



Private Housing Service

Proposed property licensing in Bedminster, Brislington West and Horfield



Proposal for property licensing schemes in Bedminster,
Brislington West and Horfield

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1 Executive Summary

Proposal to introduce an additional licensing scheme for houses in multiple occupation (HMO)

Bristol City Council is proposing to introduce an Additional licensing area in Horfield ward and both Additional and Selective Licensing in Bedminster and Brislington West wards.

The consultation

The consultation was open between 17h March 2021 and 26th May 2021 and sought views from the public (including private landlords and private tenants with property in the proposal area, managing agents and residents, local universities, businesses, and organisations which represent private landlords and tenants) about the proposal.

The consultation sought feedback on:

- the level of support for the proposal
- the licensing fees and proposed rewards
- respondents' experience of any poor management and poor conditions in the scheme area.

The consultation comprised an online consultation survey. Paper copies of the survey and alternative accessible formats were available on request.

The consultation was widely publicised through media, social media and direct communications with the known private landlords and agents and their tenants and other stakeholders, such as residents, landlord and tenant organisations and councillors.

Comments, requests, and suggestions received in letters and emails during the consultation were reviewed and considered alongside the survey results.

1.1 Scope of this report

This report describes the methodology and presents the findings of the consultation. It includes:

- Quantitative data and analysis of free text comments from the 1,409 completed surveys which were received by 26th May 2021.
- Other relevant correspondence by letter, email and petition received between 17 March and 26 May 2021.

This report does not contain the council officers' assessment of the feasibility of any of the suggestions received nor officers' proposals for the delivery of future services, having considered the consultation feedback.

1.2 How the report will be used

This report will be considered as final proposals are developed by officers. The result of this consultation will be taken into consideration in developing the final proposal that will be considered by the Mayor and Cabinet when they make those decisions. Cabinet decisions will be published through normal procedures for Full Council and Cabinet decisions at democracy.bristol.gov.uk.

1.3 Consultation - Key findings

Response rate

1,410 completed surveys were received via the online form and paper-based surveys. 26 (2%) respondents completed the survey on paper and 1,384 (98%) self-completed it online. 208 emails and 7 letters were also received.

Of the 1,383 responses about respondent category 411 (29.72%) were private landlords or agents with property in the area, 233 (16.85%) private tenants living in the area, 671 (48.52%) owner-occupiers and other residents living in the area, and 134 (9.7%) from other interested parties (including councillors, landlords and tenants living outside of the area and landlord organisations). 28 respondents did not give a category.

Figure 1: Respondent category

Which of the following best describes your situation? (Please tick all that apply)			
		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g. landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

1.4 Views on the proposal

Of the 1,395 respondents who expressed a view on whether licensing would help resolve the issues of poor management and poor conditions in private rented properties, 818 (58.64%) agreed, 466 (33.4%) disagreed and 111 (7.96%) neither agreed nor disagreed.

Figure 2: Views on the proposal

Do you agree that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area?			
		Response Percent	Response Total
Strongly agree		35.41%	494
Agree		23.23%	324
Neither agree nor disagree		7.96%	111
Disagree		10.39%	145
Strongly disagree		23.01%	321
395 respondents		answered	1395
		skipped	16

1.5 Views on the additional licence fee of £1,300 (without reductions) to license on time

Of the 1,377 people who responded to this question 256 (18.59%) thought the fee was too low, 538 (39.07%) thought it was about right and 583 (42.34%) thought it was too high.

Figure 3: Views on compliant additional licensing fee, no discounts

The proposed licence fee with no reductions for HMOs under Additional Licensing will be £1,300. Do you think this is?			
		Response Percent	Response Total
Too low		18.59%	256
The right amount		39.07%	538
Too high		42.34%	583
		answered	1377
		skipped	34

1.6 Views on the selective licence fee of £799 (without reductions) to license on time

Of the 1,371 people who responded to this question, 219 (15.97%) thought the fee was too low, 583 (42.52%) thought it was about right and 569 (41.5%) thought it was too high.

Figure 4: Views on compliant selective licensing fee, no discounts

The proposed licence fee with no reductions for other privately rented properties under Selective Licensing will be £799. Do you think this is?			
		Response Percent	Response Total
Too low		15.97%	219
The right amount		42.52%	583
Too high		41.50%	569
		answered	1371
		skipped	40

1.7 Views on whether it is fair to charge more to landlords / agents who don't apply when they should?

Of the 1,393 people who responded to this question, 977 (70.14%) said yes it was fair, 293 (21.03%) said no and 123 (8.83%) were not sure.

Figure 5: Views on charging higher fees for those who don't apply when they should

Do you think that it is fair to charge more to landlords or managing agents who don't apply for a licence when they should?			
		Response Percent	Response Total
Yes		70.14%	977
No		21.03%	293
Not sure		8.83%	123
		answered	1393
		skipped	18

1.8 Views on whether the £100 'finder's fees' is fair for landlords/agents who do not licence their property on time

Of the 1,376 people who responded to this question, 532 (38.66%) said it was too low; 530 (38.52%) said it was about right and 314 (22.82%) it was too high.

Figure 6: Views on £100 Finder's Fee for those who do not licence their property on time

Do you think the 'finder's fee' of £100 proposed for landlords/agents who do not licence their property on time is?			
		Response Percent	Response Total
Too low		38.66%	532
The right amount		38.52%	530
Too high		22.82%	314
		answered	1376
		skipped	35

1.9 Views on a discount of £150 for those landlords who provide satisfactory certificates on time.

Of the 1,389 respondents who expressed a view on whether we should give a discount for safety and EPC certificates, 916 (65.95%) said yes, 357 (25.7%) said no and 116 (8.35%) weren't sure.

Figure 7: View on discounts for satisfactory certificates submitted on time

Do you agree there should be a discount of £150 for those landlords who provide satisfactory certificates on time?			
		Response Percent	Response Total
Yes		65.95%	916
No		25.70%	357
Not sure		8.35%	116
		answered	1389
		skipped	22

1.10 Views on the proposed discount of £150 for a landlord accredited under an approved Rent with Confidence scheme

Of the 1,383 respondents who expressed a view on whether we should give a discount for being an accredited member under the Rent with Confidence scheme, 792 (57.27%) said yes, 341 (24.66%) said no and 250 (18.08%) weren't sure.

Figure 8: View on discounts for landlords accredited under Rent with Confidence scheme

Do you agree that there should be an additional discount of £150 for a landlord who is accredited under one of our approved Rent with Confidence schemes?			
		Response Percent	Response Total
Yes		57.27%	792
No		24.66%	341
Not sure		18.08%	250
		answered	1383
		skipped	28

1.11 Context

The council has a statutory duty to consult for a minimum period of 10 weeks¹ with all people, organisations and businesses that would be affected by the proposal. The consultation was open between 17 March 2021 and 26 May 2021 and sought views from the public (including private landlords and private tenants with property in the proposal area, managing agents and residents, local universities, businesses, and organisations which represent private landlords and tenants) about the proposal.

1.12 Bristol Corporate Strategy 2018-23

The Corporate Strategy aims to tackle the range of housing issues that affect people who live in Bristol. Due to the economic situation in Bristol the private rented sector (PRS) continues to grow bringing issues such as the insecurity of short-term tenancies, and for some poor property conditions and tenancy management. This demand has pushed up rents for some of the most vulnerable tenants.

1.13 Bristol's One City Plan – Raising Standards in the Private Rented Sector

Under the One City Plan there is a target to improve the PRS through discretionary licensing. Under the additional powers discretionary licensing gives Local Authorities it is considered that licensing can increase quality and management standards in the sector through inspection and enforcement powers.

1.14 Scope of this report

This consultation report describes the methodology and results of the consultation. It summarises and quantifies the views expressed in the consultation survey responses and in other written correspondence received between 17th March and 26th May 2021.

¹ Duty to consult Section 56 of the Housing Act 2004

2 Methodology

2.1 The Survey

An online consultation survey was available on the city council's Consultation Hub (www.bristol.gov.uk/consultationhub) between 17th March and 26th May 2020. The online survey pages contained:

- an overview of the consultation proposal.
- links to the Proposal Consultation Information Booklet and the survey questions.
- options to request alternative formats (Easy Read, Audio, Braille large print, language translations and British Sign Language).

The survey questions included six sections:

- Section A: questions for all respondents
- Section B: questions for private landlords and managing agents who let property in the proposal area.
- Section C: questions for private tenants who are living or have lived in the proposal area.
- Section D: questions to owner-occupiers or other residents currently living in the proposal area.
- Section E: questions to other interested parties.
- Section F: equalities monitoring and next steps – all respondents.

Respondents could choose to answer some or all the questions in any order and save and return to the survey later.

2.2 Paper copies

The proposal survey form (questionnaire) and information booklet were produced which together provided all the information that was available online and were made available with Freepost return envelopes by request.

2.3 Alternative formats

The following alternative formats were made available on request:

- Braille
- Large Print
- Easy Read
- Audio file
- British Sign Language (BSL) videos
- Translation to other languages. (No translations were directly requested by citizens)
- Easy Read, Audio and BSL formats were also available at the survey webpages

2.4 Other correspondence

209 emails and 7 letters were received and responded to during the consultation.

2.5 Publicity

2.5.1 Objective

The following programme of activity was undertaken to publicise and explain the consultation although very limited by Covid restrictions. The primary objective was to ensure that information was shared across a wide range of channels, reaching as broad a range of audiences as possible to maximise response rates, including feedback by groups that are often under-represented in surveys.

2.5.2 Bristol City Council channels

Copy and electronic material were shared via the following council and partner channels and networks:

- Item in Our City e-newsletter (reaching 2,000 people)
- Ask Bristol newsletter
- Press release to local print, TV, radio media and specialist publications (in press 17th March 2021)
- Emails and briefings held for the relevant ward Councillors prior to start of consultation
- 26,287 letters were sent to known private landlords and letting agents, private tenants and residents living in the proposed area on 16th March
- Email to 6,924 landlords and agents on the Landlord Liaison database on 18th March
- Emails sent to the two Bristol universities and to landlord and tenant organisations including Bristol CAB, CHAS, ACORN, Shelter, BALMA, North Bristol Advice centre and Bristol City Council's Private Renting Team
- Emails sent to neighbouring West of England Local Authorities – South Gloucestershire, Bath & North east Somerset, and North Somerset
- Article in the Landlord Bulletin #14 sent to 6,924 landlords and agents and follow up reminder in the next issue
- Presentation and discussion to 70 members of the West of England Landlord and Agent Panel 19th March
- Reminder issued at the Landlord Forum meeting 13th May 2021
- Link to consultation from property licensing pages of Bristol City Council website throughout 10-week consultation period.
- Stakeholder toolkit was sent to councillors and other stakeholders including – information about the consultation and a request that the information be shared, suggested social media content and assets to be shared, newsletter content.

2.5.3 Social Media – posts, outreach, and advertising

Regular posts on Bristol City Council's social media channels (Twitter and Facebook) were made for the duration of the consultation.

