

## HMO NDC Policy Amendment consultation results.

The online consultation ran for six weeks from 19 September 2023 until 31 October 2023.

147 responses were received and those replies are presented below.

Questions 1 and 2 related to names and organisations represented, this information is in the data extract.

**Q 3, Do you agree with the update as proposed? "Please note, we do not permit rooms within licensed properties to be rented out on a holiday let basis (e.g. via Airbnb, Vrbo etc.). All living accommodation must be occupied by persons as their only or main residence or by persons who are to be treated as so occupying it (e.g. on a permanent basis or in line with Section 259 of the Housing Act 2004)."**

19 said No

126 said Yes

2 did not leave an answer

**Q 4, If you answered Yes please tell us why:**

124 left a reply:

I live in a 'residential' area. Full time residents are fed up with the weekly turnover of temporary residents, who are here to party, not reside. Noise/air/ pollution due to barking dogs, loud music and people partying. This is profoundly unfair on the full time residents just trying to live quietly. Langleigh area full of airb&b's, with local families evicted to premier inns as temp accommodation. If the Dilkhusa hotel can be used for foreigners, why doesn't the council provide the same for our local homeless families who are sent to temporary accommodation in a different County? Please restrict air b&b's in residential areas, we pay council tax to be able to enjoy the right to the peace and enjoyment of our own homes and gardens. The council is not currently protecting our basic human rights, even though it is obliged to do so.

There is a growing need in ILFRACOMBE to provide low cost accommodation for those people who cannot compete financially in the private rental market. There is sufficient holiday accommodation in the town covering all levels of affordability.

With a massive shortage of long term rental property in North Devon, the distinction must be made between this and short term holiday rental.

These premises are usually not suitable for this means and taking away living accommodation from the neediest.

Shortage of housing to local residents - rent to them!

Housing shortage

It is inappropriate to mix tourists with residents of HMOs, who can be vulnerable and have particular support needs.

We have a dire housing need in north Devon if this proposal were to be rejected matters would be far worse.

Because there is a huge loss of permanent rented accommodation in North Devon

Letting out these types of properties is detrimental to the local community.

We need letting rooms for local people, not adding to the local housing problems

There are too many Airbnb's and not enough suitable homes to rent/purchase - we need some level of control

Sharing facilities like kitchens and living rooms with holiday makers would be problematical for other tenants.

Hmo rooms should be preserved as permanent residential accommodation

HMO should be short term accommodation for people with housing needs or families waiting to find suitable housing. A landlord cannot say they have hmo housing available and then rent out to holiday makers who will pay a lot more. This is not fair on the local people in HMO accommodation who may be working. Local people need this accommodation and hmo landlords should never have a vacant property.

Greedy landlords would turf out residents in HMO's so they could charge more for holiday accommodation

Council properties or properties that has any subsidy from the council should not be used as a business.

By its nature the purpose of a HMO is for residential use. It would certainly be wrong for individual rooms to be let out as short term holiday let's and would be detrimental to other residential occupiers.

Already there isn't enough housing at an affordable price, either to buy or to rent, for local people

Because there is such a shortage of housing in the area, and already there are far too many properties being used for holiday accommodation only.

There is a shortage of rentals in North Devon. People need homes not short lets.,

There is a housing crisis and it is essential that properties licensed for residential occupancy must remain so

Housing shortage

Permanent accommodation to take priority

There are enough holiday let's, hmos should be retained as such

Already a shortage of rented accommodation for residents.

Because housing for locals is such an important thing to concentrate, whole houses sit empty for months on end, so providing single room accommodation for single adults is vitally important to our area

This protects local residents and the long-term residents in the building and provides a safe, quiet and secure home for them.

HMO's should be used as emergency accommodation and not used as a profit machine for holiday rental businesses. There is a real housing problem in the country and people shouldn't be allowed to exploit loopholes.

Far too many holiday lets already. We have a housing crisis so do not allow holiday makers remove accommodation.

I believe that it would cause problems for the renters who are living in the property, on a permanent basis. They would be coming home from work to find a variety of strangers living within & having to share the facilities with them. These people may bring a lot of antisocial behaviours with them, & not worry about upsetting anyone as they are merely passing through. The landlord could end up with a whole load of problems to deal with which could cost him dearly.

The Airbnb model draws business away from current community accommodation providers which results in their provision being lost, employment potential being lost and eventual deterioration of the community. Even worse the Airbnb model encourages investment in property for the Airbnb market and the associated reduction of affordable property for locals in the community.

