



TO COUNCILLOR:

R H Adams
N Alam
S S Athwal
L A Bentley
G A Boulter
L M Broadley
F S Broadley
M H Charlesworth
J K Chohan (Deputy Mayor)

H E Darling
M L Darr
J K Ford
D A Gamble
F S Ghattoraya
C S Gore
S Z Haq
G G Hunt
P Joshi

R V Joshi
J Kaufman
C D Kozlowski (Mayor)
K J Loydall
C J R Martin
R E R Morris
I K Ridley
C A M Walter

I summon you to attend the following meeting for the transaction of the business in the agenda below.

Meeting: Full Council
Date & Time: Thursday, 6 February 2025, 7.00 pm
Venue: Civic Suite, Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ
Special Title: Extraordinary | Proposed New Selective Licensing Scheme
Contact: Democratic Services
t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices
Oadby
5 February 2025

Anne E Court
Chief Executive



Meeting ID: 2859

<u>ITEM NO.</u>	<u>AGENDA UPDATE</u>	<u>PAGE NO'S</u>
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	Appendix 1 - Consultation Outcome Report Appendix 2 - Summary of Consultation Responses Appendix 3- Summary of Selective Licensing Engagement Q&A	

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Postal Address: Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ

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Full Council

Thursday, 6 February 2025, 7.00 pm

*Printed and published by Democratic Services, Oadby
and Wigston Borough Council, Brocks Hill Council
Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ*

Communications and Consultation Outcome

South Wigston, Wigston Fields and Wigston Magna

Proposed Selective Licensing Scheme (2025 – 2030)

Appendix 1

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Agenda Item 4

Consultation Plan

[The Housing Act 2004. Section 80 \(9\)](#) requires a Local Authority to widely consult prior to considering designating an area of Selective Licensing within its Borough with two points enshrined within law, these are.

- Take reasonable steps to consult persons who are likely to be affected by the designation
- Consider any representations made in accordance with the consultation and not withdrawn.

[Section 6 of the Selective Licensing in the private rented sector: a guide for local authorities document](#), published by the Department for Levelling Up, Housing and Communities outlines the consultation requirements for any considered scheme. The guidance document outlines that the Council must undertake a full consultation for a period of at least **10 weeks**. The date for commencement for the consultation will be agreed subject to the approval of the Licensing and Regulatory Committee scheduled for 20/06/24.

Any consultation should include consultation with the following groups.

- Local Residents
- Tenants
- Landlords
- Managing Agents
- Business Operators within the designated area

Further to the groups included within the guidance document the Council will also consult with the following groups to ensure that the consultation will be widely publicised.

- Leicestershire Police (Police Area and Beat Levels)
- Leicestershire Fire and Rescue
- Leicestershire County Council, Social Services (Adult and Children Services)
- All Oadby and Wigston Borough Council Elected Members
- Office of Leicestershire Police and Crime Commissioner
- Office of Member of Parliament for Harborough, Oadby and Wigston Constituency
- Chair of the Oadby and Wigston Community Safety Partnership
- Internal Council Departments that may be impacted by designation (i.e. Housing Options, Community Safety and Economic Regeneration)
- Landlord Groups/Associations (i.e. National Residential Landlord Association and Decent and Safe Homes)

- Housing Professionals (i.e Shelter)

The plan outlining the methods and nature the Council use to engage with the groups listed to widely publicise the scheme is outlined within the communication plan below.

It is essential that the consultation provide a clear and informative outline of the considered designation, as the considered designation would account for less than 20% of the total rental stock within the Borough and less than 20% of the total geographic municipal area, which means that any scheme will be considered by the members of the Council and would not require intervention by the Secretary of State for Housing, further information on the proposed area, proposed fees and discounts and the aims of the considered designation, will be published on the Councils website, with paper copied provided to residents upon request. This approach will ensure that those individuals that are able to review the information digitally are able to do so, whilst ensuring that individuals that are unable to are still able to access the essential information, whilst limiting the environmental impact

The Council will ensure that feedback can be provided through the following channels.

- Online (Through the Councils website)
- By phone (Through the Councils Customer Service team)
- Face to Face (Through the Councils Appointment Hubs and Residents Forums)
- Email (Through the dedicated Selective Licensing Email address)
- Letter (Delivered to the Council Offices)

Following the completion of the consultation period the results from the consultation and summary responses will be published on the Councils website and presented to the Licensing and Regulatory Committee and will demonstrate how these comments have either been acted on or not and the justifications for doing so.

Consultation Delivery and Outcomes

The table below outlines the various consultees that are being contacted, the methods and timeframes of how this is being undertaken.

Method of contact	Nature of communication	Target / Specific Audience	Method of Delivery	Target Numbers	Justification for any deviation from comms plan and outcome
Residents and businesses within impacted areas					
Consultation postcard provided to all residences and businesses within the South Wigston, Wigston Magna and Wigston Fields ward.	Postal	All residents and businesses within impacted wards to encourage comments and feedback	For efficiency deliveries will be made by hand using the MEA system to offer roles to those who have registered an interest to deliver poll cards previously at a rate of 20p per card, in line with existing rate for poll cards	Number of residences 6,650 Number of residents 11,175	Cards Delivered to Households as anticipated
Three dedicated landlord, agent and public events	Face to Face	Landlords, Estate Agents and Members of the public	Face to face presentation to residents in attendance delivered by the Selective Licensing team leader	Number of people that attended in person 16 Number of people that attended virtually 4	Hybrid engagement events held on the following dates and times 19 th December 2024 at 17:30 – 19:30 10 th January 2025 at 14:00 – 16:00 15 th January 2025 at 18:00 – 20:00 Events were held in person at Brocks Hill and also virtually on teams to ensure as many barriers to engagement were removed
Business groups and members of the public					

