



Property Licensing

Medway selective and additional licensing consultation

Private rented property licensing. Have your say

Medway Council is committed to ensuring that all residents have access to safe, good-quality homes. The private rented sector (PRS) now represents 23.2% of Medway's housing market, making it an essential part of the area's housing supply. However, we continue to receive reports of poor property conditions across the PRS. To address these concerns and to better protect tenants, we are proposing new property licensing measures.

Our aim is to make sure private rented accommodation in Medway is fit for purpose and meets acceptable standards. Licensing will help create a safer and fairer environment for everyone by supporting responsible landlords, tackling rogue operators, and improving overall property conditions.

Building on the success of the existing mandatory Houses in Multiple Occupation (HMO) licensing scheme, we are proposing two additional schemes that widen the range of properties requiring a licence. These are:

- **A selective licensing scheme**, and
- **An additional HMO licensing scheme**

These schemes would apply within selected wards across Medway where evidence suggests that intervention is needed to raise standards.

We want to hear your views on these proposals. Your feedback will help shape how we move forward to improve the quality, safety, and management of privately rented homes in Medway.

Fair for landlords. Safe for tenants. Better for Medway

TAKING PART IN THE SURVEY

Taking part in this survey is voluntary. Before taking part you should read our privacy notice as this tells you about the information we collect and what we will do with it.

☐ Our privacy notice

This notice is about Medway Council and the collection of personal information for the Property Licensing Consultation. Medway Council will be referred to as 'we', 'us' or 'our' in this notice. We are the data controller for the information you provide. This means we decide how your personal data is processed and for what purposes in relation to this survey. Transform UK are the data processors for this survey. Any contact details you provided will be separated from your survey response therefore you will not be identified in the results and report of findings received by the council.

By taking part in this survey, you will be agreeing to us processing your personal information in the running of this survey and the analysis of your response. Your information will not be passed to any other third parties unless stated below or we are required to do so by law. The types of activity this includes is: processing your survey, grouping and analysing the results by different characteristics, for example, age group, using anonymised comments, sharing aggregated results with other parts of the council, sharing aggregated results with Transform UK, sharing response level information with other parts of the council, sharing response level information with Transform UK and collecting contact details but only if you would like to receive a copy of the licensing designations. We will ask you for your consent for any other information that is not vital for the running of the survey where relevant.

When completing the survey you will be asked to provide information about:

- Your demographics (sex, age group, ethnicity and if you have a long-term physical or mental condition or illness)
- Where you live (area within which you live and postcode)
- Your organisation if relevant (organisation type, name)
- If a stakeholder or an elected representative

This is a voluntary part of the survey allowing us to understand the profile of respondents, if there are any differences between groups and how it compares to Medway as a whole. Wherever possible this information is grouped to make it harder to identify a person, e.g. we ask your age group rather than your date of birth.

We will keep the completed surveys for three years after the close of the survey.

We will process your data as you have given your consent to complete the survey. After you have submitted the survey, we have a legitimate interest in the processing of your personal data for the purposes outlined above.

If you would like to contact us for more information about the Property Licensing Consultation you can contact us by email at prsconsultation@medway.gov.uk or in writing to Private Sector Housing, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR.

If you have any queries or complaints about this privacy notice please contact us by email at GDPR@medway.gov.uk or in writing to Data Protection Officer, Information Governance Team, Legal Services, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR.

[View more information about your data protection rights.](#)

Are you happy to take part in the Property Licensing Consultation? (Please select one option only)

- ☐ Yes
- ☐ No

TAKING PART

Thank you for your initial interest in the Property Licensing Consultation. Unfortunately as you do not want to give your permission to take part we cannot process your personal information. If you change your mind you can take part in the survey whilst it is open. Please close your internet browser now to end this survey.

YOUR CONNECTION TO MEDWAY

In what capacity are you responding to this survey? (Please select one option only)

- ☐ As a Medway resident or a local business in Medway (but not a landlord)
- ☐ As a landlord, letting or managing agent with properties in Medway
- ☐ As another type of stakeholder (for example, an elected representative, a resident or landlord based outside of Medway, or on behalf of a landlord or tenant organisation)

Please provide this information about yourself (where relevant) so that we can monitor the representativeness of the responses and identify trends. We will take all feedback into account, regardless of whether you provide your personal details.

