



Full Council (Extraordinary)	Tuesday, 04 February 2020	Matter for Information and Decision
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Report Title: **Proposed Selective Licensing Scheme (2020-2025)**

Report Author(s): **Tony Cawthorne (Regulatory Services Manager)**

Purpose of Report:	To provide Members with sufficient information to determine whether or not to adopt a Selective Licence Scheme ("the Scheme") in the South Wigston Ward based on the evidence of the need for such a scheme under the 'Guidance for Local Authorities on Selective Licensing in the private rented sector - A Guide for Local Authorities' and the outcome of the Selective Licensing Consultation.
Report Summary:	The report details the information gathered by Officers they believe is sufficient to satisfy the Government guidelines and justify the implementation of a Selective Licensing Scheme in the South Wigston Ward. Extensive consultation has been undertaken with Tenants, landlords, Agents and other consultees and is presented both within the report and appendices to enable Members to make an informed decision.
Recommendation(s):	A. The recommendations as set out at paragraph(s) 11 of this report are approved; and B. That a Selective Licensing Scheme (2020-2025) be approved in the South Wigston Ward.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Steve Hinds (Deputy Chief Executive) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk David Gill (Head of Law & Democracy / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk Tony Cawthorne (Regulatory Services Manager) (0116) 257 2670 tony.cawthorne@oadby-wigston.gov.uk
Corporate Objectives:	Building, Protecting and Empowering Communities (CO1) Growing the Borough Economically (CO2) Providing Excellent Services (CO3)
Vision and Values:	Accountability (V1) Respect (V2) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	The implications are as set out at paragraph(s) 6 of this report.
Financial:	The implications are as set out at paragraph(s) 9 and Appendix 10 of

	this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Regulatory Governance (CR6) Organisational / Transformational Change (CR8) Economy / Regeneration (CR9)
Equalities and Equalities Assessment (EA):	There are no implications directly arising from this report. EA not applicable.
Human Rights:	There are no implications directly arising from this report.
Health and Safety:	There are no implications directly arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	<ul style="list-style-type: none"> The Council has undertaken extensive consultation following approval of the Communication plan by the Licensing and Regulatory Committee on 5 September 2019. The responses to the consultation are attached at Appendix 8.
Background Papers:	<ul style="list-style-type: none"> Guidance for Local Authorities on Selective Licensing in the Private Rented Sector - A Guide for Local Authorities (March 2015) Report entitled 'Selective Licensing Communications Plan / Oadby & Wigston Housing Strategy (2019-2024)' to the Licensing and Regulatory Committee on Thursday, 5 September 2019
Appendices:	<ol style="list-style-type: none"> Principles of Good Business South Wigston Ward with Private-Rented Properties in the South Wigston Ward Identified Police Crime Statistics (Oct 2018 - Sept 2019) Migration Statistics for OWBC Inequalities in Life Expectancy between Oadby and Wigston Public Health England (PHE) Local Health Report (2018) Community Safety Report (2018-19) Consultation Q&A Designated Map and List of Roads within the Scheme Full Calculation on the Fees and the Costs Calculations Private Rented Sector Code (July 2015) Draft Selective Licensing and Enforcement Policy

1. Background

- The Council in the adopted Corporate Plan (2019-2024) at GBE 13 agreed to 'Introduce a Selective Licensing Scheme for all Private Sector Housing Rentals with a view to improving general house conditions across the Borough.'
- The Council approved the revised Housing Strategy (2019-2024) on the 17 December 2019. The Strategy commits the Council to increasing choice through the continued use of Choice-Based Lettings and sees choice and control for tenants and leaseholders as central to a

modern and responsive Council owned and managed housing provider. The strategy also states that 'The Council will work with the private rented sector to improve the quality and where possible the quantity of affordable private rented homes'.