Make officers available for face to face or video appointments	Face to face or Video Call	All residents, landlords or other parties that wish to engage face to face	Appointments that can be booked through our customer services team through the main switchboard number	Dependant on engagement to be logged upon completion and reported back to committee	Officers made available no appointments requested, although two requests received for paper copies of consultation document, which were hand delivered.
Article within OWbiz newsletter	Email	Businesses within the Borough	Gov Delivery Platform	7751 Subscribers	Gov Delivery message sent to <ul style="list-style-type: none"> • Subscribers of Community Safety, Crime and Antisocial Behaviour • Consultations & surveys • Council News • Information, or News For Businesses
Article on Gov Delivery Platform to following mailing lists <ul style="list-style-type: none"> • Consultations and Surveys • Council News and Information 	Email	Members of the public	Gov Delivery Platform		
Publication on the Councils Social Media Platforms	Social Media	Members of the public	Facebook, X	X – 2682 followers Facebook – 4500 followers	
Dedicated webpage	Website	All parties	Council Website	Visits to site 539	
Elected Offices					
Direct communication to all OWBC elected members, through members bulletin	Email	All Elected members	Gov Delivery Platform	26 Members	Emails sent to all members 16 th December 2024

Direct communication to elected member for Harborough, Oadby and Wigston	Email	Member of parliament for Harborough, Oadby and Wigston	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Neil O’Brien	Email sent to Neil O’Brien for comment on 17 th December 2024
Direct communication to office of Police and Crime Commissioner	Email	Office of Police and Crime Commissioner for Leicestershire Police	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Rupert Matthews	Email sent to office of Rupert Matthews on 17 th December 2024
Chair of Community Safety Partnership	Email	Chair of Oadby and Wigston Community Safety Partnership	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Kevin Loydall	Email sent as part of member communication on 16 th December
Landlords and Landlord Group/Organisations					
Article with the Private Sector Housing newsletter	Email	All subscribers to Private Sector Housing News (Landlords and Agents across Leicestershire)	Gov Delivery Platform	568 Subscribers	Gov delivery message sent 17 th December 2024
Direct communication to Decent and Safe Homes (DASH)	Email	Decent and Safe Homes (DASH)	Email from Selective.Licensing@oadby-wigston.gov.uk	N/A	Email sent 17 th December 2024
Professional Services					

Direct communication with Leicestershire Police Inspector for Harborough, Oadby and Wigston Policing area	Email	Neighbourhood Policing Commander	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Inspector Liz Perry	Email sent 17 th December 2024
Direct communication with Leicestershire Police Sargent for Oadby, Wigston and South Wigston Beat Teams	Email	Leicestershire Police Sargeant for Oadby, Wigston and South Wigston Beat Teams	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Sargeant Mark Body	
Direct communication with Leicestershire Fire and Rescue, Fire Protection Team	Email	Leicestershire Fire and Rescue, Fire Protection Team	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Vince Howard	Email sent 17 th December 2024
Direct communication with internal Housing Options Manager	Email	Oadby and Wigston Borough Council, Housing Options Manager	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Louise Taylor	Email sent 27 th November 2024
Direct communication with internal Housing Manager	Email	Oadby and Wigston Borough Council, Housing Manager	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chris Eyre	Email sent 27 th November 2024
Direct communication with internal Community Safety and Wellbeing Manager	Email	Oadby and Wigston Borough Council, Community Safety and	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Tom Maccabe	Email sent 27 th November 2024

		Wellbeing Manager			
Direct communication with internal Economic Regeneration team	Email	Oadby and Wigston Borough Council, Head of Built Environment	Email from Selective.Licensing@oadby-wigston.gov.uk	2 – Adrian Thorpe and Raheema Caratella	Email sent 27 th November 2024
Direct communication with internal Financial Inclusion Officer	Email	Oadby and Wigston Borough Council, Financial Inclusion Officer	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chetna Solanki-Mistry	Email sent 27 th November 2024
Article in Staff Newsletter	Email	All Oadby and Wigston Borough Council staff registered	Gov Delivery Platform	156 Subscribers	Completed 13 th December 2024
Presentation and dedicated training the internal customer services team.	Face to Face	Oadby and Wigston Borough Council staff	Face to face presentation	14 staff members	Attend customer services team meeting on the 20 th November to brief them around the consultation and Selective Licensing.
Total Number of Consultation Requests Issued			26,884		
Total Number of Responses			67		

Selective Licensing Consultation (2025-2030)

Summary of Consultation Responses

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1. Background

Following approval by the council’s Licensing and Regulatory Committee on 20 June 2024, which can be found on the meeting agenda and minutes [here](#), a consultation was undertaken to explore public opinion and the viability of a further Selective Licensing scheme within the borough.

The consultation commenced on Monday 25th November 2024 and concluded Monday 3rd February 2025, following 10 weeks of consultation.

2. Consultation Details

The consultation was managed using the Council’s Granicus system allowing a set questionnaire to be provided online at any time, this method was used to ensure consistency and effectively manage costs and environmental impact of the consultation.

Methods of communication can be found within appendix 1 and whilst the consultation form was hosted online options were provided to either complete the form from the website or call customers services who would be able to support or raise an enquiry to the Selective Licensing team to support the customer.

3. Consultation Questions and breakdown of responses

Section 1 - About you - This allows the Selective Licensing team to split consultees responses by group and gives us a greater understanding of the concerns of individual sections of the community.

