

2023-2028 Property licensing scheme (Cabinet & DLUHC approved)	Aims and objectives of the approved third licensing	PSH Service- Progress update Jan 2023- Dec 2023 for Year 1 of licensing scheme	On track for 23-28 targets?
<u>Objective</u>	<u>How we aim to deliver</u> over 2023-2028 period	Performance indicators and evidence	
<p>1. To continue with an active enforcement programme against criminal and exploitative landlords with targeted outcomes</p>	<ul style="list-style-type: none"> All HMOs will be audited or inspected over the lifetime of the licensing scheme to ensure the quality and safety of rented accommodation and that they meet property licensing requirements and subject to no further lockdown restrictions Using the full range of enforcement powers as set out in our enforcement policy (Appendix 5) to ensure licensing compliance and bring about improvement. This will include the investigation of wrong licence types, failures to licence, HMOs without planning permission, “beds in sheds”, waste issues, pest control issues, targeted operational visits and licence audit breaches. 	<ul style="list-style-type: none"> Over 3,000 additional and mandatory licence applications were processed and issued. Overall, 10,470 PRS properties were inspected, including for compliance (8,824), enforcement (985) or a desktop audit (440). This is an average of 872 each month. This led to 426 enforcement notices and resulted in 109 financial penalty notices, which were served on non-compliant landlords or managing agents and 14 prosecutions were instigated. £335k received in financial penalty income during 2023. The service investigated 554 breach of licensing conditions and served 1,047 warning letters 1,168 licensing investigations commenced for failure to licence rental properties in Newham See reviewed and updated enforcement policy setting out PSH enforcement approach and fines matrix: https://www.newham.gov.uk/downloads/file/6235/enforcement-policy-amended-june-2023 Monthly performance monitored and shared internally with senior management 	<p>Yes</p>

	<ul style="list-style-type: none"> Continuing to monitor and to undertake enforcement activity under the licensing schemes. 		
<p>2.To ensure landlords continue to improve the conditions and management of privately rented properties across the borough</p>	<ul style="list-style-type: none"> To audit all licensed properties during the lifetime of the scheme prioritising physical inspections to properties using an intelligence and risk based assessment process To ensure the quality and safety of rented accommodation, our private sector housing teams are currently auditing an average of 650 properties per month and aim to scale this up to 800 per month by investing in further qualified staff. Improving property conditions by formal and informal enforcement action at least 300 properties per year during the lifetime of the scheme. Continue to monitor the number of applications licence applications 	<ul style="list-style-type: none"> 10,470 property inspections, checks and audits were conducted in Year 1. This is around 26% of the total projected properties. This indicates that the council is on track to inspect all 40,000 properties licensed over the five-year period. 8,824 proactive compliance inspections took place over 2023, averaging 814 per month, which exceeds the 800 monthly target. 2,757 properties were improved through formal & informal action 27,000-Property Licence Applications have been received 10,000-Issued over 10,000 final Property Licences for the new scheme applications after all checks completed and documents validated, and we continue to issue between one and two thousand each month. 54,000- We dealt with over 54,000 Property Licensing enquires First banning order achieved in Newham for a landlord convicted of seven housing offences Property checks by licence holder every 6 months are now included in the standard licensing conditions. 	Yes

	<p>received and process applications in a timely manner.</p> <ul style="list-style-type: none"> Where property licenses are granted, the licence holder will be required to comply with a set of conditions governing the proper letting and management of the rented property; and there will be a further property check at least every 6 months. 		
<p>3.To improve the professionalism of the Newham landlord community by working with landlord organisations, with a view to achieving a more sustainable and self-reliant private rented housing sector in Newham</p>	<ul style="list-style-type: none"> Providing a discounted standard and early bird licence fee at the point of application for membership of accredited landlord/managing agent organisations. Providing voluntary training and relevant support and information to landlords via Landlord forums held at least biannually, and updates through e-bulletins emailed to all consented landlords on the Council database. We currently have consent for general communications to 17,000 of 26,000 licence holders 	<ul style="list-style-type: none"> Under the third property scheme (2023-28): Selective Licensing, £750 is the standard fee for an up to 5 year licence. This was reduced to £400 during the early bird period. Further discounts of £50 for warmer home (EPC C or better) and £50 if a member of an accredited landlord association are available. Multi-property discount is also available: More details on fees here Forums held for landlords: December 2022, June 2023- June 23 Landlord forum and one due in Spring 2024. e-bulletins sent and on LBN website: <ul style="list-style-type: none"> Newham Private Rented Sector- E-Bulletin November 2023 Newham Private Rented Sector- E-Bulletin July 2023 Newham Private Rented Sector- E-Bulletin May 2023 Newham Private Rented Sector- E-Bulletin February 2023 New landlord information page has been set up, with useful links for landlords 	<p>Yes</p>

