Westminster City Council

Houses in Multiple Occupation: Housing Stock Condition and Stressors Report

June 2025

Executive Summary

Metastreet were commissioned by the City of Westminster to review Houses in Multiple Occupation in the borough and assess stressors related to the private rented sub-tenure.

The detailed information provided in this report will facilitate the development and delivery of Westminster's housing interventions and enable a targeted approach to tackling poor housing.

The main aim of this review was to investigate and provide accurate estimates of:

- Information on the number of Houses in Multiple Occupation (HMOs) as a subset of the private rented sector (PRS).
- Levels of serious hazards that might amount to a Category 1 & 2 hazard (HHSRS) within the HMO population.
- Other housing related stressors, including antisocial behaviour (ASB & service demand) linked directly to HMOs.
- Assist the council to make policy decisions, including a possible redesignation of property licensing schemes under Part 2 of Housing Act 2004.

Metastreet has developed a stock-modelling approach based on metadata and machine learning to provide insights about the prevalence and distribution of a range of housing stressors and factors.

The housing models are developed using unique property reference numbers (UPRN) as a data key, which provide detailed analysis at the property level.

Data records used to form the foundation of this report include but are not limited to:

Council tax	Property licensing	Other council interventions records	Tenancy deposit data
Housing benefit	Private housing complaints and interventions records	ASB complaints and interventions records	Energy Performance data

Key Findings

- The total HMO population in Westminster is therefore calculated to be **4,169**.
- The HMO population in Westminster is made up of two main categories; licenced HMOs (Additional and Mandatory) that share basic amenities (2,421); and predicted/hidden HMOs that share basic amenities (1,748).
- The total number of households at known (licenced) HMO dwellings in Westminster is 8,978.
- The total number of occupants at known HMO dwellings is 12,595.
- The most common property type for HMOs in Westminster are flats (66%), while maisonettes are the least common property types (10%). Houses make up 24% of the HMO properties.
- Westminster recorded 1,668 complaints about HMOs (known and hidden) from tenants and others over the period July 2018 – June 2024.
- There are 1,356 HMO (known and hidden) properties in Westminster that are likely to have at least 1 serious housing hazard (Category 1 and high scoring Category 2, HHSRS).
- Of the known and hidden HMO population, 33% are predicted to have at least one hazard (Category 1 and high scoring Category 2, HHSRS), more than three times the PRS national average (Category 1, 10%).
- In total, 1,026 known HMO dwellings were inspected across Westminster, with 512 HMOs having hazards of some kind.
- Severe hazards were found at 150 (29%) of HMOs inspected, and moderate severity hazards at 452 (88%) properties.
- Physical HMO inspections revealed 2,360 hazards with a range of hazard types and severity. Fire hazards were the most prevalent in all severity classes, with 331 severe hazards (1,565 moderate, and 109 minor).
- Bedrooms (1,313) and Kitchens (593) had the highest numbers of identified hazards during HMO inspections, across all severity classes.
- The housing stock is dominated by EPC ratings C & D, with B & E ratings less so. The A, F & G ratings are the least common, with no properties having an A rating.
- Noise related anti-social behaviour was the most common form of ASB incident reported, with 83% of all ASB incidents across Westminster during the period July 2018 – June 2024 (7,001 out of 8,395).
- During the period July 2018 – June 2024 there were 1,394 ASB incidents (not noise-related) recorded at HMOs (known and hidden) across Westminster. This represents 17% of all ASB (8,395).

- During the period July 2018 – June 2024 there were 1,021 HMOs (known and hidden) with repeat ASB incidents.
- Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 217 Statutory Notices to HMOs (known and hidden).

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1 Introduction & Project Objectives

Metastreet were commissioned by the City of Westminster to review its HMO housing stock with a focus on the following key areas:

- Distribution of HMOs
- Housing conditions of HMOs
- HMO related stressors, including Anti-Social Behaviour (ASB) & service demand.
- Quality of management of HMOs, including regulation and enforcement

The report provides the council with the evidence base for developing housing and service interventions. The report also assists with the council's responsibility to review its housing stock as set out under Part 1, Section 3 of the Housing Act 2004; and additional licensing scheme as set out under Section 60.

For the purposes of this review, it was decided that a ward-level summary is the most appropriate basis to assess housing conditions across Westminster, built up from property level data.

Predictive tenure models (Ti) have been developed as part of this project which are unique to Westminster, they include:

- Serious housing hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS A-D)
- Houses in Multiple Occupation (shared amenity HMOs, Section 254)

All data used in this report is taken from Westminster's own service records over the last 5 years (July 2018 – June 2024) and other open-source property level data. An updated data frame focused on HMOs has been developed specifically for this project.

The appendices to the report contain a summary of the data and a more detailed report methodology.

2 City of Westminster and HMOs

The City of Westminster is a London borough in Central London. It covers an area of 21.5km². To the east, Westminster borders the City of London, with the boundary marked by Temple Bar. Other neighbouring boroughs (anti-clockwise from north-east) are Camden, Brent, Kensington and Chelsea, Wandsworth and Lambeth, the latter two being separated from Westminster by the River Thames.[1].

Houses in Multiple Occupancy (HMO) identified as part of this study have been divided into two main categories and two separate licence types. The first category is known HMOs that share basic amenities (Housing Act 2004, Section 254) that have been licenced under either **Mandatory** or **Additional** licensing powers.

The second category are properties that are predicted **hidden** HMO that share basic amenities (Housing Act 2004, Section 254) but have not been licensed under either Mandatory or Additional licensing powers (predicted/hidden HMOs). It is assumed that this group of properties is inhabited by three or more occupiers, residing in two or more distinct households, and sharing common amenities like a kitchen or bathroom.

Any HMO meeting the following criteria requires a **Mandatory licence** in Westminster.

- Dwellings inhabited by five or more occupiers, residing in two or more distinct households, and sharing common amenities like a kitchen or bathroom. This regulation applies irrespective of the number of floors.
- Self-contained flats located within a building comprising up to two flats. If either or both flats are inhabited by five or more individuals from two or more separate households, licensing is Mandatory.

Any HMO meeting the following criteria requires an **Additional licence** in Westminster**.**

- Dwellings inhabited by 3 or 4 occupiers, residing in two or more distinct households, and sharing common amenities like a kitchen or bathroom.

It's important to note, there are number of exemptions from HMO property licensing, including:

- Buildings managed by a local housing authority, registered social landlord, police, fire & rescue authority or health service body.

[1] Wikipedia, April 2025, https://en.wikipedia.org/wiki/City_of_Westminster

- Buildings already regulated under certain other statutory provisions (Schedule 1 to SI 2006 Number 373).
- Certain student halls of residence.
- Buildings occupied principally for the purposes of a religious community whose principal occupation is prayer, contemplation, education or the relief of suffering; and
- Building's owner occupied with no more than two lodgers.

Therefore, it should not be assumed that the number of HMOs is equal to the number of licensable HMOs in any given area.

3 Methodology

Tenure Intelligence (Ti) uses council held and publicly available data to identify tenure and analyse property stressors, including property conditions and ASB. Metastreet has collaborated with the council to create a residential property data warehouse focused on the known and predicted HMO population. This has been developed by using a mixture of licence holder and application flags held by the authority and predictive models. Therefore, there is a very high confidence that the 'known' study group are HMOs because they have been assessed and, in many cases, inspected by the authority to establish their tenure.

The project has included linking large amounts of council and externally held data to unique property references (UPRN).

Machine learning has been used for property condition predictions based on training data taken from a contemporary sample of known outcomes. Results are analysed to produce a summary of housing stock, predictions of Category 1 and/or high scoring Category 2 hazards, HHSRS A-D.

Different combinations of risk factors were systematically analysed for their predictive power in terms of key outcomes. Risk factors that duplicated other risk factors but were weaker in their predictive effect were systematically eliminated. Risk factors that were not statistically significant were also excluded through the same processes of elimination.

It is important to note that this approach can never be 100% accurate as all large datasets and statistical models include some level of error. A more detailed description of the methodology and the specific factors selected to build predictive models for this project can be found in Appendix 2.

All specified and requested council held longitudinal data is from July 2018 – June 2024 unless otherwise specified.

Where appropriate and where the data allows, the findings for different HMO types (described previously) have been presented separately.

4 HMO Population: Distribution & Occupancy

The HMO population can be examined in two ways; by looking at the number of HMO properties across the various wards, and by the occupancy type (kind of property inhabited).

4.1 HMO Population

The HMO population in Westminster is made up of two main categories (described previously); licenced HMOs (Additional and Mandatory) that share basic amenities (2,421); and predicted/hidden HMOs that share basic amenities (1,748). The total HMO population in Westminster is therefore calculated to be **4,169**.

4.1.1 Licenced HMOs

Licensed HMOs (2,421 Additional and Mandatory) are spread across all wards in Westminster (Figure 1).

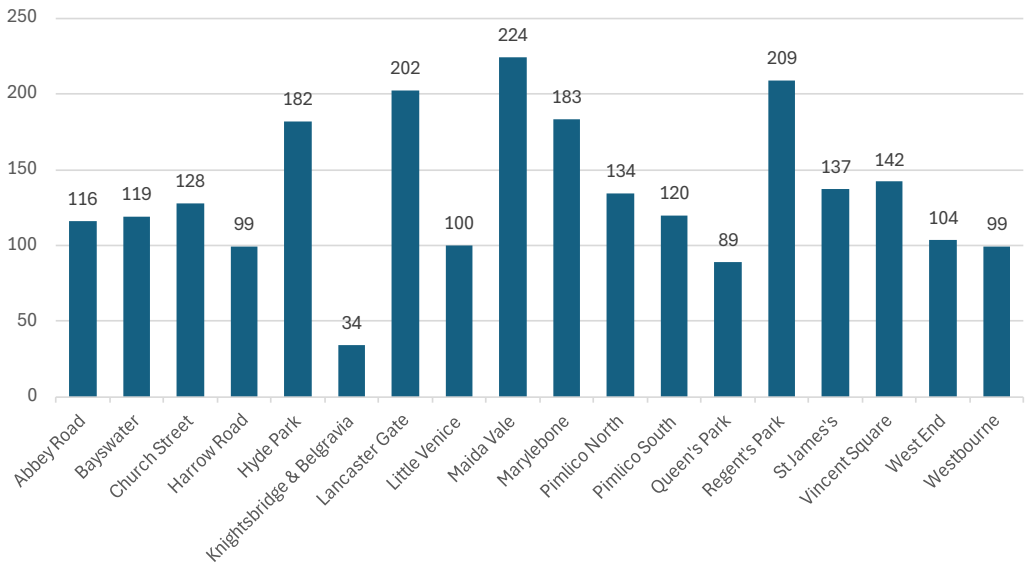
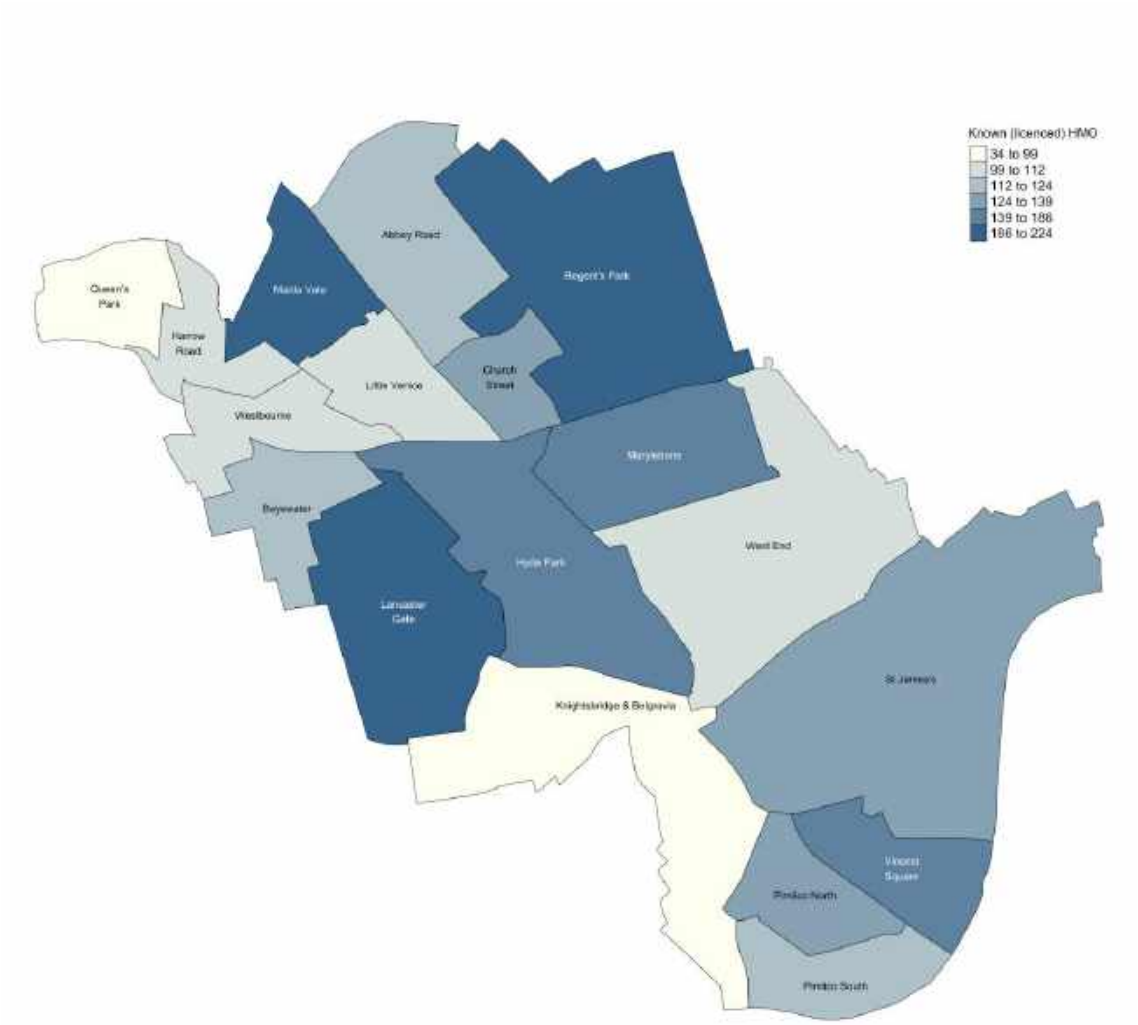


