

## **Appendix Ten: Public Consultation Online Questionnaire**

March 2018 – May 2018

Additional Licensing Scheme for Houses in Multiple Occupation in  
London Borough of Tower Hamlets

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

Proposal to introduce an additional HMO licensing scheme

Feedback questionnaire

1. If you are a resident in Tower hamlets, what Ward do you live in? –  
provide a link to the GIS ward map

Island Gardens,  
Canary Wharf,  
Blackwall and Cubitt Town,  
Poplar,  
Lansbury,  
Limehouse,  
Mile End,  
Bromley South,  
Bromley North,  
St. Dunstan's,  
Stepney Green,  
St. Katherine and Wapping,  
St. Peters,  
Bethnal Green,  
Bow West,  
Bow East,  
Shadwell,  
Spitalfields and Banglatown,  
Weavers,  
Whitechapel

**Which of the following best describes you?**

- owner occupier
- private tenant
- social housing tenant
- landlord
- letting or managing agent
- business owner in Tower Hamlets

**How long have you lived in Tower Hamlets?**

- Less than 12 months
- between 1-5 years
- over 5 years
- not resident in Tower hamlets

**If you have lived in Tower Hamlets for less than 12 months, where did you live before?**

- Other London Borough
- Other part of UK
- Outside UK (abroad)

**(Please skip questions ?? if you are NOT a landlord or property manager)**

**If you manage any privately let property, which of the following best describes you?**

- landlord who manages their own property
- landlord who uses a managing agent
- letting agent
- managing agent
- registered social landlord
- other interested party

**If you are a landlord or managing agent, how many properties in Tower hamlets of the following types do you own/manage**

	None	1-5	6-10	11-20	more than 20
<b>single occupancy dwellings</b>	<input type="radio"/> single occupancy dwellings	<input type="radio"/> single occupancy dwellings	<input type="radio"/> single occupancy dwellings	<input type="radio"/> single occupancy dwellings	<input type="radio"/> single occupancy dwellings
<b>houses in multiple occupation with less than three storeys</b>	<input type="radio"/> houses in multiple occupation with less than three storeys	<input type="radio"/> houses in multiple occupation with less than three storeys	<input type="radio"/> houses in multiple occupation with less than three storeys	<input type="radio"/> houses in multiple occupation with less than three storeys	<input type="radio"/> houses in multiple occupation with less than three storeys

- houses in multiple occupation with 3 storeys or more**
- houses in multiple occupation with 3 storeys or more
  - houses in multiple occupation with 3 storeys or more 1-5
  - houses in multiple occupation with 3 storeys or more 6-10
  - houses in multiple occupation with 3 storeys or more 11-20
  - houses in multiple occupation with 3 storeys or more more than 20

**Are you a member of any of the following?**

- National Landlords Association (NLA)
- Residential Landlords Association (RLA)
- Association or Residential Letting Agents (ARLA)
- other landlord or letting agents association

**Do you own or manage any other properties outside of Towerhamlets**

- yes
- no

**To what extent do you agree or disagree with the general proposals for licensing scheme for Tower Hamlets?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**Do you agree or disagree with Additional licensing proposal that licences should be required only for privately rented properties with three or more non-related tenants sharing a kitchen or bathroom in Tower Hamlets?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

In your opinion, do landlords in Tower Hamlets maintain their properties to a good standard? ‘

**For the issues below, please state much of a problem, if at all, you think they are in Tower Hamlets?**

**Please add multiple choice answer to each question - very big problem, Fairly big problem, Not a very big Problem, Not a problem at all, Don't know**

1. Poor management of multiple lets properties
2. Poor condition of multiple lets properties
3. Poor quality of multiple lets properties
4. High turnover of private tenants and home owners
5. Empty properties
6. Rogue/bad private landlords
7. Rogue/bad private tenants

Do you think property licensing scheme will improve the private rented sector in the following statement ?