Press release 17 March [Have your say on housing licensing schemes \(bristol.gov.uk\)](https://www.bristol.gov.uk/news/press-releases/have-your-say-on-housing-licensing-schemes) resulted in article in Bristol Post - [Landlord licensing to be extended amid fears it's causing the end of the shared house in Bristol - Bristol Live \(bristolpost.co.uk\)](https://www.bristolpost.co.uk/news/landlord-licensing-to-be-extended-amid-fears-it-s-causing-the-end-of-the-shared-house-in-bristol/)

Paid Facebook advertising targeted to Horfield, Bedminster and Brislington West

- **19 March – 24 April £53.56** Reached 16,756 people; 595 people clicked on link to the survey. Cost per click £0.09
- **17 – 26 May £44.99** Reached 14,597 people; 233 people clicked on link to the survey. Cost per click £0.19

Organic social media:

Date	Facebook People reached	Twitter People reached	Nextdoor (targeted to Horfield, Bedminster, and Bris West)
18 March	2.5k	110k	Y
27 March	3k	108k	Y
6 April	3.6k	108.6k	Y
14 April	2.2k	108.6k	Y
22 April	1.3k	110.7k	Y
30 April	866	109.4k	Y
12 May	1.2k	115.9k	Y
20 May	1.1k	108.5k	Y

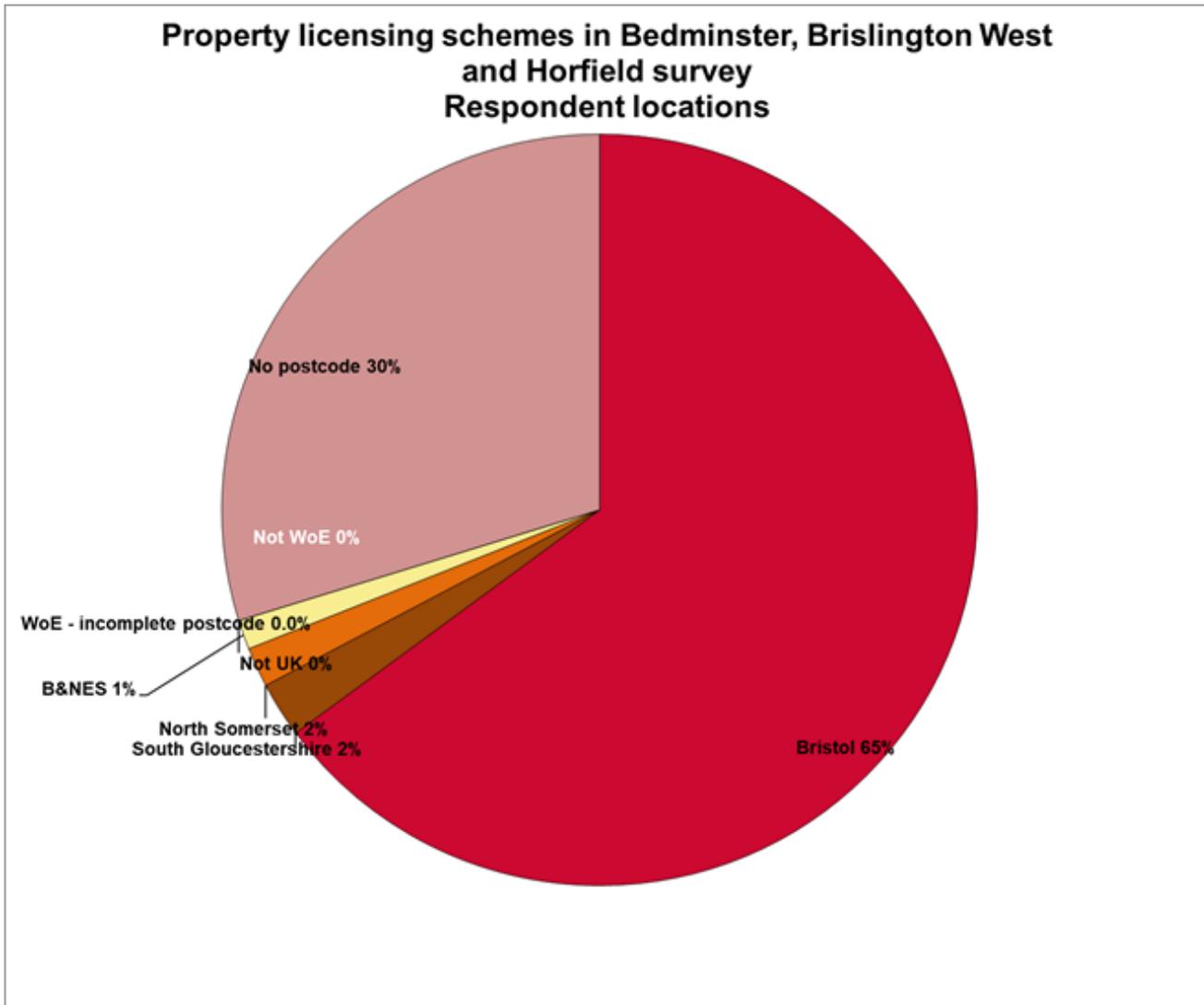
3 Survey Response rate and Respondent characteristics

1,411 completed surveys were received via the online form and paper-based surveys. 27 (2%) respondents completed the survey on paper and 1,384 (98%) self-completed it online. 208 emails and 7 letters were also received.

3.1 Geographic distribution of responses

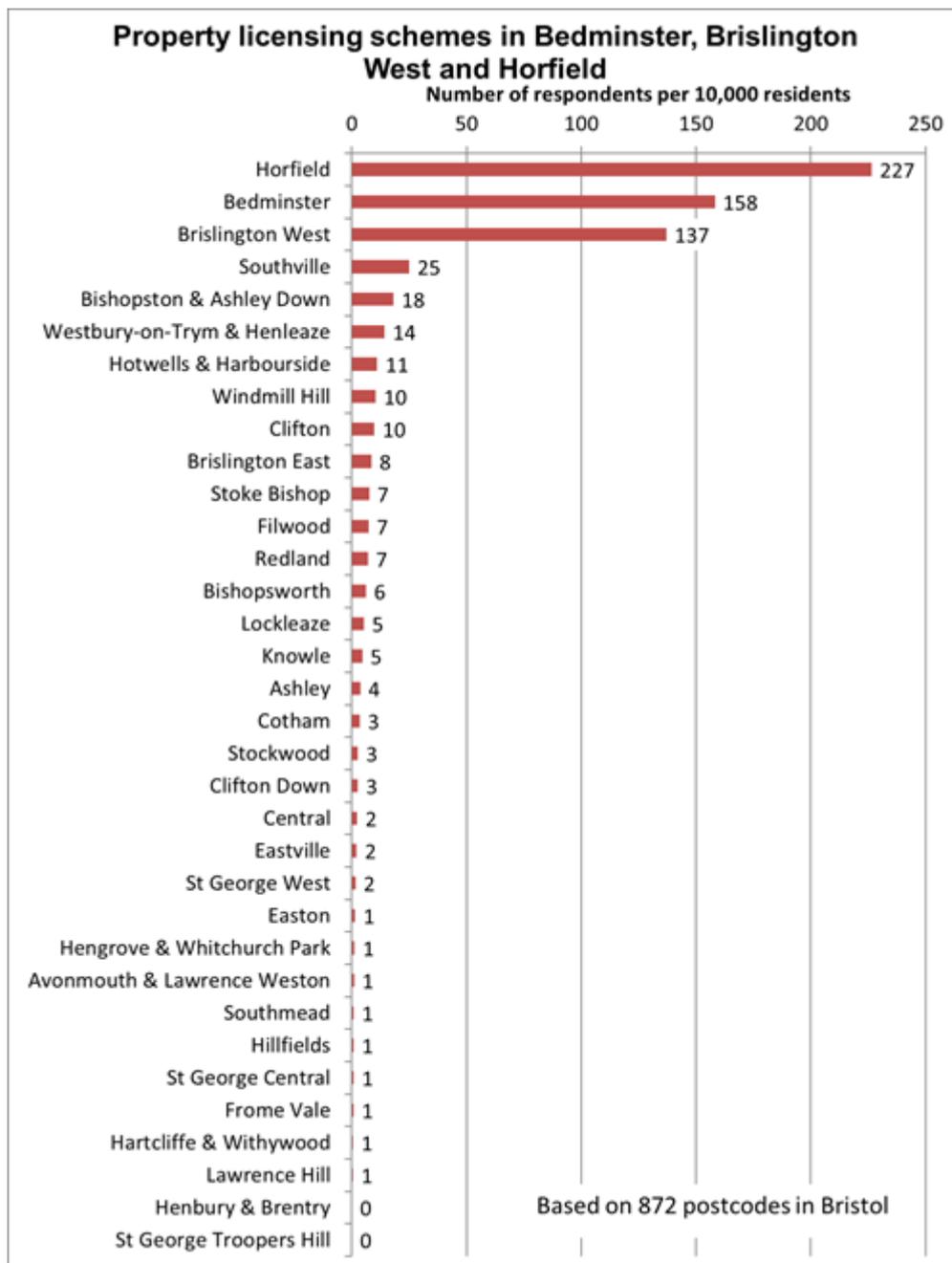
65% of responses were received from postcodes within the Bristol City Council area, 2% were from South Gloucestershire, 2% were from North Somerset, and 1% were from Bath & North East Somerset (B&NES). Further responses were from unspecified locations within the four West of England authorities and one response was from outside the UK. 30% did not provide a postcode.

Figure 8: Distribution of respondent by Local Authority area



Of the 872 responses from within the Bristol City Council area who provided full or partial postcodes from which the ward of origin could be identified.

Figure 9: Geographic distribution of responses



3.2 Characteristics of respondents

Of the 1,383 survey responses to this question, 411 (29.72%) described themselves as private landlords or agents with property in the area, 233 (16.85%) private tenants living in the area, 671 (48.52%) owner-occupiers and other residents living in the area, and 134 (9.69%) from other interested parties (including councillors, landlords and tenants living outside of the area, local businesses, and landlord organisations). 28 respondents did not state a category.

Figure 10: Respondent category

Which of the following best describes your situation? (Please tick all that apply)			
		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g., landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

3.3 Equalities monitoring information

The following Figures 11 - 19 show the equalities characteristics of the respondents, where provided.

Figure 11: What is your age?

What is your age?			
Answer Choices		Response Percent	Response Total
0-10		0.08%	1
11-15		0.08%	1
16-17		0.00%	0
18-24		1.96%	26
25-34		16.52%	219
35-44		22.62%	300
45-54		17.80%	236
55-64		18.25%	242
65-74		13.65%	181
75-84		4.30%	57
85 +		0.45%	6
Prefer not to say		4.30%	57
		answered	1326

Figure 12: Do you consider yourself to be a disabled person

Do you consider yourself to be a disabled person?			
Answer Choices		Response Percent	Response Total
Yes		5.45%	72
No		88.18%	1164
Prefer not to say		6.36%	84
		answered	1320
		skipped	91

Figure 13: What is your sex?

What is your sex?			
Answer Choices		Response Percent	Response Total
Female		42.44%	559
Male		45.71%	602
Prefer not to say		10.93%	144
Other (please describe):		0.91%	12
		answered	1317
		skipped	94

Figure 14: Have you gone through any part of a gender reassignment process or do you intend to?

Have you gone through any part of a gender reassignment process or do you intend to?			
Answer Choices		Response Percent	Response Total
Yes		0.39%	5
No		88.07%	1137
Prefer not to say		11.54%	149
		answered	1291
		skipped	120

Figure 15: What is your ethnic group?

What is your ethnic group? (please tick one box only)			
Answer Choices		Response Percent	Response Total
White British		75.65%	994
White Irish		1.07%	14
White Other		5.56%	73
Black /African / Caribbean / Black British		0.68%	9
Asian / Asian British		1.83%	24
Mixed / Multi ethnic group		1.45%	19
Gypsy / Roma / Irish Traveller		0.15%	2
Prefer not to say		11.49%	151
Any other ethnic background (please describe):		2.13%	28
		answered	1314
		skipped	97

Figure 16: What is your sexual orientation?

What is your sexual orientation?			
Answer Choices		Response Percent	Response Total
Bisexual		3.50%	45
Gay Man		2.02%	26
Gay Woman / Lesbian		0.86%	11
Heterosexual / Straight		73.54%	945
Prefer not to say		18.13%	233
Other (please describe):		1.95%	25
		answered	1285
		skipped	126

Figure 17: What is your religion / faith?

What is your religion/faith?			
Answer Choices		Response Percent	Response Total
No Religion		49.34%	639
Buddhist		0.54%	7
Christian		31.27%	405
Hindu		0.54%	7
Jewish		0.15%	2
Muslim		0.85%	11
Pagan		0.54%	7
Sikh		0.31%	4
Prefer not to say		13.82%	179
Other (please describe):		2.63%	34
		answered	1295
		skipped	116

Figure 18: Are you pregnant or have you given birth in the last 26 weeks?

Are you pregnant or have you given birth in the last 26 weeks?			
Answer Choices		Response Percent	Response Total
Yes		1.56%	20
No		87.66%	1122
Prefer not to say		10.78%	138
		answered	1280
		skipped	131

Figure 19: Are you a refugee or asylum seeker?