- 1.3 The Government values the private rented sector and wants to see a strong, healthy and vibrant market. Its aim is a bigger and better private rented sector that offers security, stability and decency. It would like landlords to treat their tenants with compassion and as valued customers. The operation of a private rented property is a commercial operation and should be operated in accordance with the **Principles of Good Business - Appendix 1**, and tenants should not just be seen as a source of rent on a financial balance sheet and are entitled to be provided with; warm, safe and comfortable, affordable homes. The Government is keen to ensure that the private rented sector is encouraged to meet, in a professional way the requirements of the sector through the provision of decent quality accommodation that meets the housing needs of the wide range of tenants it services. Government strongly supports voluntary arrangements such as accreditation and landlords' forums.
- 1.4 A General Approval came into force on 1 April 2015 which permits local authorities to designate all or part of their areas as selective licensing areas, and guidance (Guidance for Local Authorities on Selective Licensing in the Private Rented Sector – 'A Guide for Local Authorities) was also produced. Local authorities are required to obtain confirmation from the Secretary of State for any Selective Licensing Scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the Local Authority area. Where the above thresholds are not met then a scheme does not require confirmation from the Secretary of State but can be approved by the Full Council of the Local Authority.
- 1.5 The legislation gave local authorities the power to introduce Selective Licensing of privately rented homes in order to tackle problems in their areas, or any part or parts of their area; those problems are where an area is experiencing poor property conditions, or where there is an influx of migration, a high level of deprivation or high levels of crime, low housing demand or significant anti-social behaviour.
- 1.6 Local residents, landlords and tenants (and any other person likely to be affected by the Selective Licensing designation) must be consulted prior to the introduction of a licensing scheme. Landlords who rent out properties in a designated area that is subject to Selective Licensing are required to obtain a licence from the Local Authority for each of their properties.
- 1.7 The density of the private rented sector within the South Wigston Ward has been established using data from the three National Tenancy Deposit Schemes and Council Tax records. The Ward comprises 13 % of the Geographical area of the Borough as a whole. The 3779 properties within the Ward represent 16 % of the total number of properties within the Borough. The number of private rented properties identified within the ward is 885 which represent 14.2% of the private rented properties in the Borough. These have been plotted and can be seen in **South Wigston Ward with Private-Rented Properties in South Wigston Ward Identified – Appendix 2**.
- 1.8 The above figures are from data held by or accessible to the Council. Officers acknowledge that there may be further properties as yet not identified as privately rented which are not registered as such with the Council or the Tenancy Deposit Schemes. Action to identify them and ensure compliance with the Scheme would be taken through the Selective Licensing and Enforcement Policy.
- 1.9 The Council has undertaken a 20 week consultation on the proposed scheme within the South Wigston Ward, consulting widely with tenants, landlords, letting and estate agents and other interested parties including neighbouring local authorities. This followed the

publication of the communication plan which was agreed on the 5 September 2019 by the Licensing and Regulatory Committee and can be viewed as a background paper above.

2. Conditions which Must be Satisfied to Allow a Local Authority to Declare a Selective Licensing Scheme

2.1 A Selective Licensing designation may be made, if the area, to which it relates, satisfies one or more of the following conditions:

- Low housing demand (or is likely to become such an area);
- There is a significant and persistent problem caused by anti-social behaviour;
- There are poor property conditions;
- There are high levels of migration;
- There are high levels of deprivation; and/or
- There are high levels of crime

2.2 Low Housing Demand

2.2.1 When deciding if an area is suffering from, or is likely to become, an area of low housing demand, the local housing authority should consider the value of residential properties in comparison to the value of similar properties in other areas which the authority considers to be comparable.

2.2.2 The majority of house sales in South Wigston during the last full year 2018-19, were semi-detached properties, selling for an average price of £186,415. Terraced properties sold for an average of £139,310, with detached properties being sold at an average of £245,286. Overall, in South Wigston over the last years sale prices were 4% up on the previous years and similar to the 2016 level of £162,503.

2.2.3 South Wigston, with an overall average price of £166,139 was cheaper than nearby Leicester (£216,967), Wigston (£206,770) and Blaby (£225,562), Oadby, with an overall average price of £299,937, was similar in terms of sold prices to nearby Stoneygate (£310,531) and Knighton (£300,121)

2.2.4 For semi-detached properties this represents a 60% difference in the values of semi-detached properties between Oadby and South Wigston, The median value of a 2 bedoomed terraced house in South Wigston based on land registry date for 2018-19 is £140,000. For a similar property in Oadby the figure is £180,000.