	<p>who have opted to receive communications from the Council, and continue to encourage more licence holders to opt in.</p> <ul style="list-style-type: none"> In line with the Mayor's 2022 Manifesto, incentivise improved property standards so that landlords have to provide quality housing that is safe and well managed. 	<ul style="list-style-type: none"> Corporate Browse Aloud accessibility tool is now available at the top of each Newham website page. It is a tool for the user for translation of web site text into more than 100 languages, reads the text page aloud, enlarges text and displays pictures. 	
<p>4.To integrate initiatives using the framework of property licensing to target fuel poverty and climate emergency/carbon reduction and security measures across Newham's private rented housing sector</p>	<ul style="list-style-type: none"> Using property-licensing data to help identify the least energy efficient homes as part of the Council's fuel poverty strategy and Climate Emergency response. <ul style="list-style-type: none"> Ensuring that audit checks on these properties and any required enforcement action for non-compliance; are equally prioritised, alongside using other enforcement tools outside of licensing, for example Minimum Energy Efficiency regulations and Part 1 Housing Act 2004 to achieve this objective. Signposting eligible landlords and tenants to the Green Home Grants scheme and other ECO funding to secure retro-fitting that will enable energy efficiency and warmer homes. 	<ul style="list-style-type: none"> Landlords are signposted to grant opportunities under the Government's ECO4 scheme. The scheme supports landlords to improve the insulation of their rental properties. Discount of £50 for warm homes EPC or better. 76 cold homes (EPC F&G) were subject to enforcement. 100 families were assisted through the Green Doctors scheme, a charity that provides energy advice. 147 Newham households were supported through the Seasonal Health Intervention Network (SHINE), which is a fuel poverty referral network and free energy advice service for Londoners. 351 applications were submitted for the Sustainable Warmth scheme. The scheme provides £10,000 worth of work for homeowners, and private renters with EPC D or lower, and low-income residents. 533 applications were made with our assistance to the Mayor of London's Warmer Homes Scheme. The scheme provides £10,000 worth of work for homeowners and private renters with EPC D or lower, and low income residents 	<p>Yes</p>

	<ul style="list-style-type: none"> • Providing an incentivising discounted licensing fee for those PRS homes that meet an EPC rating/band of C or above, and also those that have high standards of security 		
<p>5.To support all private tenants in Newham and ensure that they are secure and safe in their homes including working with private tenant organisations</p>	<ul style="list-style-type: none"> • Setting up regular PRS tenant forums and enhancing the Council’s Renters Rights Hub • Establish a Newham Renters Rights and PRS Forum chaired by the Mayor of Newham and including the Cabinet lead for Housing Services, independent experts and key PRS tenant rights organisations to identify and address systemic issues in Newham’s PRS; support the ongoing effectiveness of the Council’s landlord licensing scheme, and to refer cases of poor property disrepair or mismanagement by landlords and their letting management representatives 	<ul style="list-style-type: none"> • Bi-monthly PRS meetings with Newham representatives for Shelter, Magpie and London Renters Union are held currently. Complaints via members are referred on and discussions held on PSH policy topics. Examples include property licensing, disrepair, damp & mould strategy, lettings policy, temporary accommodation policy, homelessness approach and support for vulnerable groups such as single parents and asylum seekers. • Two Tenants forums were held in 2023, but attendance has been low at these dedicated forums. We propose in 2024 to work with the voluntary and faith sectors to increase our reach. There is presence at two housing hubs weekly provided by our Tenancy liaison officers. • 200 front line officers/volunteers have attended PSH presentations on spotting and referring on housing disrepair in PRS properties at social welfare alliance training sessions. • Corporate Browse Aloud accessibility tool (https://www.newham.gov.uk/contact-information/listen-website) now available at the top of each Newham website page, as a tool for the user for translation of web site text into more than 100 languages, reads the text page aloud, enlarge text and displays pictures. 	Yes
<p>6.To further develop a range of initiatives and tools to support private tenants and landlord</p>	<ul style="list-style-type: none"> • Partnership working with the Council Community Safety Enforcement Service to continue a responsive out-of-hours service 	<ul style="list-style-type: none"> • Regular liaison with ASB team, which is formalised through a service level agreement to support the out of hours service and response to anti social issues such as noise from music or large gatherings, management of rubbish and correct refuse collection in front gardens. 	Yes