Are you a refugee or asylum seeker?			
Answer Choices		Response Percent	Response Total
Yes		0.23%	3
No		90.05%	1158
Prefer not to say		9.72%	125
		answered	1286
		skipped	125

4 Survey results: Overall views on the proposal

Survey respondents were asked to provide their views on the key commitments using a five-point scale from 'strongly agree' to 'strongly disagree'.

Respondents were asked if they agreed that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area.

Of the 1,395 respondents who expressed a view on whether additional and selective licensing would help resolve the issues of poor management and poor conditions in the PRS in the proposed areas, 818 (58.64%) agreed, 466 (33.4%) disagreed and 111 (7.96%) neither agreed nor disagreed. 16 skipped the question.

Figure 20: Would licensing resolve the problems of poor management and poor conditions in private rented properties in the proposed areas?

Do you agree that the proposed licensing schemes would help to resolve poor management and poor conditions of private rented properties in the proposed area?			
		Response Percent	Response Total
Strongly agree		35.41%	494
Agree		23.23%	324
Neither agree nor disagree		7.96%	111
Disagree		10.39%	145
Strongly disagree		23.01%	321
		answered	1395
		skipped	16

4.1 Breakdown of views by respondent category

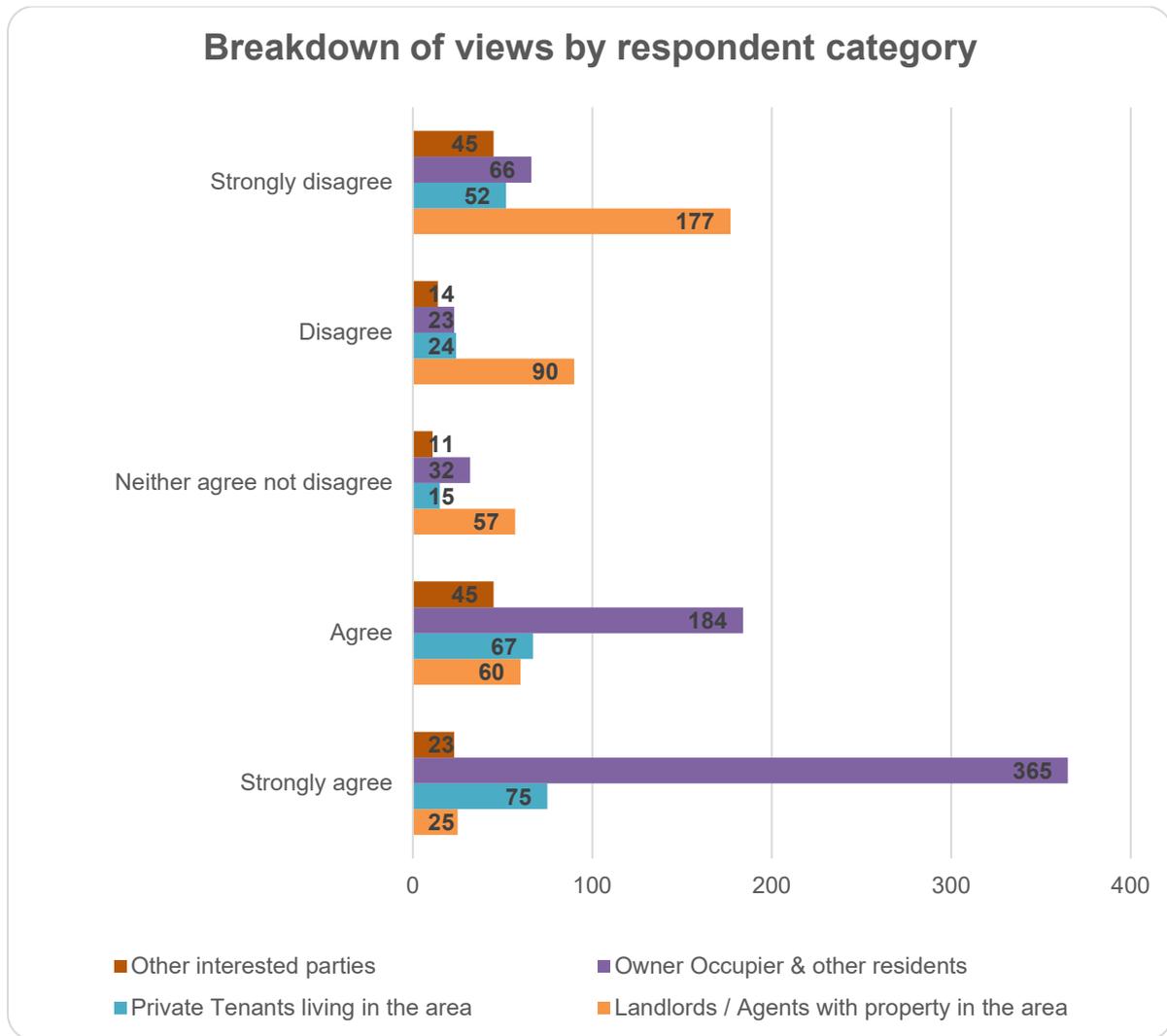
Do you support this proposal?

- 85 (20.8%) of landlords / agents with property in the area agreed or strongly agreed with the proposal, 267 (65.3%) disagreed or strongly disagreed and 57 (13.9%) neither agreed nor disagreed.

- 142 (70%) of private tenants living in the area agreed or strongly agreed with the proposal, 76 (32.6%) disagreed or strongly disagreed and 15 (6.4%) neither agreed nor disagreed.
- 549 (82%) of owner occupiers living in the area agreed or strongly agreed with the proposal, 89 (13.3%) disagreed or strongly disagreed and 32 (4.8%) neither agreed nor disagreed.
- 68 (51.1%) of other interested parties agreed or strongly agreed with the proposal, 60 (45.1%) disagreed or strongly disagreed and 11 (8.3%) neither agreed nor disagreed.

This totals more than the number overall (1,445) as this result has been cross referenced with the question on status of respondent and some fell into more than one category i.e., is an owner occupier living in the area and who is also a landlord with property in the area.

Figure 21: Breakdown of whether respondents support proposal or not by respondent category



4.2 Responses to the additional licensing fee of £1,300 (without reductions)

Of the 1,377 people who responded to this question 256 (18.59%) thought the fee was too low, 538 (39.07%) thought it was about right and 583 (42.34%) thought it was too high.

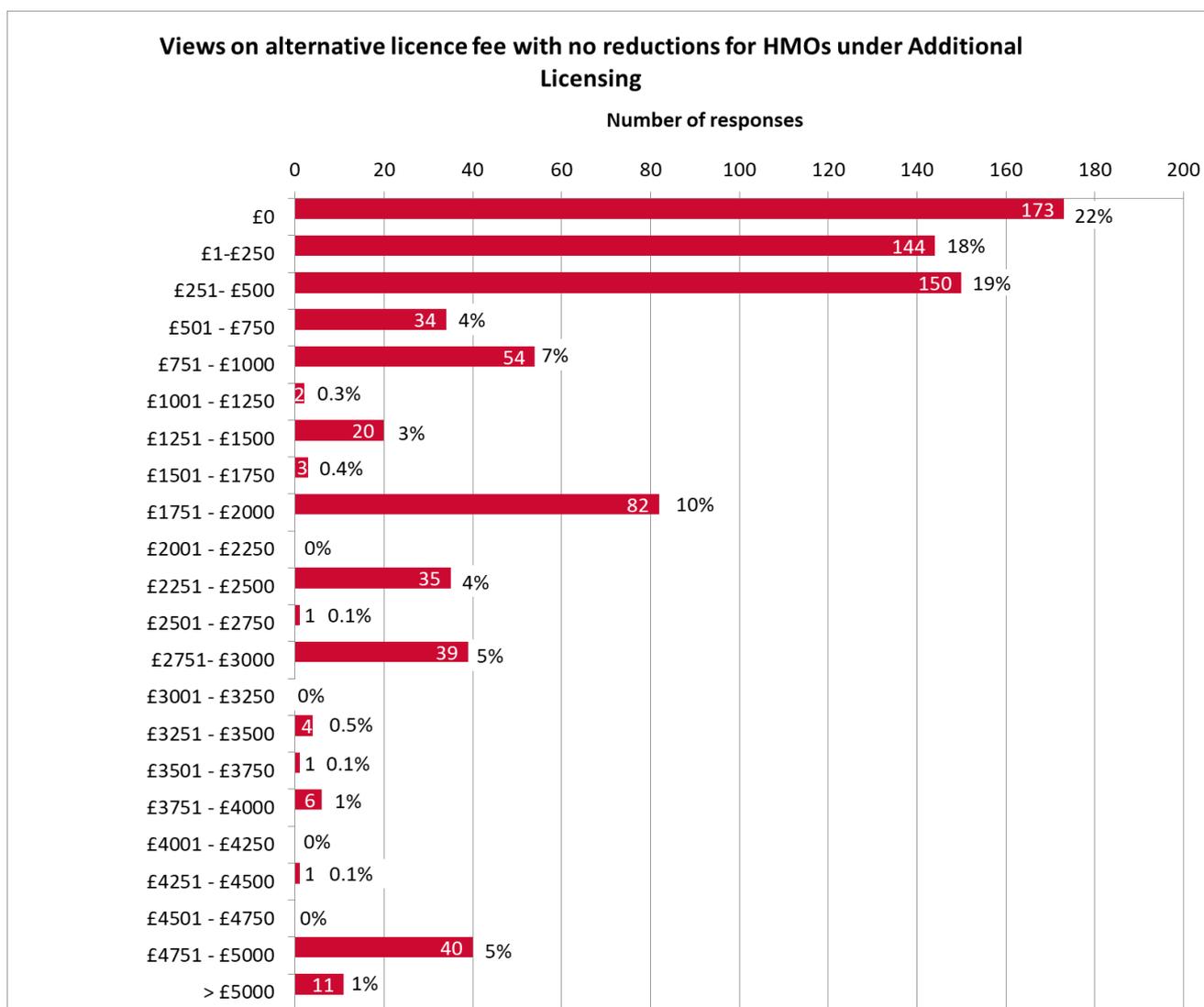
Figure 22: Views on compliant additional licensing fee, no discounts

The proposed licence fee with no reductions for HMOs under Additional Licensing will be £1,300. Do you think this is?		Response Percent	Response Total
Too low		18.59%	256
The right amount		39.07%	538
Too high		42.34%	583
		answered	1377
		skipped	34

4.3 Views on alternative fee levels for additional licence applications

800 responded offering an alternative fee level as in the table below.

Figure 23: Suggestions on alternative fee levels



4.4 Views on the selective licence fee of £799 (without reductions) to license on time

Of the 1,371 people who responded to this question, 219 (15.97%) thought the fee was too low, 583 (42.52%) thought it was about right and 569 (41.5%) thought it was too high.

