



SHEFFIELD CITY COUNCIL Cabinet Report

Report of: **Richard Webb**
Executive Director, Communities

Date: **15 January 2014**

Subject: **The Page Hall Voluntary Registration Scheme**

Authors of Report: Michelle Slater Telephone 273 4214
John Corris Telephone 273 4680

Summary

The Page Hall area of Sheffield is undergoing rapid change as a result of significant and sustained inward migration. The majority of the newer residents in the area are Roma Slovak.

The scale and pace of the change, and the cultural differences between the newer residents and the established community, are causing community tensions and putting pressure on local services.

Members of the community and a range of public, private, and voluntary organisations are working together to reduce the negative impacts of the change on local residents (established and new) – but more needs to be done.

This report proposes to introduce a Voluntary Registration Scheme in a defined geographical area of Page Hall to the north of the city. The scheme would run alongside a Selective Licensing scheme in another part of Page Hall that is the subject of an additional report to Cabinet.

An Individual Cabinet Member decision report of 26 June 2013; available on the [Council's website](#)¹, recommended that the Council:

- a) **Consult on the introduction of a Selective Licensing scheme in a designated area of Page Hall.** A Selective Licensing scheme imposes a legal requirement for all landlords in a designated area to register as a landlord, apply for a licence for each property they rent out in the area, and comply with various licence conditions. Selective Licensing would give the Council more teeth to tackle irresponsible letting of properties

¹ <https://www.sheffield.gov.uk/in-your-area/housing-services/private-sector-housing/selective-licensing.html>

The proposal is in response to that consultation. It takes account of the views of landlords and residents. Rather than continue with the original proposal to Selectively Licence the whole of the Page Hall area, which was the subject of the consultation, this report recommends that for the larger part, we develop a voluntary solution instead.

The voluntary registration scheme area which is detailed later in this report includes around 520 private rented properties. Landlords will be asked to register with the Council. They will be provided with property and management standards and asked to assess their properties and tenancy management against these standards. The standards are set out at **Appendix D** of this report. This will allow for landlords to recognise where they may fall short and be more open to advice and assistance. By joining the scheme they are demonstrating their willingness to co-operate with us to improve the properties, the neighbourhood and clearly, their assets.

Over the two year period of the registration scheme, all properties will be inspected by a qualified council officer. It is hoped that by the time of the inspection, landlords will have had time to carry out repairs and improvements on our advice. Where the property and management is assessed as meeting the scheme standards, they will receive a certificate that can be used as a marketing tool and will demonstrate more widely that they are a more competent landlord. Undoubtedly, if problems are encountered after the certificate is issued, it may be revoked.

We are fully aware that there is a strong link between the condition of the homes and the health of occupants and neighbours. So there will be a strong focus on **removing Category 1 hazards** and educating landlords and tenants about keeping their homes healthy.

The aims of the proposal are to:

- **Educate private landlords and tenants** about improving property condition, improving management practices and tenancy support so that tenants will understand their rights and also their obligations
- **Improve the standard of private rented housing in Page Hall.** With a more collaborative working relationship; landlords with support from council officers will drive up the standards of their assets, over time improving the perception of the area and reducing the tensions that are currently being faced in the community

We are confident that a successful voluntary scheme, along with a Selective Licensing scheme and extra enforcement will make a significant contribution to the wider problems of low demand and market weakness, and unacceptable levels of nuisance and anti social behaviour caused by tenants who are unaware of their social responsibilities

Overall, we believe that the scheme would make a significant contribution to the general regeneration of the area in collaboration with other council departments, partner agencies and the voluntary sector.

Reasons for the Recommendations:

There is a high demand for private rented accommodation in Page Hall from new arrivals. This has led to some landlords letting their properties irresponsibly - e.g. not carrying out adequate tenancy management to support new arrivals to use local facilities appropriately and understand local cultural norms. We believe that better tenancy management support would help to tackle the related issues of anti-social behaviour and market weakness, and, most importantly, improve the lives of local residents.

Council officers in many departments are experiencing referrals to streets and properties where there are large numbers of residents congregating, properties that have large numbers of people living in them and associated noise nuisance, unsanitary conditions, property disrepair or lack of general maintenance, fly tipping and general household rubbish piled in yards.

The condition of properties and the local street scene is making the area less desirable. House prices are falling despite high demand for rental properties, and most of the homes in the area are now privately rented. We believe that this imbalance in tenure, coupled with irresponsible letting practices, is making the area a worse place to live.

We met some private landlords operating in the area that were experienced, professional and responsible. They co-operate and respond to the advice of housing and environmental officers. But again, there were some that were reluctant to accept full landlord responsibilities and continue to refuse to meet their obligations to tenants and the local community.

During the consultation we learned a lot about the local area and we listened carefully to the views of landlords and residents. It became clear there was a smaller defined area that had the most concentrated problems but some streets in the surrounding area also had issues – although less serious and not so highly concentrated. At **Appendix E**, the map of interventions by the Private Housing Standards team shows the levels of activity in the Selective Licensing area, and the voluntary scheme area. For this reason our response is a twin track approach that proposes, alongside the legally enforceable Selective Licensing scheme proposed in another report on today's agenda, a voluntary registration scheme in the remainder of the defined area.

The voluntary scheme was suggested by a number of landlords who were open to receiving education and advice about landlord responsibilities. This is an opportunity to deliver widespread training and advice programmes so that landlords build up a more open dialogue with the council's housing inspection officers to improve their asset and their management abilities. It is anticipated that this will also help to drive up standards and improve the housing market in the whole of the area.

Recommendations:

It is recommended that;

- a) The voluntary registration scheme detailed in this report be approved
- b) The fee structure set out in paragraph 6.8 of this report, and the scheme standards set out in Appendix D are approved
- c) The Director of Commissioning is authorised to amend the scheme standards and fee structure as appropriate

Background Papers: Individual Cabinet Member Decision

Category of Report: *OPEN/CLOSED**

Statutory and Council Policy Checklist

Financial Implications
<u>YES/NO</u> Cleared by: Karen Hesketh/Liz Orme
Legal Implications
<u>YES/NO</u> Cleared by: Brendan Twomey
Equality of Opportunity Implications
<u>YES/NO</u> Cleared by: Phil Reid
Tackling Health Inequalities Implications
YES/NO
Human rights Implications
YES/NO:
Environmental and Sustainability implications
YES/NO
Economic impact
YES/NO
Community safety implications
YES/NO
Human resources implications
YES/NO
Property implications
YES/NO
Area(s) affected
Burngreave Ward
Relevant Cabinet Portfolio Leader
Cllr Harry Harpham, Deputy Leader and Cabinet Member for Homes and Neighbourhoods
Relevant Scrutiny and Policy Development Committee if decision called in
Successful Neighbourhoods
Is the item a matter which is reserved for approval by the City Council?
YES/NO
Press release
<u>YES/NO</u>

THE PAGE HALL VOLUNTARY REGISTRATION SCHEME

1. SUMMARY

- 1.1 The Page Hall area of Sheffield is undergoing rapid change as a result of significant and sustained inward migration. The majority of the newer residents in the area are Roma Slovak.
- 1.2 The scale and pace of the change, and the cultural differences between the newer residents and the established community, are causing community tensions and putting pressure on local services.
- 1.3 Members of the community and a range of public, private, and voluntary organisations are working together to reduce the negative impacts of the change on local residents (established and new) – but more needs to be done.
- 1.4 This report proposes to introduce a Voluntary Registration Scheme in a defined geographical area of Page Hall to the north of the city. The scheme would run alongside a Selective Licensing scheme in another part of Page Hall that is the subject of an additional report recommendation to Cabinet.
- 1.5 1.2 An Individual Cabinet Member decision report of 26 June 2013; available on the [Council's website](#)², recommended that the Council:
 - b) **Consult on the introduction of a Selective Licensing scheme in a designated area of Page Hall.** A Selective Licensing scheme imposes a legal requirement for all landlords in a designated area to register as a landlord, apply for a licence for each property they rent out in the area, and comply with various licence conditions. Selective Licensing would give the Council more teeth to tackle irresponsible letting of properties
- 1.6 The proposal is in response to that consultation. It takes account of the views of landlords and residents. Rather than continue with the original proposal to Selectively Licence the whole of the Page Hall area, this report recommends that for the larger part, we develop a voluntary solution instead.
- 1.7 The area which is detailed later in this report includes around 520 private rented properties. Landlords will be asked to register with the Council. They will be provided with property and management standards and asked to assess their properties and tenancy management against these standards. The standards are set out at Appendix D of this report. This will allow for landlords to recognise where they may fall short and be more open to advice and assistance. By joining the scheme they are demonstrating their willingness to co-operate with us to improve the properties, the neighbourhood and clearly, their assets.
- 1.8 Over the two year period of the registration scheme, all properties will be inspected by a qualified council officer. It is hoped that by the time of the inspection, landlords will have had time to carry out repairs and improvements on our advice. On passing, they will receive a certificate that can be used as a marketing tool and will demonstrate more widely that they are a more competent landlord.
- 1.9 We are fully aware that there is a strong link between the condition of the homes and the health of occupants and neighbours. So there will be a strong focus on **removing**

