

## **CPM Edinburgh** ***Tenancy Management Procedures***

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### **Licensing Sub-Committee of the Regulatory Committee**

**20 May 2011**

#### **1 Purpose of report**

- 1.1 The Licensing Sub-Committee of the Regulatory Committee at its meeting on 3 December 2010 considered a new application for an HMO licence at 4 Haddington Place.
- 1.2 The Committee granted the application subject to the Council's Standard Conditions for this category of licence.
- 1.3 In addition however, the Committee requested the Director of Services for Communities to report on the managing agent's tenancy management procedures.
- 1.4 This report informs the Committee of the findings of officers in Services for Communities following a review of the tenancy management procedures of the managing agent, CPM Edinburgh.

#### **2 Summary**

- 2.1 CPM Edinburgh manages in the region of 115 private rented properties in Edinburgh, including 18 Houses in Multiple Occupation (HMO).
- 2.2 Officers from Services for Communities (SfC) met with CPM Edinburgh on 19 January 2011 to review its tenancy management procedures.

#### **3 Main report**

- 3.1 Officers visited the office of CPM Edinburgh on 19 January 2011 to discuss and examine its tenancy management arrangements.
- 3.2 Following this meeting, officers are satisfied that CPM Edinburgh's systems and procedures are sound in most areas. However, five recommendations have been made to improve on current arrangements.
- 3.3 Each recommendation has been discussed with CPM Edinburgh; the response has been positive with each one now implemented. These are detailed below:

### **Landlord registration**

- 3.4 A number of landlords represented by CPM Edinburgh were not registered with the Council. It is not a legal duty for managing agents to ensure that landlords have complied with the requirements to register, however where an agent knowingly acts for a landlord who is letting illegally this could question the agent's "fit and proper" status. It is therefore good practice for agents to confirm that landlords they represent are appropriately registered with the Council.
- 3.5 CPM Edinburgh has worked with its unregistered landlords and all are now registered.

### **Completion times for maintenance and repairs**

- 3.6 Concerns were discussed about the time taken to complete repairs for those landlords who carry out their own maintenance and repairs.
- 3.7 The managing agent has worked with its landlords to encourage them to allow CPM Edinburgh to manage repairs on their behalf. They have now reduced the number of landlords managing their own repairs to four. CPM oversees and monitors completion of repairs and carries out inspections on completion for these four landlords.

### **Pre-tenancy administration charges**

- 3.8 CPM Edinburgh was found to be charging its tenants an administration fee when letting property. It is widely considered that such charges are illegal in terms of the Rent (Scotland) Act 1984, although the legislation is not entirely clear on this matter.
- 3.9 CPM Edinburgh has agreed to stop charging these fees immediately.

### **Antisocial behaviour policy**

- 3.10 CPM Edinburgh was considered to be managing incidents of antisocial behaviour adequately, but it did not have a formal policy.
- 3.11 CPM Edinburgh has now produced a written antisocial behaviour policy and has confirmed that it will be discussed with tenants prior to the signing of a lease.

### **Information for tenants on refuse disposal**

- 3.12 The managing agent was advising tenants verbally of how to properly dispose of refuse, but the guidance was not provided in writing. CPM Edinburgh has now included written information in the information pack provided to tenants at the time of the signing of a lease.

#### **4 Financial Implications**

4.1 There are no financial implications flowing directly from this report.

#### **5 Environmental Impact**

5.1 The improvement of tenancy management procedures helps to drive up the standards of private rented property in the city and so minimises the impact of high density living.

#### **6 Conclusions**

6.1 CPM Edinburgh has responded promptly and positively to the recommendations made by officers from SfC. The tenancy management standards in place are satisfactory following implementation of the improvements.

#### **7 Recommendations**

7.1 Committee is requested to note the contents of this report

**Mark Turley**  
Director of Services for Communities

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Appendices	None
Contact/tel/Email	Alistair Somerville, Private Rented Services 0131 469 5787, Alistair.somerville@edinburgh.gov.uk
Wards affected	Citywide
Single Outcome Agreement	Supports National Out come 10 – “We live in well-designed, sustainable places where we are able to access the amenities and services we need.”  Supports National Outcome 11 – “We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.”
Background Papers	CPM Edinburgh’s antisocial behaviour policy  *