INFORMATION ABOUT YOU: MEDWAY RESIDENTS & BUSINESSES

If you are a resident living in Medway, or responding on behalf of a local business in Medway, which of the following best describes you? (Please select one option only)

- ☐ Private tenant living in a single-family dwelling (e.g. a self-contained flat or house)
- ☐ Private tenant living in a House in Multiple Occupation (HMO) or bedsit where you share some basic amenities (e.g. toilet, bathroom, kitchen) with others
- ☐ Medway Council tenant
- ☐ Housing association tenant
- ☐ Owner occupier
- ☐ Shared owner – with a share in the equity of the home
- ☐ Local business in Medway (but not a landlord)
- ☐ Other

Other, please state:

INFORMATION ABOUT YOU: LANDLORDS AND AGENTS

If you are a landlord or agent with properties in Medway, which of the following best describes you? (Please select one option only)

- | | |
|--|---|
| ☐ Landlord who manages their own property | ☐ Managing agent |
| ☐ Landlord who uses a managing agent | ☐ Registered social landlord |
| ☐ Letting agent | ☐ Other |

Other, please state:

Do you live in Medway? (Please select one option only)

☐ Yes

☐ No

Please indicate how many properties you own/manage in Medway, for each of the following types: (Please select one option per row)

	0	1	2-10	11-50	51-100	101+
Single family occupancy house/bungalow	☐	☐	☐	☐	☐	☐
Self-contained flat converted	☐	☐	☐	☐	☐	☐
Self-contained flat purpose built	☐	☐	☐	☐	☐	☐
House in Multiple Occupation (3 or 4 people)	☐	☐	☐	☐	☐	☐
House in Multiple Occupation (5 or more people)	☐	☐	☐	☐	☐	☐

Are you accredited or a member of any of the following? (Please select all that apply)

- ☐ National Residential Landlords Association (NRLA)
- ☐ ARLA Propertymark
- ☐ Kent Landlord Accreditation Scheme (KLAS)
- ☐ Royal Institution of Chartered Surveyors (RICS)
- ☐ UK Association of Letting Agents (UKALA)
- ☐ No, none of these
- ☐ Safeagent
- ☐ Other landlord/letting agent association

Other landlord/letting agent association, please state:

INFORMATION ABOUT YOU: ORGANISATIONS AND OTHER STAKEHOLDERS

If you are responding on behalf of an organisation, which organisation do you represent? (Please write in the box below)

Please give us the name of the organisation and any specific group or department. Please also tell us who the organisation represents, what area it covers and how you gathered the views of members.

Poorly managed private rented properties are contributing to the decline of some areas of Medway	☐	☐	☐	☐	☐	☐
Landlords of private rented properties have a responsibility to manage their properties effectively	☐	☐	☐	☐	☐	☐
To help with the management of private rented properties in Medway, landlords should be 'fit and proper' persons (e.g. have proper management or financial arrangements in place, and not have convictions for certain types of offences)	☐	☐	☐	☐	☐	☐

ADDITIONAL HMO LICENSING SCHEME

Medway Council, like all other councils across the country, must operate a mandatory licensing scheme for larger HMOs.

The council is proposing to introduce an additional HMO licensing scheme in **six wards**:

- Chatham Central & Brompton
- Fort Pitt
- Gillingham North
- Gillingham South
- Luton
- Watling.

The proposed scheme would cover smaller HMOs that are occupied by three or four unrelated people in two or more households that share (or lack) toilet, washing or cooking facilities.

By implementing an additional HMO licensing scheme, the council is able to effectively deal with the poor conditions and anti-social behaviour present in smaller HMOs by requiring landlords to license their property with the council and meet certain property management conditions.

Landlords will need to obtain a licence for an HMO falling within the new scheme. A fee is charged by the council to cover the costs of processing an application, monitoring compliance with licence conditions and enforcing the scheme.

The additional HMO licensing scheme, if approved, would begin in November 2026 and would operate for five years. You can find out more about the proposed additional HMO licensing scheme in the Consultation Evidence Pack.

