

# Landlord Registration

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# What is Landlord Registration?


- It compels landlords to register their names, addresses, and (if applicable) details of their letting agent with the local authorities within which they operate
- Landlords must pass a “fit and proper person” test
- The register is accessible on a public website, lending some transparency to the sector.

Public Search Result

→ ↺ ⌵

www.landlordregistrationscotland.gov.uk/Pages/PublicSearchDetail.aspx

♥ a

 Landlord Registration

Home Search

Public Search Result

A | A | A | Accessibility | Help

You searched for

Address details:

2/1 127 Albert Road  
GLASGOW  
G42 8UB

Result

An application has been approved by this local authority.  
That address is registered with the local authority as follows:  
Owner's Name:Mohammed Hussain

Contact Address:

20 Arrol Wynd  
Cambuslang  
GLASGOW  
G72 7UX

Repairing Standard Enforcement Orders:

No enforcement orders for this property

Search again

Help

This page displays your search results.

Privacy Policy

# What Landlord Registration is...

- Landlord Registration...
  - Gives local authorities an easy way to find out the landlord/letting agent responsible for a private let
  - Makes the PRS “visible”
  - Allows local authorities to ban certain individuals from acting as a landlord or letting agent
- But...
  - This assumes landlords/agents actually engage

# What Landlord Registration isn't...

- It does not directly...
  - Regulate the standard of landlords' property
  - Regulate the behaviour of landlords
  - Perform regular checks on the landlord
  - Give tenants an easy way to complain about or take action against their landlord

# Landlord Registration in Scotland

- Introduced with the Antisocial Behaviour (Scotland) Act 2004, coming into effect in 2006
- Initial guidance to local authorities was confused and specified that LR was a tool to combat antisocial behaviour
- Latest Scottish Government guidance, however, is very clear that LR is a tool which should be used for **raising standards**



# LR Enhancements in 2011

- Adds a new requirement that all print and online ads for rented property state the landlord's (and, if applicable, letting agent's) registration number.
- This was to
  - Increase renters' awareness of the scheme
  - Boost registration rates among landlords
  - Help local authorities identify potentially unregistered properties before they were let

Bathroom with Mains Shower. The property further benefits from Gas Central Heating, Double Glazing and Secure Door Entry. No Pets, No DSS. Viewings are Highly Recommended!! Landlord reg: 56573/260/29480. Energy performance ratings: 62/78.

# The Research

- Comprised of two strands:
  - How compliant are landlords with
    - Registering in the first place
    - The 2011 Act advertising rules
  - Qualitative interviews with letting agents and local authority staff to understand how landlord registration works on the ground.



# Govanhill



# Govanhill

- The target area was scanned on foot for “To Let” signs three times over a one month period.
- The address of any flat with a “To Let” sign was noted down whenever an exact address could be determined.
- The addresses identified were then checked using the publicly available landlord registration website.

# Govanhill

- Over the same time period, we scanned Rightmove.com daily for rental property within the target area.
- Each advert that was returned within the area was checked to see if it met the requirement to include landlord registration numbers in online and print adverts.

Description

Map & Schools

Street View

### Letting information:

Date available:	10/04/2015
Furnishing:	Unfurnished
Deposit:	£575
Letting type:	Long term
Added on Rightmove:	12 March 2015 (5 days ago)

### Key features

- Landlord Reg:  
398508/260/28231
- EPC Rating D
- Spacious front Facing Lounge
- Galley Style Kitchen
- Modern Family Bathroom
- Double Glazing
- Gas Central Heating
- Secure Door Entry

### Full description

**FULL DESCRIPTION** Immaculately presented 2 bedroom traditional tenement flat situated within a popular area of Glasgow's Southside. Accommodation comprises; Reception Hallway, Bright Front Facing Lounge, Large Galley Style Kitchen fitted with a range of floor and wall mounted units, 2 Double Sized Bedrooms and a Modern Family Bathroom. The property further benefits from Gas Central Heating, Double Glazing, Secure Close Entry System, Well Maintained Communal Areas and Drying Area to the Rear.