² <https://www.sheffield.gov.uk/in-your-area/housing-services/private-sector-housing/selective-licensing.html>

Category 1 hazards and educating landlords and tenants about keeping their homes healthy.

1.10 The aims of the proposal are to:

- **Educate private landlords and tenants** about improving property condition, improving management practices and tenancy support so that tenants will understand their rights and also their obligations
- **Improve the standard of private rented housing in Page Hall.** With a more collaborative working relationship; landlords and with support from council officers will drive up the standards of their assets, over time improving the perception of the area and reducing the tensions that are currently being faced in the community

1.11 We are confident that a successful voluntary scheme, along with a Selective Licensing scheme and extra enforcement will make a significant contribution to the wider problems of low demand and market weakness, and unacceptable levels of nuisance and anti social behaviour caused by tenants who are unaware of their social responsibilities.

1.12 Overall, we believe that the scheme would make a significant contribution to the general regeneration of the area in collaboration with other council departments, partner agencies and the voluntary sector.

2. WHAT DOES THIS MEAN FOR SHEFFIELD PEOPLE?

2.1. If the recommendation to introduce the scheme is approved, landlords will have an opportunity to voluntarily gain more help and advice from the Council to improve their property and management standards. They will get advice packs, access to training and form a closer working relationship with the Council. Page Hall residents will see an increase in activity in the streets of Page Hall and will notice a much stronger visible presence.

2.2. Page Hall landlords who do not co-operate and refuse to accept their legal obligations will receive much stronger and stricter enforcement measures. We are confident this will contribute to an improvement in the quality of private rented housing in the area:

2.3. Increased support for landlords and their tenants (e.g. on how to use local services appropriately), and improved management of properties generally, should also lead to a reduction in anti-social behaviour associated with overcrowding, noise, litter and inappropriate use of sanitation.

2.4. The scheme was suggested by a number of landlords who were open to receiving education and advice about landlord responsibilities. This is an opportunity to deliver widespread training and advice programmes so that landlords build up a more open dialogue with the council's housing inspection officers to improve their asset and their management abilities.

2.5. As part of the discussions and consultation, landlords have come forward with examples of good practice and alternative ways of working. A number of landlords have indicated that they would be happy to sign up to the scheme, which included help, training and support from the council.

3. OUTCOME AND SUSTAINABILITY

3.1 The main outcome of this proposal will be an improved quality of life for residents in Page Hall and the surrounding areas as a result of:

- **Improved standard of private rented housing** as a result of stronger collaboration between the landlords and the Council. Increases in standards will result from landlords proactively improving their properties and tenancy management to co-operate with the new scheme
- **Breaking the cycle of low demand**, which sees house prices fall as the area is considered less desirable, established residents selling-up (or dealing with the stress of falling / negative equity), more houses being used for low-value private rental, which makes the area less desirable, and so the cycle repeats
- **Reduced anti-social behaviour** - particularly due to the quicker identification and tackling of overcrowded, noisy and un-sanitary properties, and the support and advice that landlords, tenants and local residents will get as a result of the scheme.

3.2 The Council's Corporate Plan³ 2011-14 sets out the Council's strategic direction and priorities for the next three years and how the Council plans to achieve them. If approved, the proposals in this report would contribute to a number of these outcomes. For example:

- **Tackling Poverty and Increasing Social Justice:** People using and living around private rented sector housing in Page Hall are generally on low incomes. The Council is committed to supporting people that need additional help and support, and this proposal is absolutely in keeping with this commitment
- **Better Health and Wellbeing:** Irresponsible letting of properties in the Page Hall area is probably having a direct negative impact on the physical and mental wellbeing of residents both existing and new.
- **Great Place to Live:** The Council wants to create more 'desirable homes'. This requires private landlords to fulfil their duties to their tenants and the local community, and private rented tenants to understand their legal and moral obligations towards their neighbours
- **Safe and Secure Communities:** The Council wants communities to be safe and secure and to feel safe and secure. This proposal should help to contribute to a reduction in incidents of anti-social behaviour and should also help to improve community cohesion

3.3 The proposals are also in line with our Housing Strategy Action Plan which states that we will:

- Develop a **register of privately rented homes and landlords** where there are high concentrations of poor quality properties to target education and enforcement measures

4. THE CONSULTATION

4.1. The Cabinet Report on Selective Licensing provides details relating to the consultation that has informed these proposals.

³ Sheffield City Council Corporate Plan 2011-2014
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5. THE HOUSING MARKET

- 5.1 There are a set of distinct factors relating to housing in this area that are combining to have an adverse impact on the local community. The graph at **Appendix B** illustrates the house prices. Whilst the area being proposed for Selective Licensing is seeing house prices reducing, the properties subject to this proposal are steadier. However, in comparison with the rest of Sheffield, they are still very low and are not attracting the number of buyers for owner occupation that other areas have.
- 5.2 To sustain the market in this area, we are asking private landlords to volunteer, where necessary, to improve their property and tenancy management standards and in doing so to help raise perceptions of the area.

6. THE SCHEME

- 6.1 The Scheme will run in conjunction with the Selective Licensing scheme in Page Hall proposed in a separate report to Cabinet.
- 6.2 Whilst the Selective Licensing scheme is mandatory – this one relies on landlords volunteering to come forward with their property details. They will receive help and advice from qualified officers about how they can improve their properties. They will receive lots of information about technical issues as well as helpful advice about the easiest and most cost effective way to remedy problems.
- 6.3 Whilst inspecting officers will work in the community, advising landlords how to improve their properties in the most practical way, tenancy relations officers can provide the legal advice about tenancy management along with helpful documents like standard letters and tenancy agreements.
- 6.4 The scheme will complement the Council's work to tackle and minimise empty homes. We are also exploring taking over the management of some empty homes which will help in the prevention of homelessness and provide some stability in the rental market.
- 6.5 Who would it apply to?
- The scheme would apply to private rented properties falling within the area as detailed on the map at **Appendix A**.
- 6.6 What does the scheme include?
- **Registration** - Landlords will be asked to register with the Council on a registration form. They will be asked to assess their properties and tenancy management against the scheme standards. This will allow for landlords to recognise themselves where they may fall short and be more open to advice and assistance. The registration will last for two years
 - **Inspection** – Over the period, a thorough inspection of the property will take place along with informal advice on how to rectify hazards in the quickest and most cost effective way. The property and management will be assessed against the scheme standards. Properties that pass the inspection and can evidence appropriate management will receive a certificate. If we have concerns following the issue of the certificate, it may be revoked

- **Education** – Landlords will be offered access to 2 days training with emphasis on tenancy management and identifying hazards. This training also provides landlords with a networking opportunity to share good practice
- **Advice** – A landlord information pack which contains access to advertising, leaflets about common repair issues, standard letter templates to use in their tenancy management and general good practice about tenancy management. A quarterly newsletter with updates on new policies and procedures, new products etc.
- There will be a focus on **removing Category 1 hazards** in the homes as we are aware that housing conditions have a strong link with health conditions.