ADDITIONAL HMO LICENSING SCHEME

To what extent do you agree or disagree with the proposal for an additional HMO licensing scheme in the six specified wards? (Please select one option only)

☐ Strongly agree	☐ Tend to agree	☐ Neither agree nor disagree	☐ Tend to disagree	☐ Strongly disagree	☐ Don't know
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To what extent do you agree or disagree that an additional HMO licensing scheme will help to achieve the following outcomes? (Please select one option per row)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Improve the physical condition of HMOs	☐	☐	☐	☐	☐	☐
Improve the health and safety of HMO tenants	☐	☐	☐	☐	☐	☐
Help to tackle neighbourhood issues such as noise, nuisance, rubbish and other anti-social behaviour	☐	☐	☐	☐	☐	☐
Help tenants to increase their understanding of their rights and responsibilities when living in an HMO	☐	☐	☐	☐	☐	☐
Help identify poorly performing HMO landlords, managing agents and letting agents	☐	☐	☐	☐	☐	☐
Assist HMO landlords to raise their standards	☐	☐	☐	☐	☐	☐
Support good HMO landlords	☐	☐	☐	☐	☐	☐

If you disagree with the proposals for an additional HMO licensing scheme, please can you explain why and what alternatives you think should be considered to address the problems? (Please write in the box below)

ADDITIONAL HMO LICENCE CONDITIONS

If an additional HMO licensing scheme is introduced, all landlords will be required to obtain a licence for any properties meeting the additional HMO criteria in the six specified wards. The licence can contain two types of conditions: mandatory and discretionary.

The mandatory conditions are those relating to electrical, gas and fire safety, tenancy agreements, minimum sleeping room sizes and the disposal of household waste. These are required by law and must be applied. These mandatory conditions **do not** form part of the consultation.

The discretionary conditions are part of the consultation, and the council can decide on these in order to deal with the management, use and occupation of the licensed property, and its condition and contents. You can find out more about the proposed additional HMO licensing scheme conditions in Appendix 3.

To what extent do you agree or disagree with the proposed additional HMO licensing discretionary conditions? (Please select one option only)

- ☐ Strongly agree ☐ Tend to agree ☐ Neither agree nor disagree ☐ Tend to disagree ☐ Strongly disagree ☐ Don't know

If you disagree with any of the discretionary conditions for additional HMO licensing please can you explain why? (Please write in the box below)

Are there any other additional licence conditions (that are not already covered by a mandatory or proposed discretionary licence condition) that you think should be included? (Please select one option only)

- ☐ Yes ☐ No ☐ Don't know

If 'Yes', please state below: (Please write in the box below)

SELECTIVE LICENSING SCHEMES

The council is proposing to introduce a selective licensing scheme for all privately rented homes in **seven wards**:

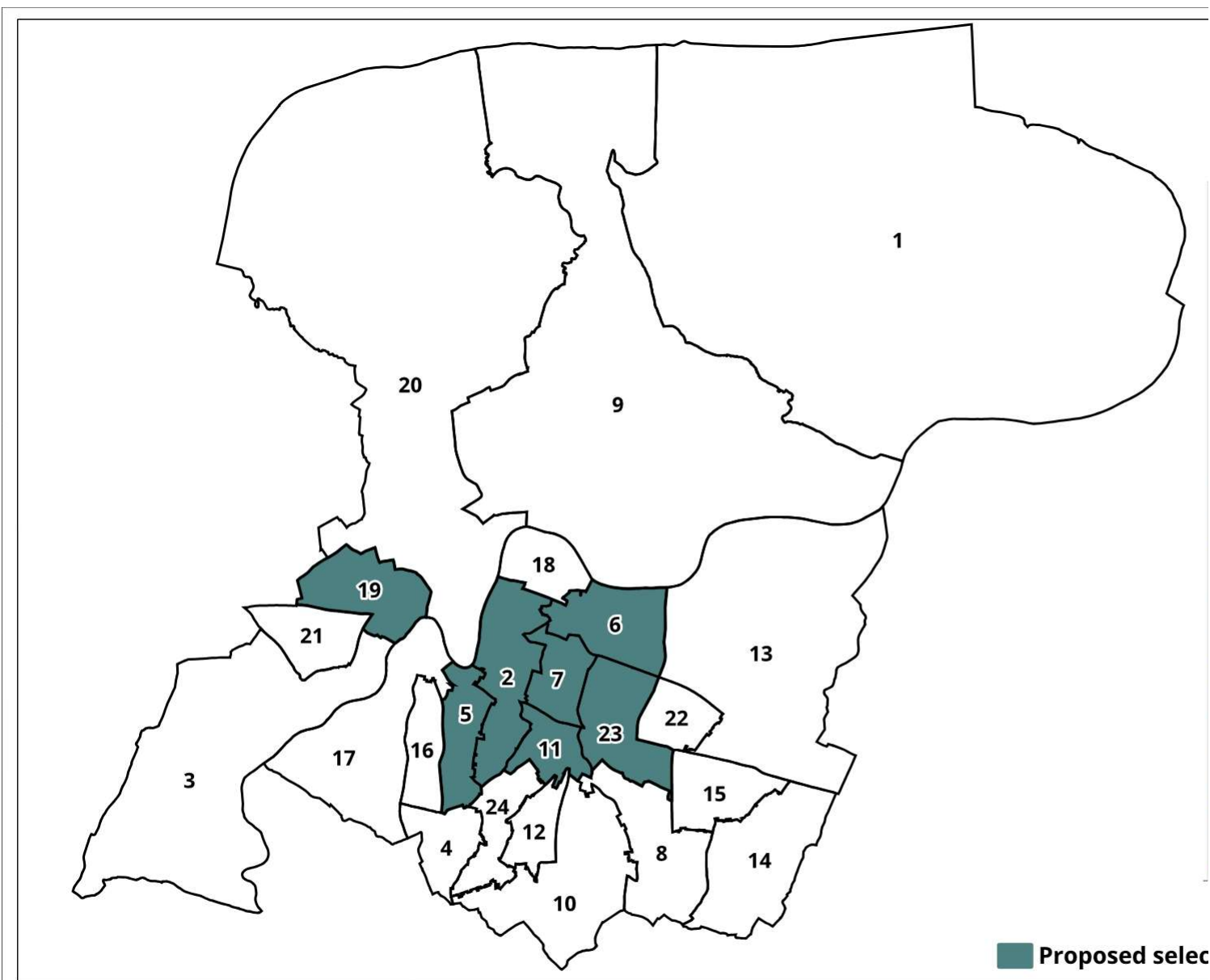
- Chatham Central & Brompton
- Fort Pitt
- Gillingham North
- Gillingham South
- Luton
- Strood North & Frindsbury
- Watling.