Figure 1. Licensed HMO population (Additional and Mandatory) by ward in Westminster (Source Ti 2025).

Maida Vale had the highest (224) number of HMO licenses, with Regent's Park (209), and Lancaster Gate (202) also notable.

HMO licenses for Additional and Mandatory HMOs are distributed throughout Westminster (Map 1).



Map 1. Distribution of licensed HMOs (Additional & Mandatory) by ward across Westminster (Source: TI 2025, Map by Metastreet).

Higher numbers of licenced HMOs are in Lancaster Gate, Maida Vale, and Regent's Park.

4.1.2 All HMOs

The HMO population is distributed across all wards (Figure 2).

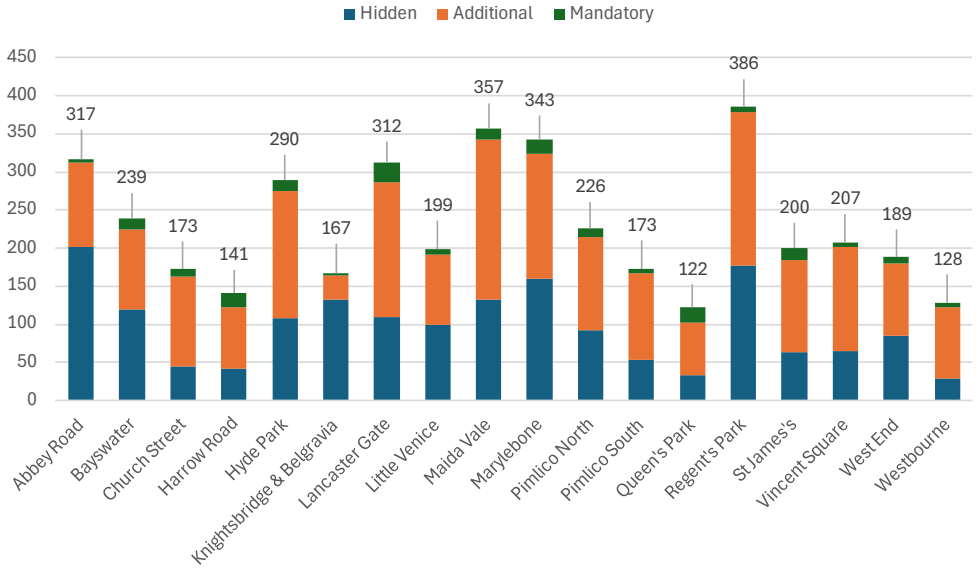
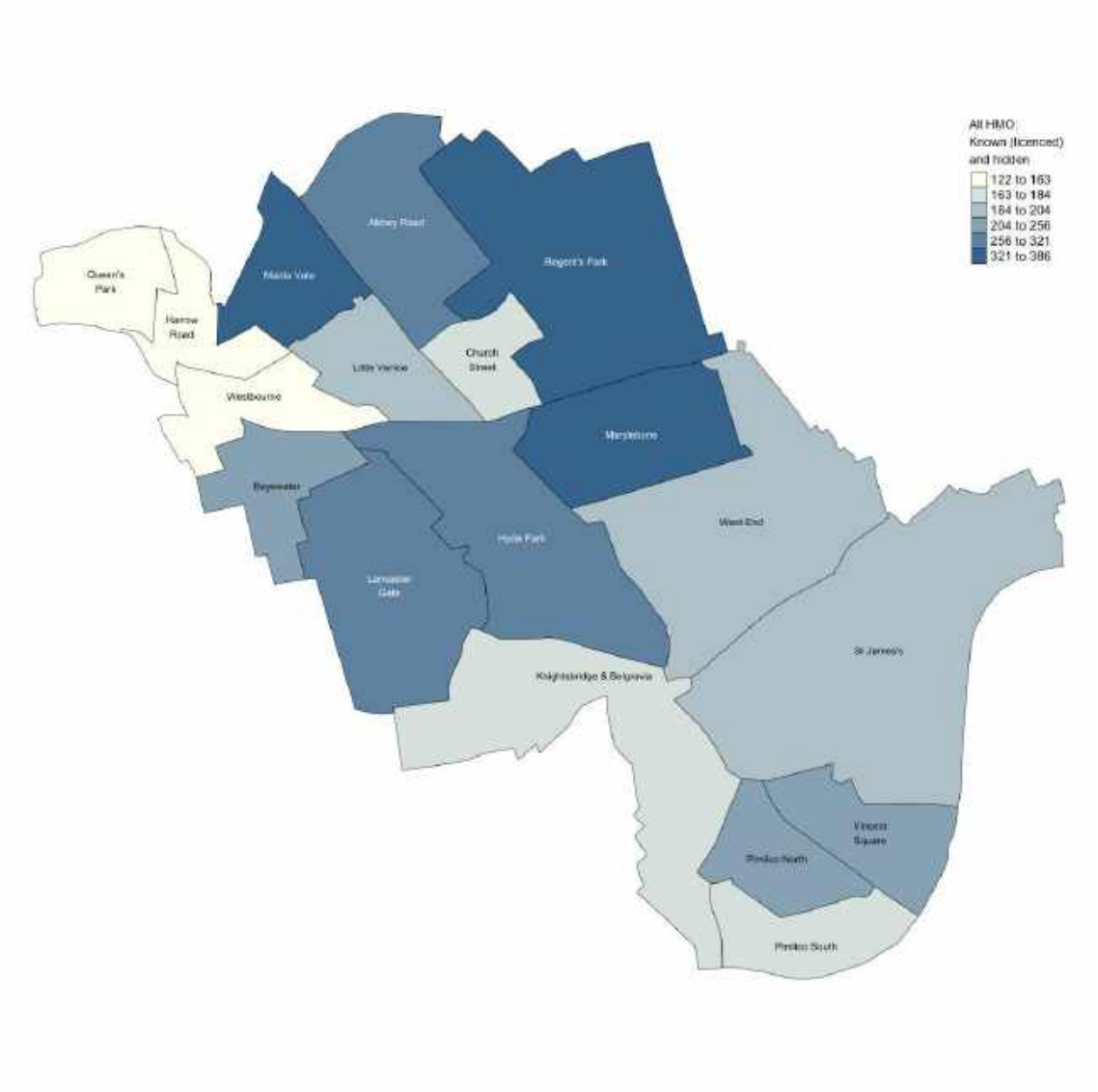


Figure 2. Total HMO population (all types) by ward in Westminster (Source Ti 2025).

Regent's Park (386) has the most HMOs, whilst Westbourne has the least (128).

HMO properties are spread throughout Westminster (Map 2).



Map 2. Distribution of All HMOs (known and hidden) by ward across Westminster (Source: TI 2025, Map by Metastreet).

The highest numbers of all HMOs are seen in Maida Vale, Regent's Park, and Marylebone.

4.1.3 Mandatory HMOs

There are 213 Mandatory HMOs licenced in Westminster (Figure 3).

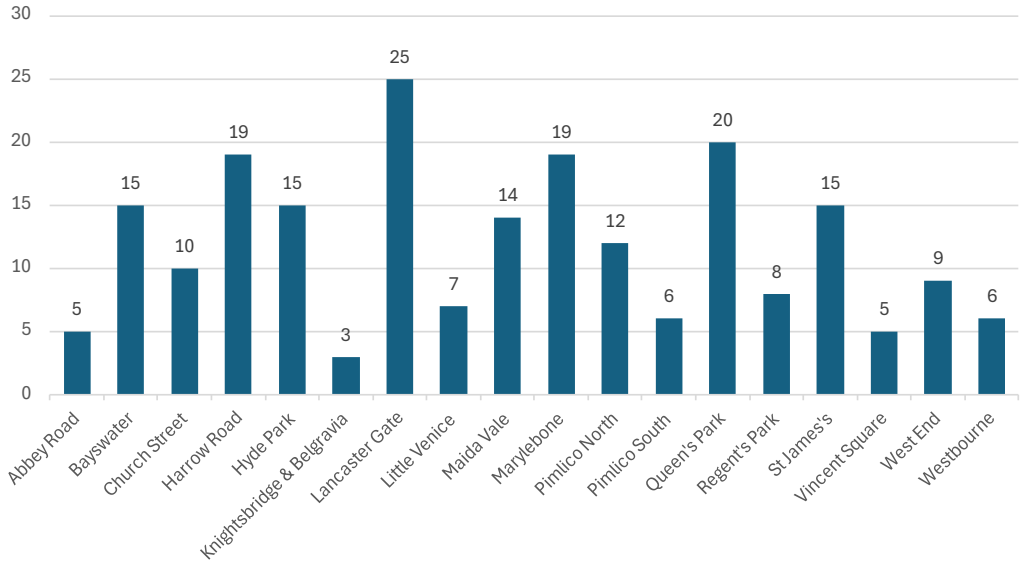
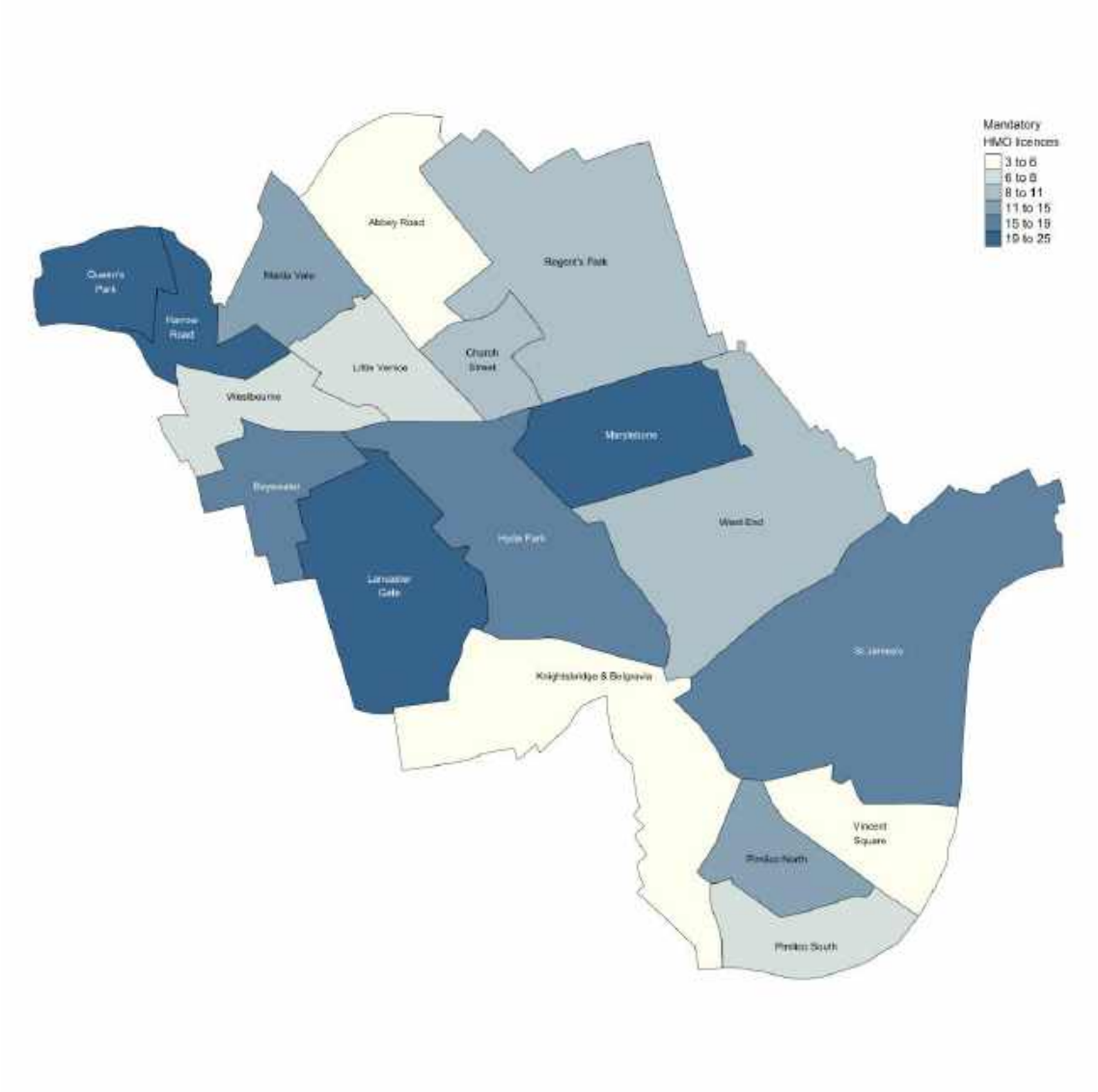