<p>across the private rented sector,</p>	<p>targeting Newham’s PRS, to tackle on-going noise and antisocial behaviour impacting on residents, and ensure landlords address such issues.</p> <ul style="list-style-type: none"> • Developing and investing in more efficient software/data tools for the administration, monitoring and tracking of those residential properties subject to the selective and additional HMO licensing schemes. • Increase the provision of Tenancy Liaison officer roles, mediation and legal support to tenants and landlords where there is a tenancy dispute as part of the Council’s Tenant Rights Hub offer. 	<ul style="list-style-type: none"> • Inclusion of nightly let temporary accommodation within the third licensing scheme has been implemented, and support is provided to Temporary Accommodation team to undertake compliance inspections and audits. • Upgrade to data management system has taken place to provide an online comprehensive licensing application form and payment platform. Phase 1 and 2 improvements were completed in May and December 2023. Phase 3 upgrades to be completed in 2024. • Two Tenancy Liaison officer roles within PSH are now permanent posts. 1,109 referrals have been made since roles started in 2022 and after investigation, over 150 evictions avoided. Regular liaison with the Housing Prevention and Advice Service takes place, to sustain tenancies where possible and raise awareness on tenants’ rights . 	
<p>7.To ensure that all residential letting agents in Newham are fully compliant with consumer protection and rights legislation</p>	<ul style="list-style-type: none"> • Investigating all operational letting agents over the lifetime of the schemes and taking enforcement action where consumer law has been breached. • The intention of the Council is to achieve the investigation of 100% of letting agencies throughout the lifetime of the scheme, but this is challenging in a sector with high rates of company dissolution. 	<ul style="list-style-type: none"> • All letting agents of concern were inspected. As a result 73 final financial penalty notices were served on Letting Agents, which were non-compliant. The key areas of non-compliance were for consumer rights (39) and client protection (32) law. 	<p>Yes</p>
<p>8.To continue to share good practices with stakeholders and</p>	<ul style="list-style-type: none"> • Reporting performance and enforcement activity under the licensing schemes via monthly 	<ul style="list-style-type: none"> • Monthly reporting is produced and monitored, but is not yet on the website. This is being developed and will be available by April 2024 	<p>Partial</p>

<p>Government, particularly in respect of data sharing and operational activities, in the regulation of private rented homes</p>	<p>dashboard updates on the Council’s website (supported by effective communications and marketing output); alongside quarterly reports presented to the Newham Renters Rights and PRS Forum, Landlord Forum, and the Cabinet; and an annual report during the lifetime of the schemes.</p> <ul style="list-style-type: none"> Working with other local authorities, GLA, PRS sector partners and interest groups, and government to share good practice and highlight systemic issues requiring improvements to the regulation of the private rented sector. Undertaking campaigning and advocacy activities to lobby for any legislative changes required to protect renters’ rights in the PRS; supported by effective communications, marketing and lobbying campaigns as well as research and evaluation activities. 	<ul style="list-style-type: none"> Quarterly reporting is produced and the aim is for it to be on the website from April 2024. In the meantime, Ebulletin updates on PSH performance and updates are provided at regular meetings to PSH tenant organisations. Report of first years annual performance presented to Housing Resident Engagement Scrutiny commission on 26.3.24, access here on page 15 onwards <p>Working with others:</p> <ul style="list-style-type: none"> Presentations were given to Southampton CC and LB Haringey scrutiny committees on LBN property Licensing schemes alongside cabinet lead members. Good licensing practice & designation advice presentations to CIEH, LB Lewisham and Brighton CC. Regular monthly engagement with LB Waltham Forest, Enfield & Redbridge on operational issues for large scale property licensing Monthly engagement with GLA on property licensing issues and sharing good practice with private sector housing managers across London. <p>Campaigns</p> <ul style="list-style-type: none"> Centre for London think tank –LBN was the main sponsor for London wide published report Licence to let on potential of selective property licensing to improve conditions in London’s private rented sector and recommendations for the governments property portal proposals under Renters Reform Bill. Renters Reform Bill and Decent Homes Standard- we provided detailed submissions on government consultation. Invited to a round table discussion on property portal setup and building safety enforcement challenges in PRS by Department of Levelling Up Housing & Communities (DLUHC) 	<p>Yes</p> <p>Yes</p> <p>Yes</p>
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<p>9. Empty properties- to identify and take the most appropriate action to bring back empty properties into use along with an up to date empty property register.</p>	<p>Working alongside council tax, planning and undertaking property inspections within LBN to cleanse and update the LBN Empty Property Register and implement the empty properties action plan. Focus on the longer term empty properties and liaise with the responsible person to signpost to possible assistance to bring the property back into occupation which can include Homes for Ukraine grants, property leasing</p>	<ul style="list-style-type: none"> • Mandatory HMO licensing- 2 year exemption proposal- government dropped the proposal to exempt asylum seeker accommodation for 2 year period after human rights challenge case which Newham supported along with CIEH as an expert witness outlining asylum seeker hotel experiences. • LB Newham Charge safe LB Newham Charge safe – is a joint e-bike/e-scooter battery fire safety campaign, between LBN, LFB and Newham Community Project. Following large increase in 2023 in number of fire incidents in overcrowded HMOs, the focus has been to raise awareness particularly with international students and families resident in LB Newham on how to safely charge and store e-bike batteries. • Overcrowding Research governance group was set up in 2023 and commissioned London School of Economics (LSE) to undertake research on overcrowding in the private rented sector in LBN. Report expected Spring 2024 with a work shop proposed on how to implement the recommendations in Summer 24. <p>The empty property register has been cleansed and updated. Can now confirm there are around 551 known empty properties (longer than 6 months) based in Newham and tenure breakdown in below table. 88 have been empty for more than two years. 54 properties have been brought back into use with the EP Team’s assistance and over 1k brought back into use without the Team’s intervention. There have been some grant incentives available for empty properties brought back to use for the Homes for Ukraine scheme.</p> <p>Total Number of Empty Properties (6 months+): 551 in January 2024:</p> <p>Statistics Breakdown for March 2024:</p>	
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to LBN temporary accommodation or buy back by the council.