A selective licensing scheme is when the whole or part(s) of a local authority are subject to a designation under the Housing Act 2004. The designation makes it compulsory for all properties that are rented to single households (e.g., a family) or two unrelated sharers (e.g., two friends living together) to hold a licence before it can be legally let to tenants.

The seven wards have been chosen because they have high levels of privately rented accommodation which is in poor condition.

By implementing a selective licensing scheme, the council is able to effectively deal with the poor conditions by requiring landlords to license their property with the council and meet certain property management conditions.

If approved, it is proposed that the scheme will be introduced in **November 2026**.



Proposed Selective Licensing Area

If the scheme is implemented, landlords will be required to apply to the council for a licence for each privately rented property they own or manage in the area. Each licence application must be accompanied by a licence fee. Conditions will be attached to each licence and landlords would be bound by these conditions.

You can find out more about the proposed areas, licence conditions, and fees in the Consultation Evidence Pack.

SELECTIVE LICENSING SCHEMES

To what extent do you agree or disagree with the proposal for a selective licensing scheme in the seven wards? (Please select one option only)

☐ Strongly agree

☐ Tend to agree

☐ Neither agree nor disagree

☐ Tend to disagree

☐ Strongly disagree

☐ Don't know

To what extent do you agree or disagree that a selective licensing scheme will help to achieve the following outcomes? (Please select one option per row)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Improve the physical condition of private rented properties	☐	☐	☐	☐	☐	☐
Improve the health and safety of tenants	☐	☐	☐	☐	☐	☐
Help to tackle neighbourhood issues such as noise, nuisance, rubbish and other anti-social behaviour	☐	☐	☐	☐	☐	☐
Help to decrease the effects of deprivation (poverty) in the area	☐	☐	☐	☐	☐	☐
Help identify poorly performing landlords, managing agents and letting agents	☐	☐	☐	☐	☐	☐
Assist landlords to raise their standards	☐	☐	☐	☐	☐	☐
Support good landlords	☐	☐	☐	☐	☐	☐

If you disagree with any of the above, please can you explain why and what alternatives you think should be considered to address the problems? (Please write in the box below)

SELECTIVE LICENCE CONDITIONS

If a selective licensing scheme is introduced, all landlords will be required to obtain a licence for properties meeting the selective licensing criteria. The licence can contain two types of conditions: mandatory and discretionary.

The mandatory conditions are those relating to electrical, gas and fire safety, tenancy agreements and references. These are required by law and must be applied. These mandatory conditions **do not** form part of the consultation.

The discretionary conditions are part of the consultation, and the council can decide on these in order to deal with the management, use and occupation of the licensed property. You can find out more about the proposed selective licensing scheme conditions in Appendix 2.