Figure 3. Number of Mandatory HMOs by ward across Westminster (Source Ti 2025).

Lancaster Gate has the highest number (25) of mandatory HMOs, with Queen's Park (20), Marylebone (19), and Harrow Road (19) close behind.

Mandatory HMOs are distributed across Westminster (Map 3).



Map 3. Distribution of Mandatory HMOs by ward across Westminster (Source: Ti 2025, Map by Metastreet).

There are generally higher numbers of mandatory HMOs towards the west (e.g. Queen's Park, Harrow Road, and Lancaster Gate), although Marylebone is also notable.

4.1.4 Additional HMOs

There are 2,208 HMOs with additional licences across Westminster (Figure 4).

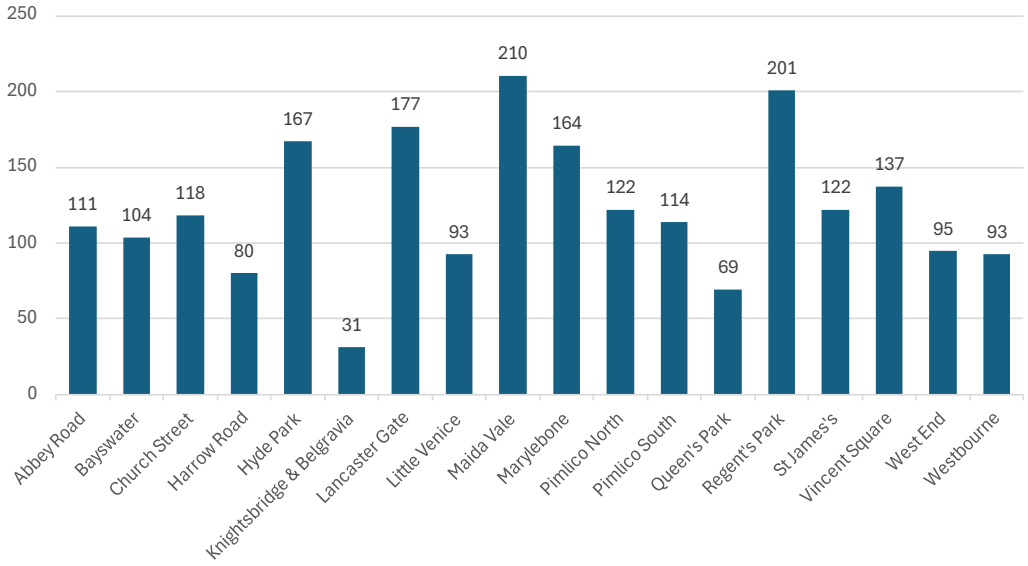
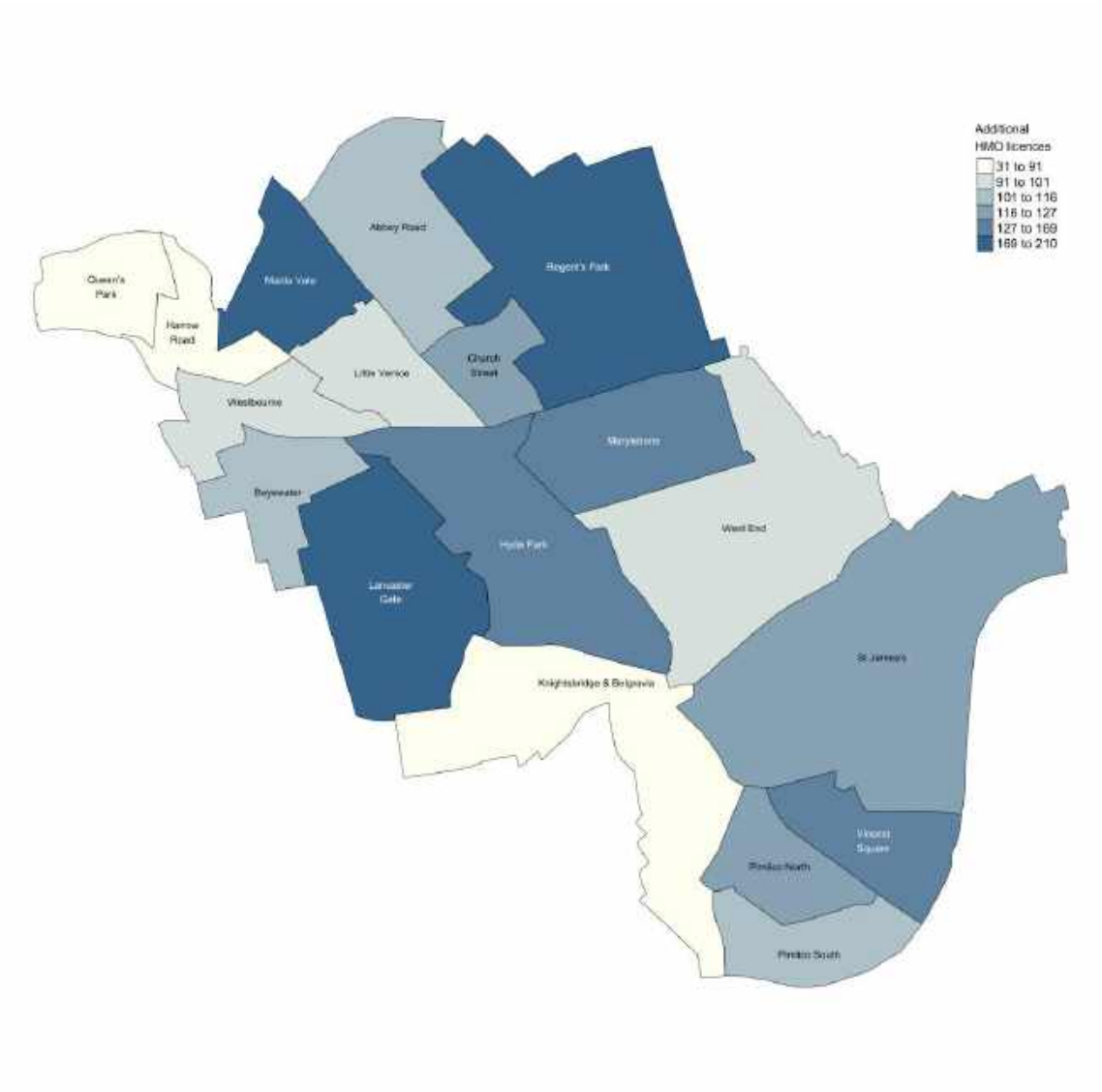


Figure 4. Number of Additional HMOs by ward (Source Ti 2024).

Maida Vale (210) and Regent's Park (201) have the highest numbers of HMO with additional licences in Westminster.

Additional HMOs are spread throughout Westminster (Map 4).



Map 4. Distribution of Additional HMOs by ward across Westminster (Source: Ti 2025, Map by Metastreet).

Higher numbers of additional HMOs are seen in some northern wards (e.g. Maida Vale, Regent's Park), and in Lancaster Gate.

4.1.5 Known HMO

Overall, 91% (2,208) of known HMOs have an additional licence, whilst 8.8% (213) have a mandatory licence. The relative numbers of licence types varies across the wards (Figure 5).

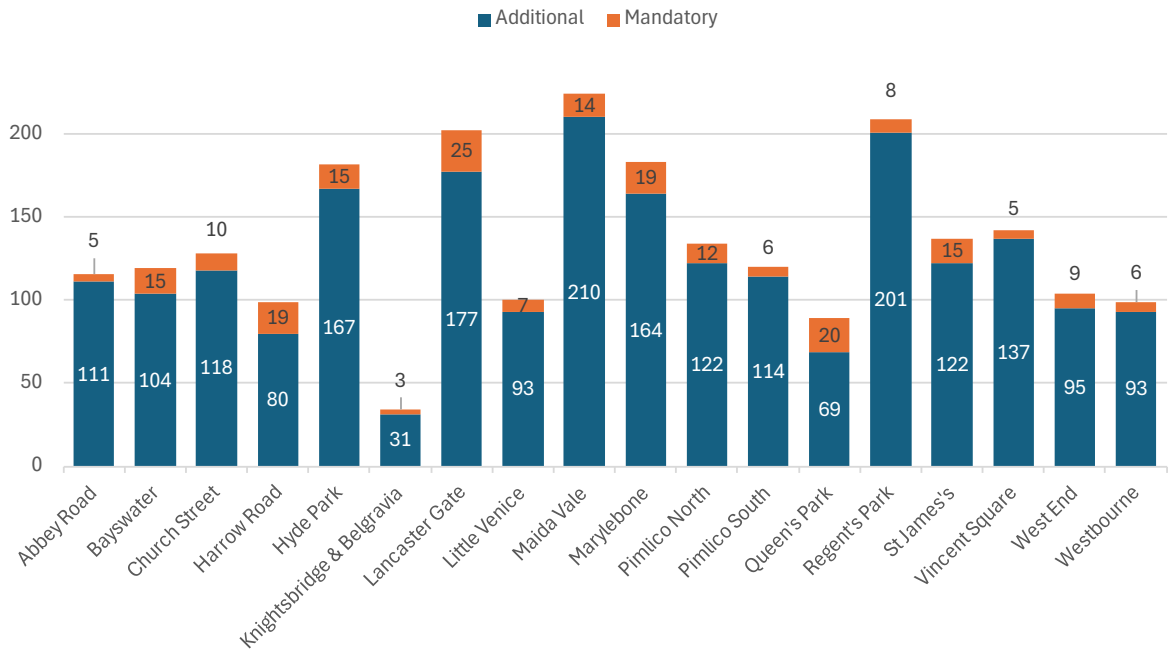


Figure 5. Comparison of HMO licence types (mandatory, additional) by ward across Westminster (Source: Ti 2025).

