**You Asked, We Answered – Q&A from the Selective Licensing Drop Ins Sessions**

Below are the most common questions we heard from landlords at the drop in events about the Selective Licensing scheme. We’ve grouped them by theme and kept the answers short, clear and practical.

**Getting in touch**

Q: What’s the best way to contact the team?

A: Use our dedicated inbox so multiple officers can help: selectivelicensing@mansfield.gov.uk. This ensures a prompt, tracked response.

**Consultation & transparency**

Q: Where can I see the consultation information and outcome?

A: The consultation materials and the decision/outcome documents are published on our Selective Licensing webpages. They set out the evidence base, methodology and final decision.

Q: Was the consultation balanced and fair?

A: Yes. Surveys and engagement were designed to capture views from residents, landlords and other stakeholders, and the findings were considered alongside other evidence (e.g. housing data, ASB reports, complaints, inspections).

Q: Why were some drop‑ins during office hours?

A: We recognise that office‑hour events don’t suit everyone. Any future events will now have a mix of evening/online sessions and continue to provide email/phone channels.

**Purpose of the scheme**

Q: What is Selective Licensing trying to achieve?

A: Safer, better‑managed private rented homes and neighbourhoods by:  
- Setting consistent property and management standards.  
- Improving communication between landlords and the Council.  
- Targeting poorly managed properties and persistent problem hotspots.  
- Supporting early intervention where issues arise.

Q: Is it a fix for wider social problems (crime, lighting, drug misuse, etc.)?

A: No single measure can do that. Licensing sits alongside policing, environmental enforcement and community programmes. It focuses on housing‑related causes and management, and helps us coordinate with partners.

Q: Why are good landlords being punished?

A: We recognise that many landlords already manage their properties responsibly. Selective Licensing isn’t designed to punish good landlords. Instead, it creates a level playing field, tackling poor practices and raising standards across the sector. This helps protect responsible landlords from being undercut by those who neglect their duties and ensures all tenants benefit from decent, well‑managed housing.

**Landlord responsibilities & powers**

Q: Does licensing give landlords more legal powers (e.g. to evict)?

A: No. The legal framework for possession and tenancy management is unchanged. The scheme improves support, guidance, evidence‑gathering and coordination so issues can be tackled earlier and more effectively.

Q: Aren’t landlords being blamed for things outside their control?

A: No. Landlords aren’t responsible for every community issue. But tenancy terms do provide levers around property condition and behaviour. Licensing helps us work with you on proportionate, practical steps.

**Anti‑social behaviour (ASB)**

Q: How will the scheme help with ASB linked to private rented homes?

A: Through licence conditions on management, earlier case discussions, help with evidence, and dedicated capacity to liaise with enforcement teams. We aim to resolve problems sooner and escalate appropriately where needed.

Q: What about ASB involving council tenants?

A: The Council has existing policies for its own stock and works with enforcement partners. Specific concerns can be reported for investigation via our usual channels.

**HMOs, unlicensed lets & poor conditions**

Q: Will you tackle unlicensed/small HMOs, cash‑based bedsits and informal room lets?

A: Yes. Within the designated areas we will identify, inspect and require standards to be met. Where landlords won’t engage, we may take enforcement action.

Q: What action has the Council taken historically?

A: Responses include inspections, improvement notices, prohibition orders, civil penalties, targeted initiatives and landlord forums with partners. Licensing adds scale and consistency.

**Fees, refunds & value**

Q: Are fees refundable if outcomes fall short?

A: There is no provision in legislation for refunding licence fees. Fees fund the administration and enforcement of the regulatory scheme.

Q: So what do landlords gain?

A: Clear standards, a level playing field, faster routes into the right Council teams, earlier intervention, support on complex cases, and targeted action against non‑compliant landlords whose practices otherwise undercut responsible ones.

**Empty homes, council tax & works**

Q: Why is council tax charged on empty properties I’m improving?

A: Council tax rules (including empty property premiums) are set nationally with local application. They are designed to encourage bringing homes back into use promptly.

Housing Benefit / Universal Credit payments

Q: Can rent be paid direct to landlords?

A: National rules generally pay to tenants. In certain cases (e.g. vulnerability or arrears history) a request for direct payment can be made and is assessed case‑by‑case by the relevant benefits team.

**Working together**

Q: Why not just promote accreditation instead of licensing?

A: Accreditation has been promoted locally for years but uptake is limited. Licensing ensures minimum standards across all landlords in the designated areas and gives us the tools to deal consistently with poor management.

Q: How will you keep landlords informed and involved?

A: We’ll publish updates online, run landlord briefings (including evenings/online), and maintain an open channel via the dedicated inbox. We welcome constructive feedback on improving engagement.

**Practical support**

Q: What support can I expect if a tenancy becomes problematic?

A: Guidance on legal responsibilities, signposting to correct processes, help with evidence collation, and coordinated escalation to enforcement teams where appropriate.

Q: Who do I contact for day‑to‑day queries about applying or conditions?

A: Email selectivelicensing@mansfield.gov.uk and a member of the team will respond.

James Greenhedge – 22nd August 2025