- Private property licensing will ensure that privately rented HMOs are well maintained and managed
- Private property licensing will increase landlords costs
- Private property licensing will increase rents
- Private property licensing will help make areas more attractive to residents
- Private property licensing will help make areas more attractive to buyers
- Private property licensing will increase bureaucracy
- Private property licensing will cause some private landlords to be unable to rent out their properties
- Property licensing will reduce the likelihood of overcrowding in properties
- Private property licensing will increase the power of the Council over property owners wanting to rent their properties

**Do you think that the proposed amenity standards in consultation documents will improve the quality and standard of HMOs?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**Do you think the proposed amenity standards in the consultation document on space standards are reasonable?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**Do you think the proposed amenity standards in the consultation document on Living and Dining rooms space are adequate?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**Do you think the proposed amenity standards in the consultation document on kitchen facilities are reasonable?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**Do you think the proposed amenity standards in the consultation document on washing and WC facilities are reasonable?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

**The proposed additional licensing to include Section 257 HMOs which are converted self-contained flats/dwelling that have been converted prior to Building Regulations 1991 and does not meet appropriate standards of conversion. Do you agree that including Section 257 HMOs in the scheme will improve the quality of privately rented housing?**

*I agree strongly – I tend to agree- neither agree or disagree – I tend to disagree – I disagree*

Thinking about the private rented sector in Tower Hamlets as a whole, to what extent do you agree or disagree with the following statements?

	I agree strongly	I tend to agree	neither agree nor disagree	I tend to disagree	I disagree strongly
poorly managed privately let properties are contributing to the decline of some areas in TowerHamlets	<input type="radio"/> poorly managed privately let properties are contributing to the decline of some areas in LBTH I agree strongly	<input type="radio"/> poorly managed privately let properties are contributing to the decline of some areas in LBTH I tend to agree	<input type="radio"/> poorly managed privately let properties are contributing to the decline of some areas in LBTH neither agree nor disagree	<input type="radio"/> poorly managed privately let properties are contributing to the decline of some areas in LBTH I tend to disagree	<input checked="" type="radio"/> poorly managed privately let properties are contributing to the decline of some areas in LBTH I disagree strongly
privately let HMO's are contributing to the decline of some areas in TowerHamlets	<input type="radio"/> privately let HMO's are contributing to the decline of some areas in LBTH I agree strongly	<input type="radio"/> privately let HMO's are contributing to the decline of some areas in LBTH I tend to agree	<input type="radio"/> privately let HMO's are contributing to the decline of some areas in LBTH neither agree nor disagree	<input type="radio"/> privately let HMO's are contributing to the decline of some areas in LBTH I tend to disagree	<input checked="" type="radio"/> privately let HMO's are contributing to the decline of some areas in LBTH I disagree strongly
landlords have a responsibility to manage their properties effectively	<input type="radio"/> landlords have a responsibility to manage their properties effectively I agree strongly	<input type="radio"/> landlords have a responsibility to manage their properties effectively I tend to agree	<input type="radio"/> landlords have a responsibility to manage their properties effectively neither agree nor disagree	<input type="radio"/> landlords have a responsibility to manage their properties effectively I tend to disagree	<input type="radio"/> landlords have a responsibility to manage their properties effectively I disagree strongly

11. Thinking about Tower Hamlets private rented sector, how much of a problem do you consider the following on a scale of 1-5, with 5 being the highest problem and 1 being the lowest?

	1	2	3	4	5
nuisance	<input type="radio"/> nuisance	<input type="radio"/> nuisance	<input type="radio"/> nuisance	<input type="radio"/> nuisance	<input type="radio"/> nuisance

	1	2	3	4	5
<b>neighbours</b>	neighbours 1	neighbours 2	neighbours 3	neighbours 4	neighbours 5
<b>loud noise</b>	<input type="radio"/> loud noise 1	<input type="radio"/> loud noise 2	<input type="radio"/> loud noise 3	<input type="radio"/> loud noise 4	<input type="radio"/> loud noise 5
<b>litter/ rubbish dumping</b>	<input type="radio"/> litter/ rubbish dumping 1	<input type="radio"/> litter/ rubbish dumping 2	<input type="radio"/> litter/ rubbish dumping 3	<input type="radio"/> litter/ rubbish dumping 4	<input type="radio"/> litter/ rubbish dumping 5
<b>poorly maintained/ neglected/ run down properties</b>	<input type="radio"/> poorly maintained/ neglected/ run down properties 1	<input type="radio"/> poorly maintained/ neglected/ run down properties 2	<input type="radio"/> poorly maintained/ neglected/ run down properties 3	<input type="radio"/> poorly maintained/ neglected/ run down properties 4	<input type="radio"/> poorly maintained/ neglected/ run down properties 5
<b>drug use/dealing/ drug related crime</b>	<input type="radio"/> drug use/dealing/ drug related crime 1	<input type="radio"/> drug use/dealing/ drug related crime 2	<input checked="" type="radio"/> drug use/dealing/ drug related crime 3	<input type="radio"/> drug use/dealing/ drug related crime 4	<input type="radio"/> drug use/dealing/ drug related crime 5
<b>alcohol misuse</b>	<input type="radio"/> alcohol misuse 1	<input type="radio"/> alcohol misuse 2	<input type="radio"/> alcohol misuse 3	<input type="radio"/> alcohol misuse 4	<input type="radio"/> alcohol misuse 5
<b>petty crime</b>	<input type="radio"/> petty crime 1	<input type="radio"/> petty crime 2	<input type="radio"/> petty crime 3	<input type="radio"/> petty crime 4	<input type="radio"/> petty crime 5
<b>prostitution</b>	<input type="radio"/> prostitution 1	<input type="radio"/> prostitution 2	<input type="radio"/> prostitution 3	<input type="radio"/> prostitution 4	<input type="radio"/> prostitution 5