[Enlarge this map](#)

### Nearest stations

- Crosshill (0.2 mi)
- Queens Park (Glasgow)  
(0.4 mi)
- Pollokshields

Distances are  
measured



## Description

## Map & Schools

## Street View

### Letting information:

<b>Date available:</b>	30/04/2015
<b>Furnishing:</b>	Unfurnished
<b>Deposit:</b>	£500
<b>Letting type:</b>	Long term
<b>Added on Rightmove:</b>	03 March 2015 (14 days ago)

### Key features

- Gas Central Heating
- On Street Parking

### Full description

This fantastic unfurnished property is situated in the heart of Govanhill. It is a large two bedroom flat and includes a big living area and two double bedrooms with a lot of storage space throughout. The property has great transport links for the city centre either by train or bus. Daisy street is also a short walking distance to local schools, supermarkets and newsagents.




[Enlarge this map](#)

### Nearest stations

 Crosshill (0.2 mi)

 Queen's Dr  
(0.3 mi)

 Dist  
meas

 Cr  
Speed



# West End

- We then expanded our research to look at an additional part of the city. We decided to look at rented housing marketed to Glasgow University students in the West End of the city.
- There were far fewer rental properties being marketed in the West End, and the area is less well defined, so scouring the streets for To Let signs wasn't going to work.

# West End

- We decided to use Glasgow-PAD, a website operated by the five universities in the city which allows landlords to market their properties directly to a student population.
- Unlike Rightmove, Glasgow-PAD generally includes full addresses of properties being marketed, making them easy to check against the register of private landlords.



glasgowpad.org

Clip to OneNote Google Calendar Google Drive Facebook Nationwide Photography Shopping










ENHR Conference - Google Drive ENHR Presentation - Google Slides Glasgow PAD > Property Manager

# pad

## PRIVATE ACCOMMODATION DATABASE

Home About PAD Students Landlords Contact Us

Sort By: Last Modified Descending

	<p><b>12, WINTON DRIVE, GLASGOW, G12 (WEST END)</b></p> <p><b>Added:</b> 04/02/2013</p> <p>1st floor west end mansion for staff</p>	<p><b>Rent:</b> £1,450.00 per month</p> <p><b>Deposit:</b> £1,450.00</p> <p> x 2</p> <p> x 1</p> <p><a href="#">→ View property</a></p>
	<p><b>5/2 49 CROW ROAD, G11 7SH, GLASGOW, G11 7SH (WEST END)</b></p> <p><b>Added:</b> 27/02/2015</p> <p>Bright, modern two bedroom flat with easy access to transport and shops</p>	<p><b>Rent:</b> £750.00 per month</p> <p><b>Deposit:</b> £800.00</p> <p> x 2</p> <p> x 2</p> <p><a href="#">→ View property</a></p>
	<p><b>58 WYNDFORD ROAD, GLASGOW, G20 8ES (WEST END)</b></p> <p><b>Added:</b> 27/02/2015</p> <p>Home from Home!</p>	<p><b>Rent:</b> £350.00 per month</p> <p><b>Deposit:</b> £350.00</p> <p> x 2</p> <p> x 1</p> <p><a href="#">→ View property</a></p>
<b>78 WILTON STREET, NORTH KELVINSIDE, GLASGOW, G20 6PE (WEST END)</b>		<b>Rent:</b> £750.00 per month

## Glasgow-PAD

Run jointly by Glasgow University, Strathclyde University, Glasgow Caledonian University, The Royal Conservatoire of Scotland and the Glasgow School of Art

# West End

- Over a two week period, Glasgow-PAD was checked daily for rental property marked as “West End”
- The properties returned were checked against the private landlord register.
- The ads were also checked for a landlord registration number.