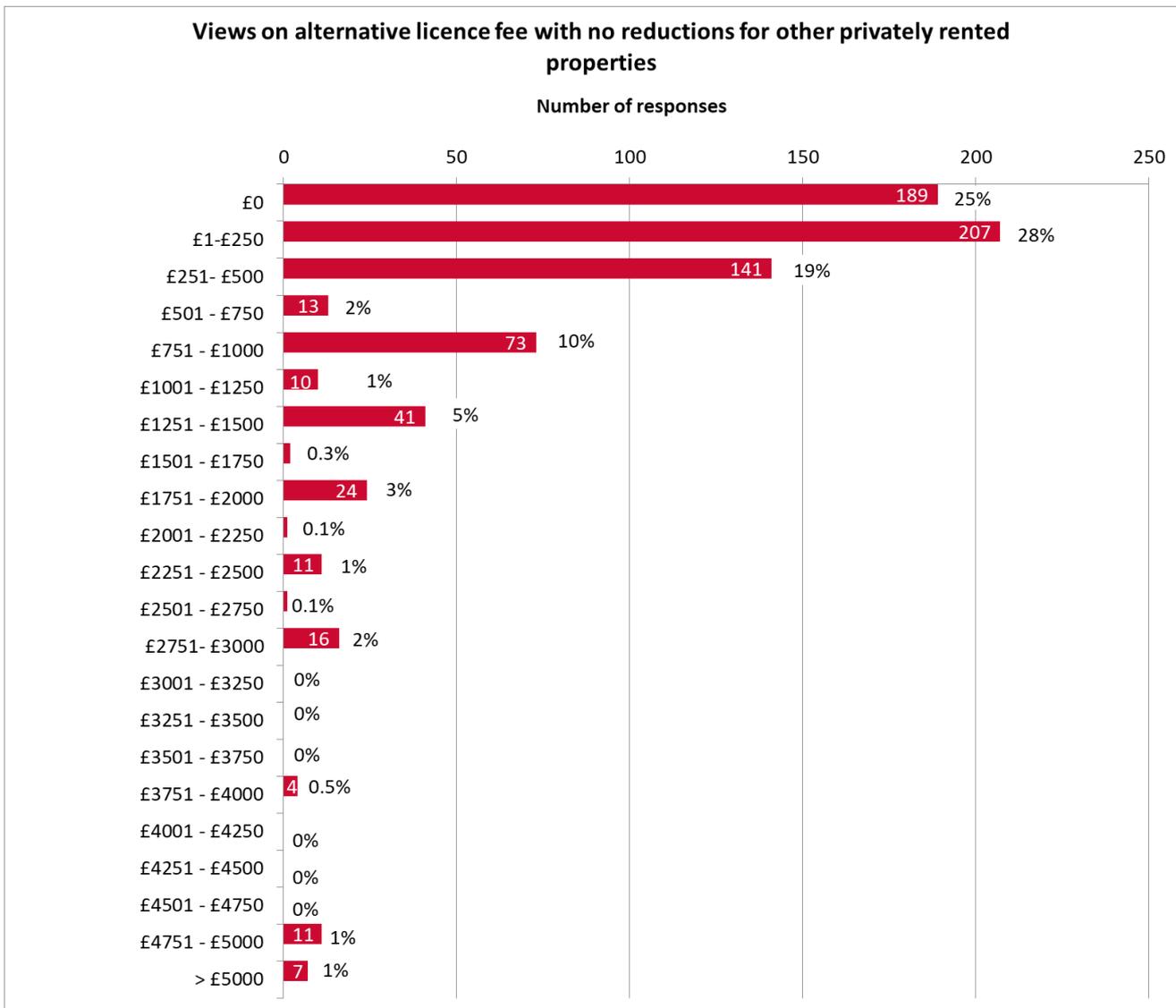
Figure 24: Views on compliant selective licensing fee, no discounts

The proposed licence fee with no reductions for other privately rented properties under Selective Licensing will be £799. Do you think this is?			
		Response Percent	Response Total
Too low		15.97%	219
The right amount		42.52%	583
Too high		41.50%	569
		answered	1371
		skipped	40

4.5 Views on alternative fee levels for selective licence applications

751 responded offering an alternative fee level as in the table below.

Figure 25: Suggestions on alternative selective licence fee level



4.6 Views on whether it is fair to charge more to landlords / agents who don't apply when they should?

Of the 1,393 people who responded to this question, 977 (70.14%) said yes it was fair, 293 (21.03%) said no and 123 (8.83%) were not sure.

Figure 26: Views on charging higher fees for those who don't apply when they should

Do you think that it is fair to charge more to landlords or managing agents who don't apply for a licence when they should?			
		Response Percent	Response Total
Yes		70.14%	977
No		21.03%	293
Not sure		8.83%	123
		answered	1393
		skipped	18

4.7 Views on whether the £100 'finder's fees' is fair for landlords/agents who do not licence their property on time

Of the 1,376 people who responded to this question, 532 (38.66%) said it was too low; 530 (38.52%) said it was about right and 314 (22.82%) it was too high.

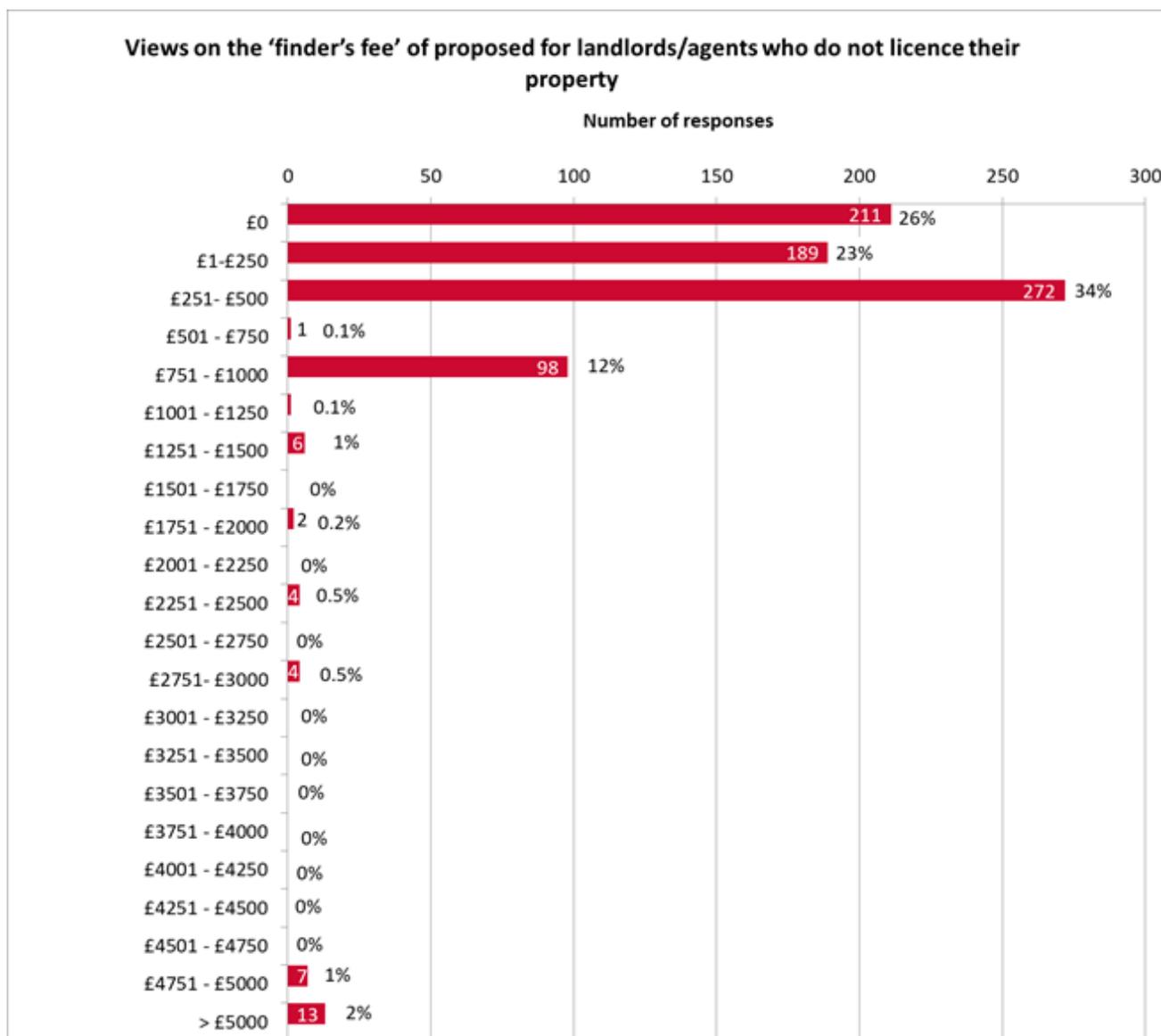
Figure 27: Views on £100 Finder's Fee for those who do not licence their property on time

Do you think the 'finder's fee' of £100 proposed for landlords/agents who do not licence their property on time is?			
		Response Percent	Response Total
Too low		38.66%	532
The right amount		38.52%	530
Too high		22.82%	314
		answered	1376
		skipped	35

4.8 Views on alternative finder's fee levels

808 responded offering an alternative finder's fee level as in the table below.

Figure 28: Suggestions on alternative Finder’s fee level



4.9 Views on a discount of £150 for those landlords who provide satisfactory certificates on time.

Of the 1,389 respondents who expressed a view on whether we should give a discount for safety and EPC certificates, 916 (65.95%) said yes, 357 (25.7%) said no and 116 (8.35%) weren't sure.

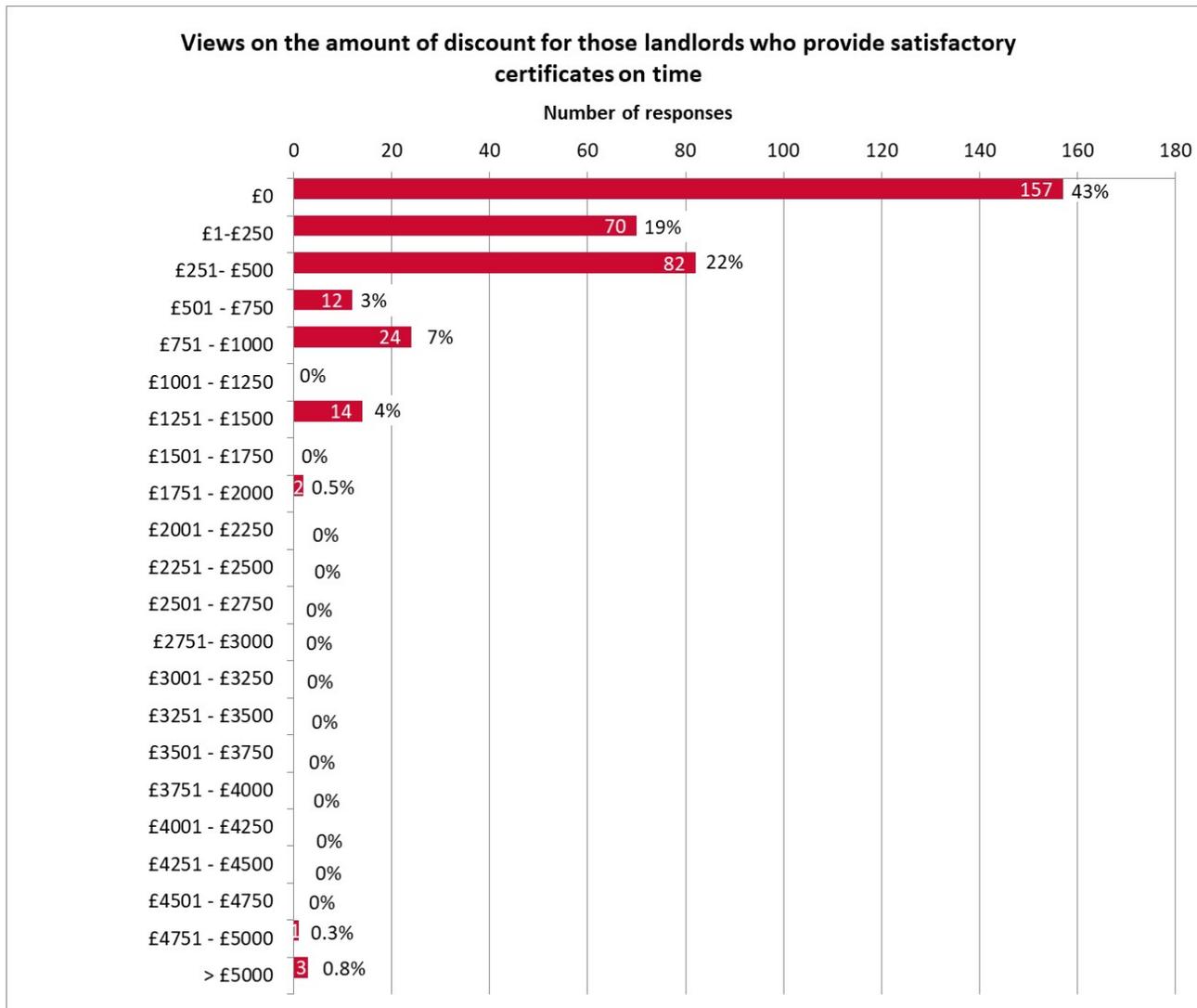
Figure 29: View on discounts for satisfactory certificates submitted on time

Do you agree there should be a discount of £150 for those landlords who provide satisfactory certificates on time?			
		Response Percent	Response Total
Yes		65.95%	916
No		25.70%	357
Not sure		8.35%	116
		answered	1389
		skipped	22

4.10 Views on alternative fee levels for discount for submitting safety certificates on time

365 responded as per the table below offering an alternative discount.