6.7 We will advise on the required minimum property and tenancy management standards. The general principles being that homes should be made and kept safe, tenants should be clear on the terms of the tenancy, they must be provided with a tenancy agreement and receipts for their rent payments. The standards are therefore the minimum legislative standards, but will also include good practice in tenancy management too

6.8 What does it cost to register?

- The Registration Fee will be £125 per property. If landlords have 3 or more properties, there will be a reduction to £100 per property.

6.9 The Council sees this as an opportunity for landlords to show their co-operation and demonstrate that they are willing to improve their practices with advice. However, the Council will review the effectiveness of the scheme within the first few months of its operation. If there is a low take up, the Council will begin considering other options including seeking authority to introduce Selective Licensing scheme in this area too.

7. FINANCIAL IMPLICATIONS

7.1 The recommendation to implement a voluntary registration scheme has financial implications for the Council. Most of the costs are new, therefore not being part of any existing budgets or business units. Additional income will be generated from registration fees which will be received over one or two years, which must fund the programme. Accounting procedures are to be developed, including the setting up of separate budget codes to ensure the income and expenditure is transparent and accountable. The Council's finance department are working on this.

7.2 As this is a voluntary scheme, the assumptions for landlord applications and expenditure are more flexible, so we can tailor the scheme to suit the needs of the applicants. No additional staff costs will be incurred by the Council which are not covered by either the additional income from this voluntary scheme or the agreed maximum of £53,500 public health funding.

7.3 It is important to point out there is an expectation for large numbers of landlords to volunteer for the scheme straight away. If there appears to be little taking up, officers will present recommendations to Cabinet for an alternative scheme, most likely Selective Licensing.

7.4 This close monitoring of the scheme take up rate will prevent any unnecessary expenditure on staffing and scheme costs which would require additional funding contributions from other budgets.

- 7.5 Staff costs, training and other materials will all be used flexibly throughout both schemes as well as the Houses in Multiple Occupation (HMO) licensing work also carried out by the team. This provides flexibility for peaks and troughs in the work and minimises recruitment costs and staff overheads.

Assumptions

- 7.6 The estimated costs of the scheme have been informed by our knowledge of administering licensing Houses in Multiple Occupation and also carrying out the former voluntary Responsible Landlord Scheme between 2003 and 2011.
- 7.7 The scheme is an educational and encouragement tool, so includes costs of landlord training, advice materials, a full property inspection so the landlord can be advised of the best and most cost effective way of improving their properties.
- 7.8 The costs will be higher in the first year as the training and inspections will be prioritised.
- 7.9 The total cost of implementing the scheme over the 2 year period is expected to be £106,550.
- 7.10 There are approximately 520 private rented properties in the area for which a landlord could potentially apply to join the scheme.
- 7.11 An assumption has been made that 90% will come forward, creating an income of £53,050.
- 7.12 As this is a voluntary scheme, and we are committed to working positively with the landlords, we want to keep the cost as low as possible. A decision has, therefore, been made to fund the gap between income and costs from the existing business unit.
- 7.13 There are clear justifications for doing this. We are committed to reducing the number of homes with hazards prejudicial to health. The scheme would provide a pro - active programme of property inspections, where we know there are likely to be high numbers of Category 1 (serious) hazards. This is also likely to lead to savings in the costs of other activity as the number of reactive inspections should reduce over the medium to longer term.
- 7.14 There are clear links between housing condition and health and wellbeing. The scheme would contribute towards health improvements and support the Health and Wellbeing agenda. Additional public health funding expected to be allocated to support improvements in health and safety in private rented housing will be utilised to fund the gap between costs and income. The table of income and expenditure, with a 2 year cash-flow forecast is detailed at **Appendix C**.
- 7.15 Introducing the scheme will **come with a level of financial risk to the Council**. This is inevitable given the number of assumptions we have had to make to determine costs, fee levels, and the likely income profile. However, we believe that the level of risk is manageable and proportionate to the potential gains for the local area and its residents.

8. LEGAL IMPLICATIONS

- 8.1 The Localism Act 2011 provides local authorities with a “general power of competence” which enables them to do anything that an individual can do as long as

the proposed action is not specifically prohibited. A purpose of the Act is to enable local authorities to work in innovative ways to develop services that meet local need. The proposed Scheme falls within the general power of competence. In addition, there is no specific statutory prohibition, preventing the Council from implementing the proposed scheme. The Council therefore is empowered to produce, implement and administer the Scheme detailed in this report

9. HUMAN RESOURCE IMPLICATIONS

- 9.1 Additional staff would be required to administer the scheme. The licence fees will pay for the extra resources. It is essential that staff are recruited as soon as a decision is made to ensure the lengthy process of preparation begins immediately. It is proposed that staff are recruited from the existing team resource to ensure they already have skills and knowledge of the legislative process. Any vacancies arising out of this would be followed using the usual Recruitment and Selection policies of the Council

10. EQUALITIES IMPLICATIONS

- 10.1 The equalities implications are detailed in the Equalities Implications Assessment appended to the Page Hall Selective Licensing Cabinet Report.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 There is a high demand for private rented accommodation in Page Hall from new arrivals. This has led to some landlords letting their properties irresponsibly - e.g. not carrying out adequate tenancy management to support new arrivals to use local facilities appropriately and understand local cultural norms. We believe that better tenancy management support would help to tackle the related issues of anti-social behaviour and market weakness, and, most importantly, improve the lives of local residents.
- 11.2 Council officers in many departments are experiencing referrals to streets and properties where there are large numbers of residents congregating, properties that have large numbers of people living in them and associated noise nuisance, unsanitary conditions, property disrepair or lack of general maintenance, fly tipping and general household rubbish piled in yards.
- 11.3 The condition of properties and the local street scene is making the area less desirable. House prices are falling despite high demand for rental properties and most of the homes in the area are now privately rented. We believe that this imbalance in tenure, coupled with irresponsible letting practices, is making the area a worse place to live.
- 11.4 We met some private landlords operating in the area that were experienced, professional and responsible. They co-operate and respond to the advice of housing and environmental officers, but again, there were some that were reluctant to accept full landlord responsibilities and continue to refuse to meet their obligations to tenants and the local community.
- 11.5 During the consultation we learned a lot about the local area and we listened carefully to the views of landlords and residents. It became clear there was a smaller defined area that had the most concentrated problems, but some streets in the surrounding area also had issues – although less serious and not so highly concentrated. At Appendix E, the map of interventions by the Private Housing Standards team shows the levels of activity in the Selective Licensing area, and the voluntary scheme area.

For this reason our response is a twin track approach that proposes, alongside the legally enforceable Selective Licensing scheme proposed in another report on today's agenda, a voluntary registration scheme in the remainder of the defined area.

- 11.6 The Voluntary Scheme was suggested by a number of landlords who were open to receiving education and advice about landlord responsibilities. This is an opportunity to deliver widespread training and advice programmes so that landlords build up a more open dialogue with the Council's housing inspection officers to improve their asset and their management abilities. It is anticipated that this will also help to drive up standards and improve the housing market in the whole of the area.