2.2.5 These low values compared with surrounding areas has attracted a number of private landlords to buy as rent levels between South Wigston and surrounding areas are broadly similar, while yields for landlords are considerably higher.

2.2.6 This growth in private renting in a relatively small geographical area has often led to a range of problems stemming from a lack of investment by landlords in the area and a general lack of engagement with local issues, due to landlords not being resident and tenants not having a financial stake in the area concerned.

2.3 Anti-Social Behaviour

2.3.1 The Police statistics available on the Police website compares all crimes. For the purpose of satisfying the Guidance on Selective Licensing the Council has used the data between; October 2018 to September 2019. One of the statistics relates specifically to Anti-Social Behaviour, which indicated that the occurrence per head of population of Anti-Social Behaviour in South Wigston was 1:50 Wigston, 1:111 and Oadby, 1:153 these ratios indicate that a person in South Wigston is twice as likely to experience anti-social behaviour

than in Wigston and three times more likely than in Oadby. Full figures are in the **Police Crime Statistics (Oct 2018 – Sept 2019) – Appendix 3**.

2.4 Poor Property Conditions

- 2.4.1 The Council undertook a house condition survey in 2010 of the Borough which identified that within the private sector:
- 7.8% had a Standard Assessment Procedure (SAP) (this is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.) rating of below 35;
 - 34.7% were in fuel poverty;
 - 25.7% of tenants lived in none decent housing; and
 - 11.3% of properties within the private rented sector had a Category 1 defect under the Housing Health and Safety Rating System
- 2.4.2 To ensure the house condition 2010 is still robust and to determine the standards within the housing stock within South Wigston, the Council has undertaken a number of activities to ratify the data.
- 2.4.3 The Council undertook a representative inspection of several streets with the fire-brigade and its own Officers. A representative inspection of 176 properties in 20 streets identified 96 properties with 102 faults in relation to physical building issues and thermal comfort that exist within the proposed licensing area.
- 2.4.4 A sample of the Energy Performance Certificate (EPC) ratings has been undertaken of 16 streets across the South Wigston Ward to produce a representative sample across the Ward.

It was found in the 600 properties viewed in all tenures there were the following results:

No's	Rating	%
7	G rated properties	1.17%
17	F rated properties	2.83%
174	E rated properties	29%
258	D rated properties	43%
113	C rated properties	18.83%
31	B rated properties	5.17%
0	A rated properties	0

Table 1 - Number of Properties and Current EPC rating

Of the 600 EPC's viewed, there were found to be 52 EPC ratings that have expired.

- 2.4.5 A landlord cannot rent out a G or F rated property by law under the Minimum Energy Efficiency Standards Regulations. In addition a landlord cannot obtain a possession order under Section 21 of the Rent Act to recover a property from a tenant without a correctly lodged Energy Performance Certificate.
- 2.4.6 The expired 52 EPC's means that a new EPC would be required by a landlord before commencement of any proceedings to use section 21 to gain possession and take action against a tenant.

2.5 High Level of Migration

- 2.5.1 The Council has identified through the data provided by the office of national statistics that Migration both nationally and domestically within the Borough has **not** had a significant effect on the population with the overall influx due to migration being a net ingress of 1,774 persons moving into the Borough between 2008 – 2018. Should immigration have been an issue the Council may have had access to separate funding from Government to address any immigration issues? Details of the migration are contained in **Migration Statistics for OWBC – Appendix 4.**

2.6 Deprivation

- 2.6.1 The English Indices of Deprivation 2015 are based on 37 separate indicators, organised across seven distinct domains of deprivation. These are combined, using appropriate weights, to calculate the Index of Multiple Deprivation 2015 (IMD 2015). This is an overall measure of multiple deprivations experienced by people living in an area and is calculated for every Lower Layer Super Output Area (LSOA) in England.
- 2.6.2 Lower Layer Super Output Areas are built from groups of contiguous Output Areas and have been automatically generated to be as consistent in population size as possible, and typically contain from four to six Output Areas. The Minimum population is 1000 and the mean is 1500.
- 2.6.3 There are six LSOA's in Oadby and Wigston that are in the 30% most deprived areas nationally.