Please select any option that applies to you

- Tenant (Private Rented)
- Tenant (Council or Housing Association)
- Landlord
- Owner Occupier of property within the designated area
- Resident of the Borough
- Managing or Letting Agent
- I have received a letter or email asking for my comments on the proposed designation
- Other

As consultees could fall into multiple groups for this question, please find a breakdown of engagement at section 4 of this document.

Section 2 - The Area - This section will allow you to provide feedback and comments on the designated area that has been identified. These questions are typically set within a 5 point scale from Strongly Agree to Strongly Disagree to assist with statistical analysis to provide more concise data for members to consider. All questions also feature an additional free text box to allow respondents to provide any individual comments or feedback.

Do you feel that badly managed private rented properties cause issues in the proposed area?
Please provide details below

Response	Number of responses	Percentage (rounded down to nearest whole number)
Strongly Agree	23	34%
Agree	23	34%
Unsure	11	16%

Disagree	7	10%
Strongly Disagree	2	2%

There is a high number of private rented properties in the proposed area.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	40	59%
Unsure	19	28%
Disagree	8	11%

The general appearance of the proposed area is poor, e.g. fly tipping/dumping, litter.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Strongly Agree	15	22%
Agree	24	35%
Unsure	11	16%
Disagree	12	17%
Strongly Disagree	5	7%

There is an issue with crime and anti-social behaviour in the designated area.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Strongly Agree	12	17%
Agree	18	26%
Unsure	22	32%
Disagree	13	19%
Strongly Disagree	2	2%

I would you feel safe walking in the designated area alone

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	48	71%
Disagree	19	28%

Empty properties are a problem in the proposed area

Response	Number of responses	Percentage (rounded down to nearest whole number)
Strongly Agree	8	11%
Agree	18	26%
Unsure	18	26%
Disagree	18	26%
Strongly Disagree	5	7%

Do you think some streets should be removed from the proposed area?

Response	Number of responses	Percentage (rounded down to nearest whole number)
Yes - some street/s should be removed from the proposed area	20	29%
No - keep all streets	47	70%

Do you think streets should be added to the proposed area?

Response	Number of responses	Percentage (rounded down to nearest whole number)
Yes - some street/s should be added from the proposed area	24	35%
No - keep all streets	43	64%

Added 17th December 2024

Following the general approval issued by the Ministry of Housing, Communities and Local Government on the 16th December removing the requirement for larger Selective Licensing Schemes to be approved directly by the Secretary of State, the Council could look to introduce a licensing in a larger area than that proposed in the Consultation document.

The Council should introduce a larger scheme, than originally proposed due to new general order to bring more properties into any potential licensing scheme

Response	Number of responses	Percentage (rounded down to nearest whole number)
Strongly Agree	9	23%
Agree	9	23%
Unsure	6	15%
Disagree	9	23%
Strongly Disagree	5	13%

Response levels are lower due to the question being added during the consultation process

There is a high turnover rate amongst private tenants in the proposed area (i.e. tenants not staying in properties for long periods).

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	22	32%
Unsure	29	43%
Disagree	16	23%

The value of properties in the proposed area is lower than those in the comparable area of Wigston.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	30	44%
Unsure	19	28%
Disagree	18	26%

The Council have identified an appropriate area to designate a Selective Licensing Scheme.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	34	50%
Disagree	33	49%

Section 3 - The Designation - This section will allow to provide feedback and comments on the fee levels, actions proposed under the scheme and anything you feel would be valuable from the scheme.

The Council propose Selective Licensing fees for the term of any new designation with the total fee at £850, however the application fee would be reduced to £450 and the subsistence fee would increase to £400. Do you feel this is reasonable.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	32	47%
Disagree	35	52%

The Council propose to increase the late application fee from £100.00 to £300.00, do you feel this is reasonable.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	41	61%
Disagree	26	38%

The Council proposes to offer discounts for certain applications, do you feel this is reasonable

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	42	62%
Disagree	25	37%

As part of the new proposed designation the Council intend to fund a dedicated Community Warden to support residents within the area and provide a proactive service to help reduce environmental crime and anti-social behaviour in the area, do you agree this will add value to the scheme.

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	50	74%
Disagree	17	25%

As part of the new proposed designation it would be beneficial for the Council to provide training to landlords and letting agents on topics of interest, do you agree this would be useful and add value to the scheme

Response	Number of responses	Percentage (rounded down to nearest whole number)
Agree	53	79%
Disagree	14	20%

Section 4 - Any other comments - This section will allow to provide more general feedback for consideration on areas not specifically outlined earlier in the consultation.

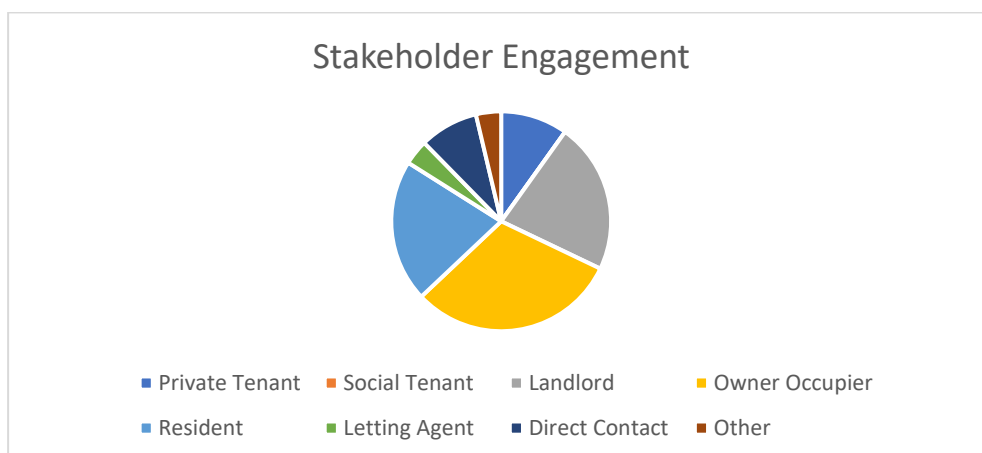
Do you feel there are any other practical and beneficial courses of action available to the Council that would achieve the objective of the scheme, without the need for the designation to be made? Please provide details below.