Additional licence types dominate the known HMO population. Regent's Park has a notably high proportion of additional licences (201, compared to 8 mandatory).

4.1.6 Predicted/Hidden HMOs

Predicted/hidden HMOs (1,748) make up 42% of HMOs and are spread across all wards in Westminster (Figure 6).

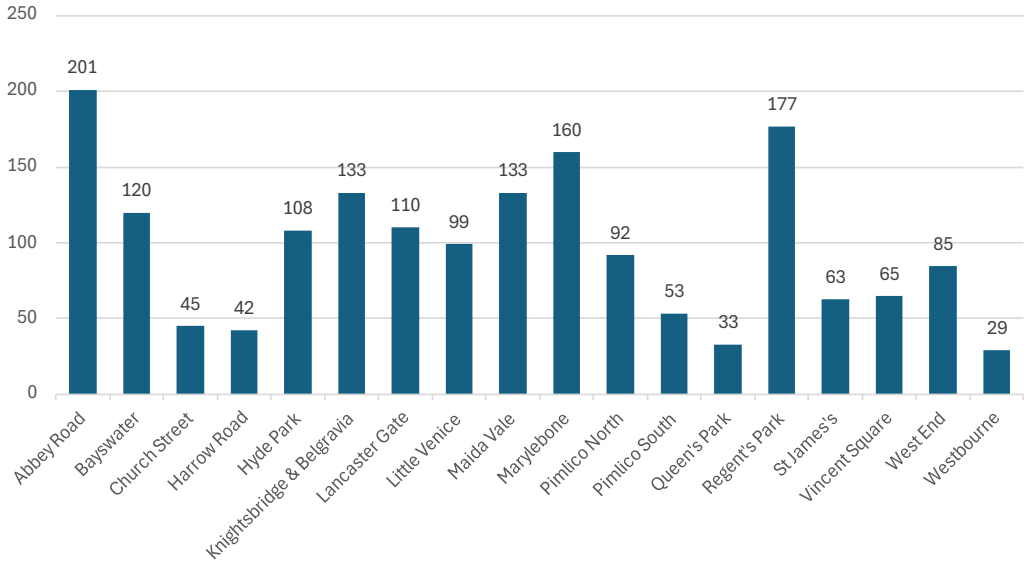
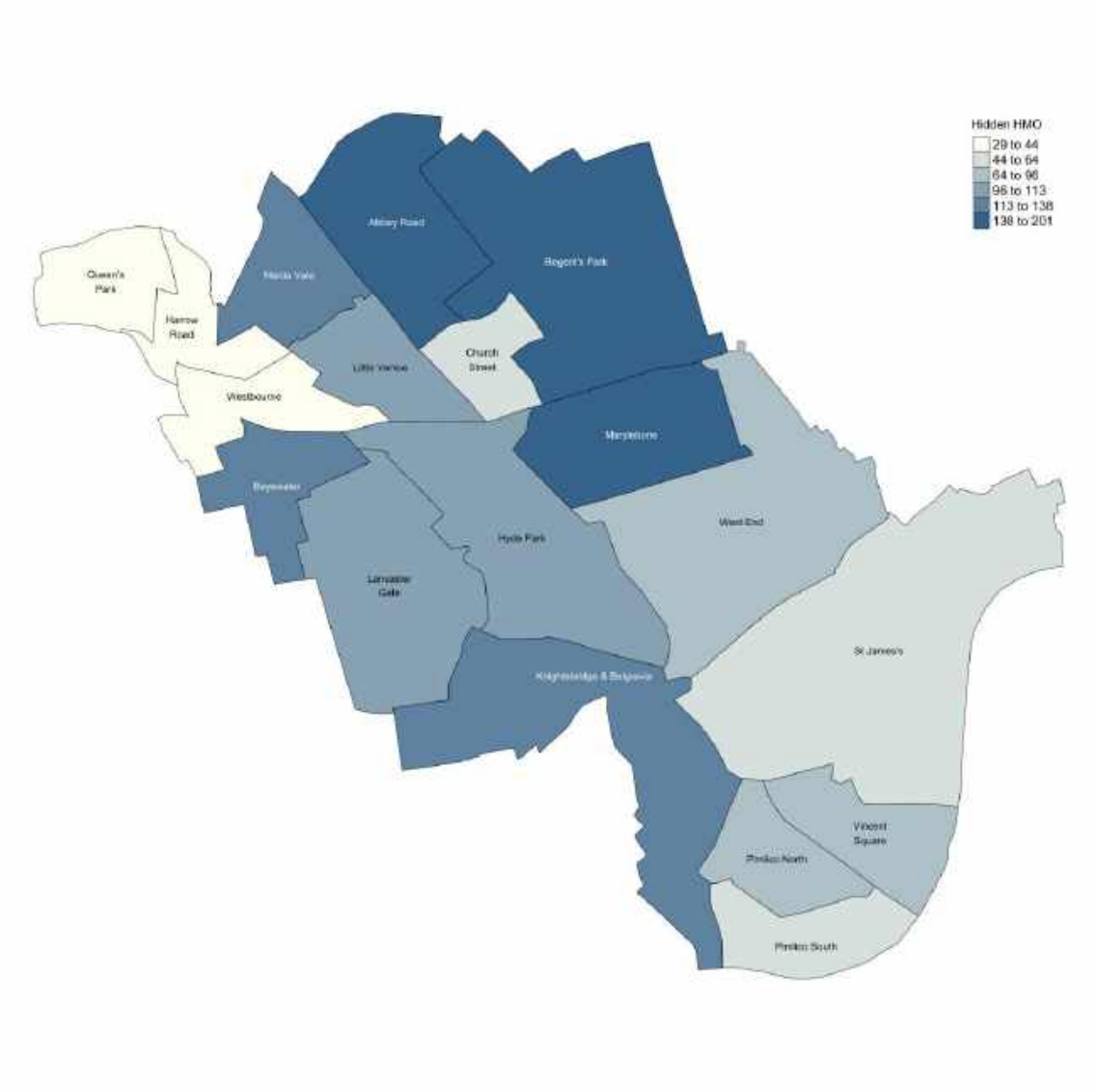


Figure 6. Number of predicted/hidden HMOs by ward (Source Ti 2024).

This group may either be exempt from licencing, or simply unlicenced. It is not possible to identify from the data (where licensable) if the predicted hidden HMO properties would fall under Additional or Mandatory requirements. Abbey Road has the highest number (201) of predicted/hidden HMOs, whilst Westbourne (29) has the lowest.

Predicted/hidden HMOs are distributed across all wards in Westminster (Map 5).



Map 5. Distribution of predicted/hidden HMOs by ward across Westminster (Source: Ti 2025, Map by Metastreet).

The highest numbers of hidden HMOs are in northern wards (e.g. Abbey Road, Regent's Park, and Marylebone).

The percentage of predicted/hidden HMOs for each ward was calculated (Figure 7).

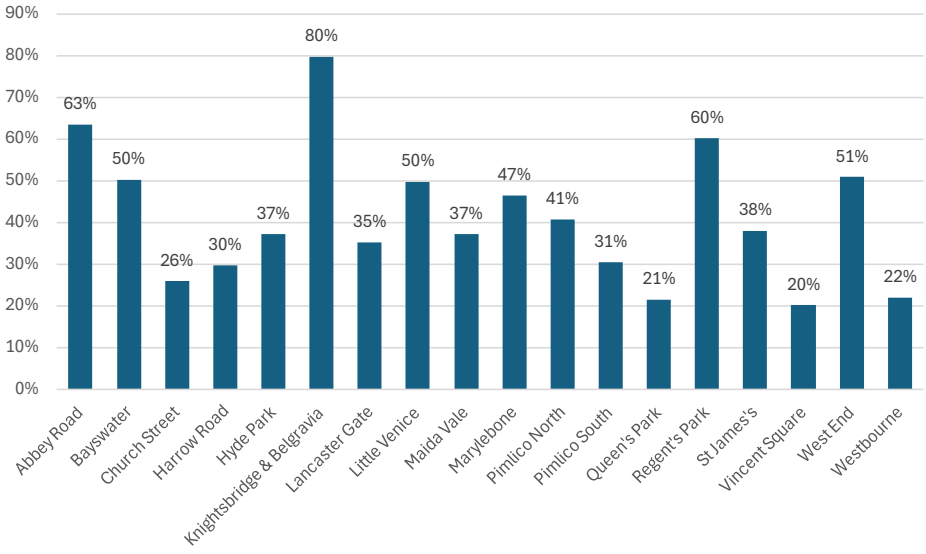


Figure 7. Percentage of predicted/hidden HMOs by ward (Source Ti 2024).

A high percentage of predicted/hidden HMOs would show that there are potentially many more unlicensed HMOs than in a ward with a low percentage. Knightsbridge & Belgravia for example has the highest percentage of predicted/hidden (therefore unlicensed) HMOs (80%).

4.1.7 All HMO types

The relative numbers of HMO (mandatory, additional, unlicenced) varies across wards in Westminster (Figure 8).

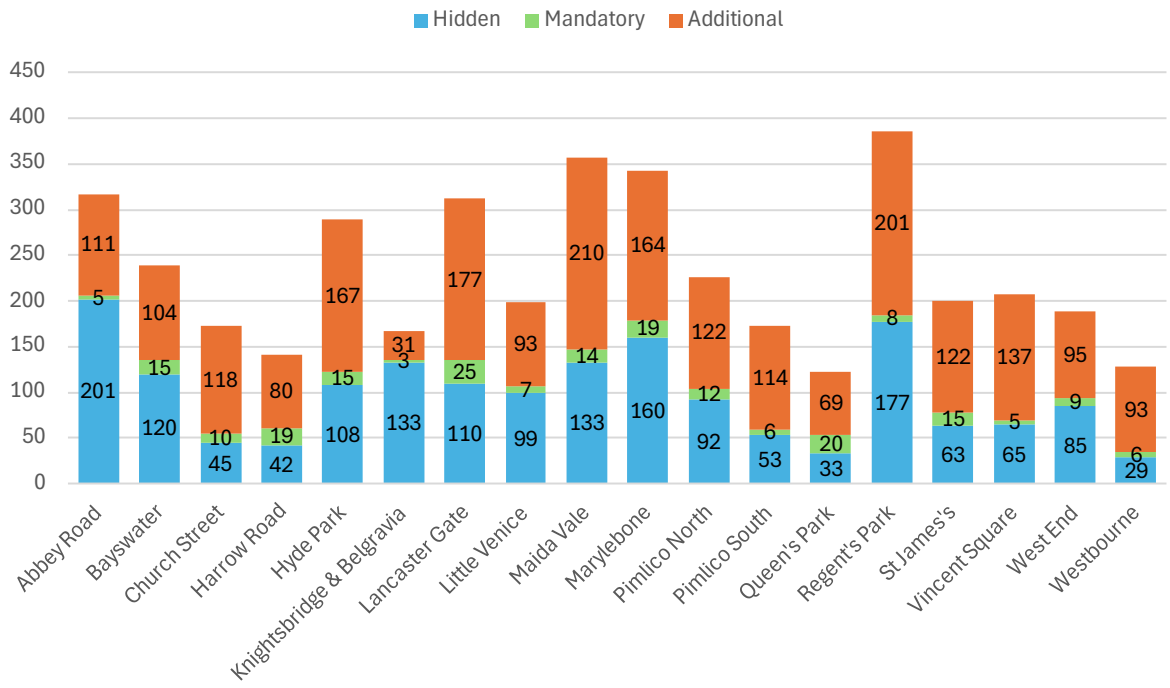


Figure 8. Comparison of HMO licence types (mandatory, additional, unlicenced) by ward across Westminster (Source: Ti 2025).

In general, additional licenced HMOs dominate the known HMO population, but there can be substantial numbers of hidden (potentially unlicenced) HMOs.

4.1.8 HMO Occupancy

Occupancy and numbers of households are statistics that are only reliable for known HMO properties (i.e. those with mandatory or additional licence). The total number of households at known (licenced) HMO dwellings in Westminster is 8,978. The total number of occupants at known HMO dwellings is 12,595 (Figure 9).