One of these LSOA's is in Oadby (Oadby Industrial Estate)

Five are in Wigston (South Wigston Blaby Road and Saffron Road; South Wigston Countesthorpe Road; Guthlaxton College and Wigston Police Station; Wigston Rolleston; and Chartwell Drive Industrial Estate).

- 2.6.4 It is worth noting that there are nine LSOA's in Oadby compared to five in Wigston that are ranked in the 20% least deprived areas nationally. Oadby is made up of 15 LSOA's whereas Wigston is made up of 21 LSOA's reflecting a larger proportion of LSOA's in Oadby classified as least deprived areas nationally. The report can be found at **Inequalities in Life Expectancy between Oadby and Wigston – Appendix 5.**
- 2.6.5 Two presentations have been undertaken to the Council's Health and Wellbeing Board and discussions have taken place in relation to how the effect of the Selective Licensing Scheme will address the deprivation issues within the Ward. Updated details were provided at the meeting on the 14th January 2020 on the current issues across the Borough **Public Health England (PHE) Local Health Report (2018) – Appendix 6** these documents indicate that the issues within South Wigston Ward remain a major concern.

2.7 High Levels of Crime

- 2.7.1 The risk of Crime against an individual within the Ward Of South Wigston has six of the highest ranking in 12 crime categories reported by the Police for the Borough between October 2018 and September 2019. These categories being; Criminal damage and Arson, other crime, Public order, Shoplifting, Theft from the person and Vehicle Crime. Full figures are in **Police Crime Statistics (Oct 2018 – Sept 2019) – Appendix 3.**
- 2.7.2 The Community Safety Partnership Survey (2018-19) identified:
- The strength of sense of "community" had fallen by 24% and only 26% of respondents

- now feel a sense of "community";
- Crime, anti-social behaviour and community safety concerns in the Survey had remained steady with 60% of residents having concerns regarding their safety.
 - 70% of residents believe that Crime and Anti-Social behaviour had increased or stayed the same;
 - 57% of respondents stated they feel unsafe;
 - 58% of respondents were dissatisfied with local public services; and
 - 30% of respondents stated they had been victims of crime and anti-social behaviour.

Full figures are in the **Community Safety Report (2018-19) – Appendix 7**.

3. Has the Council Considered Other Measures

- 3.1 As stated in the Guidance document noted in paragraph 1.4 the Council must not make a designation to introduce Selective Licensing unless it has considered whether there are any other courses of action available to it that might provide an effective method of achieving the objective that the designation is intended to achieve. It must make note of the Guidance and be satisfied that the area to be designated a Selective Licensing area has met a minimum of one of the reasons stated and issues need to be addressed.
- 3.2 Alternative approaches to the proposed designation of Selective Licensing in the proposed area have been considered and are illustrated in **Table 2** below. Each of these represents a valuable tool for dealing with low demand and the improvement of social or economic conditions of the area, including persistent anti-social behaviour, poor management practices. However, there is no single solution and each alternative solution would have its limitations. None of these alone, including Selective Licensing, can solve the problem and therefore a co-ordinated strategy is required which links a full range of agencies and services using various interventions appropriately.

Table 2 - Alternative Solutions

Alternative Solutions	Has this been tried in the Borough?	Weaknesses	Strengths
Management and training support to private landlords	landlords forums have been previously hosted and run by the Council	Requires landlord voluntary engagement. Could remove responsibility away from landlords. Source of funding unclear. No enforcement powers available. Only taken up by good landlords.	Improves standards where landlords are engaged with the Council and promotes confidence amongst their tenants.
Introduction of private sector leasing Scheme	This is currently being undertaken in the Borough on a case by case basis for suitable properties.	Resource intensive. Does not improve management standards of landlords who choose not to join the Scheme. Reactive rather than proactive.	Contributes to homelessness prevention as could be used for allocation to those in need of housing.
Targeted use of Special Interim Management Orders and Empty	The legislation is available for Officers as an enforcement tool. It resolves the	Resource intensive. Does not present a long term solution to poor management of private rented properties	Removes rogue landlord responsibilities and gives it to a

Dwelling Management Orders	issues only in the selected property, following investigation and enforcement	which are then returned to the original owner. Does not tackle poor management techniques.	responsible, nominated agent. Improves standards for tenants and local community.
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- 3.3 None of the tools in **Table 2** provide a long-term solution to the issues in the proposed area. None of the tools offer training of inexperienced landlords whose business would benefit, either because their properties are not fit, or because of the poor management arrangements
- 3.4 Improvements attained in management standards through Selective Licensing would have a trickledown effect and would benefit tenants and communities across wider areas as landlords and agents have properties in other areas of Oadby and Wigston Borough and further afield.