This question has been provided with a free text box, to allow open and expansive answers if the consultee wishes.

General comments received in this area of the report consist of requests for greater transparency in relation to the impact of the scheme, the previous scheme focused on property compliance and long term health impacts. But as any health impacts would not be measurable within the term of the scheme. The reporting criteria has been altered and clear concise aims have been designed to ensure a clear and measurable impact for any future scheme.

4. Summary

Across the consultation period a total of 67 responses were received from a variety of stakeholders, the break down of these stake holders is below.



Engagement with the consultation has delivered a cross section of responses from a variety of stakeholders, this data has been demonstrated within the chart above as stakeholders could fall into more than one group and to ensure responses are accurately recorded consultees have been grouped into all groups they have self-identified with. Although the chart is able to demonstrate that the majority of responses have been provided by owner occupiers within the designated area, residents of the Borough more generally and landlords.

Upon reviewing the data associated with the consultation responses there is a positive correlation supporting action against poorly managed properties within the designated area and that the area identified contains a large number of rental properties, which is supported the research conducted when designing the scheme.

There was also a strong response that consultees feel the proposed designation has an issue with fly-tipping and is generally untidy with 58% of respondents agreeing or strongly agreeing with this statement this is also supported by the fact that 74% of consultees felt a community warden would add value to the scheme and the area.

44% of consultees also responded agreeing or strongly agreeing that crime or anti-social behaviour was an issue in the designated area, although 71% of consultees reported that they would feel safe walking around the designated area.

In relation to the designation consultees are split in relation to their support of the scheme with 50% of consultees supporting the consulted designation and 47% of consultees supported a implementing a larger scheme and 15% of consultees unsure if a larger scheme should be implemented.

Selective Licensing Engagement Events

Question and Answer Sessions

Appendix 3

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Appendix 3

The questions listed below were put to the Selective Licensing Team Leader at one of the three public consultation events during the Question and Answer session at the end of the proposed designation presentation.

Question	Response
Why are you only targeting certain areas, why are you panelising me as landlords and the next road doesn't need Selective Licensing?	Any proposed designation must be less than 20% of the rental stock or geographical area being covered without security of state approval, at the point the consultation commenced, so any designation had to target the areas where any scheme would have the greatest impact.
Why are we paying for a warden for the area as we never see anyone in South Wigston. Mark (Town Centre Manager) is supposed to be in the high street and we never see him.	We are happy to raise this with the Head of Built Environment who is the head of service for the Town Centre Manager, although I am aware this is shared service with another Authority so the officer is not based from the Council for the full working week. The Community Warden post would have enforcement powers and would proactively inspect the designated area for issues and anti-social behaviour, so the remit of the two roles is substantially different .
Why are you employing another person when we never see Mark?	As above
Closure orders? It worked for 6 months and then the tenant came back and then no-one wanted to know. It cost £4000 to put right as he had trashed my property and I received no council help	The provision itself was effective at addressing the issue, unfortunately the tenants behaviour deteriorated and no action was taken against the tenancy which the Council could have supported with the evidence secured through the Closure order process. One of the factors we are exploring in any future scheme is designing additional capacity to ensure services work better together to ensure the best outcomes possible when issues occur, for example the community warden monitoring risk properties and feeding back to Police and other services.
Why have you not done any enforcement procedures?	There is ongoing enforcement action against non-compliant landlords and this information will be published as soon as possible.
What percentage of these properties causing the ASB problems are social housing properties	Crime, Anti-Social Behaviour Issues and Deprivation are not recorded by tenure type.
What road did you have the drugs issues on, was it Jordan Avenue?	The property in question was not on Jordan Avenue, but if have concerns regarding an address, please let us know and we can liaise with Police colleagues.
I have asked Police and Selective licensing for help with my tenant and no-one has supported me?	We are happy to provide advice and guidance and please stay behind at the end of the meeting and we will see what support can be offered.
Who's winning here, no one as I will put my tenancy rental up if this goes through or I might sell up	We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.