HMOs are to fulfil a particular need and the capacity they provide should not be taken up by holiday lets

Rent is already more than many can afford even in a HMO £500 per month minimum. By allowing landlords to urgent as holiday accommodation it forces up rent by reducing supply.

There is a shortage of appropriate rental accommodation for single people and families. HMOs should not be used for short term holiday rentals

It is essential for the security of vulnerable residents of HMOs that licensing safeguards their security and safety.

We are short of full time living accommodation and so this should take precedence over holiday lets

There is a well-known shortage of housing in the North Devon area, and too many properties are used as Holiday Lets of various types. The area cannot afford to lose any more housing stock.

HMO accommodation is licensed on the basis that it provides some aspect of shared facilities (kitchen/bathrooms etc) and also that residents share spaces such as hallways/entrance halls etc. It is totally inappropriate that someone paying to rent accommodation as their private home should have to share space and facilities with strangers on holiday for a short temporary period. If I have a permanent residence in an HMO I would be aghast having to come into the kitchen to eat or use the washing machine and find different strangers sitting there every week. Private rented households are just that. Private. Luckily many people who rent do so with 'whole' properties such as flats or houses. Those people (usually on lower incomes) who rent in shared housing like HMO's accept sharing kitchens and bathrooms but with permanent residents like themselves who will have been through the landlord's process of references etc. Tourists having accommodation will not have been through this process and thus present a safety risk to existing tenants. There are no reference checks etc to rent out an AirB&B. You just pay your money. Basically anyone could thus be sharing your personal home with you. In an HMO residents will have personal cupboards and storage in shared spaces like kitchens. How will holiday makers share these spaces? It is monstrous to think of strangers routing around in people's private homes. Also people have paid a rent to pay for exclusive rights over the shared spaces. It is unimaginable to pay your rent to then find that holidaymakers are allowed to use all of these facilities which you pay a regular rent for the landlord to provide. Holiday makers/tourists rent Air B&Bs for different reasons but mostly they will be using the space in a different way to the permanent residents such as holidays/weddings/business conferences etc. This is more likely to mean anti-social hours so there is likely to be an impact around noise and disturbance of the normal routine. Permanent residents are likely to be left to deal with the consequences of holiday lets such as dealing with refuse and cleaning communal spaces that have been left dirty by holiday guests. It's awful to think of someone's permanent home invaded by a revolving door of people. There could be two different holiday lets in one week for example. Dreadful for the person living there permanently who will see different faces every week in their kitchen. This loophole needs closing immediately. Another concern is that this only covers licensed HMOs. What about smaller HMOs that are not licensed and where this kind of subletting as holiday accommodation may also be occurring?

These are for people who may be on small incomes which is commonplace in our community. Under no circumstances should they be used for air bnb or any type of holiday let. There is very little residential housing as it is in this area.

Because people need to be able to live within their community homes should come before business

There are too many holiday lets in North Devon, and a severe shortage of rental accommodation for local people on low incomes

There are not enough homes for local residents but we have plenty of holiday accommodation available so it is not ethical to let HMOs for holiday let's just to make money!

Occupation on short term lets reduces the availability of accommodation for the young residents of North Devon

Far too many residential properties are appearing on airbnb and booking.com and locals cannot find anywhere to live and even the few that are to let prices have gone through the roof

We are in the worst housing crisis of our time and some greedy landlords want to vacate people to let them use it for holiday let's? Utterly shameful!

Because people need places to live in

There is a housing shortage for many single people and couples who may need these rooms

Housing needs to be allocated to local families as a priority. We need to support communities and families living here.

Condenses the property market for buyers that want as primary residence. Makes the area like a ghost town out of season. Lack of permanent neighbours gives no feel of neighbourhood. Few or none home rentals are available for local families & if any available they are unaffordable

Disruption of lives of ordinary residents living nearby

I believe an HMO landlord should not be allowed to effectively create an hotel without going through the correct planning process.

There's a shortage of this type of housing and to allow letting as holiday let's removes much needed properties from the housing stock

My son lives in an HMO. It's his home. He doesn't have much money. He lives with a stable group of people. I don't want his life and peace to be disrupted by short-term people who have no need to build relationships and learn to live together.

Because those properties are probably the only way the disadvantaged can get a roof over their heads

We don't need any more Airbnb's

There is a housing crisis in North Devon so the councils should be legislating to help solve this problem rather than helping to line the pockets of out of county landlords.