Figure 30: Suggestions on alternative discount for safety certificates submitted on time



4.11 Views on the proposed discount of £150 for a landlord accredited under an approved Rent with Confidence scheme

Of the 1,383 respondents who expressed a view on whether we should give a discount for being an accredited member under the Rent with Confidence scheme, 792 (57.27%) said yes, 341 (24.66%) said no and 250 (18.08%) weren't sure.

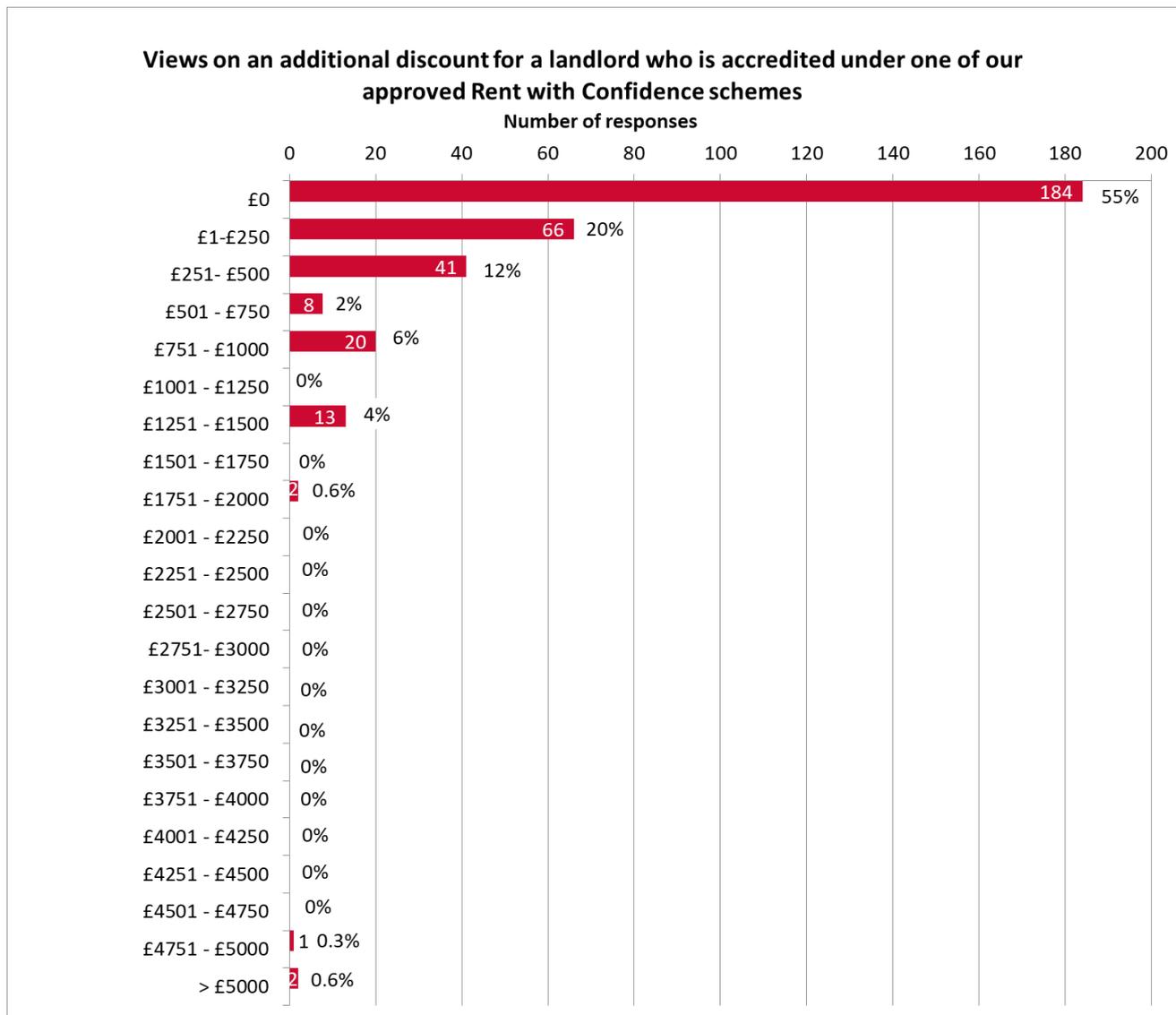
Figure 31: View on discounts for landlords accredited under Rent with Confidence scheme

Do you agree that there should be an additional discount of £150 for a landlord who is accredited under one of our approved Rent with Confidence schemes?			Response Percent	Response Total
Yes			57.27%	792
No			24.66%	341
Not sure			18.08%	250
			answered	1383
			skipped	28

4.12 Views on alternative discount for Rent with Confidence membership

337 responded as per the table below offering an alternative discount.

Figure 32: Suggestions on alternative discount



4.13 Any other comments about this proposal?

All respondents were asked if they had any other comments to make about the proposal. Of the 1411 people who responded to the consultation, 814 (58%) respondents left free text comments which are categorised and summarised below:

176 (22%) said they supported the proposal and they wanted this to improve standards in the private rented sector.

46 (6%) said were against the proposal especially extending licensing to family accommodation.

194(24%) said the proposals were of no benefit to good landlords. Licensing would punish the good landlords because of the actions of the poor landlords.

23 (3%) said they believed the council already had sufficient powers to deal with the poor landlords.

19 (2.3%) said that for the proposal to be effective, the council must ensure there are enough resources in place to do the job properly.

191 (23%) were concerned that the licence fee would be passed on to the tenants.

72 (9%) thought the licence fee proposed was too high and questioned how it was calculated.

20 (2%) thought the licence was too low and penalties were not high enough to discourage poor landlords.

70 (9%) thought licensing was just a money-making scheme for the council.

132 (16%) said this was an additional burden on landlords which would drive smaller landlords out and was bad timing considering what everyone has been through with Covid. For many it would be a step too far.

39 (5%) said they were concerned that landlords with HMOs would change to family only accommodation to avoid licensing fees, causing hardships for the sharers who cannot afford anything else.

18 (2%) said there was not enough evidence that the proposed scheme was necessary.

26 (3%) said licensing was not necessary in their ward.

49 (6%) said that there were already too many HMOs in the area causing problems in the community (in the mistaken belief that the proposal was about introducing more HMOs).

18 (2%) said there should not be discounts for the certificates that are already mandatory.

48 (6%) made other comments abouts the discounts including substantial discounts should be given to those with managing agents as they were effectively paying twice for the same checks or that other accrediting organisations, not just those approved under Rent with Confidence scheme, should be eligible for the discount.

39 (5%) gave alternative views on what the criteria should be, areas that should be included (citywide) and things that should be included in standards such as limited cars and more protection from poor tenants.

44 (5%) made comments about the actual consultation process and asking why council housing was not included and that we should get our own house in order first. Several comments made were not relevant to the proposal.

5 Responses to questions directed to private landlords or managing agents who let property in the area.

5.1 Which of the following best describes your situation?

411 respondents identified themselves as landlords or managing agents with properties in the area. This accounted for 29.72% of the 1,383 respondents who answered this question.

Figure 33: Which of the following best describes your situation

Which of the following best describes your situation? (Please tick all that apply)			
Answer Choices		Response Percent	Response Total
A private landlord or managing agent who lets property in these areas (This option includes landlords who live in the property they let)		29.72%	411
A private tenant who is living or has lived in these areas, or someone responding on behalf of a tenant		16.85%	233
An owner-occupier or other resident currently living in these areas		48.52%	671
Other interested party (e.g., landlord with property outside this area, landlord organisation, councillor, etc.)		9.69%	134
		answered	1383
		skipped	28

5.2 How many properties do you own or manage in each of the proposed licence areas?

Of the landlords/managing agents who answered this question – 219 (55.44%) have properties in Bedminster ward, 111 (28.1% in Brislington West ward and 174 (44.05%) have properties in Horfield ward. The range of property numbers appear in the chart below.

Figure 34: The numbers of properties owned in each ward.

If you are a landlord or managing agent, please state how many properties you own or manage in each of the wards within the proposed licence area. Please provide your answer in a numeric format (not words)		
Answer Choices	Response Percent	Response Total
Bedminster	55.44%	219
Brislington West	28.10%	111
Horfield	44.05%	174
		answered
		395
		skipped
		1016

5.3 Types of properties the landlord / agent respondents let

Of the 396 respondents who answered this question, 96 (24.24%) said they let HMOs and 268 (67.68%) that they let other rented accommodation and 39 (9.85%) said that they let both HMOs and non-HMOs.

Figure 35: The types of properties let by respondents

Are the properties that you let:			
		Response Percent	Response Total
HMOs		24.24%	96
Other rented accommodation		67.68%	268
Both		9.85%	39
		answered	396
		skipped	1015

5.4 Number of properties of each type let by respondent landlords/ agents

Based on respondents who stated how many of each type of properties that they let the ranges appear in Figure 25 below

Figure 36: Number of properties of each type let by respondent landlord / agents

How many properties of each type do you let? (HMOs are houses or flats let to three or more people who are not related and share some facilities like bathrooms or kitchens) Please provide your answer in a numeric format (not words)			
Answer Choices		Response Percent	Response Total
HMOs		45.08%	174
Other rented accommodation		77.20%	298
		answered	386
		skipped	1025

5.5 How often do respondent landlord / agents visit their properties?

Of the 401 responses to this question, 36 (8.98%) said they visited the property annually quarterly; 82 (20.45%) visited every 6 months and 130 (32.42%) visited quarterly and 11 (2.74%) were resident landlords. 142 (35.41%) said Other.

Figure 37: How often do you respondent landlords / agents visit their properties?

How often do you visit your properties?		Response Percent	Response Total
Annually		8.98%	36
Every 6 months		20.45%	82
Quarterly		32.42%	130
I live at the property		2.74%	11
Other (please specify):		35.41%	142
		answered	401
		skipped	1010

The 142 Other responses included:

- Weekly (5)
- Monthly (23)
- 2 monthly (8)
- Quarterly (5)
- 6 monthly (7)
- Every day (1)
- Several times a week (1)
- Every 2 weeks
- Regularly (7)
- Managed and inspected by agents (41)
- When required for repairs (18)
- Varies according to tenant (2)
- Rarely/Never (4)
- At change of tenancy (3)
- As often as necessary (8)
- Several times a year
- Covid permitting
- Often – daughter lives in property

5.6 Do landlords / agents comply with their legal responsibilities in relation to gas, electrical and fire safety?

Of the 402 respondents 99.5% (393) said they provided gas certificates; 99% (397) provided electrical safety certificates and 98% (389) provided fire safety certificates.

Figure 38: Number of respondents who supply relevant safety certificates.

Do you comply with your legal responsibilities in relation to?				
	Yes	No	Don't know	Response Total
Gas	99.5% (393)	0.3% (1)	0.3% (1)	395
Electrical	99.0% (397)	0.2% (1)	0.7% (3)	401
Fire safety	98.0% (389)	0.5% (2)	1.5% (6)	397
			answered	402
			skipped	1009

5.7 Do respondent landlords have a planned maintenance programme for their properties?

Of the 402 respondents 307 (76.37%) said they had a planned maintenance programme, 82 (20.4%) said no and 13 (3.23%) said they didn't know if they had a planned maintenance programme.

Figure 39: Number of landlords who say they have a planned maintenance programme

Do you have a planned maintenance programme for your properties?			
		Response Percent	Response Total
Yes		76.37%	307
No		20.40%	82
Don't know		3.23%	13
		answered	402
		skipped	1009

5.8 Do respondent landlords/agents issue a written tenancy agreement?

Of the 402 respondents, 392(97.51%) issued a written tenancy agreement, 9 (2.24%) said they didn't and 1 (0.25%) said they didn't know.

Figure 40: Number of respondents who issue a written tenancy agreement

Do you issue a written tenancy agreement?			
		Response Percent	Response Total
Yes		97.51%	392
No		2.24%	9
Don't know		0.25%	1
		answered	402
		skipped	1009

5.9 Do respondent landlords / agents have an agreement of how quickly they respond to requests for repairs etc.?

Of 401 respondents 307 (76.56%) have an agreement for how quickly they respond to requests for repairs, 79 (19.7%) do not have an agreed response time and 15 (3.74%) said they didn't know.