With this Selective Licensing scheme and the Tenants' Rights Bill a lot of landlords will sell up and then you will not have any rentals properties left and the remaining rents will be sky high	We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.
Have you found any properties to enforce.	There is ongoing enforcement action against non-compliant landlords and this information will be published as soon as possible.
Energy efficiency, why are our properties not eligible for it	The Council is engaging with the department for Energy Security and Net Zero and is in the process of securing funding for energy efficiency measures under the Warm Homes: Local Grant scheme and the Selective Licensing team are keen for as many landlords as possible to engage with this project.
Why are you really continuing with this scheme, is it a money making exercise for the council?	The scheme provides essential resource to provide proactive services to improve housing standards within the Borough and with the design of the proposed scheme also tackle other key issues within the designated area to make residents feel safer in their communities.
Crime and Anti-Social Behaviour figures. Are these for the whole of South Wigston and what percentage is from social housing	Crime, Anti-Social Behaviour Issues and Deprivation are not recorded by tenure type.
What are the stats for the social housing issues in South Wigston	Crime, Anti-Social Behaviour Issues and Deprivation are not recorded by tenure type.
Why don't you take out the social housing statistics from the proposed scheme and then see what figure you have	Crime, Anti-Social Behaviour Issues and Deprivation are not recorded by tenure type.
Why is there nothing on the Facebook page telling us about this consultation	The scheme is being advertised across all the Council's platforms
Why are you are pushing this through so quickly is it because you are running out of time	We are working to statutory time frames and have internal time frames that need to be met from a wider corporate perspective.
My tenants are happy, why do I have to pay for the selective licence	We are not targeting good landlords, the scheme deals with all landlords equally and we aim to support good landlords and the scheme provides additional resource to target bad landlords.
I have Anti-Social Behaviour from a neighbour and no one is doing anything about it. It's not working so why should I pay anything for the scheme.	We are happy to provide advice and guidance and please stay behind at the end of the meeting and we will see what support can be offered.
What is the percentage for non-conforming landlords in the 5000 properties we have in the area	We cannot accurately answer that question as we have not inspected all 5000 properties operating within the Borough.

<p>If someone doesn't conform to the Selective Licence can you justify going into a house as you are not doing enough</p>	<p>The Council have powers to enter any residential property under section 239 of the Housing Act 2004 and obstructing this inspection is an offence.</p>
<p>Do you really think you can inspect all the properties in the time concerned as you have not inspected all the current properties</p>	<p>Officers workloads have been amended to prioritise inspections</p>
<p>You mention a report on the current scheme when will this report be ready</p>	<p>The report will be released prior to the completion of the current scheme.</p>
<p>If you have multiple properties why do you have to pay for all your properties? why can't the licence belong to the landlord rather than the property</p>	<p>Unfortunately we are constrained by the legislation on this point as the licence is attached to the property, but due to the fit and proper person element of the application the licences are not transferable.</p>
<p>Why has nothing improved in the last 5 years that the current scheme has been running</p>	<p>The scheme has achieved its overall aim of ensuring property compliance as I am confident that all properties within the scheme are compliant and through our inspection regime we will be able pick up on any hazards that have not been addressed within the application process.</p>
<p>Why is the Leicester scheme so expensive</p>	<p>We cannot comment on the costs of the Leicester Scheme they will have completed their own costing exercise. Although we am conscious the scheme is a larger scheme and has significantly more staff.</p>
<p>How many properties do you need to maintain what you do with the Selective Licensing scheme? If a thousand properties disappear from rentals landlord will sell up and you won't have a rental market</p>	<p>We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.</p>
<p>There has been no support over the last 5 years for landlords. Where has the money gone as I can't see any improvements. Nothing has improved.</p>	<p>The scheme has achieved its overall aim of ensuring property compliance as I am confident that all properties within the scheme are compliant and through our inspection regime we will be able pick up on any hazards that have not been addressed within the application process.</p>
<p>Why does Selective Licensing not support Helping Hands</p>	<p>We are happy to consider any uses for funding that will provide a positive impact to the designated area.</p>
<p>Why isn't more money going into South Wigston. Your problems are not the landlords problems so why make us pay. You are earning a lot money</p>	<p>Selective Licensing is part of a wider suite of powers available to the Council and various other sources of funding have also been explored with partners to try and address issues in South Wigston and across the Borough. A review of the scheme is ongoing and a report will follow outlining actions taken.</p>
<p>You have £800,000 in fees no £1 million. Where has the money gone as the landlords have not seen any improvements</p>	<p>A review of the scheme is ongoing and a report will follow, but there have been improvements in property compliance across the term of the scheme.</p>

How many rental properties will you have in the new scheme? Is it a thousand rental properties or 800 properties	The proposed designation includes around 1000 properties
You have other areas where there is Anti-Social Behaviour and no Selective Licensing scheme, why? Are we paying for everyone's Anti-Social Behaviour.	Selective Licensing is just one tool being used to tackle Anti-Social behaviour and the Council aims to tie these various streams together as effectively as possible to tackle Anti-Social Behaviour within the Borough with the limited resource available to us.
Energy efficiency - Why are they not doing more	The Council is engaging with the department for Energy Security and Net Zero and is in the process of securing funding for energy efficiency measures under the Warm Homes: Local Grant scheme and the Selective Licensing team are keen for as many landlords as possible to engage with this project and secure energy efficiency measures at a discounted rate.
Are you responsible for Junction Road and does the scheme pay for it?	Junction Road is a Social Housing development in the control of the Oadby and Wigston Borough Council, Housing department and no work within Junction Road is funded by the scheme.
Private enterprise has paid for Marquis Court and the Hat and Cap not the Selective Licensing scheme	Yes both properties are being upgraded by investors but both properties have had intervention by the Council, formally in the case of the Hat and Cap Factory through the use of a compulsory purchase order and informally with Marquis where pre-emptive inspections have been completed to try and address issues at the property.
Why is South Wigston a conservation area. It's holding South Wigston in the 1950's and anything you try and do is not accepted by planning, how can we upgrade and insulate the properties	The protected characteristic is the brick work provided by the South Wigston brick works, further information on the conversation specifically can be found on the Council's website - South Wigston Conservation Area - Oadby and Wigston Borough Council
Are there any energy grants available. An air source pump is very expensive and it doesn't work properly 19 degrees is all you get	The Council is engaging with the department for Energy Security and Net Zero and is in the process of securing funding for energy efficiency measures under the Warm Homes: Local Grant scheme and the Selective Licensing team are keen for as many landlords as possible to engage with this project and secure energy efficiency measures at a discounted rate.
Why did we only get the email about this meeting 36 hours before this meeting	There were three meetings advertised and I am conscious that there was not a great deal of notice for the first meeting but this is why the meetings are hybrid and three meetings have been arranged at various times to try and remove any barriers to engagement.
The rentals reform bill is crazy. You won't be able to sell your house if you want to	This would be a question for the Ministry for Housing, Communities and Local Government and we can provide contact details should you wish to put your thoughts directly to the department on this matter.
This is a foregone conclusion and nothing has changed .	Nothing is a foregone conclusion and any designation would need to be approved by members, but it is essential that you complete a consultation form to ensure that your views are recorded and any designation can reflect what you want to see.