There is a limited amount of affordable housing it should be protected

To allow HMO on air B&Bs or for weekly short term let et. Would greater reduce the housing stock for locals

HMOs require the responsible use of shared facilities. This requires an element of knowledge of those with whom you are sharing, only achieved through a long term acquaintance. Single room accommodation is much better suited to traditional B&B or hostels

Not enough housing for locals

HMO should be available for people on lower incomes and that need help to get on the housing ladder not for holiday lets

This would be fair

I find it disturbing that new builds especially in Instow and surrounds are built EXPENSIVE which people from the likes of London, and other major cities purchase these as, owner, and only use in Holiday season, or they let out as holiday rental. These units are built for ok those with money....

This type of housing needs to be protected however there is the need for seasonal workers where this accommodation may be useful and justified. Perhaps the middle ground would be to qualify short term let to anything less than say 6-8 weeks? And to prevent companies from block booking those weeks and then underletting on a holiday basis. It's complicated but is there a way to allow seasonal workers to use these rooms without having to sign up to tenancies that are too long for that purpose?

It takes accommodation away from local people, housing situation is bad enough, not everyone can buy due to circumstances.

Local homes for those in need is far more necessary than air bnb etc.

It better tackles the housing shortage for local residents.

To protect local housing stock

With the local crisis in accommodation all HMO's should be used to house local residents

Due to the serious lack of private rentals and social housing in North Devon, the HMO's are needed by local residents.

There is not enough affordable permanent accommodation for people on low and even moderate income jobs.

I do not feel that these properties are suitable for holiday letting. They are designed for long term permanent address and are equipped accordingly alongside a tax system that is different to that of holiday letting. The holiday letting market that of an individual unit of accommodation for one group of people staying together for leisure purposes, is already an oversubscribed sector with many owners of property not ensuring they are fit for purpose in both amenity and safety. Allowing HMO's to join the sector will both confuse and redefine the sector unnecessarily, whilst reducing the amounts of much needed HMO's for students and long term primary residence occupants in our smaller and larger towns and cities. I wholly support NOT permitting licensed HMO's to join this sector.

There are too many Air bnbs and holiday letting in the area already, and not enough homes for permanent local residents.

The shortage of affordable accommodation will only be exacerbated if landlords decide instead to let rooms which should be used as a residence, to holiday makers.

License property such as hmo should be used for the purpose that they are intended. This does not involve letting out as holiday let's and using them as a vehicle to make money. They should be housing good local people on low incomes who have nowhere else to go.

You have no idea who might be renting rooms - this could be used to facilitate 'County Lines' drug trafficking activity. If I lived in a HMO, I'd feel safer knowing that my neighbours were there on a longer term basis. Rooms let as Airb'nbs could also be used for parties, causing disruption to other residents' lives.

We need holiday lets

Devon houses for Devon citizens

There is a crisis in housing for local people and there is a huge need for affordable accommodation need for low income single people, as well as families

It's all about FairPlay hotels have much stricter standards than air b&bs

Housing needs to be available on a permanent basis for those who need it. HMO's usually house single people who may have difficulty finding other accommodation

I believe it clarifies the current ambiguous situation

I fear as a renter I will be living in a tent at the age of 56

People need homes to live in. Not profit lead holiday lettings.

Security and insurance issues; using accommodation for profit; distribution of door keys; noise; 100's of ramifications.

Housing should be a priority for people living and working in North Devon, and not holiday makers. There is a huge shortage of affordable housing all over the country already without taking stock away for holiday use.

It's dishonest and avoids tax.

There is a general shortage of 'only or main residence' accommodation already and this would only make it worse and drive rents up further.

To support the current local housing need

Clarity for insurance cover is necessary because actions of non-leaseholders could invalidate other occupant's security.

Whilst there is a housing crisis and a large number of homeless households, combined with huge pressures on the natural environment, existing housing stock with permission for residential use should not be turned into non-residential property (ie a tourism business) without evidencing that the property is no longer required by the area for residential use and securing permission for a change of use ie from residential to business use. We need to make best use of the property/brownfield sites that already exist in order to meet the needs of local residents before we start turning properties into tourism businesses for private profit and then building on Greenfield sites.

There is a lack of affordable homes in this area, use of Airbnb Vrbo etc just compounds this situation.

Transient occupiers have no moral compass in regards to neighbours peace

There doesn't appear to be enough accountability for rights, taxes etc with Airbnb etc

Reduces cheap accommodation for locals

The spaces are essential for our homeless and less well off. Too many holiday lets are killing the area.

Other people residing there need to know daily who has access, and for how long

This might release more accommodation for long-term lets -by a family/couple

The shortage of housing in the area would be even worse if these rooms were let as holiday rentals.

There are nowhere near enough places for people to live as it is.

