to Selective Landlord Licensing)- 3

2016/17 - 7

2017/18- 10

Action - Landlord Anti-social behaviour plans

2015/16 baseline (prior to Selective Landlord Licensing)- N/A

2016/17 - 20

2017/18- 14

102. As previously stated, as part of the License conditions, an anti-social behaviour plan must be drawn up between the tenant and Landlord, and followed if the tenant displays anti-social behaviour. This was proving successful. This factor, along with the wider community work/ multi-agency work (e.g. Big Local, Police) had led to a 26.5% reduction in anti-social behaviour and 28.8% reduction in crime.

103. The Panel were advised that there would be a more integrated model towards Community Safety introduced. This approach had been adopted towards Street beggars and had seen positive

results.

104. This work was commended and the Panel were regularly updated on Community Safety issues. The Panel expressed a wish to be updated in six months' time on the integrated approach model and general community safety issues across the Town.

CONCLUSIONS

105. The scrutiny panel reached the following conclusions in respect of its investigation:

TERM OF REFERENCE A –

1. Based on the evidence received, the Panel applauds the excellent work being undertaken by the Selective Licensing Team and multi-agency teams in North Ormesby. The Panel would also like a special mention to be given to the community of North Ormesby who work tirelessly to ensure that their community remains a vibrant and safe place to live, and who contribute to the Mayor's vision of creating a safer and stronger Middlesbrough.
2. The Selective Licensing model adopted in North Ormesby has proved to be extremely successful, adopting a multi-agency approach and putting the community at the heart of the scheme.

TERM OF REFERENCE B –

1. The Panel are passionate and extremely complimentary of the Selective Licensing model in North Ormesby. The Panel recommends that the next roll-out of the scheme mirrors this model to ensure its success.
2. That the Panel be updated on a six monthly basis on the scheme, and informed once a decision is made on the next area for Selective Licensing.

TERM OF REFERENCE C

1. From evidence received, it is clear that at the beginning of the scheme, there were some misunderstandings and false conceptions by landlords, tenants and the local community regarding timescales.
2. The community, and landlords, view the model of Selective Licensing in North Ormesby as unique and have grave concerns that once the scheme comes to an end, the area will go back into decline. The team must continue the excellent work they do with particular emphasis on communication to ensure the Exit Strategy is fully understood by all parties.

TERM OF REFERENCE D

1. From discussions with neighbouring authorities, the Panel saw merit in potentially having a standard set of license conditions (wording exactly the same) across the North East Authorities.
2. Middlesbrough's privately rented sector is growing and any initiative for landlords to improve standards across the private rented sector is positive. At present there is no such scheme across Middlesbrough, other than Selective Licensing in North Ormesby.

RECOMMENDATIONS

106. The Culture and Community Scrutiny Panel recommends to the Executive:
1. The Panel are passionate and extremely complimentary of the Selective Licensing model in North Ormesby. The Panel recommends that the next roll-out of the scheme mirrors this model to ensure its success.
 2. That the Panel be updated on a six monthly basis on the scheme, and informed once a decision is made on the next area for Selective Licensing.
 3. That a 'step by step' guide on Selective Licensing be developed in conjunction with the Ward Councillor(s), tenants, landlords and community of North Ormesby . This should include practical information, timescales of Selective Licensing and benefits of the scheme. Once produced, this should be shared with new licensees/ tenants, the BIG Local, North Ormesby Community Council and included on Middlesbrough Council's website and displayed within North Ormesby Community Hub.
 4. That the Panel receives a full evaluation of the scheme towards the end of 2020. Dependant on the outcome and need, the Panel recommends that the Council reapplies for North Ormesby to be designed for a second time. The Panel is aware that it is difficult to comment at this stage until a full evaluation has been completed. If North Ormesby does not fit the criteria set out by the Housing Act 2004 for re-designation, the Panel would like to be consulted regarding the exit strategy and future plans for North Ormesby.
 5. That a standard set of license conditions be developed by the Selective License Forum and adopted and utilised in the second roll out (proviso to include additional conditions to fit the demand and problems within a specific area.)
 6. That a voluntary accreditation scheme be developed for Middlesbrough Landlords. This would be rolled-out town-wide.
 7. That the services offered by the Public Protection Team in relation to Regulation of Housing Standards and Enforcement be publicised in the Love Middlesbrough Magazine.
 8. That during the second roll-out of Selective Licensing, funding be allocated from existing resources to employ additional staff (as required) to carry out inspections.
 9. That the Panel be updated in six months' time in relation to community safety.

ACKNOWLEDGEMENTS

107. The Culture and Communities Scrutiny Panel would like to thank the following for their assistance with its work:

- Councillor Lewis Young, Ward Councillor for North Ormesby
- Louise Kelly, Selective Licensing Manager
- Isabella Gartland, Tenancy Relations Officer
- Sharon Llewellyn, Neighbourhood Safety Officer
- Marion Walker, Head of Stronger Communities
- Jane Hill, Community Safety Manager
- Paul Robertson, Environmental Protection Manager
- Judith Hedgley, Head of Public Protection
- Residents of North Ormesby- F Graham, Community Council Chair, J Ryles Community Council/ Accent Housing Advocate and Credit Union and C Dixon, Community Volunteer
- Landlords of North Ormesby- W Jones, P Norman and A Mackay
- Lynda Igo, Principle Housing Advice Officer and Julie Bower, Senior Landlord/ Tenant Officer, Hartlepool Borough Council
- Susan Cousins, Housing Team Leader and Joanne Thompson, Private Landlord & Empty Homes Officer, Durham County Council

BACKGROUND PAPERS

108. The following sources were consulted or referred to in preparing this report:

- Minutes of the Culture and Community Scrutiny Panel held on 11 September 2017, 9 October 2017, 20 November 2017, 18 December 2017, 22 January 2018, and 19 February 2018
- Shelter- Selective Licensing for Local Authorities, Good practice guide 2006
- Selective licensing in the private rented sector: a guide for local authorities
- Middlesbrough Housing Strategy 2017-2020
- Selective Landlord Licensing policy document
- Department for Communities and Local Government, Selective Licensing in the Private rented sector, a guide for local authorities.
- Executive report, Social Regeneration, 5 September 2017
- Executive report, Improving North Ormesby, 11 July 2017
- Executive report, Selective Licensing (including Early Help) in North Ormesby,

COUNCILLOR L LEWIS- - CHAIR OF CULTURE AND COMMUNITIES SCRUTINY PANEL

The membership of the scrutiny panel is as follows: Councillors L Lewis, (Chair), J Goodchild, (Vice-Chair), R Arundale, D J Branson, D Davison, A Hellaoui, Z Uddin and V Walkington

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