Figure 41: Number of respondents who have an agreed response time for repairs

Do you have an agreement of how quickly you respond to requests for repairs etc.?			
		Response Percent	Response Total
Yes		76.56%	307
No		19.70%	79
Don't know		3.74%	15
		answered	401
		skipped	1010

5.10 Do respondent landlords /agents provide a current Energy Performance Certificate (EPC)?

Of the 401 who responded, 356 (88.78%) said they provide a current EPC, 28 (6.98%) don't provide one and 17 (4.24%) don't know if they provide an EPC.

Figure 42: Number of respondents who provide a current Energy Performance Certificate (EPC)

Do you provide a current Energy Performance Certificate (EPC)?			
		Response Percent	Response Total
Yes		88.78%	356
No		6.98%	28
Don't know		4.24%	17
		answered	401
		skipped	1010

5.11 Do respondent landlord /agents provide emergency contact details?

Of the 399 respondents, 396 (99.25%) provide their tenants with emergency contact details, 3 (0.75%) said that they don't provide contact details.

43: Number of respondents who provide emergency contact details

Do you provide tenants with emergency contact details?			
		Response Percent	Response Total
Yes		99.25%	396
No		0.75%	3
Don't know		0.00%	0
		answered	399
		skipped	1012

5.12 Do respondent landlords /agents keep within overcrowding limits?

Of the 401 respondents to this question, 394 (98.25%) said they kept to within overcrowding limits, 1 (0.25%) didn't and 6 (1.5%) didn't know if they did or not.

Figure 44: Respondents who keep to overcrowding limits

Do you keep within overcrowding limits?			
		Response Percent	Response Total
Yes		98.25%	394
No		0.25%	1
Don't know		1.50%	6
		answered	401
		skipped	1010

5.13 Problems experienced by respondent landlords and agents

Of the 402 people who responded to this question, 49(12.3%) said they had experienced problems with antisocial behaviour by either their tenants or their visitors; 91 (22.8%) said there had been damage to their property; 51 (12.8%) had received noise complaints about their tenants; 38 (.9.5%) had received complaints about rubbish and waste; 36 (9.1%) had experienced difficulty evicting their tenants; 26 (6.5%) had received other complaints from neighbours and 17 (6.2%) other issues with the tenancy

Figure 45: Problems experienced by respondent landlords

Have you experienced any of the following problems?			
	Yes	No	Response Total
Antisocial behaviour from your tenants or their visitors	12.3% (49)	87.7% (350)	399
Damage to your property (more than reasonable wear and tear)	22.8% (91)	77.2% (308)	399
Noise complaints about your tenants	12.8% (51)	87.2% (346)	397
Complaints about rubbish/waste	9.5% (38)	90.5% (360)	398
Difficulty legally evicting your tenants	9.1% (36)	90.9% (360)	396
Other Complaints from neighbours	6.5% (26)	93.5% (371)	397
Other	6.2% (17)	93.8% (257)	274
		answered	402
		skipped	1009

5.14 Other problems experienced by respondent landlords / agents (Free Text).

Of the 401 people who responded to the consultation, 17 (6.2%) left comments about other problems experienced by landlords /agents in addition to the issues recorded above. These include:

- Council interfering with tenant's peace and quiet with appointments
- Rats
- Rent arrears (6)
- Disagreement amongst tenants
- Sub-letting without permission
- Property abandoned (2)
- Problems with neighbouring rental properties
- No problems (3)
- Problems evicting council nominated tenants through homeless initiative. Never again!
- Aggressive non-accountable council trying to levy a tax on citizens for letting
- Rubbish being dumped outside of property by non-residents
- Crime particularly bike theft
- Parking
- Damage to property left unreported and therefore allowed to escalate to something more serious
- Housing benefit not paid when obliged

6 Questions directed to private tenants who are living or have lived in the area

6.1 Status of respondents to tenant questions

Of 1,411 respondents who responded to this survey, when asked which best described their situation 233 (16.85%) stated that they were a private tenant living, or had lived, in the proposed licensing area. 9 (3.94%) of these were responding on behalf of a private tenant living in the area.

6.2 Types of properties rented by respondents

Of the 226 respondents to this question (59) 26.11% said they lived in an HMO and (167) 73.89% in a non-HMO.

Figure 46: What type of property do you live in (tenants)

Do you live in:			
		Response Percent	Response Total
an HMO		26.11%	59
Other type of private rented accommodation		73.89%	167
		answered	226
		skipped	1185

6.3 Does your landlord inspect the property regularly?

Of the 226 people who responded to this question, 54 (23.89%) said that their landlords visited annually; 44 (19.47%) visited every 6 months, 37 (16.37%) visited quarterly, 4 (1.77%) had a resident landlord and 87 (38.5%) said other frequency.

Figure 47: How often does your landlord inspect the property

Does your landlord inspect the property regularly?			
		Response Percent	Response Total
Annually		23.89%	54
Every 6 months		19.47%	44
Quarterly		16.37%	37
My landlord lives at the property		1.77%	4
Other (please specify):		38.50%	87
		answered	226
		skipped	1185

Of the 87 Other responses included:

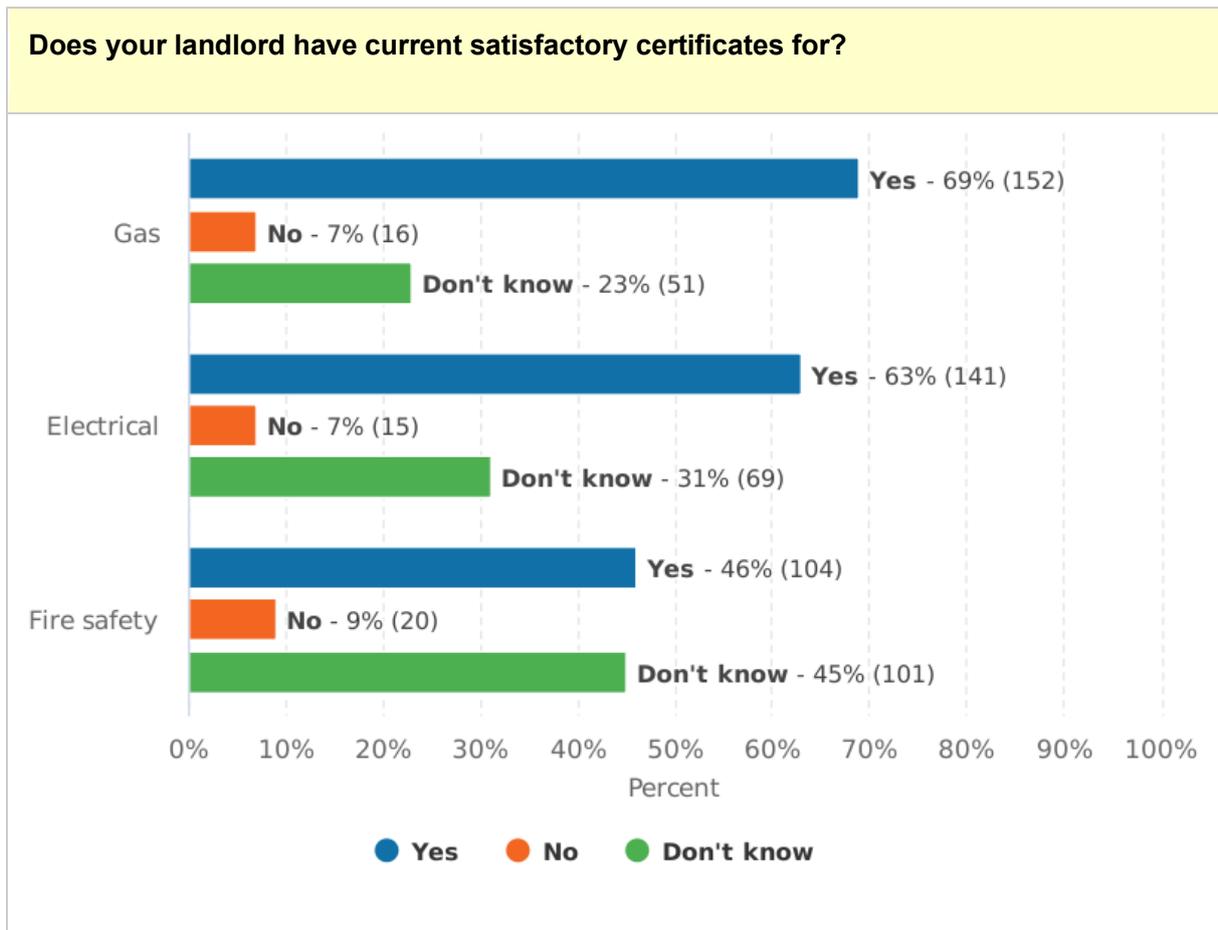
- 35 (40.23%) said the landlord has never visited,
- 10 (11.49%) said they come when asked,

- 10 (11.49%) said the managing agents carry out regular inspections,
- 6 (6.89%) didn't know or left it blank
- 5 (5.75%) said the landlord comes less than annually
- 4 (4.60%) said 1-2 monthly,
- 4 (4.60%) said they visited rarely,
- 4 (4.60%) said only at change of tenancy,
- 3 (3.45%) only for the annual gas safety checks,
- 2 (2.30%) said the landlord visits whenever they feel like it with no notice
- 1 (1.15%) said they visit regularly,
- 1 (1.15%) the manager is on site,
- 1 (1.15%) was an owner occupier,
- 1 (1.15%) landlord is a relative.

6.4 Do your landlords/agents have current satisfactory safety certificates?

Of 225 respondents 152 (69.4%) said there is a current gas safety certificate, 141 (62.7%) said there is a current electrical safety certificate and 104 (46.2%) said there is a current fire safety certificate.

Figure 48: Numbers of respondents who said their landlord/agent have relevant certificates



6.5 Does the landlord have a planned maintenance programme?

Of 226 respondents 50 (22.12%) said their landlord did have a planned maintenance programme, 72 (31.86%) said they did not have a planned maintenance programme and 104 (46.02%) didn't know.

Figure 49: Numbers of tenants whose landlord has a planned maintenance programme

Does your landlord have a planned maintenance programme?			
		Response Percent	Response Total
Yes		22.12%	50
No		31.86%	72
Don't know		46.02%	104
		answered	226
		skipped	1185

6.6 Does your landlord issue a written tenancy agreement?

Of 225 respondents 207 (92%) said yes, 13 (5.78%) said no they didn't have a written tenancy agreement and 5 (2.22%) said they didn't know.

Figure 50: Numbers of tenants whose landlord issues a written tenancy agreement

Does your landlord issue a written tenancy agreement?			
		Response Percent	Response Total
Yes		92.00%	207
No		5.78%	13
Don't know		2.22%	5
		answered	225
		skipped	1186

6.7 Does your landlord have an agreement of how quickly he/she responds to requests for repairs etc.?

Of 225 respondents 87 (38.67%) said there was no agreement on how quickly a landlord/manager would respond to requests for repairs, 89 (39.56%) said they didn't have an agreement and 49 (21.78%) didn't know.

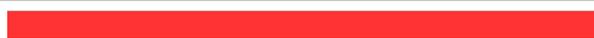
Figure 51: Numbers of tenants whose landlord has an agreed response time for repairs

Does your landlord have an agreement of how quickly he/she responds to your requests for repairs etc.?			Response Percent	Response Total
Yes			38.67%	87
No			39.56%	89
Don't know			21.78%	49
			answered	225
			skipped	1186

6.8 Does your landlord provide emergency contact details?

Of 224 respondents to this question 172 (76.79%) said their landlord / manager did provide them with emergency contact details, 38 (16.96%) said they did not provide contact details and 14 (6.25%) said they didn't know.

Figure 52: Numbers of tenants whose landlord provides them with emergency contact details

Does your landlord provide you with emergency contact details?			Response Percent	Response Total
Yes			76.79%	172
No			16.96%	38
Don't know			6.25%	14
			answered	224
			skipped	1187

6.9 Does your landlord deal with anti-social behaviour of other tenants and their visitors?

Of 217 respondents, 65 (29.95%) said that their landlord / manager does deal with anti-social behaviour of other tenants or their visitors; 56 (25.81%) said they did not and 96 (44.24%) said they didn't know.