We need more accommodation for locals

Local people should be housed if there are any places available, for their only residence

There is little enough accommodation for people needing somewhere to live in this area. None of this type of property should be made available for holiday lets.

Accommodation for local residents is desperately scarce.

Hope this provides more accommodation for people to reside rather than come for brief visit

With a shortage of rental accommodation there is a need to maximise the availability of rental accommodation for those in need. There's plenty of holiday accommodation available in the area already.

There is enough holiday accommodation

More permanent homes must take priority over holiday let's

The shortage of affordable accommodation nationwide must be remedied, HMO's provide a vital provision for people at the bottom of the housing ladder.

I live in a residential area that is now overrun with air b&b's. No longer do full time residents get the right to enjoy the peace and enjoyment of their own home due to endless visitors partying.

People need permanent homes

To reduce long periods of proper emptiness

Because housing should be for local people.

Should be for locals, or those working in area.



I have heard people are being thrown out of their rental accommodation so the greedy can enrich themselves with holiday let rentals. It's completely wrong to throw people out of their accommodation. What about their jobs, they may be very much needed hospital staff etc.

Many need somewhere to live

Lack of housing. We need to have space to provide for local people

We need to keep this type of accommodation for the people who need it most and not casual visitors to the area.

Affects availability for local people and impacts local businesses

This is in effect the tenant's home. Holiday makers will not treat the property in the same way. There could be issues with the cleanliness of the property and safety (holiday makers will simply not be invested in keeping the property clean and safe).

Because at least that way you would inspect the property to make sure it's fit for purpose and issue a licence. I have an inspection from yourselves and the fire officer on a regular basis and holiday property should have the same regulations as a hmo.

They should be let under the original agreement.

To give local people a better chance of getting and living in local accommodation.

**Q 5, If you answered No please tell us why.**

22 gave a response:

If you answered No please tell us why

I believe the precedent, whilst well-intended, is dangerous in that it could encourage owners to remove their HMOs from the system and thus only make them available for holiday letting, which is far more lucrative and with infinitely fewer hassles. No, I do not own any!

It will be difficult to enforce. You need a clear definition of what a holiday let is. Defining it by the method of marketing will be open to be challenged in the courts. First define what a holiday let is and have them licensed/Registered. Then tackle the grey areas such as when in HMO's or via the governments approved 'rent a room'.

Everyone should be allowed to use their own homes however they like. People need a livelihood and make money through this and there a need for it - we are a tourist destination.

Local needs must come first

As a local Electrician the amount of Airbnb type properties that are electrically incredibly dangerous, as well as lacking the correct fire support and warning devices due to being in people's homes is shocking, at least renting these rooms out in a HMO will mean that the correct fire support and fire warnings are worrying in place, as well as the correct electrical inspections, or should be due statutory regulations.

Meaning by stopping people from using a designated HMO to stay in means you're forcing them to use non-regulated accommodation.

My property, my choice.

A room rented out at a higher rate, if that person is aware of who they are sharing with, would bring in a better income to help with running costs and repairs

People can offer a room in their home to homeless, refugee, people in danger.

I think properties are preferable as Holiday let's

A property owner should be able to decide to let in whichever way realises the optimum income. That might be full time residence or holiday let or a mix, depending on demand/season/economy. Restrictions should never cause a property owner to lose their livelihood.

We need more residential homes not holiday lets

N/A

na

These accommodations are lived in by the poorest. Where will they go?

It's could turn out to be a case of people who already get a lot of Benefits for NOT working see a way of getting even more money but not asking/telling the relevant authorities what they want to/are doing.

There may situations where the occupier might be able to offer the room to mothers on a short terms basis but, not as a 'holiday let, that this update might prohibit. Perhaps caveat the wording to permit short term transfer of licence under application and agreement terms?

n/a

There is an acute shortage of accommodation thus this should not be made more challenging

A room in an HMO is used by a tenant as their main residence. It cannot be used as a short term holiday rental by someone who is resident at another property. If this policy changes then it will be another nail in the coffin to reduce homes (mainly affordable) available for permanent rental. There is already a vast shortage of these homes so please do not remove more properties from the permanent rental market.

It's not clear

Should be only used for locals in need of accommodation.

I don't want a nanny state, if you own a property you should have the right to rent to whom you wish.

**Q 6, Do you believe the proposed insertion of the new wording above provides suitable clarity?**

23 answered No

119 answered Yes

5 did not answer

**Q 7, If you answered No to Q6 please tell us how we could make this more concise.**

26 gave a response:

If you answered No to Q6 please tell us how we could make this more concise.