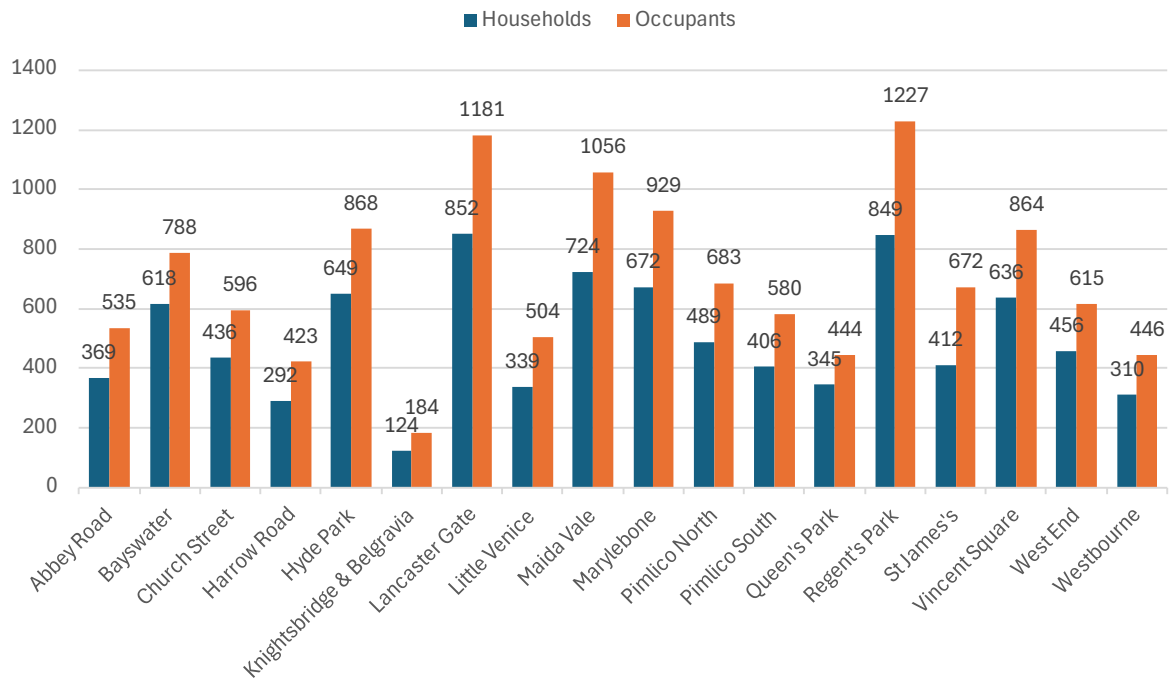


Figure 9. Number of households and occupants at licenced HMO dwellings (mandatory and additional) across Westminster (Source Ti 2025).

The highest number of occupants are seen at Regent's Park (1,227), Lancaster Gate (1,181), and Maida Vale (1,056). Unsurprisingly these also correspond to the largest numbers of households at known HMOs across Westminster (849, 852, and 724 respectively).

When split by licence type (mandatory, additional), the average number of households, and occupants shows some interesting results (Table 1).

Table 1. Average (mean) number of households and occupants at known HMO (mandatory and additional licences) at wards in Westminster (Source: Ti 2025).

	Av. Household		Av. Occupants	
Ward	**Additional**	**Mandatory**	**Additional**	**Mandatory**
Abbey Road	3.2	1.8	4.7	2.0
Bayswater	3.1	19.6	4.6	20.7
Church Street	3.4	3.6	4.7	3.8
Harrow Road	3.0	2.6	4.6	3.0
Hyde Park	3.5	3.9	4.8	4.3
Knightsbridge & Belgravia	2.9	11.7	4.5	14.3
Lancaster Gate	3.2	11.7	4.6	14.6
Little Venice	3.2	6.4	4.7	9.6
Maida Vale	3.1	4.8	4.6	6.0
Marylebone	3.4	5.7	4.8	7.3
Pimlico North	3.2	7.9	4.7	8.8
Pimlico South	3.1	8.0	4.7	8.2
Queen's Park	3.3	6.0	4.7	6.1
Regent's Park	3.0	30.5	4.7	34.4
St James's	3.0	3.1	4.8	6.1
Vincent Square	3.0	44.4	4.7	44.8
West End	3.1	18.0	4.7	18.7
Westbourne	3.1	3.2	4.6	3.3
Grand Mean	**3.2**	**9.2**	**4.7**	**10.5**

HMO properties with mandatory licence have significantly higher average numbers of households (9.2 vs. 3.2, $U = 52.5$ $p < 0.001$[2]), and higher average occupancy (10.5 vs. 4.7, $U = 90$ $p < 0.05$).

[2] Wilcoxon Rank Sum test, p-values < 0.05 are statistically significant.

4.2 Property type

HMO property type profile offers an indication of HMO makeup, density, and construction type. Inspection data and Energy Performance Certificate (EPC) records have been analysed. In total, 3,737 (90%) HMO properties (known and hidden) had EPC records (Figure 10).

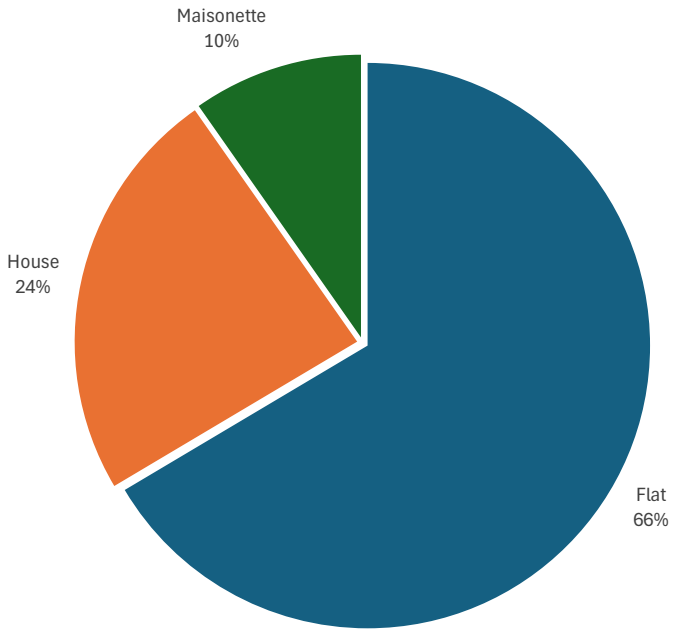


Figure 10. HMO (all types, known and hidden) property types (Source Ti 2024).

The most common property type for HMOs in Westminster are flats (66%), while maisonettes are the least common property types (10%). Houses make up 24% of the HMO properties.

4.2.1 HMO property size

The number of storeys and rooms in an HMO property can give an indication about the size of HMO buildings and potential overcrowding. The data for number of storeys and rooms is only reliable for known HMO properties that hold a licence (mandatory or additional).

Overall, the average number of storeys for HMO properties was 2.8 at mandatory HMO and 1.6 for additional HMO (Table 2). The average number of rooms was 7.0 at additional HMO compared to 13.8 at mandatory HMO (Table 2).

Table 2. Average (mean) number of storeys, and rooms at known HMO (mandatory and additional licences) at wards in Westminster (Source: Ti 2025).

	Storeys		Rooms	
Ward	**Additional**	**Mandatory**	**Additional**	**Mandatory**
Abbey Road	1.2	0.8	6.7	3.4
Bayswater	1.6	4.4	6.8	23.9
Church Street	1.7	2.2	7.4	6.8
Harrow Road	2.0	1.7	6.8	4.7
Hyde Park	1.5	2.1	7.5	7.3
Knightsbridge & Belgravia	2.0	2.3	6.8	81.0
Lancaster Gate	1.4	2.9	6.8	14.3
Little Venice	1.3	3.1	7.2	12.0
Maida Vale	1.3	2.8	6.7	9.7
Marylebone	1.4	3.1	7.3	9.6
Pimlico North	2.3	3.4	7.5	10.6
Pimlico South	1.9	3.7	7.4	13.5
Queen's Park	2.0	2.0	7.0	9.3
Regent's Park	1.5	2.8	6.9	28.8
St James's	1.4	3.2	6.6	8.2
Vincent Square	1.4	3.6	6.7	62.0
West End	1.5	2.8	6.9	22.2
Westbourne	1.8	3.8	7.2	6.8
Grand Mean	**1.6**	**2.8**	**7.0**	**13.8**

The average number of storeys at mandatory HMOs was significantly more than for additional HMOs (2.8 vs. 1.6, $t = 5.5$ $p < 0.001$). The number of rooms at mandatory HMOs was significantly more than the number of rooms at additional HMOs (13.8 vs. 7.0, $U = 64.5$ $p < 0.001$).

5 HMO Standards & Management

Housing conditions are affected by the level of maintenance, quality of repair & management, the age of the property, thermal efficiency, and type of construction.

Proper management of HMOs is necessary to safeguard the tenants and the wider community. The HMO Management Regulations require the manager to keep all parts of the HMO safe, clean and well maintained. They also place a duty on tenants of HMOs to cooperate with the manager and not damage any fire safety equipment[3]. HMOs can exhibit some of the poorest housing conditions of any tenure if poorly managed. Therefore, HMO managers are required to comply with licence conditions and HMO Management Regulations. These include space standards, repair obligations, fire precautions and testing, waste management and tenancy management[4].

5.1 Complaints from tenants and others

Complaints made by tenants and others to Westminster Council regarding poor property conditions and inadequate property management are a direct indicator of low quality and poorly managed HMOs.

[3] The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007, https://www.legislation.gov.uk/uksi/2007/1903/contents/made

[4] Regulating the Privately Rented Housing Sector, Evidence into Practice, Edited By Jill Stewart, Russell Moffatt, (2022) https://www.routledge.com/Regulating-the-Privately-Rented-Housing-Sector-Evidence-into-Practice/Stewart-Moffatt/p/book/9781032159690

5.1.1 All HMOs

Westminster recorded 1,668 complaints about HMOs (known and hidden) from tenants and others over the period July 2018 – June 2024 (Figure 11).