4. Meeting the Test

- 4.1 Having reviewed the Guidance and legislation in relation to the possibility of providing a Selective Licensing Scheme across the whole of the Borough, the issues identified within the Guidance that would justify the designation of a Selected Licensing scheme are only currently being met in the South Wigston Ward. The requirement is that the area for a proposed Selective Licensing Scheme must fail at least one of the six required categories. The South Wigston Ward fails in five categories; and is only not included in the category for high levels of migration.
- Low housing demand (or is likely to become such an area e.g. negative house prices);
 - There is a significant and persistent problem caused by anti-social behaviour;
 - There are poor property conditions;
 - There are high levels of deprivation (and morbidity); and
 - There are high levels of crime.

5. The Area for Selective Licensing

The area selected following the analysis of evidence available to designate a Selective Licensing area in the Borough prior to going out to formal consultation was identified as the South Wigston Ward. **South Wigston Ward with Private-Rented Properties in South Wigston Ward – Appendix 2** as on review by Officers the Ward met the required standards under the Guidance.

6. Legal Implications

- 6.1 If the Selective Licensing Scheme is adopted by the Council, it will have the effect of mandatorily requiring all private rented properties within the South Wigston Ward to be licenced with Oadby and Wigston Borough Council. The following points would come into effect on approval by Full Council.
- 6.2 The Selective Licensing Scheme would be in operation for 5 years (i.e. 2020 - 2025)
- 6.3 Licenses will be issued for a maximum of 5-years, a landlord issued an interim 1-year licence in accordance with the Policy will be able to renew their licence to an end of scheme licence.
- 6.4 The Selective Licensing Scheme will need to be publicised for 3-months before coming into effect.

- 6.5 The Council will accept applications during the publicised notification period, with the official Selective Licence being effective from the Commencement date of the Scheme.
- 6.6 It is proposed that grace period operates for 3-months from the Commencement date of the Scheme to enable the submission of applications for a Selective Licence to be made, prior to enforcement action being taken.
- 6.7 The Council will have to formally notify all persons that have been advised of the Consultation on the Selective Licensing Scheme and the outcomes; including residents, landlords, letting Agents, Estate Agents and all other notified persons and organisations.
- 6.8 The Selective Licensing Scheme will be cost neutral. It is proposed that as the money will come in at the beginning of the Scheme; the monies will be held in the Council's general funds and drawn down over the life of the Scheme to support the Scheme.
- 6.9 The enforcement of the Selective Licence Scheme will cover the administration and inspection of the Scheme. Any issues encountered e.g. breach of licensing conditions will be dealt with under the Housing Act 2004 by issuing of Fixed Penalty Notices, enforcement under the Council's Civil Penalties Policy or Prosecution.

7. Final Proposals Following Consultation

- 7.1 This report has been prepared to meet the requirements of the Guidance issued under the Housing Act 2004 to allow Councillors to analyse the data and to ensure that the Council has met its legal and statutory duties and gathered sufficient evidence to approve a Designated Selective Licensing Scheme within the Ward of South Wigston.
- 7.2 This report includes the results of the consultation exercise which was concluded on the 30 January 2020.
- 7.3 The consultation questions arising from the questionnaires and additional questions asked by individuals at the consultation meetings with residents, tenants and landlords are attached at **Consultation Q&A – Appendix 8**.

8. Area of Selective Licensing Area

- 8.1 Following the consultation, it is not proposed that there should be any amendment to the proposed area as no significant questions were raised or put forward to propose a new or reduced area and the Scheme would apply to the whole of the South Wigston Ward, an area bounded by Dorset Avenue to the North, Saffron Road to the West, the Railway line to the East and the Canal to the South. The Scheme's area is edged-red in the **Designated Map and List of Roads within the Selective Licensing Scheme – Appendix 9**.