The policy statement could ostensibly also suggest that properties which are 'licensed' (eg hotels, pubs with accommodation etc) are also restricted.

See my answer to Q5.

I do not think this is clear enough - many people are converting entire floors of their home for Airbnb guests and creating businesses from these. I'm concerned that the wording 'rooms' will not cover this. Essentially, I think it needs to be clearer to match the air bnb options you select as a customer. 'Room' and 'entire property' (which may be a renovated floor/section of their own house')

Yup do not need the words "Please note", the clause must be a directive not an aside

Licensed properties definition?

It's not your decision

I am concerned that this may cause confusion where existing guesthouses/B&B's are used as short term HMOs. I also do not think that listing holiday letting firms is necessary and could lead to a potential loophole where hmo rooms are let privately.

Change: "Please note, we do not permit rooms within licensed properties to be rented out on a holiday let basis (e.g. via Airbnb, Vrbo etc.)" TO: "Rooms within licensed properties are prohibited to be rented out on a holiday let basis (e.g. via Airbnb, Vrbo etc.)"

Properties are better as Holiday let's. In fact I'd ban HMO's. We are still a 1st World country I'd hope.

Some properties with multiple rooms are not licensed so there needs to be consideration of that aspect. For instance a bungalow in a residential street has been split into 4 apartments in Air BnB but only has parking for 2 vehicles which causes lots of problems for the mostly elderly residents.

You have to read the proposal two or three times, to understand if you are supporting the change

I answered yes but I would question if the statement excludes those who work away during the week, who might be away for 4 nights and use the HMO for 3, which would seem legitimate.

Please see above comments

The description of holiday letting should refer to the correct terminology which is that of a furnished holiday let or FHL and references to "air bnb" or "Vrbo" should specify that these are marketing platforms. Properties are not let through them as they are not agents.

Instead of "living accommodation" the specification should read "any building, part of a building or temporary structure within the curtilage of the licensed premises. Otherwise, where HMOs have gardens, there is nothing to stop a landlord erecting a temporary structure such as a garage or summerhouse and renting that out. This would in turn prevent HMO occupants enjoying relaxation time in an outside space where they reside.

Na

Under no circumstances, not just holiday let's.

I can't. I want to continue with the previous answer. I know many are what many would consider undesirables, but the town is set up to help them. Holiday Visitors do not always bring the money in one might expect, as many self-caterers bring much of what they need with them. Initially builders etc will get work and many properties will be made up to a good standard. But again, will any previous residents become rough sleepers with all the attendant negative results.

It should be changed to include temporary accommodation for asylum seekers or those seeking refuge and not only accommodation on a permanent basis. Unless this is included in "Section 259 of the Housing Act 2004".

See above?

n/a

Spell out section 259 definition

Give up on this idea

It would help to insert 'within licensed properties' again after 'All living accommodation'

It's not very clear

What would that achieve? Basically not much. People who are doing vital jobs here need a safe ensured place to live. I was in the same position as a Registered Nurse with a School aged children I had to rent privately.

## Equality Data

### **Age groups**

19 and under = 0

20-24 = 1

25 to 34 = 1

35 to 49 = 21

50 to 64 = 47

65 to 74 = 41

75 to 84 = 26

85 and over = 1

Prefer not to say or left blank = 9

### **Do you consider yourself to have a disability under the Equality Act 2010?**

No = 115

Yes = 20

Prefer not to say = 12

### **Ethnic Origin**

Asian, Asian British or Asian Welsh = 4

Black, Black British, Black Welsh, Caribbean or African = 0

Mixed or Multiple ethnic groups = 5

Other ethnic group = 2

White = 118

Prefer not to say = 18

## **Other ethnic group/self-describe (please specify)**

Devonian

White ethnic English and why all the woke questions on next page as they have no bearing on the main subject plain wokery box ticking

Mixed White

white is not an ethnic group

English

ENGLISH

Na

Devonian

Irish

## **Religion**

No religion = 55

Christian = 67

Buddhist = 1

Hindu = 1

Jewish = 0

Muslim = 2

Sikh = 0

Other religion = 5

Prefer not to say = 16

## **Sex**

Female = 82

Male = 54

Prefer not to say = 11

**Please confirm if your sex is the same as registered at birth.**

Yes = 137

No = 0

Prefer not to say = 10

**Sexual Orientation**

Straight or Heterosexual = 110

Gay or Lesbian = 2

Bisexual = 3

Pansexual = 2

Queer = 1

Other sexual orientation = 0

Prefer not to say = 29