# Interviews

- Two staff agreed to be interviewed:
  - Chair of the Govanhill HUB joined up governing initiative
  - Former senior housing officer at City of Edinburgh Council, recently moved to head Edinburgh's Welfare Reform team.

# Interviews

- Interviews were also sought with landlords and letting agents to understand their impressions and experiences of registration.
- Email addresses were identified for 18 letting agents operating in Govanhill. Out of these, 2 agreed to be interviewed.
- 1 former letting agent was also interviewed.

# Results - Registration

	Registered	Unregistered
Govanhill	89.2% (33)	10.8% (4)
West End	70% (14)	30% (6)

# Results - Registration

- These numbers were in-line with the local authority's estimates.
- Govanhill had benefitted from a dedicated landlord registration worker funded by the Scottish Government.
- The local authority considered achieving registration of over 90% as a good place to be.

# Registration and Universal Credit

- The Local Housing Allowance database is one way in which local authorities have tracked down unregistered properties.
- The move to UC was identified as a significant potential issue for identifying unregistered landlords.
- LA staff interviewed expected registration rates to fall as a result.



# Results - Advertising Rules

	<b>Compliant</b>	<b>Non-compliant</b>
<b>Govanhill</b>	40% (20)	60%(33)
<b>West End</b>	0% (0)	100%(20)

- In Govanhill, 27 different letting agents were noted advertising on Rightmove - 8 had a 100% compliance rate, 3 had a mixture of compliant and non-compliant, 16 had no compliant ads

# Results - Advertising Rules

- The local authority didn't consider enforcing advertising rules a priority.
- Tenants can check if a property is registered themselves.
- But...
  - Tenants need a full address to check if a property is registered
  - Not enforcing the rules undermines the desire to more effectively publicise the scheme

# Results - Letting Agents

- Antagonistic towards registration
- But they did accept a need to improve standards in the sectors - but it was always those others guys who needed regulating.
- They thought registration could clean up the sector, but had no idea how.

# Results - Letting Agents

- Claimed that they fully complied with the advertising rules.
- Claimed that Right Move requires a landlord registration number before an ad can be posted.
- When told that they had a non compliant advert online, the secretary got the blame.

# Results - Improving Conditions

- Improving conditions is a key aim of Landlord Registration.
- The primary way LR helped improve conditions was by facilitating existing council services in identifying landlords.
- Getting sight of the PRS was also valuable, informing the council on where to direct resources.

# Results - Improving Conditions

- The key power LR gives councils is the power to remove landlords from the register.
- But removing a landlord from the register is a lengthy process.

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## Council ban for 'rogue landlord'

**A so-called "rogue landlord" has been banned from letting out property in Scotland's largest city.**

Glasgow City Council used anti-social behaviour legislation to stop Mohammed Aslam from being included on the private landlords register.

It followed an investigation which concluded that he was "not a fit and proper person" to be a landlord.



GETTY IMAGES

Mr Aslam has 21 days to lodge an appeal against the decision





# Results - Improving Conditions

- Only one landlord has been banned from the landlord register in Govanhill
- Evidence:
  - Refusing to register
  - Substantial council tax arrears
  - Closure order served on one property for failing to meet basic tolerable standard
  - Two prohibition notices served on property in relation to gas safety violations
  - Two improvement notices served on properties
- Despite all this, it took 3 years to ban him from the register

# Results - Improving Conditions

- Local authority interviewees felt that, ultimately, registration was not effective at improving standards in the worst parts of the sector.
- By regulating the landlord, not the property, landlord registration isn't strong enough.
- The very worst landlords probably won't register.
- Proposed Solution: Landlord Licensing.

# End.

- Helpful for Local Authorities
- Registration numbers can be good with intensive management.
- But...
  - What is the Fit and Proper Person test worth?
  - Does putting registration numbers on adverts give tenants a false sense of security?
  - Does removing someone from the register actually solve the problem?
  - Could we be missing anything?