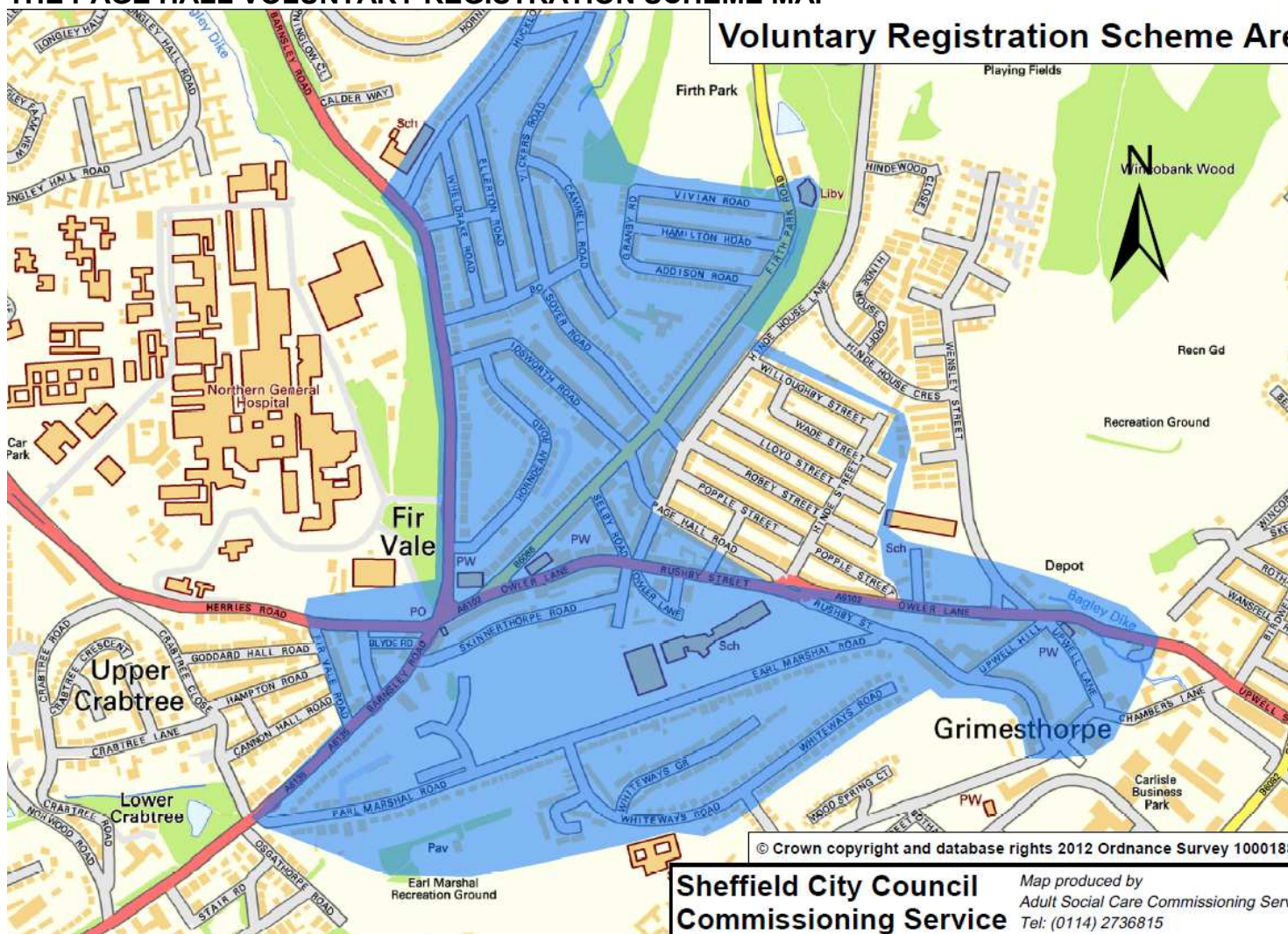
12. RECOMMENDATIONS

12.1 It is recommended that;

- a) the voluntary registration scheme detailed in this report be approved
- b) The fee structure set out in paragraph 6.8 of this report and the scheme standards set out in Appendix D be approved
- c) The Director of Commissioning is authorised to amend the scheme standards and fee structure as appropriate

Appendix A

THE PAGE HALL VOLUNTARY REGISTRATION SCHEME MAP



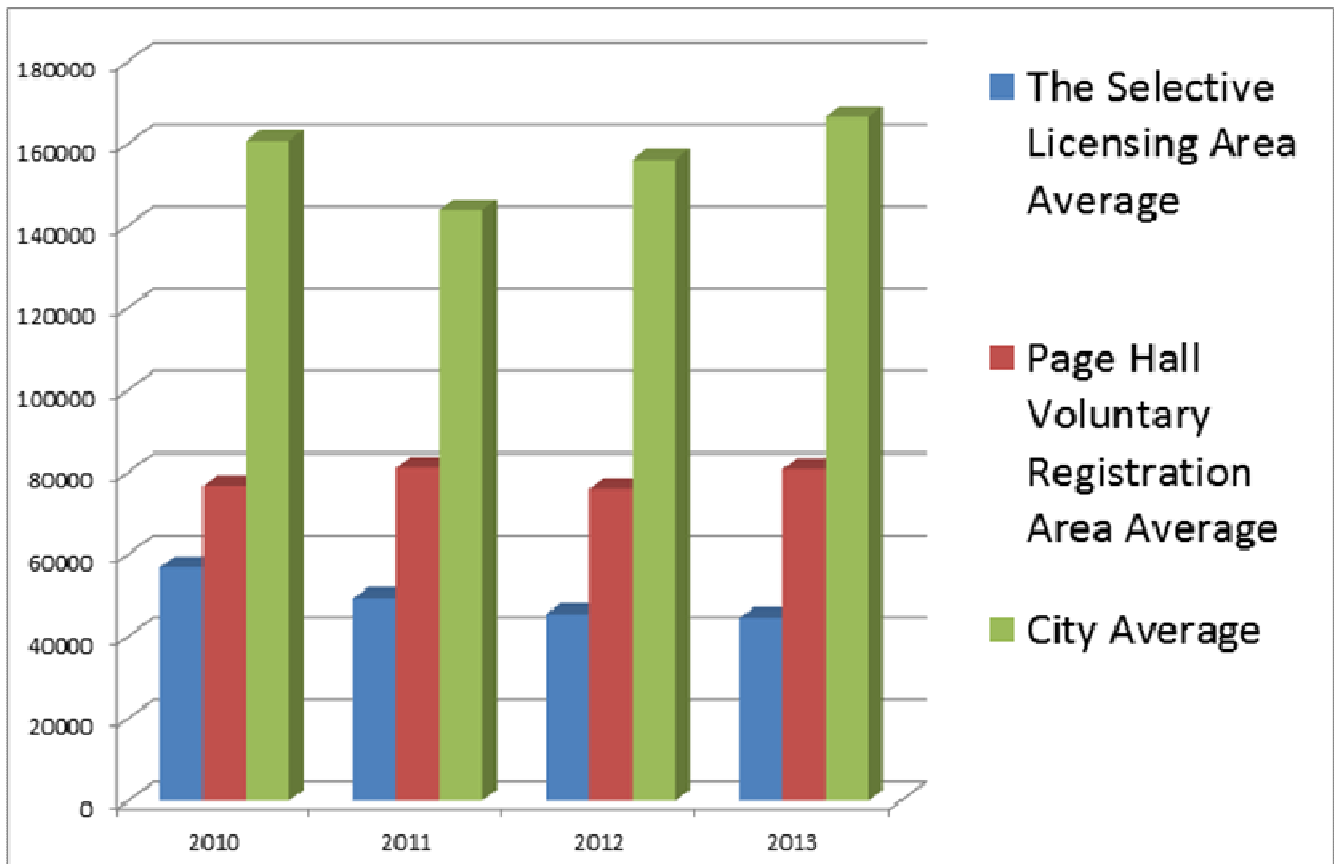
STREETS TO BE INCLUDED:

ADDISON ROAD	1 - 49, 2 - 66
BAGLEY ROAD	124,
BARNSELY ROAD	463 - 509, 308 - 674
BLYDE ROAD	4-14,
BOLSOVER ROAD	1 - 145, 2 - 136
BOLSOVER ROAD	
EAST	1 - 4,
CAMMELL ROAD	1 - 95A , 2 - 118
CANNON HALL ROAD	75,
CONINGSBY ROAD	1 - 25, 10 - 22
CHAMBERS LANE	1,
DUNMOW ROAD	1 - 5, 2 - 16
EARL MARSHAL ROAD	1 - 435, 40 - 600
ELLERTON ROAD	1 - 103, 4 - 106
FIR VALE ROAD	23 - 25, 14 - 52
FIRTH PARK ROAD	21 - 237, 22 - 258