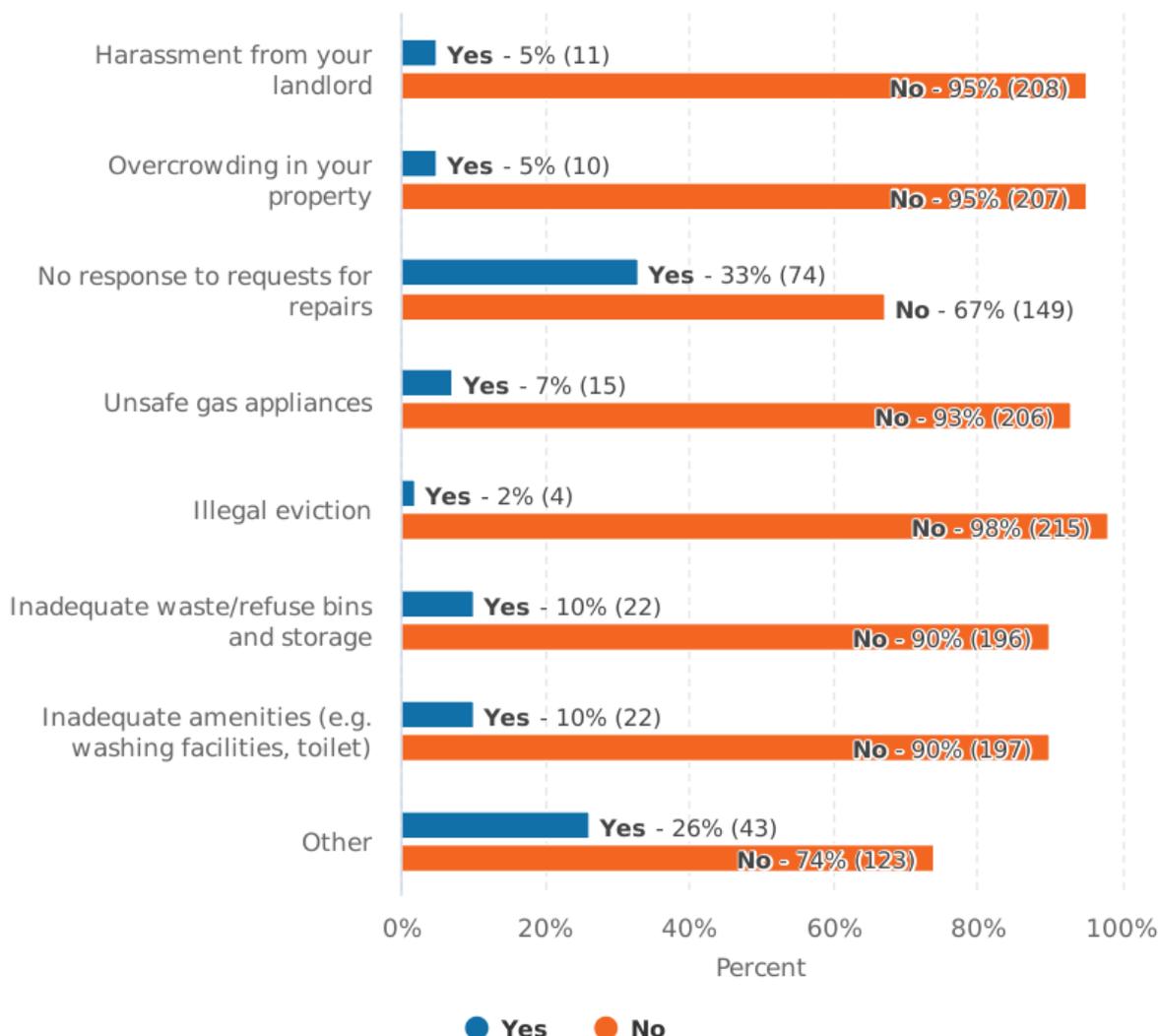
Figure 53: Numbers of tenants whose landlords deal with anti-social behaviour issues

Does your landlord deal with anti-social behaviour of other tenants and their visitors?			Response Percent	Response Total
Yes			29.95%	65
No			25.81%	56
Don't know			44.24%	96
			answered	217
			skipped	1194

6.10 Tenants were asked if they had experienced any problems with their tenancy.

Of those who have responded to this question 11 (5%) had experienced harassment by their landlord / manager; 10 (4.6%) had experienced overcrowding; 74 (33.2%) said their landlord had ignored requests for repairs; 15 (6.8%) had unsafe gas appliances, 4 (1.8%) had been illegally evicted; 22 (10.1%) said there was inadequate refuse bins or storage; 22 (10%) said there were inadequate amenities and 43 (25.9%) had experienced other issues.

Figure 54: Numbers of tenants experiencing problems



6.11 Other problems experienced by tenants.

Of those who said they had experienced other issues to the previous question, these included:

- 26% said requests for serious repairs were ignored
- 22% had issues with severe damp and mould
- 8% said repairs were poorly /cheaply done
- 8% said there had been unannounced visits by their landlord
- 8% said they had no issues with their landlord

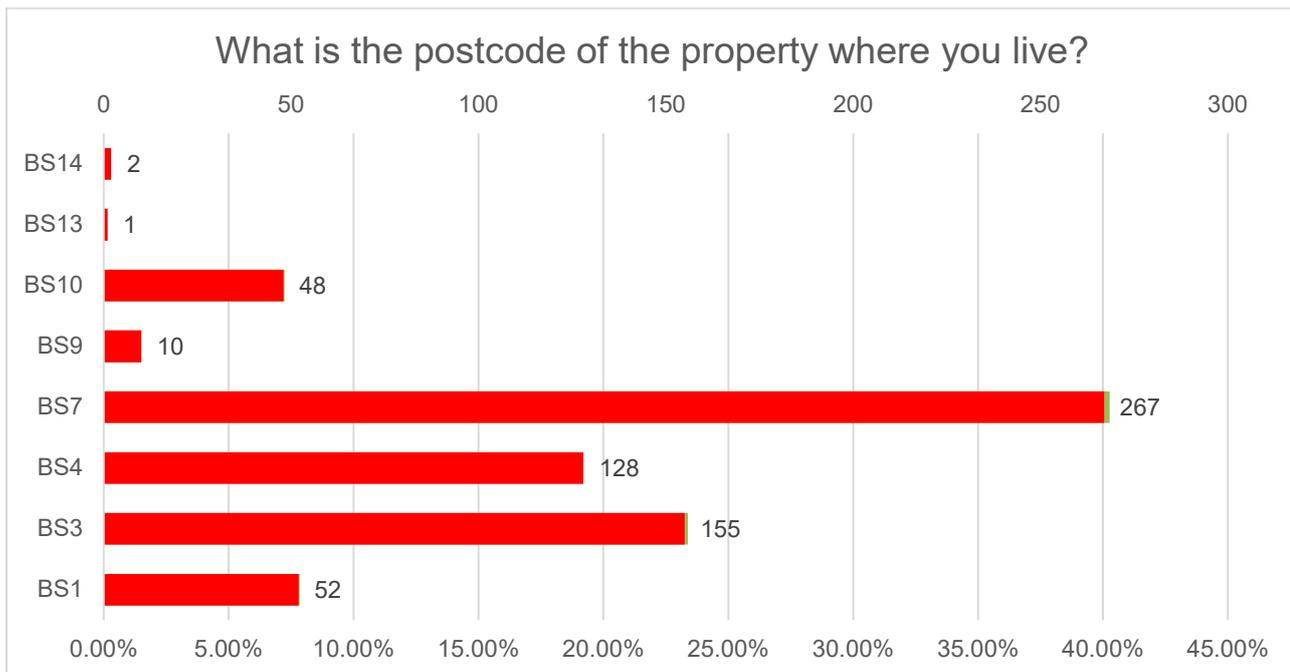
- 4% said landlord increases rent with no reason given
- 4% said there were no fire alarms or means of escape
- 6% said they had issues with mice, rats, moths and/or slugs
- 2% said their properties were insecure
- 2% said no safety certificates had been shown
- 2% had issues with parking and bins
- 2% said it was cold, had inadequate heating and insulation
- 2% said the landlord lied on the inventory about state of repair
- 2% said there were problems with contract when one of the tenants wanted to leave
- 2% said landlord created imaginary fees when leaving

7 Questions directed at owner-occupiers or other residents currently living in the area

7.1 What is the postcode of the property where you live?

Of the 671 who had identified themselves as owner occupiers in 4.2, 658 answered this question.

Figure 55: Postcode area of owner occupier respondents



7.2 How many private rented properties are there in your street?

Of 618 respondents who answered this question, 36 (5.83%) said they thought there were none; 242 (39.16%) said there were between 1 and 5, 234 (37.86%) said there were between 6 and 20 and 106 (17.15%) said that there were more than 20 privately rented properties in their street.

Figure 56: Numbers of PRS properties in respondents' street

How many privately rented houses are there in your street?			
		Response Percent	Response Total
None		5.83%	36
1-5		39.16%	242
6-20		37.86%	234
More than 20		17.15%	106
		answered	618
		skipped	793

7.3 How many HMOs are there in your street?

Of 601 respondents who answered this question, 120 (19.97%) said they thought there were no HMOs in their street; 316 (52.58%) said there were between 1 and 5 HMOs, 123 (20.47%) said there were between 6 and 20 and 42 (6.99%) said that there were more than 20 HMOs in their street.

Figure 57: Numbers of HMOs in respondents' street

How many Houses in Multiple Occupation (HMOs)* are there in your street?			
		Response Percent	Response Total
None		19.97%	120
1-5		52.58%	316
6-20		20.47%	123
More than 20		6.99%	42
		answered	601
		skipped	810

7.4 Do you know who the landlord /agents of the rented properties are?

Of the 641 who responded to this 425 (66.3%) did not know who the landlords or agents of these properties are; 197 (30.73%) said they knew who some of the landlords/agents are and 19 (2.96%) said they knew who most of the landlords / agents are.

Figure 58: Numbers of owner/occupiers who know who the landlord /agent of rented properties is

Do you know who the landlords/agents of the rented properties are?			
		Response Percent	Response Total
Most		2.96%	19
Some		30.73%	197
None		66.30%	425
		answered	641
		skipped	770

7.5 Have you ever had to make a complaint about noise from a rented property in your area?

Of the 662 owner-occupiers who have responded to this question 217 (32.78%) had made a complaint about noise from a privately rented property in their area, 418 (63.14%) had not made a complaint and 27 (4.08%) did not know if they had made a complaint.

Figure 59: Complaints about noise from PRS property in the area

Have you ever had to make a complaint about noise from a privately rented property in your area?			
		Response Percent	Response Total
Yes		32.78%	217
No		63.14%	418
Don't know		4.08%	27
		answered	662
		skipped	749

7.6 If you have made a complaint about noise, how often have you complained?

Of 662 respondents who had made a complaint noise, 22 (8.94%) said they complained most weeks, 47 (19.11%) said they complained once a month 64 (26.02%) said they complained once a year and 113 (45.93%) said other frequency.

Figure 60: How often had owner-occupiers who had experienced problems with noise, complained

If "Yes", how often have you complained:			
Answer Choices		Response Percent	Response Total
Most weeks		8.94%	22
Once a month		19.11%	47
Once a year		26.02%	64
Other (please specify):		45.93%	113
		answered	246
		skipped	1165

Of those who answered "Other":

- 32.65% said they frequently complained
- 20.4% said they had complained only once or twice
- 14.28% said they occasionally complain
- 10.2% said it depended on the tenants
- 8.16% said they never complain
- 3.06% said they tend to complain when students move in
- 3.06% said it was a waste of time complaining as nothing gets done
- 3.06% said they didn't know
- 1.02% said they complain whenever necessary
- 1.02% said they complain monthly
- 1.02% said they rarely complain
- 1.02% said they would not complain as it may affect ability to sell house in future, but noisy parties were an issue in the area
- 1.02% said lockdown had improved the situation

7.7 Have you ever made a complaint about anti-social behaviour from a privately rented property in your area?

Of the 657 owner-occupiers who have responded to this question 149 (22.68%) had made a complaint, 479 (72.91%) had not made a complaint and 29 (4.41%) did not know if they had made a complaint.