How is the area made up as some of Wigston fields is in the area and some of it is not	Any proposed designation must be less than 20% of the rental stock or geographical area being covered without security of state approval, at the point the consultation commenced, so any designation had to target the areas where any scheme would have the greatest impact.
Is Carlton Road and Wiltshire Ave included in the new scheme	Yes those streets are included in the proposed designation.
I grew up in the area and I never experienced any problems in Wigston. Can you break down the criteria to reveal how much Anti-Social Behaviour is caused by social housing as they are causing the Anti-Social Behaviour not private tenants	Crime, Anti-Social Behaviour Issues and Deprivation are not recorded by tenure type.
Why are you blaming private landlords for the problems	The Council is not blaming private landlords, Selective Licensing is a tool the Council can employ to provide proactive services to an area and any designation is being designed try and provide value for money to landlords.
5 years ago you said it would go into South Wigston and nothing has happened. The Health Centre is still there and also the flats so why have we not seen more improvements	The South Wigston Health Centre and Flats on Blaby Road/Bennett Way have always been separate to the Selective Licensing scheme and are factors for potential wider regeneration within South Wigston.
If the landlord does not comply then its £30,000 but really it is £100. How many are being prosecuted. Are you trying to justify yourself. If you don't come up with the figures then you can say what you want to.	These are two separate figures, one is the potential maximum penalty of the landlord is served a financial penalty for their non-compliance, whereas the other is the late payment fee levied against landlords we identify and they then bring their property to compliance. There is ongoing enforcement action against non-compliant landlords and this information will be published as soon as possible.
Why don't we see actions rather than words. All we hear are words and no actions. We want value for money	I note your point and there are ongoing inspections and enforcement action and this proposed designation has been designed to try and provide value for money for landlords.
Why hasn't the council done anything to help Anti-Social Behaviour. The new area does not have any issues. The odd road but not the whole area	Selective Licensing is just one tool being used to tackle Anti-Social behaviour and the Council aims to tie these various streams together as effectively as possible to tackle Anti-Social Behaviour within the Borough with the limited resource available to us. In relation to the area, we have to work to the evidence we have available and unfortunately the required data is not granular enough to reach street to street level and it would be impractical to explore licensing using this approach as it would be more confusing for landlords and impractical.
Are you trying to make up the numbers which is why you are doing this	Government guidance on Selective Licensing notes that it can be part of a longer term strategy and the current scheme has ensured compliance of properties within South Wigston and we aim to build on this momentum with any new designation.

Why are you targeting the good landlords	We are not targeting good landlords, the scheme deals with all landlords equally and we aim to support good landlords and the scheme provides additional resource to target bad landlords.
Have you looked at all the properties and are they all legal	All properties that are currently licenced are compliant with the scheme and inspections are underway to isolate any hazards that are not addressed as part of the application process.
Can you have a facility where we can drop the paperwork off as there is no support with this. I can't do it online	There will be facility for landlords that are not online.
It took 10 hours to do an application and there was no support with this	There is resource to support landlords with applications that require assistance by calling the Council, to the point that an officer can complete the application over the phone with you and complete the data entry.
Why do you not ask for a gas safety certificate every year and why don't you remind us when it is due.	This is the intention for any future scheme that a yearly gas safety certificate would be requested and any other replacement documents upon expiry.
Why can't you reduce the fee. Each property is going to cost me £700 and I can't see any improvements. Why can't we have a discount for renewal	The Council is happy to consider any discounts or amendments to the designation that are brought to us.
Can we get a rebate if we are conforming to energy efficiency	The Council is engaging with the department for Energy Security and Net Zero and is in the process of securing funding for energy efficiency measures under the Warm Homes: Local Grant scheme and the Selective Licensing team are keen for as many landlords as possible to engage with this project and secure energy efficiency measures at a discounted rate.
The council doesn't help us with problem tenants, especially in terms of damp and mould and how they look after the house	The selective licensing team are conscious of the risk of condensation and that is why the proposed designation includes the provision of a hygrometer and advice on how to reduce condensation in a property.
Why don't you help with damp issues in a property?	The selective licensing team are conscious of the risk of condensation and that is why the proposed designation includes the provision of a hygrometer and advice on how to reduce condensation in a property.
Why do we need Selective Licensing when we can get all the help we want from the national landlords association.	Not all landlords are members of the National Residential Landlords Association, so this approach would not deal with those landlords that are non-compliant.
You don't get involved with anything and you don't support us. My neighbours house is a tip and the council have done nothing.	We are happy to provide advice and guidance and please stay behind at the end of the meeting and we will see what support can be offered.
You are not listening to us and I feel this is a forgone conclusion you have already made the decision and there is nothing we can do about it and you still don't support us.	Nothing is a foregone conclusion and any designation would need to be approved by members, but it is essential that you complete a consultation form to ensure that your views are recorded and any designation can reflect what you want to see.

