In the last survey...

There was a good response, many thanks to all those that took part. The main results were as follows:

In the section on the city centre respondents were most satisfied with the ease of navigation around the city centre, the public transport network and the quality of the buildings. Over 70% of respondents were also satisfied with the safety and cleanliness of the city centre.

Over 60% of respondents used the bus or rode a bicycle as their main transport when accessing the City Centre. Less than 20% used a car.

The key factors for a good city centre emerged as good quality environment (safe, secure, clean and tidy) and good public transport services.

In the section on the website, just over half of respondents had accessed the updated OCC website, with 81% searching for information on a service. Most respondents agreed that the website was easy to use and well designed. 78% of respondents agreed that the information on the website was clear and easy to understand.
Introduction
Following extensive earlier consultation carried out in 2007/8 regarding our proposals for additional HMO licensing, the Council is now carrying out further consultation regarding its plans to extend the proposed scheme.

What is an HMO?
An HMO (House in Multiple Occupation) is defined in Sections 254 and 257 of the Housing Act 2004.

An HMO can be a building or part of a building if it is occupied by persons who form more than one household, and where those persons share (or lack) one or more basic amenities, such as a WC, personal washing and cooking facilities.

Examples of HMOs include a house shared by three students who are not related, a property rented out by a resident landlord to three unrelated tenants and a self contained flat shared by four young professionals who are not related.

There is also a schedule of the type of premises not covered by the definition and this includes student accommodation run by Universities and properties rented by resident landlords to up to two tenants.

What is currently licensed?
New legislation was introduced in 2006 which required the licensing of HMOs with three storeys or more that contained five or more occupants. To date 597 HMO licenses have been issued by the Council but this is only a small percentage of the estimated total of over 5000 HMOs.

What has changed?
On the 1st April 2010 the Government changed the legislation regarding the licensing of HMOs. The Council now has the power to introduce an additional licensing scheme for HMOs based on the local situation and it has no need to refer the decision to the Government for approval.

What do we want to do?
Now that new extended powers have become available we intend to introduce an additional licensing scheme throughout the City of Oxford. We are proposing to license every HMO in the City within three years and introduce an annual licensing system for an estimated 4000 HMOs.

Why do we want to do it?
According to government statistics Oxford has the 14th highest number of HMOs in England and Wales. They form an unusually high percentage of houses in the City with 1 in 5 of the resident population living in an HMO. The House Condition Survey of 2005 reported that HMOs provided the poorest homes in the City and that 70% were unsafe. HMOs are responsible for over 2000 service requests/complaints a year. They are also associated with issues that affect the neighbourhood such as rubbish and anti social behaviour which can occur because of poor management of the property.

What have we been doing about HMOs up to now?
Oxford City Council has responded to local concerns about HMOs for over 20 years. We’ve
been using our existing powers to their full extent and we have concluded that we need to do more. Oxford City Council took more prosecutions against landlords between 2007-2009 under the Housing Act 2004 and the Management of HMO Regulations 2006 than any other council in England and Wales.

**What difference will licensing HMOs make?**
Licensing will give the council enhanced powers to deal with HMOs. The council will be visiting properties on a proactive basis rather than only visiting in the event of a problem or service request/complaint. We can specify conditions on the licence that the licence holder must comply with and if there are any unresolved problems we can take legal action which may result in the licence holder losing their licence and their ability to run HMOs. Certain landlords who are currently operating may not pass the statutory test required to be a HMO licence holder because they have been prosecuted for relevant offences. These landlords will have to find an agent or another suitable person to be the licence holder and cooperate with them to improve the property and its management.

Additional licensing will also give the Council valuable information about the HMOs present throughout the City for the very first time.

**Who is asking the questions?**
The Residential Safety Team in the Environmental Development Service. Our role is to improve private sector homes, including those rented out as houses in multiple occupation (HMO).

**Why are we asking you?**
It’s a legal requirement that we consult with people who may be affected by introducing an additional licensing scheme for HMOs. This includes tenants, landlords and members of the public.

**What do we need to know?**
We need to know what your views are regarding the Council’s proposal to require every HMO in the City to be licensed.

**What will happen to the results?**
The results will be combined with the findings from the other consultations we are carrying out and will be used to decide whether the Council should go ahead with the scheme.

**Will there be any benefits for Landlords?**
Most landlords required to licence an HMO have come to realise that the expenditure they are obliged to make by the Licence Conditions amounts to a worthwhile investment. Many landlords strive to offer safe, secure, well-maintained and well-decorated accommodation above minimum standards. However, there is also evidence of tenants living in poorer standard accommodation. Landlords of such properties will be required to license their properties and invest in them to improve their standards and in the worse cases, rogue landlords will not be able to hold a licence and will be forced out of the market.

**How much will it cost Council Taxpayers?**
The cost of the scheme will be covered by the HMO Licence fees and not by the Council Taxpayers of the City.