Figure 61: Have you ever made a complaint about anti-social behaviour from a privately rented property in your area

Have you ever had to make a complaint about anti-social behaviour from a privately rented property in your area?			
		Response Percent	Response Total
Yes		22.68%	149
No		72.91%	479
Don't know		4.41%	29
		answered	657
		skipped	754

7.8 If you have made a complaint, how often have you complained about anti-social behaviour (ASB)?

Of the 173 respondents who had complained about anti-social behaviour 10 (5.78%) said that they complained most weeks, 25 (14.45%) complained once a month; 60 (34.68%) complained once a year and 78 (45.09%) said other.

Figure 62: How often had owner-occupiers who had experienced problems with ASB, complained

If Yes, how often have you complained:			
		Response Percent	Response Total
Most weeks		5.78%	10
Once a month		14.45%	25
Once a year		34.68%	60
Other (please specify):		45.09%	78
		answered	173
		skipped	1238

Of those who answered "Other":

22.22% said they frequently complained

23.81% said they had complained only once or twice

19.04% said they occasionally complain

4.76% said it depended on the tenants

9.52% said they never complain

4.76% said they complain whenever it occurs

9.52% said it was a waste of time complaining as nothing gets done

1.58% said they didn't know

- 1.58% said other tenants complain
- 1.58% said they complain every month
- 1.58% said they had issues but would not complain

7.9 Have you ever had to make a complaint about rubbish / waste from a privately rented property?

Of the 655 owner-occupiers who have responded to this question 207 (31.6%) had made a complaint, 424 (64.73%) had not made a complaint and 24 (3.66%) did not know if they had made a complaint.

Figure 63: Have you ever made a complaint about rubbish/waste from a privately rented property in your area

Have you ever had to make a complaint about the rubbish/waste from a privately rented property in your area?			
		Response Percent	Response Total
Yes		31.60%	207
No		64.73%	424
Don't know		3.66%	24
		answered	655
		skipped	756

7.10 If you have made a complaint, how often have you complained about rubbish/waste?

Of the 225 respondents who said they had complained about rubbish/waste 28 (12.44%) that they complained most weeks, 44 (19.56%) once a month; 78 (34.67%) once a year and 75 (33.33%) said other.

Figure 64: How often had owner-occupiers who had experienced problems with rubbish/waste complained

If Yes, how often have you complained:			
		Response Percent	Response Total
Most weeks		12.44%	28
Once a month		19.56%	44
Once a year		34.67%	78
Other (please specify):		33.33%	75
		answered	225
		skipped	1186

Of those who answered “Other”:

24.24% said they had complained only once or twice

21.21% said they frequently complained

18.18% said it was an issue but no point complaining as nothing gets done

18.18% said they occasionally complain

6.06% said they never complain

3.03% said they were unable to complain as didn’t know who landlord was

3.03% said the students took a while to understand the system and landlord never bothered to check

1.52% said they complain whenever it gets out of hand

1.52% said they didn’t know

1.52% said it depended on the tenants

1.52% said they took no notice of it

7.11 Do you think there is a problem with overcrowding in any of the privately rented properties in your area?

Of the 656 owner-occupiers who have responded to this question 201 (30.64%) thought there was an overcrowding problem, 194 (29.57%) did not think there was a problem and 261 (39.79%) did not know.

Figure 65: Do you think there is a problem with overcrowding in any of the privately rented properties in your area

Do you think there is a problem with overcrowding in any of the privately rented properties in your area?			
		Response Percent	Response Total
Yes		30.64%	201
No		29.57%	194
Don't know		39.79%	261
		answered	656
		skipped	755

7.12 If you have made a complaint, who did you complain to?

Of the 292 respondents 111 (38.01%) complained to the landlord; 64 (21.92%) complained to the Letting Agent; 122 (41.78%) complained to the council, 74 (25.34%) complained to the police and 92 (31.51%) said Other.

Figure 66: If an owner occupier made a complaint, who did they complain to?

48. If you made a complaint, who did you complain to? (please tick all that apply)			
		Response Percent	Response Total
Landlord		38.01%	111
Letting agent		21.92%	64
Council		41.78%	122
Police		25.34%	74
Other (please specify):		31.51%	92
		answered	292
		skipped	1119

Of those who they complained to someone else:

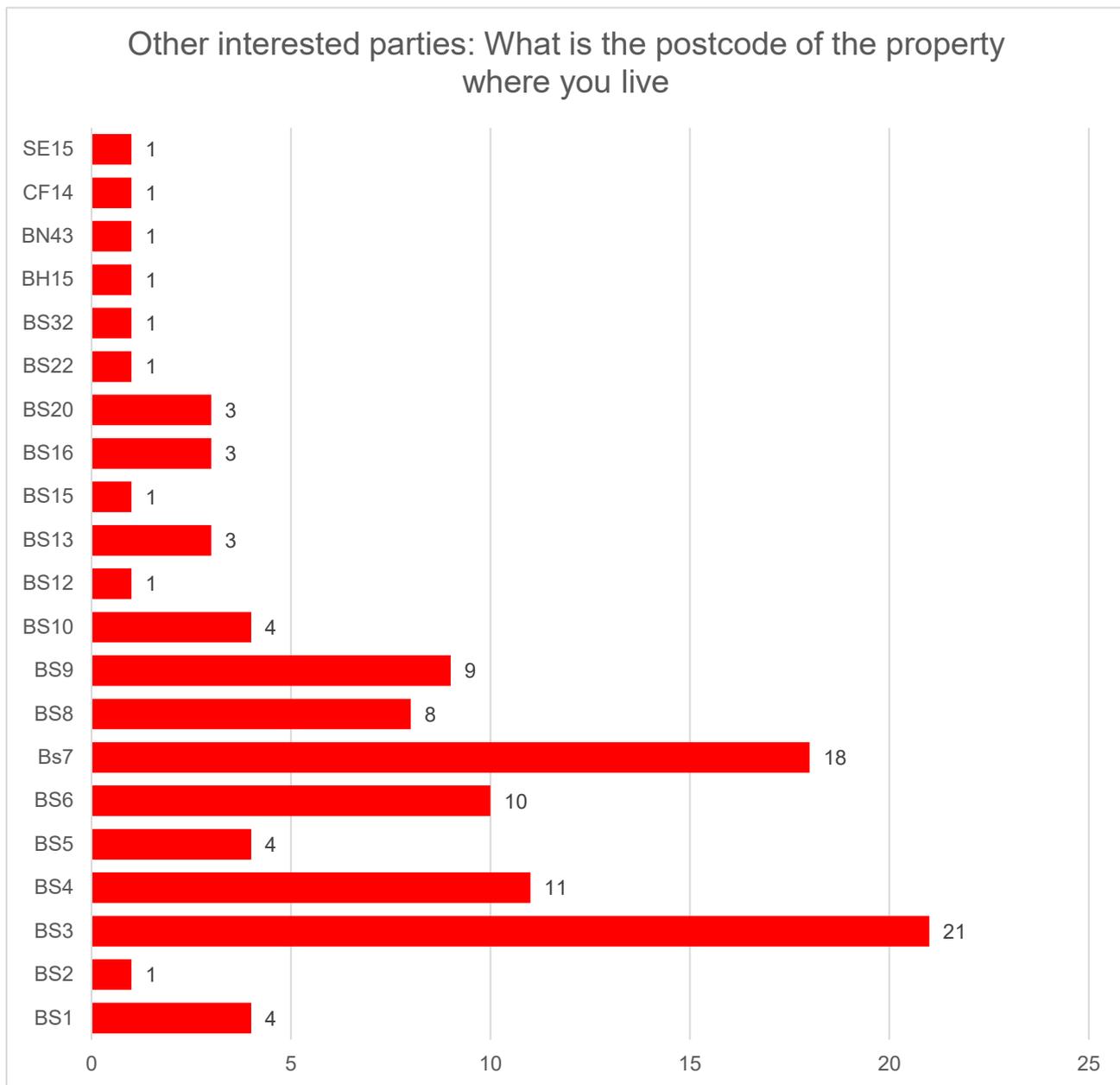
- 59.52% complained directly to occupant
- 15.48% complained to the universities
- 5.95% complained to the management company
- 4.76% complained to their local councillor
- 3.57% didn't know how they could complain
- 2.38% never complained
- 2.38% complained to Bristol Waste or Noise teams
- 1.19% complained to Bristol Post
- 1.19% complained to the building owner
- 1.19% complained to Police via neighbour as they were too scared to do it themselves
- 1.19% not worth complaining as they would just get labelled
- 1.19% can't remember

8 Questions directed to other interested parties

8.1 What is your postcode or if responding on behalf of an organisation, please provide the postcode of the organisation's premises in Bristol?

Of the 107 who responded to this question, 91.59% live within Bristol City Council boundary and 8.41% outside.

Figure 67: Numbers of responses from other interested parties by their postcode



8.2 What wards in the proposed area do you have an interest?

Of 91 respondents, 56 (61.54%) have an interest in Bedminster ward, 42 (46.15%) in Brislington West and 60 (65.93%) in Horfield ward.

Figure 68: Responses from other interested parties on wards where they have an interest

Please select all the wards where you have an interest in the proposed licensing scheme			
		Response Percent	Response Total
Bedminster		61.54%	56
Brislington West		46.15%	42
Horfield		65.93%	60
		answered	91
		skipped	1320

8.3 Reason for interest in the consultation in “Other” category

Of the 118 Other respondents who answered this question, 1 (0.85%) was a local councillor, 75 (63.56%) were landlords with properties outside of the proposal areas, 5 (4.24%) were landlords with property outside of the proposed area; 5 (4.24%) were from a Landlord Association; 11 (9.32%) were local businesses, 5 (4.24%) were council or housing association tenants in the area; 1 (0.85%) was a social housing provider. 43 (36.44%) selected the “Other” category. There was no response from tenant organisations despite being invited to participate.

Figure 69: Status of ‘Other Interested Party’ respondents

I am interested in the proposed licensing scheme because I am or represent a: (please tick all that apply)			
		Response Percent	Response Total
Local Councillor		0.85%	1
Landlord with a property outside of the area		63.56%	75
Landlord Association		4.24%	5
Local Business		9.32%	11
Tenants’ Organisation		0.00%	0
Council or housing association tenant in the area		4.24%	5
A provider of social housing		0.85%	1
Other (please specify):		36.44%	43
		answered	118
		skipped	1293

Of the 43 who stated Other included:

10 (23.25%) residents living nearby,

6 (13.95%) landlords,

4 (9.3%) citizens of Bristol,
3 (6.98%) former residents of proposed area,
2 (4.65%) managing agents,
2 (4.65%) tenants,
2 (4.65%) considering buying property in the area,
2 (4.65%) tenants or relatives of tenants who have experienced poor housing,
a former councillor,
a former president of BALMA,
a Housing Officer,
Council Care Home,
a South Gloucestershire tenant considering moving to area,
a volunteer with asylum seekers and refugees
a private class action group.
5 (11.62%) did not specify their status.

9 Letters received from landlord organisations.

We received xx letters from landlord /managing agent organisations, and these are added in their entirety as appendices.

- Appendix 1 Letter from Safe Agent Bristol
- Appendix 2 Letter from NRLA

10 How will this report be used?

This report will be considered as final proposals are developed by officers to be put to Cabinet for consideration at a Full Council meeting in the autumn of 2021.

Cabinet decisions will be published through normal procedures for Full Council and Cabinet decisions at democracy.bristol.gov.uk.

11 How can I keep track?

You can always find the latest consultations online at www.bristol.gov.uk/consultationhub where you can also sign up to receive automated email notifications about consultations.

All decisions related to the proposals in this consultation will be made publicly at the Full Council meeting or future Cabinet meetings.

You can find forthcoming meetings and their agenda at democracy.bristol.gov.uk.

Any decisions made by Full Council and Cabinet will also be shared at democracy.bristol.gov.uk.

12 Appendix 1
Letter from Safe Agent Bristol

13 Appendix 2
Letter from NRLA