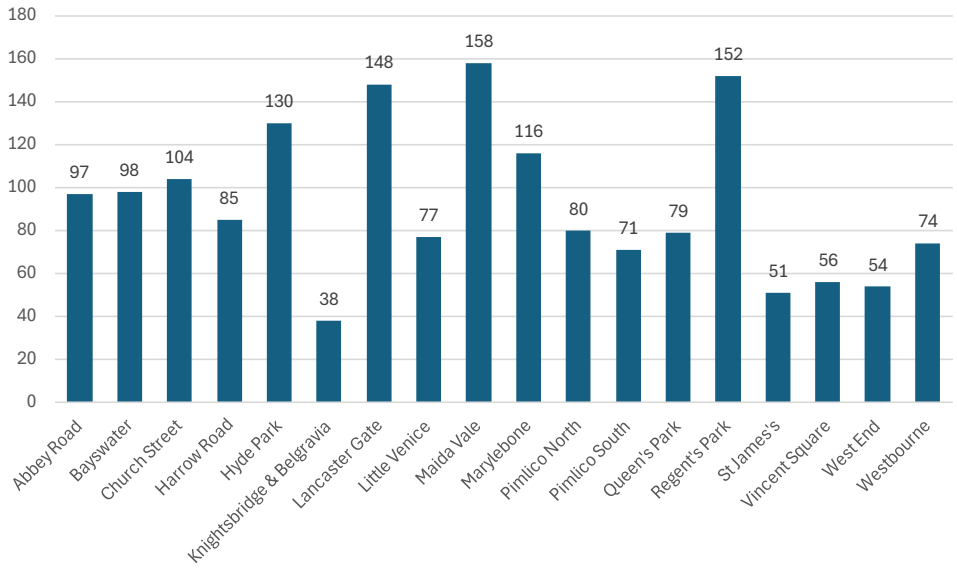
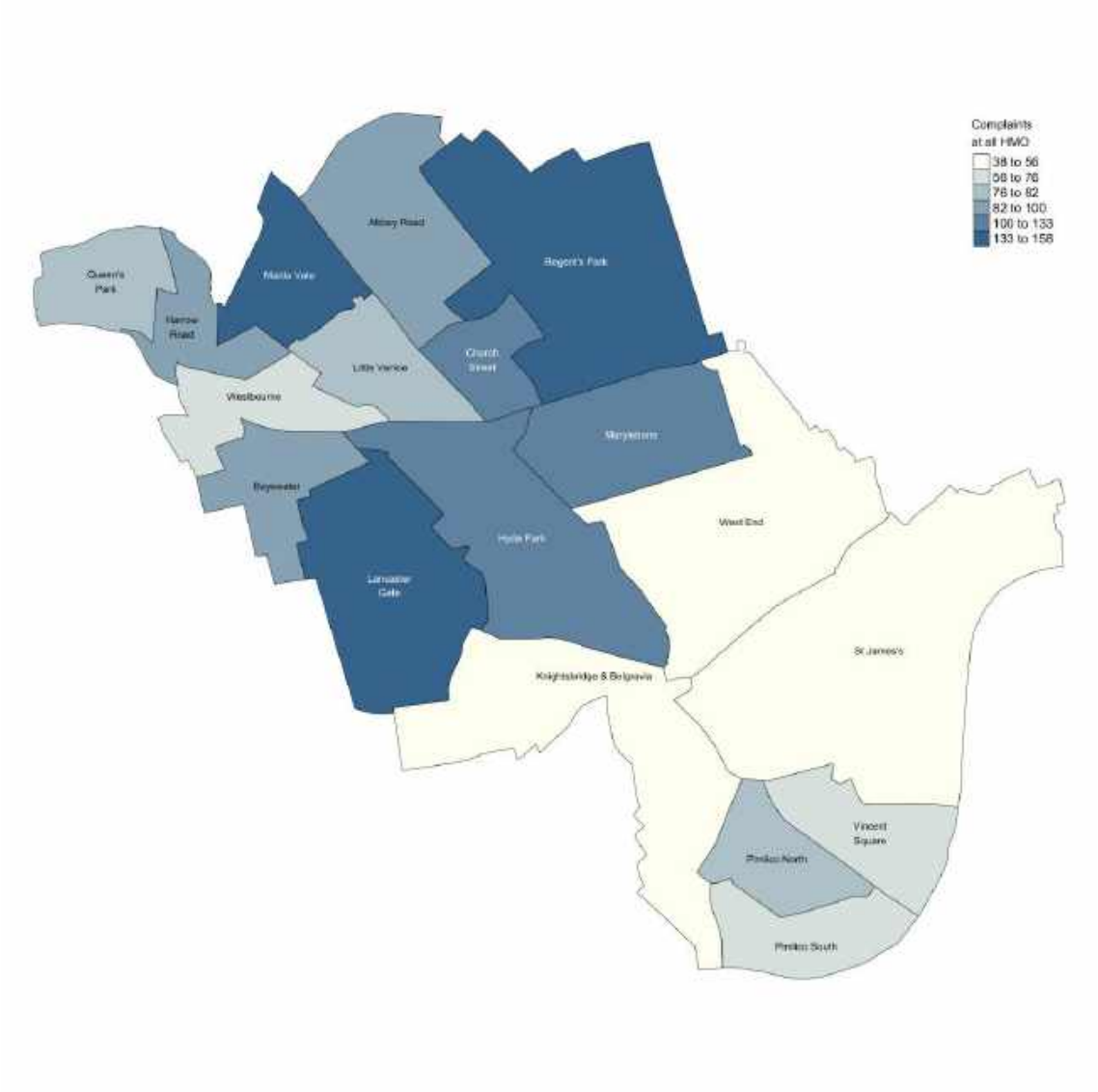


Figure 11. Number of HMO complaints from tenants and others by ward in Westminster (All HMOs, July 2018 – June 2024) (Source: Ti 2025).

The highest number of PRS complaints was at Maida Vale (158) and Regent's Park (152).

Complaints are spread throughout Westminster, with a slight bias towards the northwest (Map 6).



Map 6. Distribution of complaints from tenants and others by ward at all HMOs (known and hidden) July 2018 – June 2024 across Westminster (Source Ti 2025, Map by Metastreet).

The highest values are seen in the northwest wards (e.g. Maida Vale, Lancaster Gate, Regent's Park).

5.1.2 Mandatory HMOs

There were 209 complaints by tenants and others to Westminster Council linked to Mandatory HMOs (Figure 12).

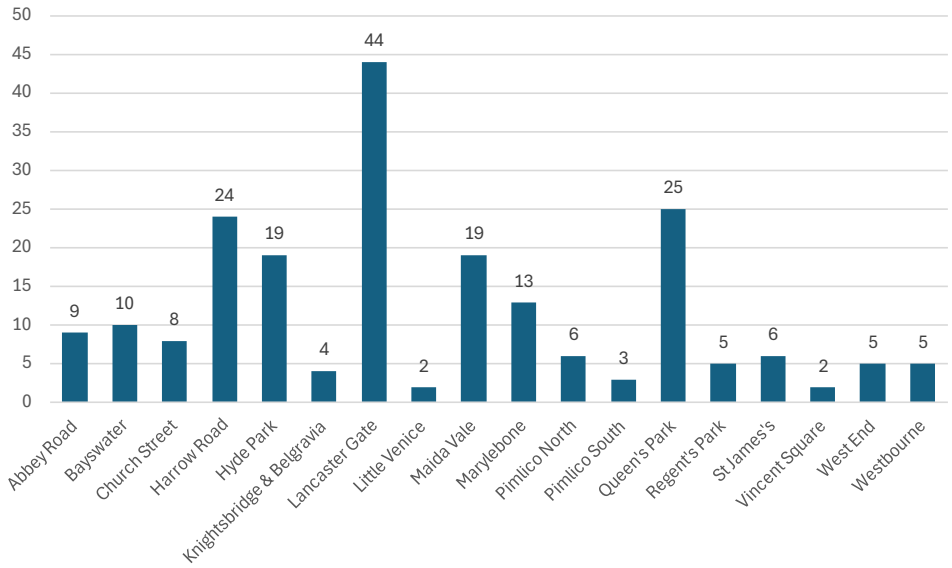
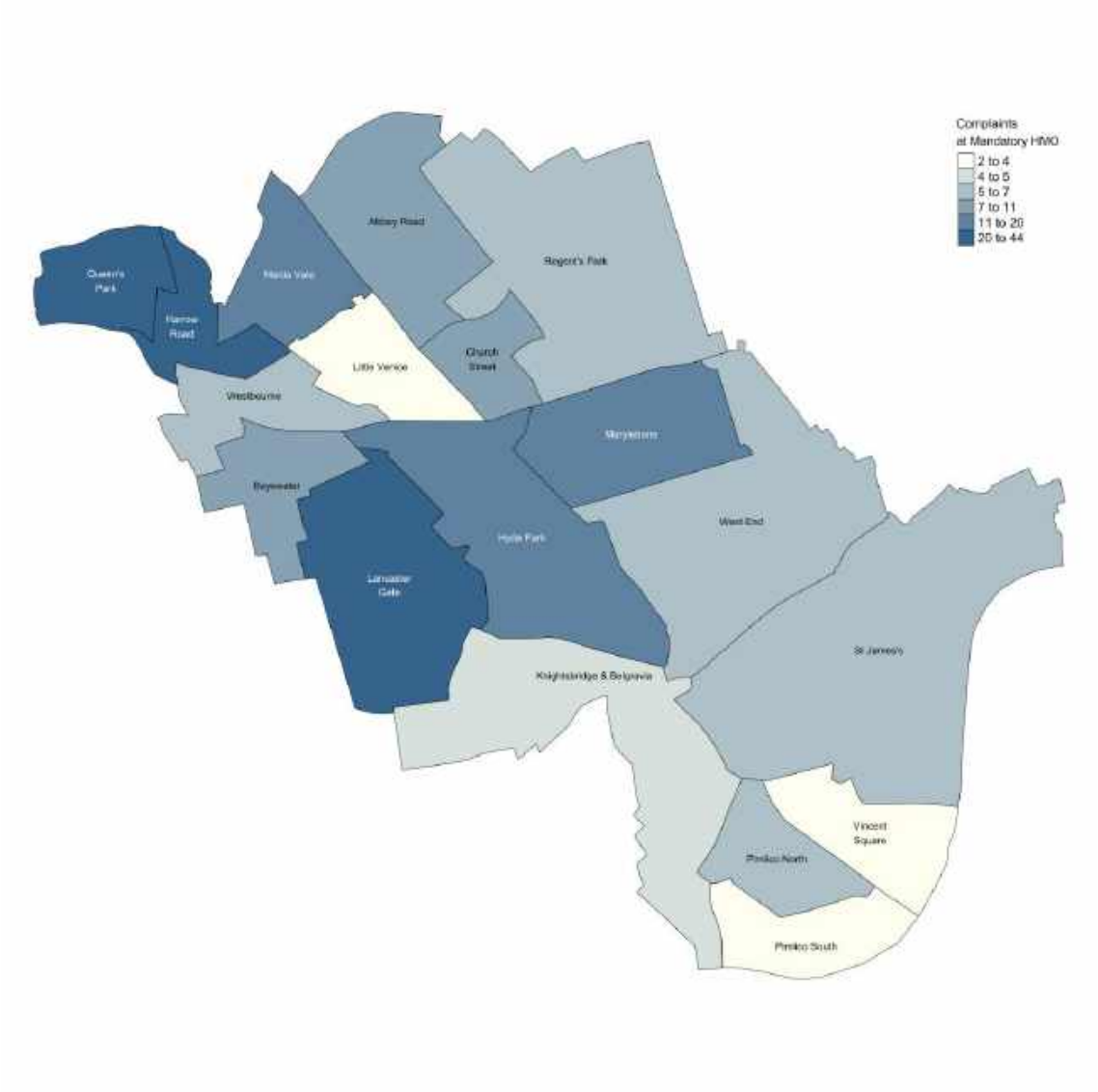


Figure 12. Number of complaints at Mandatory HMOs from tenants and others by ward (July 2018 – June 2024) (Source: Ti 2024).

Lancaster Gate (44) had the highest number of PRS complaints at mandatory licenced HMOs. Harrow Road (24), and Queen's Park (25) also had notably large values.

Complaints are distributed across Westminster, with a general bias towards some northwestern wards (Map 7).



Map 7. Distribution of complaints from tenants and others by ward at Mandatory HMOs July 2018 – June 2024 across Westminster (Source: Ti 2025, Map by Metastreet).

PRS complaints at mandatory HMOs were slightly more prevalent in the northwest (e.g. Lancaster Gate, Queen's Park, Harrow Road).

5.1.3 Additional HMOs

There were 1,088 complaints made by tenants and others to Westminster Council linked to Additional HMOs (Figure 13).