9. Fee Calculations and Licence Fees

- 9.1 It is proposed that the service operates cost neutral over the 5-years of the Scheme. A costs breakdown has been undertaken and the costs calculated and distributed across the proposed 885 private rented properties within the South Wigston Ward.
- 9.2 It is proposed the fee for a licence is for 5-years and will be in two parts due to a recent court ruling:
 - Part 1 – The Application
 - Part 2 – Enforcement

The Part 2 payment will be required on a successful application for a Selective Licence

under the Scheme.

- 9.3 Residences that are required to be licensed, but do not meet the full licence conditions will be required to obtain a temporary 1 year licence during which all of the issues identified in the initial application will have to be rectified. On the conclusion of the remedial works or on expiry of the temporary licence the landlord will be required to obtain an end of term licence and will be required to pay an additional Enforcement fee.
- 9.4 Only persons having a temporary license will be eligible for an end of term licence.
- 9.5 Any persons not applying for a license will be subject to legal action and will still be required to obtain a Licence under the Scheme and an additional late fee will apply to the full licence costs.
- 9.6 The proposed fees will be 5-year license or first application 1-Year fee - £590 + Enforcement costs - £250.
- 9.7 Anyone who requires further works to be done to the property and in receipt of a 1-year license will be required to pay a renewal fee for an end of scheme license - £135 + Enforcement costs - £250.
- 9.8 It is proposed that there are discounts for;
 - landlords Accreditation - £100;
 - Multiple Applications - First application full application fee, subsequent applications £30 reductions

See **Full Calculation on the Fees and the Costs Calculations – Appendix 10.**

- 9.9 The provision of instalment payments has been considered. The introduction of a Licensing Scheme must be self-financing; there must not be any direct financial impact on the Council Tax payer. The most cost effective means of billing for these Licenses is a one-time application for the whole 5-year period or end of licence fee; any other approach will introduce a cross-subsidy from the Council Tax payer and this must be avoided. If however, Members are minded to phase the billing of the License, this will increase each License by £62; this will ensure that any cross-subsidisation is removed.
- 9.10 The £62 represents:
 - Loss of investment interest - £11,000;
 - Administrative Charge for Annual Billing - £44,250;
 - Total Cost for Annual Billing: £55,250; and
 - Additional Cost per Licence = £62

10. Selective Licence and Enforcement Policy

- 10.1 The Council will require landlords to adhere to the principles set out in the **Private Rented Sector Code (July 2015) - Appendix 11.**
- 10.2 The Council has developed a **Draft Selective Licensing and Enforcement Policy – Appendix 12** which sets out the Selective Licensing areas covered and the designated street names as required by the Guidance, the Council's procedures and enforcement strategy will be used to support the Selective Licensing Scheme and its implementation and give landlords and tenants a reference to ensure a fair and equitable approach regarding enforcement is followed.

11. Recommendation(s)

- 11.1 That Council determine that a Selective Licensing Scheme be declared within the Ward of South Wigston. An area bounded by Dorset Avenue to the North, Saffron Road to the West, the Railway line to the East and the Canal to the South.
- 11.2 That the Fees and Charges are approved.
- 11.3 That the Selective Licence and Enforcement Policy is approved and that delegated powers be given to the Head of Law and Democracy to make amendments to reflect changes in fact and law.
- 11.4 That an annual monitoring statement is presented to Council on the progress over the five years of the Scheme. The report is to include the number of premises registered, relevant training undertaken of tenants and landlords and any action against rogue landlords.
- 11.5 That following approval by Council the annual monitoring statement be presented to the Health and Wellbeing Board to inform it on the progress in dealing with deprivation and mortality rates within the South Wigston Ward
- 11.6 That in the fourth year a review of the Selective Licensing Scheme is evaluated against the objectives outlined in this report.
 - Reduced housing demand (through increased or average house prices);
 - There is a reduction in anti-social behaviour;
 - There are improved property conditions;
 - There are lower levels of deprivation within the Ward (and morbidity levels are addressed); and
 - There are lower levels of crime.
- 11.7 The Council will research measures to support landlords through; meetings, training, schemes to address issues (e.g. cold issues in properties and improve EPC ratings, develop a landlords Liaison Group and an OWBC Accreditation Scheme).