GRANBY ROAD	5 - 43, 4 - 18
GRIMESTHORPE ROAD	925 - 969,
HAMILTON ROAD	1 - 65, 2 - 80
HERRIES ROAD	47 - 75A
HINDE HOUSE LANE	1-29, 8-26
HORNDEAN ROAD	1 - 95, 8 - 68
HUCKLOW ROAD	17 - 69, 2 - 58
IDSWORTH ROAD	27 - 87, 4 - 110
LINDLEY ROAD	1, 2
MORTLAKE ROAD	7 - 9, 8 - 14
OWLER LANE	45 - 315, 2 - 322
PAGE HALL ROAD	1-25,10-32
RUSHBY STREET	9 - 61,
SELBY ROAD	13 - 31, 4 - 40
UPWELL HILL	25 - 51,
UPWELL LANE	43 - 47, 2 - 40
UPWELL STREET	3 - 23,
VICKERS DRIVE	4 - 16,
VICKERS ROAD	1 - 129, 2 - 138
VIVIAN ROAD	1 - 69,
WENSLEY STREET	2 - 22,
WHELDRAKE ROAD	7 - 93 , 2 - 104
WHITEWAYS CLOSE	1 - 27, 2 - 26
WHITEWAYS DRIVE	15 - 17, 14 - 16
WHITEWAYS GROVE	1 - 61, 4 - 90
WHITEWAYS ROAD	1 - 117, 2 - 118

Appendix B –VOLUNTARY REGISTRATION SCHEME HOUSING DEMAND

Page Hall House Price Average Comparison



Source: Zoopla Oct 2013

Appendix C – COSTS AND CASH FLOW FOR VOLUNTARY REGISTRATION

Costs and cash flow for Voluntary Registration Scheme				
Expenditure			Yr 1 2014_15	Yr 2 2015_16
Staffing	Grade			
Register administrator	4		22,000	11,000
Inspecting Officer	7		35,000	17,500
Non staff				
Overheads, Land reg etc			5,700	2,850
Landlord Training			5,000	2,000
Translation, Comms			3,500	2,000
Total Expenditure		0	71,200	35,350
Income	Fee £			
Fees per property	125		31,250	
Reduction per prop for 3 or more	100		21,800	
			0	
Total Income		0	53,050	0
Cash flow		0	-18,150	-35,350
Cumulative cash flow		0	-18,150	-53,500
Public Health match funding required				-53,500

Appendix D – Draft voluntary scheme standards

Page Hall Voluntary Registration Scheme

Section 1	Property Standards	Page
Section 2	About the training	Page
Section 3	Tenancy Management	Page
Section 4	Preventing overcrowding	Page

Section 1

Property Standards

Here are the standards that your properties should meet. If you are unsure about any of these, please let us know so that we can advise you.

Sometimes, your property might require additional measures – such as if it is a House in Multiple Occupation (HMO), or a licensable HMO. Please check with us if you think this applies to you.

Properties should generally be in reasonable repair with internal layouts that allow for the safe use of the property and reasonable escape in case of fire.

General

1. Access to gas and electric meters, fuse boards, Gas and Water stop taps should be accessible to all occupants at all times without having to pass through other accommodation or through a shop. Where this is not possible due to security problems, tenants must be able to shut off gas and electrics from within the accommodation
2. Any gas or electric supply that requires frequent checking or feeding of the meter must be readily accessible. This excludes hatch access to a cellar area

Gas and Solid Fuel Safety

3. Gas supplies must be safe and regularly serviced. Appliances must be safe and serviced in line with the manufacturer's requirements. A photocopy of the latest servicing certificate for the supply and appliances, no more than 12 months old, must be displayed inside the property or in the tenant information pack. The landlord must supply a copy of the gas safety certificate with the application and on demand.
4. All gas installations must be covered by a current Landlord Gas Safety Certificate (eg a CP12) issued by a Gas Safe registered engineer. All works to gas installations must comply with Gas Safety (Installation & Use) (as amended) Regulations 1998
5. A Carbon Monoxide alarm is required for any property with a gas or solid fuel appliance, such as a boiler, gas fire or gas oven / hob. This should be to BS EN 50291:2001. It should be fitted to a suitable location, following the manufacturer's specific fitting instructions, usually at least 3m away from the gas appliance. Where there are multiple gas appliances additional detectors should be positioned in accordance with manufacturer's instructions. The whole detector (not just the battery) must be tested quarterly, using the manufacturer's instructions

Electrical Safety

6. The electric supply and appliances provided by the landlord must be in a safe working condition. All appliances provided shall have operating guidance supplied.
7. The fixed electrical wiring and installations must be certified as safe by an electrician qualified to undertake the test at least every five years, unless otherwise indicated on the previous inspection to be sooner, and must be to a 'Satisfactory' standard. This will usually be a domestic electrical installation condition report. The landlord must supply a copy of the electrical condition report with the application for licensing. Where there is no existing report then one shall be provided within 1 year of

the commencement of selective licensing. Where an application for selective licensing is not made in advance, then a copy of the electrical condition report shall be submitted with the application.

8. Any alterations or additions to the electrical installations must be carried out by an electrician registered under Building Regulations Part P and the installation left in a safe condition and proper working order.
9. Sockets should be located where appliances can be used safely without flexes causing a trip hazard. There should be a minimum of two double sockets in all habitable rooms. Large rooms may require more.
10. Each fixed electrical appliance shall have its own dedicated electrical socket. In addition to sockets dedicated for appliances, a minimum of two double sockets above the work top are to be provided in each kitchen. Sockets should be located away from sinks, in a position where appliances can be used safely
11. Light switches should be in a suitable location where they are easy to use. Light fittings should have low energy light bulbs where appropriate

(There is a link to the Landlords Guide to Electrical Safety published by the Electrical Safety Council on the Councils web page at www.sheffield.gov.uk/phs)

Doors and Frames

12. Doors and frames should be sound and well fitted and doors should be able to be latched closed. Some doors may need to be solid doors or fire doors in HMOs or where there are other high fire risks (See the section on fire safety)
13. Locks with a thumb turn mechanism to allow escape from the property without the use of a key are required. On the external side of the door barrels of locks should not protrude from the face of doors.
14. Any bedrooms fitted with locks must allow escape without the use of a key
15. Any glazing in doors shall be safety glazing to BS6206

Windows

16. All windows should be sound and well fitted, and opening lights should be able to be readily opened and securely closed. Windows shall not be louvre windows.
17. Window locks and keys should be provided to ground floor windows and any other windows accessible without the use of a ladder
18. Any opening escape windows should not have grills, mesh or roller shutters fitted that prevent them opening, including during a power failure
19. Any windows with glass 800mm from the floor will require safety glass to BS 6206

Fire Safety

20. If your property is a Licensable HMO – it must meet the fire standards for HMO licensing see www.sheffield.gov.uk/hmo
21. Other HMOs that are two or three storeys must meet the fire standards for Non licensable HMOs

Family houses must meet the following minimum fire safety standards:

22. Smoke alarms must be fitted to each hallway and landing ceiling. A mains powered interlinked system is installed with a heat detector in the kitchen as these are more reliable and more tamper resistant than independent detectors. A radio linked system is satisfactory. Existing 10 year lithium battery type detector is the minimum requirement for family accommodation for houses with a direct means of escape. They are recommended to be interlinked. Where no existing detection is in place and where there is no direct means of escape hard wired alarms are to be fitted, installed by an electrician certified in accordance with BS 5839.
23. There must always be a clear escape route in the property that leads directly to a place of safety outside of the building. All exit routes in control of the landlord, should be kept clear and unobstructed at all times
24. Where there is no direct escape from the staircase to the outside without passing through another room then these properties will need to be individually assessed unless they fit into the following two categories:
- 25.1 The works for a **2 storey house with the staircase descending into the kitchen** with no secondary means of escape are:
- to create a half hour fire resisting lobby at the foot of the staircase to separate the staircase from the kitchen. The new fire door shall open up against the staircase and an existing door on the staircase removed. It shall be fitted with intumescent strips (but NOT cold smoke seals).
 - hard wired detection (which can be radio linked) covering the new landing area, the first floor landing and the cellar close to the meters (if any)
1. For three storey houses with the same arrangement the doors at first floor level will need to be sound and if the attic door is situated on the staircase it needs to be sound and well fitting into the frame. If there is no attic door then a new door and frame need constructing in the attic.
- 25.2 The works for a **two storey family house with two alternative routes at ground level** are:
- Renew any ground floor doors that are not substantial and well-fitting with well-fitting fire doors.
 - hard wired detection (which can be radio linked) covering the two landing areas and the cellar close to the meters (if any)
 - Three storey properties with the same arrangement the doors at first floor level shall be sound construction and if the attic door is situated on the staircase it needs to be sound and well fitting into the frame. If there is no attic door then a new door and frame need constructing in the attic.
25. A fire blanket is to be provided in the kitchen. This should meet BS EN 1869:1997. It should be wall mounted but not close to the cooker, or positioned where a tenant would need to pass the cooker to reach it in an emergency
26. External doors should have thumb turn locks to allow easy escape
27. There should be no polystyrene, such as ceiling or wall tiles in the property
28. Where practical, escape windows should be provided when new windows are being fitted