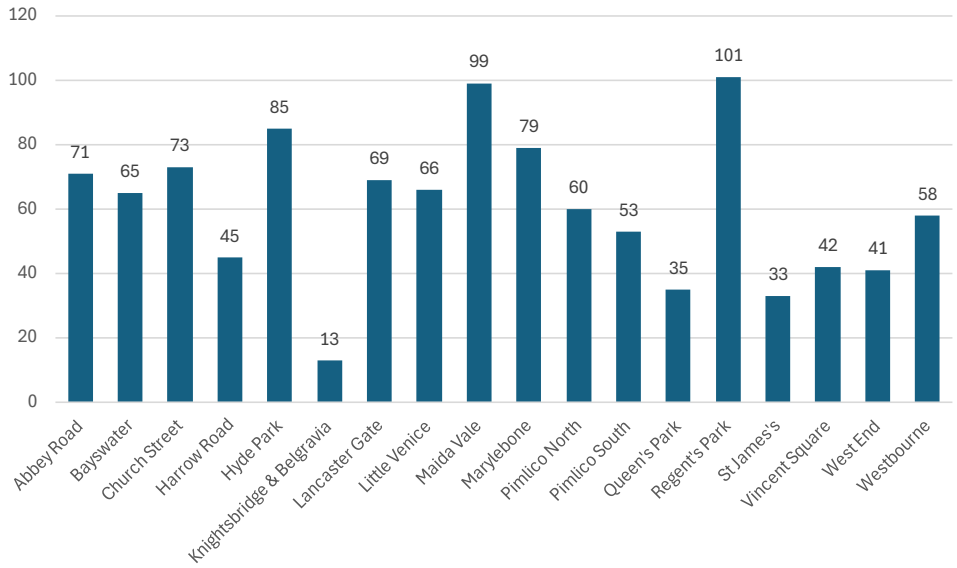
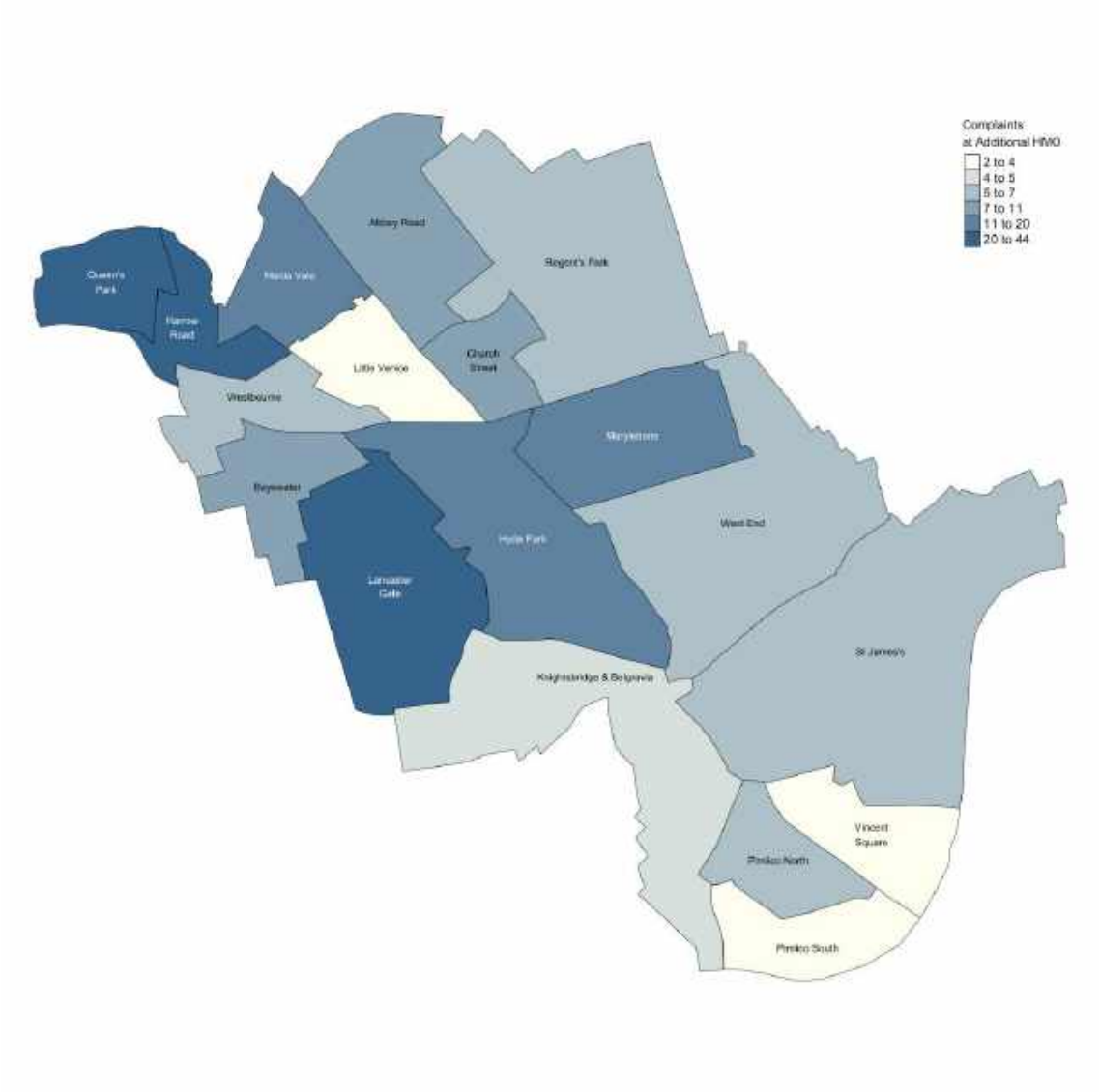


Figure 13. Number of HMO complaints from tenants and others by ward linked to Additional HMOs July 2018 – June 2024 across Westminster (Source: Ti 2025).

The highest number of PRS complaints at additional HMOs was at Regent's Park (101), with Maida Vale (99) and Hyde Park (85) also showing substantial values.

Concentrations of complaints come predominantly from the northwestern wards (Map 8).



Map 8. Distribution of HMO complaints from tenants and others by ward linked to Additional HMOs July 2018 – June 2024 across Westminster (Source: Ti 2025, Map by Metastreet).

Higher numbers of PRS complaints at additional HMOs occur in the northwestern region (e.g. Queen's Park, Harrow Road, Lancaster Gate).

5.1.4 Predicted/Hidden HMOs

There were 371 HMO complaints made by tenants and others to the Council linked to predicted/hidden HMOs (Figure 14).

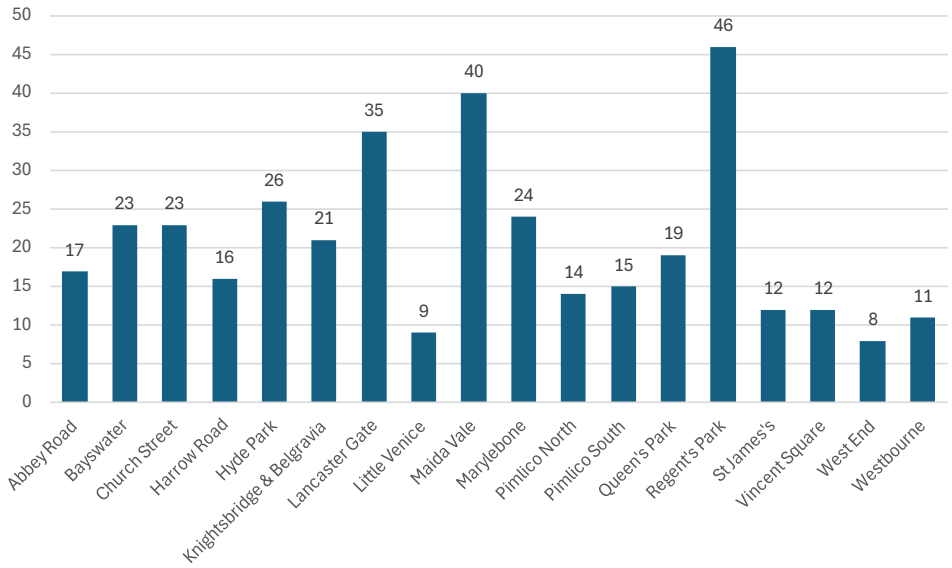
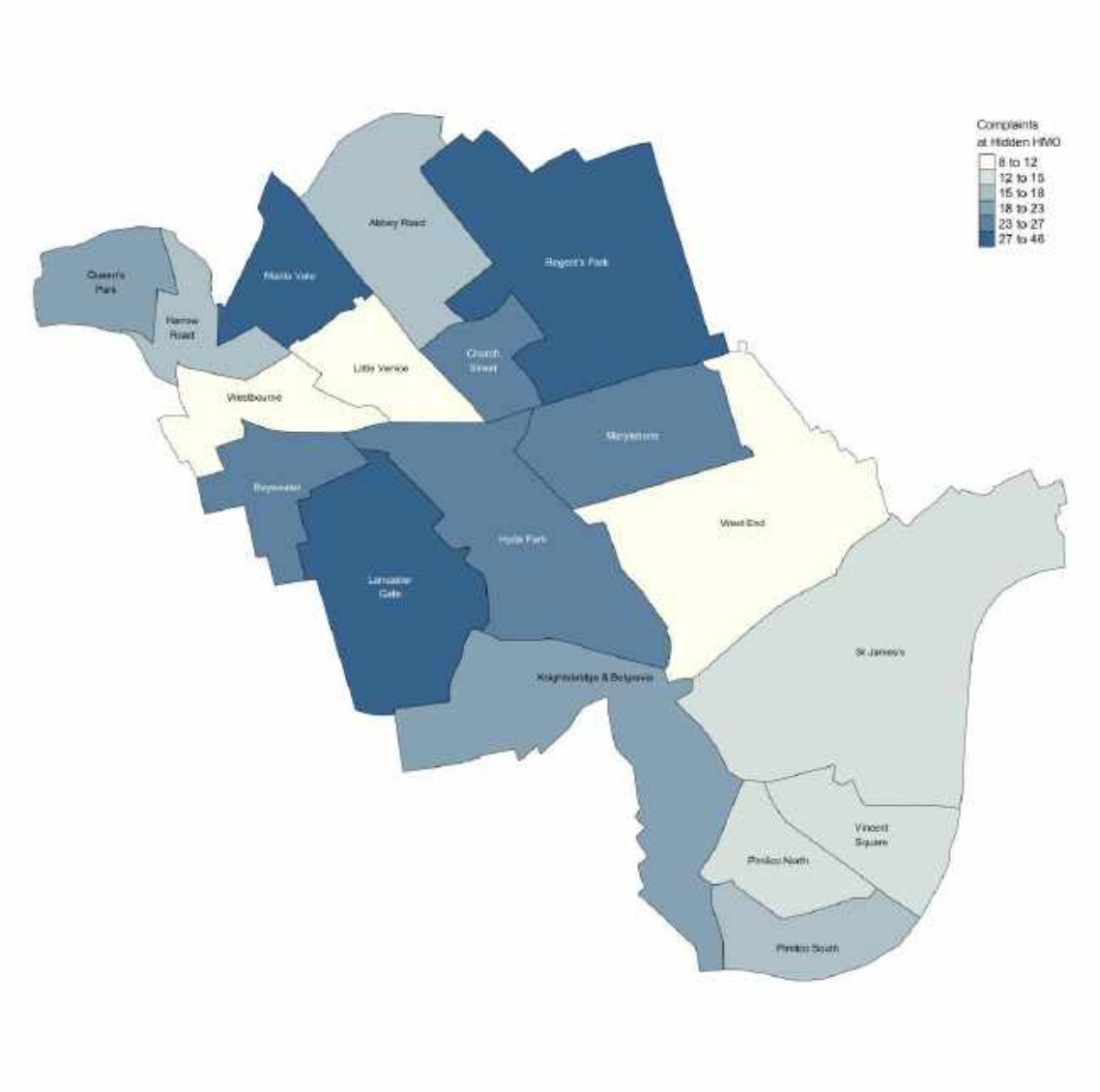


Figure 14. Number of HMO complaints from tenants and others by ward linked to predicted/hidden HMOs July 2018 – June 2024 across Westminster (Source: Ti 2025).

Regent's Park (46) had the highest number of PRS complaints at hidden HMOs, with Maida Vale (40) and Lancaster Gate (35) having notably high values.

PRS complaints at hidden HMOs are distributed across Westminster wards (Map 9).



Map 9. Distribution of HMO complaints from tenants and others by ward at predicted/hidden HMOs July 2018 – June 2024 across Westminster (Source: Ti 2025, Map by Metastreet).

PRS complaints at predicted/hidden HMOs appear more prevalent in some north & western wards (e.g. Maida Vale, Regent's Park, Lancaster Gate).

5.2 Predicted HMO hazards

The Housing Health and Safety Rating System (HHSRS) is a system for assessing housing conditions. A hazard is any risk of harm to the health or safety of an actual or potential occupier of accommodation that arises from a deficiency in the dwelling, building or land in the vicinity.

Currently the HHSRS assessment identifies 29 hazard types that give rise to hazards, under 4 main public health categories; physiological requirements; psychological requirements; protection against infection; protection against accidents[5]. Serious hazards (Category 1 & 2, HHSRS) hazards have a physiological or psychological impact on the occupant and may result in medical treatment[6].

In 2023, 12% of private rented dwellings in England had at least one Category 1 hazard; this was a higher proportion than the average for the total housing stock (8%), and significantly higher than owner occupied dwellings (9%) or social rented dwellings (4%). Furthermore, the private rented sector had the highest proportion of non-decent homes (21%)[7].

Using a sample of properties that are known to have at least one serious housing hazard (see above), it is possible to predict the number of HMO properties with at least one serious hazard (Category 1 and/or high scoring Category 2 hazards, HHSRS A-D) across the HMO population (known and predicted hidden). Further details of the methodology can be found in Appendix 2.

