

# HousingNorthwest

**Workshop Title: Enforcement Excellence and policy**  
**Guest Speaker: Dan Donovan – Manchester City Council**

**Session: Morning session group**

**Key: H = high**

**M = medium**

**L = low**

Issue Arising	Issues Prioritised	Positive Practice	Areas for suggested Improvement
Partnership working between council & RSLs and landlord accreditation schemes	M	St Helens working with Helena Housing  Bury hold quarterly meetings between the council and Housing associations  Manchester Methodists work between Bury landlords to run the accreditation scheme	Lack of ability to carry out enforcement.
Lack of ability to carry out work (training issues)	H		
Empty Properties	H		
Scale of private rented sector resources	H		
Movers from Owner Occupiers to private rented	H		
Enforcement practice notice of intention to enter	M		

[www.housingnorthwest.co.uk](http://www.housingnorthwest.co.uk)

Housing NW is a partnership between RENEW Northwest, Government Office for the North West, North West Housing Forum, North West Regional Assembly and National Housing Federation (North).

Issue Arising	Issues Prioritised	Positive Practice	Areas for suggested Improvement
Links between landlord accreditation and enforcement Cooperative managing agents Speed in using HHSRS etc and funding	M  H  H		Need more from sub regional activity and A&LIST  Back log of inspections and funding to help resolve
A working protocol to cover time taken to do improvements, using the system to its advantage Landlord Engagement linked to the incentives	M  H	Officers are assessing each case on its merits which can rely too much on judgment Fast tracking benefits Training for a range of people to gain knowledge	Accountability when assessing hazards Legal protection (emergency action situations) Regulation of the sector as this impacts on the community in contributing to neighbourhood management
		Wirral are carrying out training and briefing sessions.  Problems encountered in giving a full day so need to look at different forms of communication to get information out.	Suggested improved use of email, bulletins, forums and 1-1 support for private landlords.
Protocol needed for the time it takes to make improvements & using the HHSRS system to its advantage	M	Officers assess each case on its merits Relies on the judgment of the officer too much.	Accountability when assessing category 1 hazards Legal protection (emergency action)
Landlord engagement and	H	Fast track benefits and provides a	Regulate any sector including

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<p>links to incentives and getting in touch with those who don't want to be reached.</p> <p>No enforcement policy work done previously. Sub regional joint working</p> <p>Fire and Housing joint working</p>	<p>H</p> <p>H</p> <p>H</p>	<p>range of training for people to develop knowledge.</p> <p>Wirral are providing training and briefing sessions at present.</p> <p>Problems with providing day to day sessions. Different types of communications required.</p> <p>Informal small meetings such as this event and work shops help to share good practice and provide LA support</p> <p>If imposed too much, can be a burden and makes the job harder</p> <p>Tameside are working to do joint training, inspections and</p>	<p>landlords. Effects in the community and neighbourhood management issues</p> <p>Use of email, bulletins and forums to provide support for landlords.</p> <p>Need to look at providing support on how to do. Learn who is doing what work which is practical for the people who actually do the work on a day-to-day basis.</p> <p>Informal meetings</p> <p>We need a sub regional working tool kit and data as most is estimated and it is a lot of work which is complex.</p> <p>Delivery is not reflected in strategic input at higher levels.</p>

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Clarity in application of enforcement tools	H	consultation. Performance management Informal meetings protocol with Housing and the Fire and Rescue service of Greater Manchester Local authorities.	Regulatory Reform Order (Fire) and HMO's
Anti Social Behaviour	H	Burnley are working with Social behaviour to provide support to community groups and looking at Selective Licensing	Protocols.
Sharing of good practice with other local authorities	H	This event for Practitioners	More events like this.
Private Sector Housing (private rented sector) has no champion – the agenda has been lost by other agendas with CIEH	H		
Lack of consistency in Technical working groups at a sub regional level	H		
Consistent training	H		
Sharing resources across Local authority boundary's	H		
Landlord Forums	H	Sub regional working in Greater	

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Lack of resources due to lack of private sector housing profile.	H	Manchester A&LIST	
It's a flexible housing tenure to meet housing needs and vulnerable groups	H		
Government commitment to private sector housing – lack of decent homes standard	H		
Private Sector Housing has no real profile in the local area agreement work	H		

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HHSRS serving notices –lack of confidence	L	HHSRS NW Practitioners group	Lack of Enforcement use of informal approach
Consistency in lack of inspection application of the enforcement concordat	H	HHSRS NW Practitioners group	Enforcement Policy development training.
Empty Properties has a higher profile than property improvements	H		
Partnerships to help lack of resources (staff etc)	H	RSL Partnerships to help buy properties	Links with other aspects of housing.
Political will to support private sector housing work	H		Encouragement of Councillors to get involved with senior managers
No proactive work can be done due to lack of staff resources	H	HMO licensing Fylde Coast appointment of manager to look at.	
		Oldham/Rochdale – Private Rented Sector/Enforcement policy (Oldham) Preston, South Ribble and Chorley	
Rural Areas and	H	Joint stock Condition survey	