**How often will a licence be required?**
We aim to introduce a scheme with an annual licence so each HMO licence will be valid for 12 months from the date of issue. The benefit of this for landlords will be that the fee payable will be more affordable than a 5 year licence and the benefit for tenants will be that a check will be made on the premises every year.
1. Which of the following best describes your status? *(Please select one)*

- [ ] Owner occupier
- [ ] Private tenant
- [ ] Social housing tenant e.g. council tenant
- [ ] Letting/Managing Agent
- [ ] Landlord
- [ ] Other (please specify)

Please clarify your answer here if you selected 'Other (please specify)' above

2. Do you think landlords have a responsibility to ensure their properties are managed well? *(Please select one)*

- [ ] Yes
- [ ] No

3. To what extent do you agree or disagree with the following statements? *(Please select all that apply)*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional licensing will improve how HMOs are managed and maintained</td>
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<tr>
<td>Additional licensing will help reduce anti social behaviour such as rubbish from HMOs</td>
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<tr>
<td>Additional licensing will improve safety standards within HMOs</td>
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</tbody>
</table>

4. In the last four years have you had a problem with any of the following issues in the area of Oxford where you live or own property? *(Please select all that apply)*

- [ ] Poorly managed HMOs
- [ ] Dumped rubbish and litter in and around HMOs
- [ ] Poor external appearance of HMOs and their gardens
- [ ] Anti social behaviour such as noise and parties from HMOs
- [ ] Poor internal property conditions within HMOs
- [ ] Empty properties
- [ ] Any other problem caused by HMOs (please specify)
Please expand on your answer here if you selected 'Any other problem caused by HMOs (please specify)' above

<table>
<thead>
<tr>
<th>Licensing all HMOs instead of just the larger HMOs will make the system clear and prevent confusion</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>A landlord who fails to license their HMO to avoid paying a fee and any improvement costs should be penalised</td>
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<tr>
<td>Licensing all HMOs will help drive out rogue landlords and improve the reputation of the private rented sector in Oxford</td>
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</tbody>
</table>

Do you agree with Oxford City Council’s proposal to introduce citywide additional licensing for all HMOs?  
(Please select one)

☐ Yes  ☐ No

We would welcome any comments that you would like to make regarding the proposal to licence all the HMOs in the city.
Leisure Facilities

Who is asking the questions?
The Leisure and Parks service who are responsible for Sport, Leisure and Parks and Open spaces within the City.

What do we need to know?
We need to know your views regarding the Council’s sports/leisure facilities.

Why are we asking you?
As you may be users of these sports/leisure facilities and so will be able to provide a valuable insight into these centres.

What will happen to the results?
The consultation results will help us improve sports/leisure facilities in the city.

1 Which of the following, if any, leisure facilities do you use? (Please select all that apply)

- Barton Pool
- Ferry Sports Centre
- Temple Cowley Pools
- Blackbird Leys Pool
- Hinksey Pool
- I don’t use any (please continue to page 10)
- Other (such as David Lloyds, University or School - please specify)

2 On average how often do you visit a sports/leisure facility? (Please select one)

- Daily
- Once a fortnight
- Not applicable
- 2-3 times a week
- Once a month
- Other (please specify)
- Once a week
- It varies
3 Which sports/leisure facility do you use most often? (Please select one option from the list.)

☐ Barton Pool
☐ Blackbird Leys Pool
☐ Blackbird Leys Leisure Centre
☐ Ferry Sports Centre
☐ Hinksey Pool
☐ Temple Cowley Pools
☐ Other (please specify)

4 Which facilities do you use at the sports/leisure facility you visit most often (please note: not all our sports/leisure facilities provide all the options below)

☐ Gym
☐ Swimming Pool
☐ Dance Studio
☐ Spectator Facilities
☐ Cafe
☐ Sports Courts
☐ Other (please specify)

5 What method(s) of transport do you use to get to your preferred leisure centre?

☐ Walk
☐ Swimming Pool
☐ Dance Studio
☐ Spectator Facilities
☐ Train
☐ Coach
☐ Other (please specify)

6 Taking everything into account for the Sport or Leisure Centre that you use most often, please can you rate your level of satisfaction.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The availability of supporting services within the vicinity (e.g. parks, libraries, education, shops)</td>
<td>Very important</td>
<td>Important</td>
<td>Neither important or unimportant</td>
<td>Unimportant</td>
<td>Very unimportant</td>
<td>Not applicable</td>
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<td>How well the facility treats everybody equally</td>
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<td>How well the facility caters for people with a disability</td>
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<td>How well the facility caters for clubs</td>
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<tr>
<td>How well the facility caters for schools</td>
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<td>The continuity of service (e.g. no unplanned closures)</td>
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</table>

Taking everything into account for the sports/leisure facility you use most often, please can you rate the level of importance you attach to the following options.
Taking everything into account for the sports/leisure facility you use most often, please can you rate the importance you attach to the facility in terms of providing value for money.