In the forums the Police tell a completely different story to you concerning crime and Anti-Social Behaviour and have different stats to you, why is that.	We can only work with the public data available to us. Although one of the key aims for any new scheme is far closer working practices with Leicestershire Police.
The Town Centre manager doesn't talk to us, never makes himself known and so maybe you should talk to him. He should be in the area 3 times a week so why isn't he?	We are happy to raise this with the Head of Built Environment who is the head of service for the Town Centre Manager, although I am aware this is shared service with another Authority so the officer is not based from the Council for the full working week.
I've never seen or heard of the regeneration person does not come and see us so we don't know what she does.	The selective licensing team are happy to put landlords or residents in contact with other teams within the Council.
How many inspections can you do . The property reports (HHSRS) are shocking and difficult to understand and it looks like you have lots of faults with the property when you don't, why is that	The report template is generated by an external piece of software and we are working with the developer to improve this and there have already been positive changes and an officer can do multiple inspections in a day but this will depend on what is found on each inspection.
The council are not giving me any help with my tenant and he is trashing my property. Why are the council not assisting me with dealing with my tenant?	We are happy to provide advice and guidance and please stay behind at the end of the meeting and we will see what support can be offered.
The scheme has been running for 4 years what decrease in ASB has happened over the scheme. Why hasn't better information been recorded	There are records in relation to anti-social behaviour, but this is a factor that will be explored in the review of the current scheme and why the new scheme has been designed with clear aims and transparent methods of monitoring performance.
What was the sample size of the community survey. How many people engaged with it. Can I have the figures as it depends how you have approached the survey. The data you have is irrelevant	The Community safety survey is a limited sample size, as we can only work with the responses we receive, similar with attendance this evening. It would be my preference that we have significantly more people in attendance so their views can be taken into account. This is also one of the factors that have driven the decision for any new scheme to work far closer with the community safety partnership to try and also increase engagement with the survey to better reflect the views of residents.
Would it have been sensible to review the scheme before you bring in another scheme.	A review of the scheme is ongoing and a report will follow but there are time constraints that require we commence the process of consulting on a new scheme with the evidence available.
Do consider increasing the scheme as some of the properties in Lansdowne Grove are very poorly built.	Lansdown Grove is not included in this proposed designation due to more pressing demand in other areas and the constraints of the general approval requiring less than 20% of the rental stock or geographical area being covered without security of state approval.
Why is St Peters, Oadby not in the scheme	St Peters' was not included in this proposed designation due to more pressing demand in other areas and the constraints of the general approval requiring less than 20% of the rental stock or geographical area being covered without security of state approval.

What happens to a landlord who has had a long tenant and hasn't had a licence	The team have identified landlords that have not licenced and financial penalties have been served and further enforcement action is underway.
Landlord has 6 properties and has only had 1 property has been inspected. Will you inspect before the current scheme finishes	Inspections are ongoing and officers have had workloads changed to ensure inspections are a priority
Can we have a discount if we have already licenced our property in the previous scheme	The Council is happy to consider any discounts or amendments to the designation that are brought to us.
Multiple property discount. Is it for just one property or for all of them	The multiple property discount can be applied to all properties except the first application that would be full price.
How many officers will there be in the new scheme	This will depend on the scheme itself and will be reviewed subject to the approval of any future scheme, but the minimum that is being explored is a senior officer to oversee the scheme, a selective licensing officer to manage the day to day and a community warden to proactively address issues within the district.
Why is there such a difference in the quality of the inspections. One officer will pass a property while another officer will fail it. Compared to the Leicester scheme	All inspections are completed using the Housing, Health and Safety Rating System which is not a pass and fail system and the score assigned is subjective and depends on the view of the officer and the individual issues identified in the property. Although within Oadby and Wigston it is our preference to work with landlords to find a cost effective and practical solution as opposed to immediately taking enforcement action when a supportive and informal approach might secure a better outcome in the long term, but we will not hesitate to enforce when the situation warrants such action.
Will you take action against landlord who don't do the work	The Housing Health and Safety rating system assigns a hazard profile to each defect identified within a property and any formal action will be based on the perceived risk when the officer inspects the property.
I'm for the scheme but I have a problem with those landlords who do not licence their properties. Are you taking any action	There is ongoing enforcement action against non-compliant landlords and this information will be published as soon as possible.
Condensation and insulation can cause problems. Over insulating can be as much a problem as too little	The private sector housing team are conscious of the risk of condensation and that is why the proposed designation includes the provision of a hygrometer and advice on how to reduce condensation in a property.
Previous insulation schemes have been bad as government have not paid the contractors what are you doing to make sure it is a proper insulation scheme	All schemes delivered directly by the Council are subject to the PAS 2035 compliance and all suppliers are vetted and Trustmark registered and work is completed in conjunction with the Council to ensure a quality product.
Planners are not enforcing upgrades that are happening in South Wigston to the existing stock	We are working with the planning department to try and ensure that properties in South Wigston are as future proofed as possible without impacting on the heritage features within the ward.
What is the time frame for the new scheme, when will it come in	Time frames for any new scheme will be subject to committee approval, but dates for the new scheme will be widely published.
Will we communicate with the tenants.	Yes, our aim is to ensure that tenants are fully informed about the scheme