<u>Empty Length</u>	<u>Amount</u>	<u>Previous Month</u>	<u>Change</u>
6-12 Months	273	134	+139
13-24 Months	111	98	+13
24 Months +	167	79	+88

Categorised Breakdown:

<u>Category</u>	<u>Amount</u>	<u>Previous Month</u>	<u>Change</u>
High Priority	52	59	-7
Private Individuals	131	119	+12
Housing Assn / Companies	351	120	+231
Probate	17	13	+4

Complaints and Additions:

	<u>Amount</u>	<u>Previous Month</u>	<u>Change</u>
Returned to use WITH Intervention	28	22	+6
Returned to use WITH Intervention YTD	54		
Returned to use WITHOUT Intervention	471	112	+359
Returned to use WITHOUT Intervention YTD	1072		
Additions to the DB through Council Tax	0	0	0
Number of Complaints Received (New Cases)	8	8	0
Number of Complaints Received (Existing Cases)	2	13	-11

Exempt Properties: 17 due to owner recently deceased

		<p><i>Note: Empty homes are classed as homes unoccupied for 6 months or more. Homes unoccupied for 2+ years are classed as long term empty (LTE). Second homes are not classed as empty, although are included in empty figures if complaints are received about their current condition and effects on the community.</i></p>	
<p>Building Safety and cladding removal in tall blocks</p> <p>to achieve improvements in dealing with matters related to combustible cladding and other fire safety issues, affecting blocks in the private sector, within the borough. In accordance with service requirements and other relevant legislation.</p>	<p>In partnership with fire and rescue services, in securing the remediation of high-rise (18m plus) private sector residential buildings with suspected unsafe cladding and other fire safety issues in their areas</p> <p>To continue taking appropriate enforcement action using the Housing Act 2004, as well as utilising the new powers under Part 5 of the Building Safety Act 2022 to compel owners to remediate their buildings. Below is the key highlights since the team was formed in 2019, and specifically performance in the last year:</p>	<ul style="list-style-type: none"> • Number of high-rise blocks identified (for building fire safety concerns): <ul style="list-style-type: none"> ○ 287 in the Private Sector ○ 106 additional Housing Association owned blocks ○ 56 currently prioritised for follow up action by Service • Requisitions for Information notices served (Housing Act 2004 s.235s and Local Government Miscellaneous Provisions Act 1976 s.16s): total of 402 / 69 for FY 2023/24 • No. HHSRS inspections over 2 days with LGA Joint Inspection Team (JIT): total of 17 / 12 FY 2023/24 which is the highest nationally • No. Housing Act 2004 Improvement Notices served for Category 1 and Category 2 Hazards: total of 13 / 9 FY 2023/24 • No. of cases appealed and currently in the First Tier Tribunal – 3 • Assisting leaseholders to take remediation contribution action such as Triathlon HA Olympic Park- where we achieved a recent remediation contribution order <p>One successful prosecution of building owners for failing to comply with an Improvement Notice to remove cladding. This is a landmark case as the first ever prosecution for cladding defects in England and first under the Housing Act 2004. See : https://www.newham.gov.uk/news/article/1165/newham-wins-landmark-legal-case-against-building-owner-who-delayed-removing-dangerous-cladding</p>	

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