29. Cellar ceilings under escape routes should provide 30 minutes fire resistance. Cellar ceilings in good condition will be accepted as will infill with mineral fibre insulation and chicken wire support

Internal Stairs

30. Handrails or grab rails are required to all stairs. There should be adequate guard rails around stair wells and safe access to any cellar
31. There should not be any horizontal balustrade rails and no gaps wider than 100mm between spindles
32. Stairways should be well lit to allow for their safe use

Furniture

33. If furniture, curtains, blinds and soft furnishings are provided, they must be compliant with the Furniture & furnishings (Fire Safety) Regulations 1993

Cellars

34. If a coal chute exists, it must be made safe and secure to prevent access from outside

Heating

35. You should provide a form of heating to all habitable rooms which can be controllable by the tenants. Heating should be capable of providing the following temperatures in each room:

Bedrooms only	18 C
Living Room	21 C
Study / Bedroom	21 C
Bathroom/ WC/ Dining Kitchen	21 C

36. Temperatures must be achievable when the external temperature is $-1.^{\circ}\text{C}$
37. No bottled gas, paraffin or halogen heaters are permitted within the property. and any new tenancy agreement must incorporate this standard.

Water

38. The hot water systems must provide a constant controllable supply of hot water to baths, sinks, showers and wash hand basins and cold water would be available to these appliances and to the water closet.

Kitchen

39. The kitchen should be laid out in such an arrangement as to allow for its safe use and be easy to keep clean and hygienic by the tenant.
40. A piped hot and cold water supply is required to the kitchen sink.
41. In furnished accommodation a refrigerator of appropriate size for the number of occupants in the property, including freezer space should be provided in the kitchen or immediately adjacent to the kitchen and in unfurnished accommodation a space for a fridge is required in the same location.
42. In furnished accommodation a 4-ring cooker, oven and grill located with a work top of at least 300mm either side must be provided and in unfurnished accommodation a

space for a cooker must be provided with either a gas or electric supply and with work surface of at least 300mm to both sides of the . The cooker or the space for the cooker shall be positioned away from any door openings. 2 or 3 rings may be acceptable for small 1 or 2 person flats and studios, where space is limited.

43. There must be adequate food and utensil storage in the kitchen. 1 standard single storage cupboard per adult is adequate. The space in the sink base unit is not suitable for food storage
44. A minimum 1 linear metre of dedicated free worktop space for food preparation is required in the kitchen, with a minimum depth of 500mm
45. Where the property is furnished, a washing machine shall be fitted and in unfurnished properties there must be space for a washing machine. In both cases there must be plumbing provision and a dedicated electrical socket
46. Tumble driers are recommended to help reduce condensation problems. If provided they must be either the condensing type or the extract hose must be properly connected to a wall vent. Combined washer/driers complying with these conditions are acceptable.
47. There must be an extractor fan controlled by a humidistat with a manual over-ride are recommended.
48. Trickle ventilators in windows are recommended to allow for background ventilation. These can be in the frames of windows or by the provision of airbricks with controllable ventilators.

Bathroom/toilet Facilities

49. Bathrooms and water closets must have adequate space to ensure their safe use. Any alterations to the bathroom and water closet need to comply with Building Regulation standards
50. A suitable method of ventilation should be fitted to all rooms. In bathrooms it is recommended to fit a humidity controlled extractor fan, Where the rooms are not on an external wall then this shall be fan that will extract through ducting and be of appropriate size.is required
51. An internal water closet has to be provided with a wash hand basin with a hot and cold water supply
52. A shower and or a bath, and wash hand basin are required each with a tiled, or equivalent, splash back area
53. Any shower should have a waterproof surround and a shower screen/curtain
54. If a shower is situated in a bath, tiles or equivalent shall extend 1.5m from the shower head down the length of the bath, 150mm over the top of the shower head and 150mm past the side of a shower curtain to prevent damage to plasterwork

Decoration

55. The decoration of the interior and exterior of the property should be clean and sound at the commencement of tenancy.
56. Walls and ceilings must be in a sound condition throughout the tenancy.
57. Floor coverings must be provided and be clean, level, sound, well secured and easy to clean, with no frayed areas, to minimise trip hazards (particularly to stairs and

landings). In bathrooms and kitchens with vinyl or tiled floor coverings, the edges should be sealed to minimise water ingress

Security

58. Where burglar alarms are provided, they should be fitted with an automatic cut out device that prevents the alarm for ringing for more than 20 minutes. Full operating instruction should be given and the contact details of the service engineers. The equipment should be serviced regularly and replaced if unreliable
59. The burglar/fire alarm key holder must be registered with environmental services – to avoid expensive costs of silencing alarms causing nuisance.

Gardens/Yards

60. Gardens and yards should be clean and tidy, free from rubbish and safe at all times during the tenancy
61. You must not allow any dumping of rubbish in the garden and/or yard and you must make sure there are no health hazards associated with domestic, animal or human waste
62. Access steps, handrails, pathways, sheds and gates must be maintained in good condition
63. External access steps and pathways should be maintained and free from tripping hazards. Handrails should be fitted to external steps where there are 3 or more steps and to steep sloping paths
64. Where the drop from the side of a staircase is greater than 600mm handrails shall be fitted with a vertical balustrade with no gaps wider than 100mm between spindles
65. External redundant buildings should be demolished if unsafe, or maintained in a safe condition.
66. Access to the rear of properties should be gated where practical
67. External lighting controlled by passive PIR dusk to dawn sensors should be provided and maintained for rear and side entrance doors and for access passageways. Light fittings should be positioned below first floor windows and the lighting shall be directed downwards to avoid causing disturbance to neighbours)

Rubbish / Dustbins

68. You must make it clear to your tenants that waste should be stored and disposed of properly. You must advise them of the bin collection days.
69. One standard 240 litre wheeled bin for up to 5 people, and any other recycling bin / bags as required in the area, should be provided on a hard standing area away from ground floor windows and not within any passage.
70. Other recycling facilities should be maintained to the Council's requirements. Tenants should be encouraged to recycle as much as possible through the use of Council provided recycling bins, boxes or bags

Rainwater goods

71. Roofs, gutters, drains and down-pipes must be in a good state of repair and be securely fitted.

Energy efficiency

72. Roof/loft spaces must be insulated where they are accessible from the house. A minimum of 270mm loft insulation, or equivalent including any upright stud walls in attic loft spaces, where accessible. Dormer windows and roof slopes can be over-boarded with insulated plasterboard to obtain greater energy efficiency if no insulation is evident
73. Hot water tanks and exposed hot water supply pipes house must be insulated
74. There should be cellar insulation between the ground floor joists, where accessible, fixed in place with chicken wire or other suitable arrangements. (Mineral fibre insulation is recommended for its fire protection qualities)
75. Any appliances included in the tenancy shall have an energy efficiency rating of 'A' or 'A+' .
76. An Energy Performance Certificate (EPC) is required. Properties should have a certificate with an D rating or ideally higher

Space Standards

77. Houses of up to 3 bedrooms shall have a minimum of one living room – minimum 13m² free from cooking facilities that is not used for sleeping. This will increase by 1m² for each bedroom over 3.
78. Bedrooms of 10.2m² or above can be occupied by a maximum of 2 adults or children over 10 years old (hereafter an adult is anyone over the age of 10 and children are between 1 and 9 inclusive) , 1 adult and two children or 4 children
79. Bedrooms of between 8.35m² and 10.2 m² shall be occupied by no more than 1 adult and two children or 3 children
80. Bedrooms of between 6.5m² and 8.35m² shall be occupied by no more than 1 adult or two children
81. Bedrooms of between 4.65m² and 6.5m² shall be occupied by no more than one child. Rooms of less than 4.65m² are not to be counted as bedrooms

Section 2

About the training

All landlords will benefit from our training course. It will help you to understand and carry out your legal and moral obligations properly. It will also help the private rented sector make a positive contribution to the local community.