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<p>finding the worst in private sector housing Identifying properties in private sector that have migrant workers</p>	<p>H</p>	<p>Work with the community groups i.e., Churches, clubs etc</p> <p>Conferences for ethnic minorities</p> <p>Give information in their language with pictures to help.</p> <p>Use landlord tracing agencies</p> <p>Blackpool Borough Council</p>	<p>Strategic Support from AGMA to help joint working</p> <p>Need more research to help find them.</p> <p>Migrants - culturally acceptable for sharing not prepared to complain. They want cheap accommodation.</p> <p>Practitioners need to understand their motivations and they need to understand their rights.</p>
<p>Tenants of private rented sector not coming forward to help LAs</p>	<p>H</p>		<p>Communication with tenants and PRS standards etc.</p>
<p>Staff resources to help with landlord accreditation and additional licensing schemes</p>	<p>H</p>		
<p>Empty properties – EDMOs not flexible enough to help affordable homes</p>	<p>H</p>	<p>Framework for EDMOs Manchester Enforced Sale - Manchester</p>	<p>Amend legislation to rent EDMOs at affordable rent.</p>

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Empty Properties and debt recovery to help with the homeless situation.	H		
Empty properties and training homeowners how to manage property	H		
Absentee landlords transferring property to relatives during the CPO process and not being able to find the owner to give the compensation	H	RSL partnerships to look at buying property and links to the clearance process	
Additional Licensing (area based approaches)	H		
Accreditation properties not landlords	M		
Student accommodation landlords being asked to do more re: fire detection	M		
Landlords less likely to support local authority if use enforcement.	H	Enforcement procedures Landlord Forum – Wyre Borough Council	Communication Tenant awareness of expected standards in PRS.
Using HHSRS and the time it takes to score and consistency of approach	H	Taking photos, letters, notices.	Systems support.
Communication	H	Landlord forums	

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and relationships with landlords		Wyre Borough Council Energy Efficiency grants WBC also. Carlisle through the landlord forum helped to set up insurance discount, landlord grants for empty properties and 5year nominations.	
Serving notices	H	LG(MP) Act 1976 section 16 notices with letter for each course of action taken.	Enforcement procedures. Enforcement concordat and consistency.
Selective Licensing and damping down members expectations	M	Manchester/Salford best practice in the	Involvement of landlords, councillors in the process. Training
Landlord Accreditation schemes	H	Bolton £33 for gas safety certs. Macclesfield ask landlords what they want from forum speakers	Information from A&LIST on what each council is providing through Accreditation. What they do and how can they help Practitioners.
Local Better Regulation Office	H		Information from A&LIST on incentives
Resources to support incentives.	H	Costing of all incentives sub regionally	
Intervention needs to be used selectively.	H	Blackpool BC. Programmed inspections which are area based. Coordinated approach with the fire and police. Tenant consultation Owner Occupiers	Local authorities only who have staff capacity. Special requirement schemes – trust with environmental health officers
Protect Health & Safety of the tenant & improve standard of housing in PRS	H		

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<p>Landlords trust of working with Environmental Health and not being able to get the results needed. We need to balance the link with Landlords.</p> <p>Landlords forum and reaching the 'hard to reach' groups.</p>	<p>M</p> <p>H</p>	<p>leaflet Trafford Council. HHSRS guidance notes.</p> <p>Most LAs see this to help deal with ASB and keeping in touch with what's happening in the PRS. Links with housing benefit.</p> <p>Trafford Council have 2 a year (80 attend). Steering group with 5 landlords on it. Bulletins and newsletters</p>	<p>and workers Engage with all landlords not just the select few. Need easy to use guidance for Practitioners.</p> <p>More information on A&amp;LIST and other LAs</p>
<p>Capacity and staff resources</p>	<p>H</p>	<p>Joint service groups needed to help police and manage the sector</p>	<p>No of voices and 'virtual' team of staff to help.</p>
<p>HHSRS training. RSLs need to be training and EHOs to communication with the LA on how their stock meets the new standard (also ALMOs)</p> <p>Reactive and not able to be strategic in our approach to PRS and the housing market</p>	<p>H</p> <p>H</p>	<p>Organised training event in South Ribble</p> <p>Housing partnerships through LSPs</p> <p>Dealing with Category 1 hazards</p>	<p>Strategic support for service to contribute to a wider market. Training of Strategic</p>

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Elderly occupying older housing in ageing stock	H		management. PRS impact to help elderly move or get better accommodation in the PRS
Backlogs of inspections Who deals with the problems in the PRS – Environmental Health Officers!	H	Enforcement procedures	
PRs at a sub regional and local level suffers due to lack of staff to deliver services	H	Communication and selling your service to key groups.  Were all doing our bit!	Communication.  Back log of inspections due to some LAs not having any staff to do work and respond to a basic level.