To what extent do you agree or disagree with the proposed selective licensing discretionary conditions? (Please select one option only)

- ☐ Strongly agree ☐ Tend to agree ☐ Neither agree nor disagree ☐ Tend to disagree ☐ Strongly disagree ☐ Don't know

If you disagree with any of the discretionary conditions for selective licensing, please can you explain why? (Please write in the box below)

Are there any other selective licence conditions (that are not already covered by a mandatory or proposed discretionary licence condition) that you think should be included? (Please select one option only)

- ☐ Yes ☐ No ☐ Don't know

If 'Yes', please state below: (Please write in the box below)

LICENSING SCHEME FEES

The Housing Act 2004 permits the council to set licensing fees to cover the costs of administering the licensing scheme over five years. Licence fees cannot be used elsewhere in the council or used to generate a profit. As long as the licence conditions are complied with, the licence would remain valid up to a maximum of five years.

The council’s proposed fees per property licence are below. The law requires that the payment is collected in two parts. The initial part of the fee (Part A) is charged to cover the cost of processing the application. If the application for a licence is successful, the remainder of the fee (Part B) will be charged before the full licence is issued. This part of the fee is a contribution to the other costs incurred by the council in running and administering the licensing scheme, for example the cost to the council for enforcement of licences. The total fee amount (Part A and Part B) is paid once for the five-year licence and is not charged annually. The licence fee will be kept under review at least annually.

You can find out more about the proposed licensing scheme fees, charges and discounts in Appendix 4.

Scheme	Part A	Part B	Total
Additional HMO	£830	£770	£1600
Selective	£436	£404	£840

What are your views on the proposed additional HMO licensing fee? (Please select one option only)

- ☐ I think the fee is too high
- ☐ I think the fee is at about the right level
- ☐ I think the fee is too low
- ☐ Don't know

What are your views on the proposed selective licensing fee? (Please select one option only)

- ☐ I think the fee is too high
- ☐ I think the fee is at about the right level
- ☐ I think the fee is too low
- ☐ Don't know

LICENCE FEE DISCOUNTS

The council is proposing three different discount payments against the full licence fee. Some properties will be eligible for multiple discounts. Please refer to schedule of fees, charges and discounts (Appendix 4) for more information.

All discounts are at the discretion of the council and will be kept under annual review.

Nature of discount	Amount (Selective)	Amount (Additional)
Accredited landlord	£84 off Part B	£160 off Part B
Multi-property	£105 off Part A	£200 off Part A
Charity	£210 off Part B	£400 off Part B

What are your views on the proposed discounts? (Please select one option per row)

	I think the discount is too low	I think the discount is at about the right level	I think the discount is too high	Don't know
Accredited landlord discount	☐	☐	☐	☐
Multi-property discount	☐	☐	☐	☐
Charity discount	☐	☐	☐	☐

LICENSING SCHEME OBJECTIVES

As part of the planning process for any private property licensing scheme, the council must define its objectives for the schemes and set out how it plans to enforce these.

You can find out more about the proposed licensing scheme objectives in the Consultation Evidence Pack (see Section 15).

To what extent do you agree or disagree with the proposed licensing scheme objectives?
(Please select one option only)

- ☐ Strongly agree ☐ Tend to agree ☐ Neither agree nor disagree ☐ Tend to disagree ☐ Strongly disagree ☐ Don't know

If you disagree with any of the objectives for the licensing scheme, please can you explain why? (Please write in the box below)

Are there any other licence scheme objectives (that are not already covered by the objectives listed) that you think should be included? (Please select one option only)

- ☐ Yes ☐ No ☐ Don't know

If 'Yes', please state below: (Please write in the box below)

DO YOU HAVE ANY FURTHER COMMENTS?

Is there anything else you think the council should consider to help improve the condition and management of the private rented sector in Medway? Are there any other comments that you would like to make about the proposed additional HMO and/or selective licensing schemes? (Please write in the box below)

LICENSING DESIGNATIONS

If the proposals are approved, Medway Council is legally obliged to offer to send you a copy of the licensing designations before any licensing scheme is introduced. These are supporting documents that define various things including the area where licensing will be required, as well as detailing the commencement and duration of the designations.