**Have you ever experienced or witnessed anti-social behaviour from tenants living in a privately rented HMO?**

- yes  
 no

**If you are a private tenant living in a HMO, have you experienced any of the following issues?**

- dampness and/or disrepair  
 inadequate basic amenities (e.g. bath, toilet etc)  
 lack of fire safety measures  
 dirty common areas (staircase, hallways etc.)  
 rubbish accumulations or inadequate refuse storage facilities  
 poor letting practices (e.g. lack of tenancy paperwork, poor response to repair requests)  
 harassment and/or illegal eviction  
 none of the above

**In your opinion, do landlords in Tower Hamlets maintain their properties to a good standard?**

- yes
- no

**The Council needs to charge a fee in order to cover the cost of processing licence application and running the scheme. Do you agree that the proposed licence application fee of around £520 for a five year licence is reasonable?**

- yes
- no

**The fee £520 will include landlords that are of concern with previous non-compliance or prosecution, a licence may be granted for 12 months rather than 5 years and premises will closely be monitored. Please indicate whether you support this proposal. A landlord of concern is one who has been a poor track record of managing property and formal action has previously been taken by the council under Housing Act 2004 (Landlords who fail the fit and proper person test or have certain criminal convictions will be refused a licence altogether).**

I agree

I disagree

**The fit and proper test is a legal obligation to ensure that any action taken under Housing Act 2004, Section 66(6) is declared by the proposed licence holder and will be refused a licence. The test is in appendix 5 on the consultation document.**

I agree

I disagree

**In your opinion, do you think the licence conditions proposed in the consultation document are reasonable concerning:**

	<b>Agree</b>	<b>Disagree</b>
<b>occupancy levels</b>	<input type="radio"/> occupancy levels Agree	<input type="radio"/> occupancy levels Disagree
<b>tenancy management</b>	<input type="radio"/> tenancy management Agree	<input type="radio"/> tenancy management Disagree
<b>property management</b>	<input type="radio"/> property management Agree	<input type="radio"/> property management Disagree
<b>financial management</b>	<input type="radio"/> financial management Agree	<input type="radio"/> financial management Disagree

**What age group do you fall within?**



- 25 or under
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- 86 and over

**What is your gender?**

- male
- female

**What is your sexual orientation?**

- Heterosexual/Straight
- gay woman/lesbian
- gay man
- Bisexual
- other
- prefer not to say

**Do you consider yourself to have any of the following disabilities?**

- Physical disability
- Mental health disability
- no disability

**What is your socio-economic status?**

- Employed or self employed with average or above average income
- Employed or self employed with low income
- Unemployed/Benefit dependent
- Pensioner

**What is your ethnicity?**

- White English
- White Irish
- White Northern Irish
- White Scottish
- White Gypsy or Irish Traveller
- Other White background
- other White European
- Asian/Asian British Indian
- Asian/Asian British Pakistani

- Asian/Asian British Bangladeshi
- Asian/Asian British Chinese
- Any other Asian background
- Black British
- Black African
- Black Caribbean
- Any other Black/African/Caribbean
- Mixed White & Black African
- Mixed White and Asian
- Other Mixed
- Arab
- Any other Ethnic background
- prefer not to say