What are you doing concerning council stock and also Housing association as the tenants do a lot of damage to our properties as they are adjoining our properties	The Council has its own separately department to deal with our own properties and tenants which are funded directly from the rent generated, although if there are private properties being impacted by Social Housing please alert the Selective Licensing team and the matter can be raised directly with the Housing Department or Housing Association.
I am a local resident and my property is attached to a rental property which is in very poor condition. What can you do to bring that property up to standard as the upkeep is very poor from the landlord	This is one of the reasons we are exploring Selective Licensing as a proactive solution to try and tackle these issues.
Where has the money been spent	A full review report of the current scheme will be provided
Why have you not managed to inspect all the properties within the time scale as nothing has happened. There is more properties not inspected than inspected. There is no positive achievement and nothing has improved in South Wigston over the life of the scheme.	Inspections for properties under the current scheme were delayed due to COVID-19 and other factors.
What value will we get from a new scheme as there is a lot of money we are spending here	Additional support will be available in relation to anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation. Also as well as the standard inspection we will be conducting fire home safety checks.
I have had an inspection and there have been upgrades I have had to do but this is at the end of the scheme when it should have at the beginning	That is the plan for the new scheme that inspections will be arranged immediately following the issue of a draft licence, the current schemes inspection programme was delayed by COVID-19 and other factors.
If you sell your property half way through the scheme can we have some money back.	Any refund will be at the discretion of the officer responsible for the scheme, but we have operated on the basis that any refund would be based on the work completed, for example if a licence is issued none of the application fee could be refunded.
You are working with data that you want to work with and ignoring the data you do not want to work with.	All data is being considered and reviewed, although we are constrained by the requirements for a scheme set out by Government therefore have to work within the established framework.
Will the Renters Rights Bill include Wales as well.	This would be a question for the Ministry for Housing, Communities and Local Government in relation to the function and delivery of the Private Rented Sector database.
Does the Renters Rights Bill include students	This would be a question for the Ministry for Housing, Communities and Local Government in relation to the function and delivery of the Private Rented Sector database.
What will the cost of the database for the Renters Rights Bill be	This would be a question for the Ministry for Housing, Communities and Local Government in relation to the function and delivery of the Private Rented Sector database.

3 million landlords. Will there be for a bad tenants list, especially around ASB	This would be a question for the Ministry for Housing, Communities and Local Government in relation to the function and delivery of the Private Rented Sector database.
Can we have a copy of the slides and how do we add extra comments	Yes, all information will be published on the Council website and can be shared with individuals by raising an enquiry with the Selective Licensing team by phone or from the website.
What support will the council give landlords. I don't want to invest anymore	We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.
Are the council concerned if landlords start to leave the industry as this is making it very difficult for landlords to rent out their property.	We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.
What are the council saying to the government to stop this from happening. Is the council talking to the government and supporting the landlords side of the argument.	Oadby and Wigston Borough Council are engaging with the Ministry for Housing, Communities and Local Government and there contact details are available if landlords want to share their thoughts directly with the department.
Of the properties currently in the scheme how many have been inspected	Over 300 properties have been inspected and a full break down of the current scheme will be provided in a separate review report.
Why can't you remove a property from the scheme after the inspection	A designation is based on an area, so individual rental properties could not be removed or excluded unless they did not require licensing due to an exemption or were sold.
Where do you get your figures from?	Evidence has been secured from various sources such as council tax data, deposit protection scheme data, Leicestershire Police, the Oadby and Wigston Community Safety Partnership and Department for Health and Social Care's Shape Atlas.
What percentage of a deprived area is from rental properties	Unfortunately the SHAPE atlas tool doesn't delineate by tenure type.
What will the council do to help landlords with the EPC's	The Council is engaging with the department for Energy Security and Net Zero and is in the process of securing funding for energy efficiency measures under the Warm Homes: Local Grant scheme and the Selective Licensing team are keen for as many landlords as possible to engage with this project.
Comment on charges and concerns on the renters rights bill and my thoughts are should I invest elsewhere	We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.

<p>All this seems to be helping tenants and not landlords. Is the government listening to landlords and the council</p>	<p>As a local Authority we have no control over what government decide, although we do try and engage with them wherever possible and one of the reasons I was so keen for the Ministry for Housing, Communities and Local Government to present at our event to give landlords in Oadby and Wigston the chance to put their thoughts across.</p>
<p>I agree tenants should have decent houses but why do the bad landlords not come to these events</p>	<p>It is unlikely that bad landlords would attend a public engagement event, this is why licensing is an effective tool as it puts all properties on a level playing field and we can support the good landlords and take action against the bad landlords without the tenant needing to make a complaint.</p>
<p>Landlords feel they are wasting their time as no one is listening to them</p>	<p>We are very open to comments and will try and we will consider comments and try to build key points into any potential designation.</p>
<p>I've sold 30 per cent of my stock so far and this will only add to it.</p>	<p>We note that some landlords are considering leaving the market due to the changing regulation but, this scheme has been designed to support landlords also with additional support with anti-social behaviour and also the provision of a hygrometer for each property along with advice to the tenant regarding reducing the risk of damp and mould within the property from condensation.</p>
<p>Why is the selective licence scheme not mentioned on Rightmove and other platforms</p>	<p>Unfortunately this is out of our control and is dependent on the platform, but I suspect as more Council's adopt Selective Licensing the platforms will potentially include this information.</p>
<p>Any properties that are not inspected by the end of the scheme will they receive a refund</p>	<p>It is the intention to inspect all properties within the current licensing scheme and officers are endeavouring to deliver this.</p>
<p>Can the info card be emailed to landlords</p>	<p>Yes, all information will be published on the Council website and can be shared with individuals by raising an enquiry with the Selective Licensing team by phone or from the website.</p>