Please be aware that Medway Council are the data controllers but not the data processors for this survey. Any contact details you provide will be separated from your survey response therefore you will not be identified in the results and report of findings received by the council. We will not pass your details on to any third parties. The council’s Data Protection Officer can be contacted via email at gdpr@medway.gov.uk or at the following address:

Data Protection Officer
Information Governance Team
Legal Services
Medway Council
Gun Wharf
Dock Road
Chatham
Kent
ME4 4TR

Your contact details will be used by Medway Council only for the purpose of the notification under the Housing Act 2004, and of issuing the licensing designations, as required to fulfil the council's duties under Regulation 9 (3) - The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 – the publication requirements relating to designations made under the Housing Act 2004, require that within two weeks of a designation being confirmed or made, the local housing authority must send a copy of the notice to any person who responded to the consultation.

The contact information will not be shared, shall be retained for no more than three years after decisions have been finalised, and shall be processed in adherence to your legal rights, including but not limited to the right to withdraw consent, right to copies of your information, and right to be forgotten. If you are dissatisfied with the processing of your information, you can raise your concern with the council's Data Protection Officer. You have a right to lodge a complaint with the Information Commissioner's Office (www.ico.org.uk). Further information can be found at Medway Privacy Notice and Your Rights

Please provide your name with either an email or postal address if you would like to receive a copy of the licensing designations.

Full name: (Please write in the box below)

Email address: (Please write in the box below)

Postal address: (Please write in the box below)

ABOUT THIS CONSULTATION

How did you hear about this consultation? (Please select all that apply)

- ☐ Leaflet
- ☐ Email
- ☐ Poster
- ☐ Medway Council website
- ☐ Local newspaper
- ☐ Word of mouth
- ☐ Other

Other, please state:

ABOUT YOU

Medway Council is committed to consulting with all its residents and interested parties so, to ensure that all groups within the community have the opportunity to participate, we would appreciate it if you could provide us with some information about you. This part of the questionnaire is voluntary. Please feel free to leave any questions that you do not wish to answer or select 'I prefer not to say'.

We collect this information to help us better understand who has responded to this survey and identify any differences between groups of respondents and the communities that we serve. This is so that services and policies can be designed considering the needs of everybody; helping the council to meet its duties under the Equality Act 2010. All of the information gathered is confidential and will be managed as stated within the privacy notice at the start of the survey.

What is your sex? You are registered with a sex at birth, the only recognised options for sex in the UK are 'female' and 'male', which is why these are the only options to choose from. (Please select one option only)

- ☐ Male ☐ Female ☐ I prefer not to say

In which of the following age bands do you fall? (Please select one option only)

- ☐ Under 16 ☐ 35-44 ☐ 65-74
- ☐ 16-24 ☐ 45-54 ☐ 75+
- ☐ 25-34 ☐ 55-64 ☐ I prefer not to say

What is your ethnic group? (Please select one option only)

- ☐ White - English / Welsh / Scottish / Northern Irish / British
- ☐ White - Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Roma
- ☐ Any other White background
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - White and Black African
- ☐ Mixed - White and Asian
- ☐ Any other mixed / multiple ethnic background
- ☐ Black / Black British - African
- ☐ Black / Black British - Caribbean
- ☐ Any other Black / African / Caribbean background
- ☐ Asian / Asian British - Indian
- ☐ Asian / Asian British - Pakistani
- ☐ Asian / Asian British - Bangladeshi
- ☐ Asian / Asian British - Chinese
- ☐ Any other Asian background
- ☐ Other - Arab
- ☐ Any other ethnic background
- ☐ I prefer not to say

Other, please state below:

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (Please select one option only)

- ☐ Yes
- ☐ No
- ☐ I prefer not to say

In which area do you live? (Please select one option only)

- ☐ Cuxton and Halling
- ☐ Hoo Peninsula
- ☐ Strood
- ☐ Rochester
- ☐ Chatham
- ☐ Gillingham
- ☐ Rainham
- ☐ Elsewhere in Kent
- ☐ Elsewhere in the UK
- ☐ I prefer not to say

What is the first part of your postcode (e.g. ME2 or ME4): *This will help us understand views in different areas.* (Please write in the box below)

Do you own a property in Medway? (Please select one option only)

- ☐ Yes
- ☐ No
- ☐ I prefer not to say

ABOUT YOU

How long have you owned property in Medway? (Please select one option only)

- ☐ Less than one year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 6-10 years
- ☐ 10+ years

YOUR RESPONSE

Thank you for completing the survey.

Please press the submit button below to send us your views.
After you press submit you will be taken to the Medway Council website.