The cost of this training is included in your registration fee.

We are running the courses in association with the Residential Landlords Association. We will provide you details and dates of these courses when you apply.

Section 3

Tenancy Management Standards

As well as making sure you comply with repairing responsibilities – we are encouraging landlords to give greater consideration to tenancy management too. This is so that we can make sure tenancies are managed well, and help people from all communities integrate into their neighbourhood.

In particular, you shall deal with anti-social behaviour at the earliest opportunity and where they become aware of child safety and vulnerable adult safety – relating to sexual, mental or physical abuse or exploitation they shall report them to the appropriate authorities

In the next section, we have highlighted some things that will help us all to have more successful private rented housing in the city. We expect all parties to respect this so that scheme officers and landlords are not brought into disrepute.

In general, you must be compliant with, and be aware of all, relevant statutory provisions and other legal requirements to do with privately rented houses. An overview of the law private landlords need to be aware of, can be found in the Landlord Information Pack (paper copies available on request from Private Housing Standards or on line at www.sheffield.gov.uk/tro) and on line at www.sheffield.gov.uk/psh. Landlords must ensure that they are aware of, and understand this information.

Equal opportunities

- You must make sure that in all dealings with tenants and prospective tenants, no people or groups of people are treated less favourably than any other person, for example, because of their race, age, gender, disability, nationality, sexuality, gender reassignment, religion or belief.
- Before the start of new tenancies, you will be required to meet with prospective tenants, along with an advisor and/or translator. The meeting will make sure that the tenants understand their responsibilities and obligations, and so that you can provide them with all the information they need about the property

Tenancy Agreements

- You must provide your tenants with a written tenancy agreement which complies with the Guidance on Unfair Terms in Tenancy Agreements published by the office of Fair Trading and with the Unfair Terms in Consumer Contracts Regulations 1999. The tenancy agreement must not contain any terms or conditions which are contrary to any English law relating to the rights and responsibilities of private landlords and tenants and shall include amongst other things, the following points:
 - (a) the name and address of the landlord and name and address of any agent authorised by the landlord
 - (b) where only part of a property are being rented to a tenant, e.g. a room in a shared house, the part of the property being let will be identified in the agreement by a room number or by its location in the property e.g. 1st floor back bedroom
 - (c) the arrangements for using any shared areas i.e. what parts of the premises the tenant is going to have shared use of and how many other tenants they will be sharing with

- (d) the full name of the tenant and their date of birth
- (e) In shared the houses, a clear explanation of who will be responsible for paying fuel and water charges, how the amount will be calculated and how it will be paid
- (f) the amount of rent, any service charges, and when and how it is to be paid
- (g) the maximum numbers of people to be able to occupy the building, based upon the space standards.
- a requirement on the tenant to dispose of rubbish properly including appropriate use of the door to door recycling facilities provided by the Sheffield City Council and a prohibition on illegally burning or fly tipping waste from the property
- (h) tenancy conditions allowing you to evict your tenant before the end of the fixed term contract through the Courts (using the appropriate grounds in schedule 2 of the Housing act 1988) in the event of rent arrears, anti-social behaviour, using the property for immoral or illegal purposes, causing the property to be overcrowded or damage to the property
- (i) a tenancy condition stating that Notices served by the landlord on the tenant will be properly served if left at the premises rented to the tenant

You should make a copy of the tenancy agreement available in advance of the letting so that tenants can read it before being asked to sign and should give prospective tenants the opportunity to get independent advice before signing. Additional copies of the tenancy agreement should be made available if the tenants request it

The tenancy agreement should make it clear whether it's a joint tenancy or an individual tenancy

Deposits and rent in advance

- You must not demand any money for Tenancy deposits or rent prior to the tenants signing and exchanging the tenancy agreement.
- Reservation or holding deposits can be accepted providing they are not excessive. A receipt should be issued stating clearly what this money is for and the grounds for a refund. The holding deposit should be taken off the first month's rent/deposit, if the tenant signs the agreement
- When you or a letting agent takes a deposit from an Assured Shorthold tenant, the deposit must be protected in a government-authorised tenancy deposit scheme and then give the tenant the 'prescribed information' about the deposit within the required timescales
- In addition to giving the prescribed information to the tenants, you, or your agent must keep a record of having given this information such that they have clear evidence of the information having been given to the tenant.

Other Information to be given to tenants at the start of the tenancy

You must give your tenants an information pack which contains

- a copy of the gas and electrical certificates,
- tests for smoke alarms and fire detection systems

- emergency contact numbers.
- instructions for using the heating system, alarms, fire detection systems, the washer and other gas and electrical appliances
- refuse/ recycling requirements, such as collection days and what materials should be recycled.
- clear instructions for turning off and restoring hot and cold water supplies and central heating for periods of absence during winter,
- instructions for the safe and efficient working of any other appliances in the house.
- You should inform tenants who the utility suppliers are, if you know.
- Before a tenancy agreement is signed, you must advise your tenants about the grounds on which they can apply to court to end the tenancy and the importance of not allowing antisocial behaviour or overcrowding and of disposing rubbish and recycling properly.

Inventories

- An accurate, detailed and agreed inventory of furniture, fixtures and equipment, including the condition of the property and its contents, shall be provided at the start of each tenancy. Tenants should be given the opportunity to record any points about the inventory that they disagree with.

References

- You must require at least 2 satisfactory references from prospective tenants. These references must provide testimony as to the tenants past record of adhering to tenancy conditions and not committing anti-social behaviour, or provide other genuine and significant evidence as to the likelihood of them adhering to tenancy conditions and not committing anti-social behaviour such as the advice meeting mentioned above.

Insurance and permission to let

- You must have current Buildings and Public Liability Insurance, and permission obtained from any mortgage company and/ or the freeholder, to let the property.

Rent and other charges

- You must give written receipts to tenants for rent paid in cash at the time the rent is paid.
- Where rent is paid weekly it is a legal requirement to provide a rent book or similar document which must be kept updated
- During the fixed term of the tenancy agreement, you must not make any attempt to increase the rent or make extra charges other than what is allowed for in the tenancy agreement. At a time when the tenancy is periodic (there is no fixed term eg the tenancy is running on after the contract has run out) any rent increase will be proposed through the appropriate legal procedure (currently Housing Act 1988 s.13)

Managing your repairing obligations

- You must make sure that your tenants have a simple and straightforward way of reporting repairs to you. Ideally this should be in writing – except in an emergency
- Relevant non-emergency repair and emergency repair telephone numbers should be provided to tenants at the start of each new tenancy and within 3 months of the commencement of selective licensing for existing tenants.
- You must respond to repairs which you identify yourself, or reported by the tenants during the course of the tenancy as follows:
 - It is expected that a repair will be completed within the times stated below in the majority of cases. It is however recognised that there may be circumstances where this may not be achievable, and Landlords should advise tenants of anticipated completion dates for repairs where target dates cannot be met, and make any necessary arrangements to address health and safety issues until the repairs are completed.

Category - A (emergency)

All repairs endangering the safety, health or security of the residents or the structure of the building e.g. gas leaks, major electrical faults, blocked WCs, major water leaks.

Response time: *Not more than within 24 hours of notification.*

This should include a response to burglary damage boarding/ repair of any insecure door or window within 12 hours.

Category - B (urgent)

Eg. Complete breakdown of heating/hot water systems and serious lighting faults.

Response time: *Within 48 hours of notification.*

Category – C

All other urgent repairs affecting the structure and services but not regarded to be prejudicial to the safety, health or security of the residents or the structure of the building, e.g. direct water penetration, refrigerator breakdowns and major cooker faults.

Response time: *Within seven working days of notification.*

Category – D

All other repairs reported but which do not affect the safety, health or security of the residents or the structure of the building and are services, which do not prevent reasonable occupation of the accommodation. Examples are plasterwork and minor furniture repairs.