(Please select one)

☐ Very Important  ☐ Important  ☐ Neither important or unimportant

☐ Very Unimportant

We aim to provide sports/leisure facilities that meet the needs of all our residents. If there are any improvements you would like us to make at the sports/leisure facility that you use then please state them below. Please can you list your top 5 suggestions for improvement.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Taking everything into account for all of the above, how satisfied overall are you with the facility that you use most often?

(Please select one)

☐ Very satisfied  ☐ Satisfied  ☐ Neither satisfied or dissatisfied

☐ Dissatisfied  ☐ Very dissatisfied

Please let us know if there are any other comments you would like to make about leisure/sports facilities in the city.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Building a world class city for everyone

June 2010
**Who is asking the questions?**
The Museum of Oxford project team.

**What do we need to know?**
Your opinions on the Museum of Oxford, your feedback on ideas for the future, and your own ideas for the future, even if you have never visited.

**Why are we asking you?**
We believe that there is a need for a museum to tell the story of Oxford - both for its residents and its visitors. In order to develop that vision we need your feedback and ideas.

**What will happen to the results?**
The results will be combined with other consultation surveys and used to develop concepts that will be presented to focus groups across the city in July.

1. **Have you heard of the Museum of Oxford?** *(Please select one)*
   - [ ] Yes
   - [ ] No

2. **How long ago did you last visit the Museum of Oxford? Please select one option from the list.** *(Please select one)*
   - [ ] Within the last 6 months
   - [ ] Between 6 and 12 months ago
   - [ ] Between 1 and 2 years ago
   - [ ] I have never visited the museum

3. **If you have you never visited the Museum of Oxford, please state why** *(Please select all that apply)*
   - [ ] Didn’t know about it
   - [ ] Better things to do in Oxford
   - [ ] No time
   - [ ] Open hours don’t suit me
   - [ ] Not enough for children to do or see
   - [ ] Too far away from where I live
   - [ ] Don’t know what’s on
   - [ ] Lack of transport
   - [ ] Cleanliness
   - [ ] The condition of the buildings and its facilities
   - [ ] Not interested in the permanent display
   - [ ] None of the temporary exhibitions interest me
   - [ ] Nothing I particularly want to see
   - [ ] Museums are boring places
   - [ ] Cost
   - [ ] My children wouldn’t be interested
   - [ ] None of the above

   [ ] Other please state here ________________________________

Now please go to 8
4. Why have you never visited the Museum of Oxford?  
(Please select all that apply)

- [ ] Didn’t know about it
- [ ] Better things to do in Oxford
- [ ] No time
- [ ] Open hours don’t suit me
- [ ] Not enough for children to do or see
- [ ] Too far away from where I live
- [ ] Don’t know what’s on

If other please state here:

5. The Museum of Oxford was easy to find.  
(Please select one)

- [ ] Strongly agree
- [ ] Agree
- [ ] Disagree
- [ ] Strongly disagree
- [ ] Neutral
- [ ] Not applicable

6. Think about your most recent visit to the Museum of Oxford and provide a satisfaction rating for each of the following items: (Please select all that apply)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff helpfulness</td>
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<td>Museum shop</td>
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<td>Gallery cafe</td>
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<td>Facilities e.g. toilets</td>
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<tr>
<td>Content of displays/exhibitions</td>
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<tr>
<td>Hands on exhibits to touch/try out</td>
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<tr>
<td>Layout of the museum</td>
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<td>Activities/facilities for children</td>
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<td>Audio visual material</td>
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<td>Special events/workshops</td>
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<td>Overall satisfaction</td>
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7. Please indicate the importance to you of each of the following aspects of a museum visit.

(Please select all that apply)

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<th></th>
<th>Very Important</th>
<th>Important</th>
<th>Neither Important nor Unimportant</th>
<th>Unimportant</th>
<th>Not Applicable</th>
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<tr>
<td>Helpful staff</td>
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<td>Museum shop</td>
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<td>Cafe</td>
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<td>Facilities e.g. toilets</td>
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<td>Content of exhibitions</td>
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<td>Hands on exhibits</td>
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<td>Museum layout</td>
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<td>Activities for children</td>
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<td>Audio visual material</td>
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<td>Special events/workshops</td>
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<td>Temporary exhibitions</td>
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<td>Provision of education spaces</td>
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8. We are exploring the idea of developing a new vision for the Museum of Oxford. In your opinion what should the role of the museum be?

(Please select all that apply)

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<thead>
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<th></th>
<th>Very Important</th>
<th>Important</th>
<th>Neither Important nor Unimportant</th>
<th>Unimportant</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A place for the residents of Oxford to learn about the city’s history and development</td>
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<tr>
<td>A place for discovery and learning about Oxford</td>
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<tr>
<td>An introduction to the city of Oxford for its visitors</td>
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<tr>
<td>A place for discovery and learning about Oxford</td>
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<td>A venue for community exhibitions created by local people</td>
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<td>A venue for family-friendly activities</td>
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<td>Other (please specify)</td>
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</table>