Response time: *Within three weeks of notification.*

Access to carry out repairs

- You must make all reasonable efforts to agree a mutually acceptable time of access with the tenants so that you can carry out repairs. (In an emergency situation, tenants should co-operate as fully as possible with the landlord. If the tenants have individual tenancies, rather than a joint tenancy, then legally you don't have to give 24 hours written notice to enter the common parts, however it is courteous to do so)
- You must make sure that planned programmes of repair, servicing and those improvements that a landlord is entitled to do, are carried out with due regard to the convenience of the occupants and that the tenant's permission has been obtained.
- You must advise your tenants as far as possible as to how long repairs are going to take and any disruption or inconvenience that may be caused.
- You must take reasonable steps to carry out repairs in a way which minimises discomfort and disruption to tenants and is considerate to the tenant's circumstances
- Ensure that all contractors and tradespersons carry relevant Identification, which should be shown to tenants on demand and can be checked. Alternatively, the tenants should be notified who will be coming and when.
- You must make sure that all redundant components and debris is removed from the property and exterior on completion of works. Contractors should behave in a professional and courteous manner at all time

General Safety

- You must make sure that smoke / fire detection systems and firefighting equipment is serviced / tested - in line with local authority regulations. Investigate any reports of false alarms. Records should be kept of these inspections. Tenants should be advised if they are responsible for routine tests.
- Where gas is supplied to the house, you must have an annual gas safety check carried out by a Gas Safe registered installer. A copy of the certificate must be given to the tenants, and a copy sent to the Council.
- Any furniture provided must comply with The Furniture and Furnishings (Fire Safety) Regulations 1988,1989,1993

Anti-social behaviour

- Anti-social behaviour is defined as being "behaviour that causes nuisance, annoyance, harassment, alarm or distress to one or more people living nearby". This can include (but is not limited to), leaving rubbish and litter, vandalism, noise nuisance, harassment and intimidation, abusive behaviour, and drug and alcohol abuse.
- You should deal fairly with all parties and take account of the advice about dealing with anti-social behaviour in the Landlord Information Pack we will give you.
- Where you receive a complaint about alleged anti-social behaviour by one of your tenants or their family or guests, you should take reasonable steps to get details of the complaint, make enquiries of anyone else that may have information about the problem and then talk to the alleged perpetrator about their behaviour. You should do this within 7 days of the complaint

- If there is reason to think the initial complaint against the tenant or their family may be justified, you will make the tenant aware of the effect of the behaviour on others and that you will take steps to end their tenancy and recover the costs of the legal action from them if the problems continue.
- Where you suspect that the behaviour may amount to a criminal offence, this should be reported to the Police.
- Where the service of Notice does not act as an effective deterrent, you will give reasonable consideration to ending the tenancy by the proper legal proceedings, including getting legal advice where appropriate.

Respect for privacy and right to 'Quiet Enjoyment' and unlawful eviction

All tenants have the right to 'Quiet Enjoyment' in their home. This is the right to live in the property free from interference and disturbance by their landlord or anyone acting for the landlord. This right must be respected by the landlord, and agent and, in the event of any concerns from the tenant, they must take all reasonable steps to ensure that their family, business associates and anyone else who may have had contact with the tenant, is aware of the importance of respecting this right.

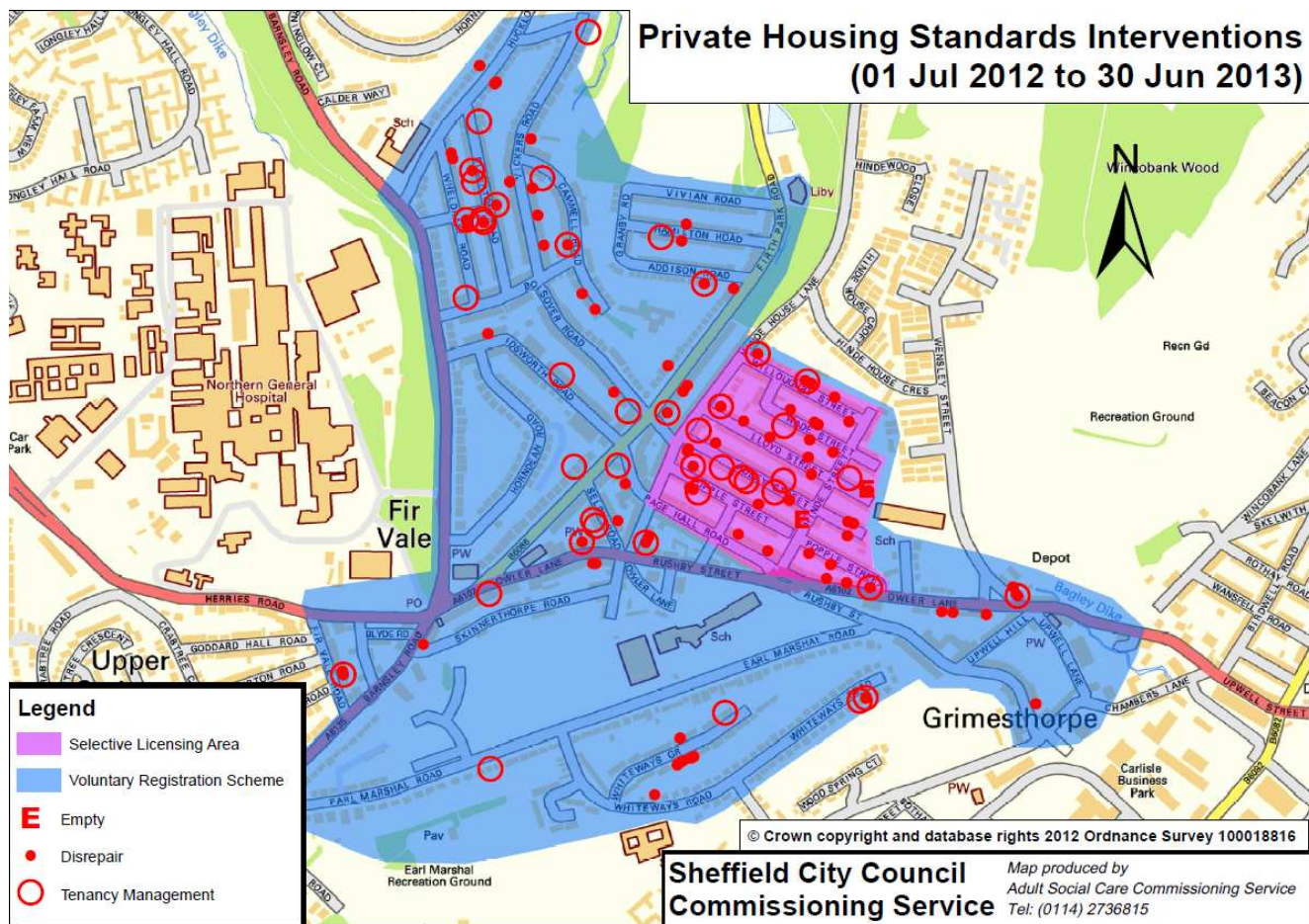
Where the landlord wants to take possession of the premises (evict the tenant), the proper legal procedure will be followed, with the correct legal Notices being given and the correct Court procedures followed.

Section 4

Preventing overcrowding

- You must not allow anyone to live or stay in your property if it is going to make it overcrowded
- If you suspect that the house has become overcrowded, you must make the tenant immediately aware that this is an offence. The Council can prosecute landlords and tenants who cause overcrowding.
- Where there is evidence that the tenants have caused overcrowding, you will be firm in making it clear to the tenants that you will take reasonable steps to end the overcrowding including taking possession action through the Courts
- We are asking you to comply with the following permitted numbers of people living in your properties;
 - Property with One bedroom – 2 people
 - Property with Two bedrooms – 4 people
 - Property with Three bedrooms – 6 people
 - Property with Four bedrooms – 8 people(Babies under the age of one year do not count as a person)
- Please make sure you tell your tenants that they must not allow guests to sleep in their home if it will exceed these numbers

Appendix E – Map of interventions



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