[5] HHSRS) operating guidance, https://www.gov.uk/government/publications/hhsrs-operating-guidance-housing-act-2004-guidance-about-inspections-and-assessment-of-hazards-given-under-section-9
[6] Housing Health and Rating System, Operation Guidance, 2006, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/15810/142631.pdf
[7] EHS Headline 2022-2023, https://www.gov.uk/government/statistics/chapters-for-english-housing-survey-2022-to-2023-headline-report

5.2.1 All HMOs

There are 1,356 HMO (known and hidden) properties in Westminster that are likely to have at least 1 serious housing hazard (Category 1 and/or high scoring Category 2 hazards, HHSRS, Figure 15).

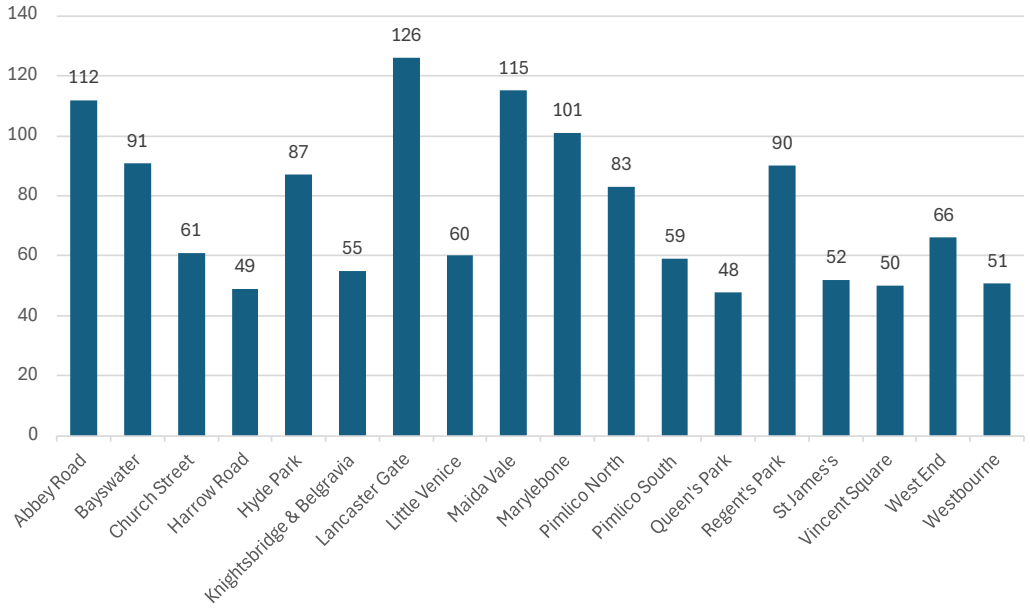


Figure 15. HMOs (shared amenities, known and hidden) with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster(Source: Ti 2025).

Lancaster Gate (126) has the greatest number of HMO properties with serious hazards, whilst Queen's Park (48) has the fewest. Overall, this represents 33% of the known and predicted/hidden HMO population, more than three times the PRS national average (10%)[8].

Overall, 32.5% of HMO properties (known and hidden) in Westminster are predicted to have at least one serious housing hazard (Figure 16).

[8] English Housing Survey 2023-2024, https://www.gov.uk/government/collections/english-housing-survey-2023-to-2024-headline-findings-on-housing-quality-and-energy-efficiency

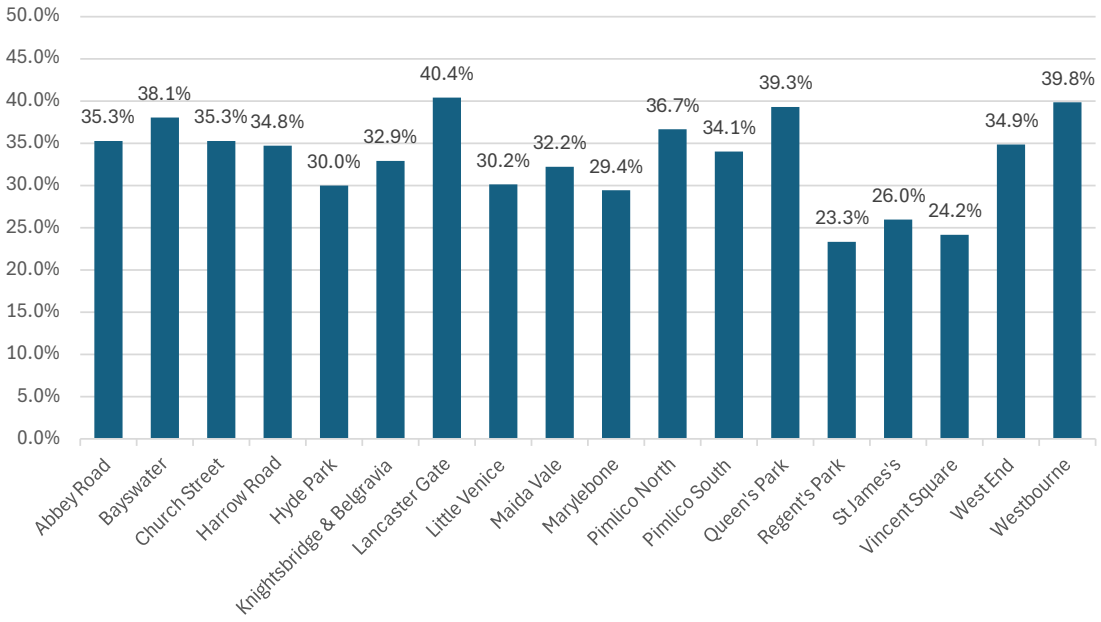
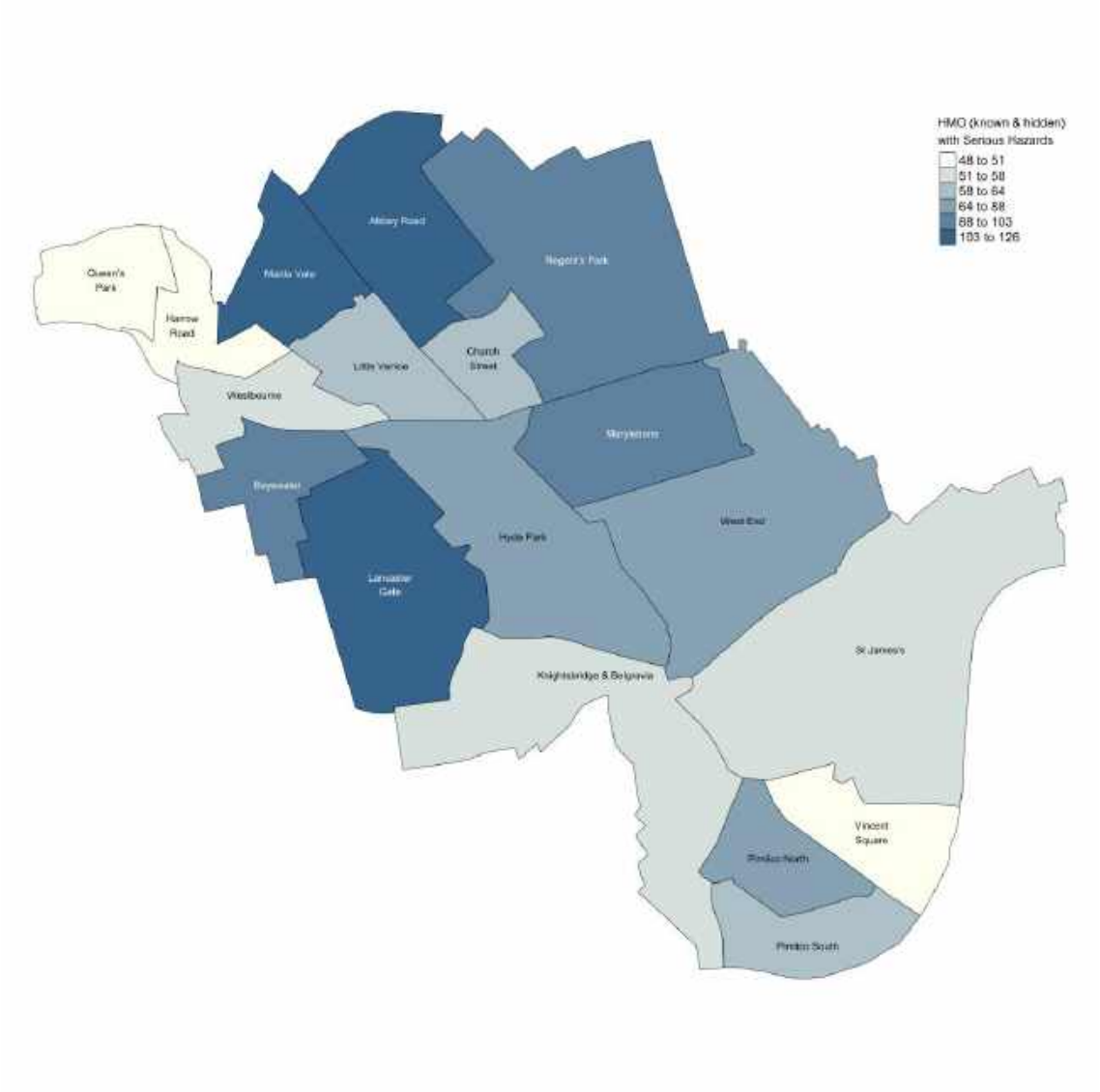


Figure 16. Percentage of HMOs (shared amenities, known and hidden) with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster(Source: Ti 2025).

The highest percentage of HMO with serious hazards are in Lancaster Gate (40.4%), Westbourne (39.8%), and Queen's Park (39.3%).

HMO properties (known and hidden) with predicted serious hazards are spread throughout Westminster (Map 10).



Map 10. Distribution of All HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025, Map by Metastreet).

There are generally more HMO with serious hazards in the northern/western wards (e.g. Maida Vale, Abbey Road, Lancaster Gate), although Queen's Park, and Harrow Road show lower values.

5.2.2 Mandatory HMOs

Mandatory HMOs with serious hazards (128) are distributed across all wards (Figure 17).

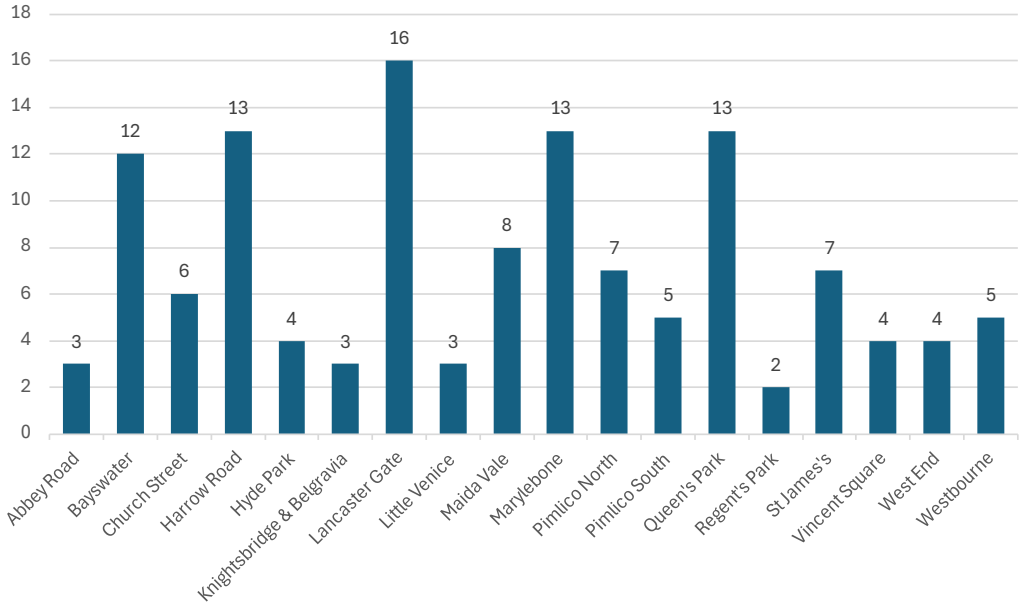
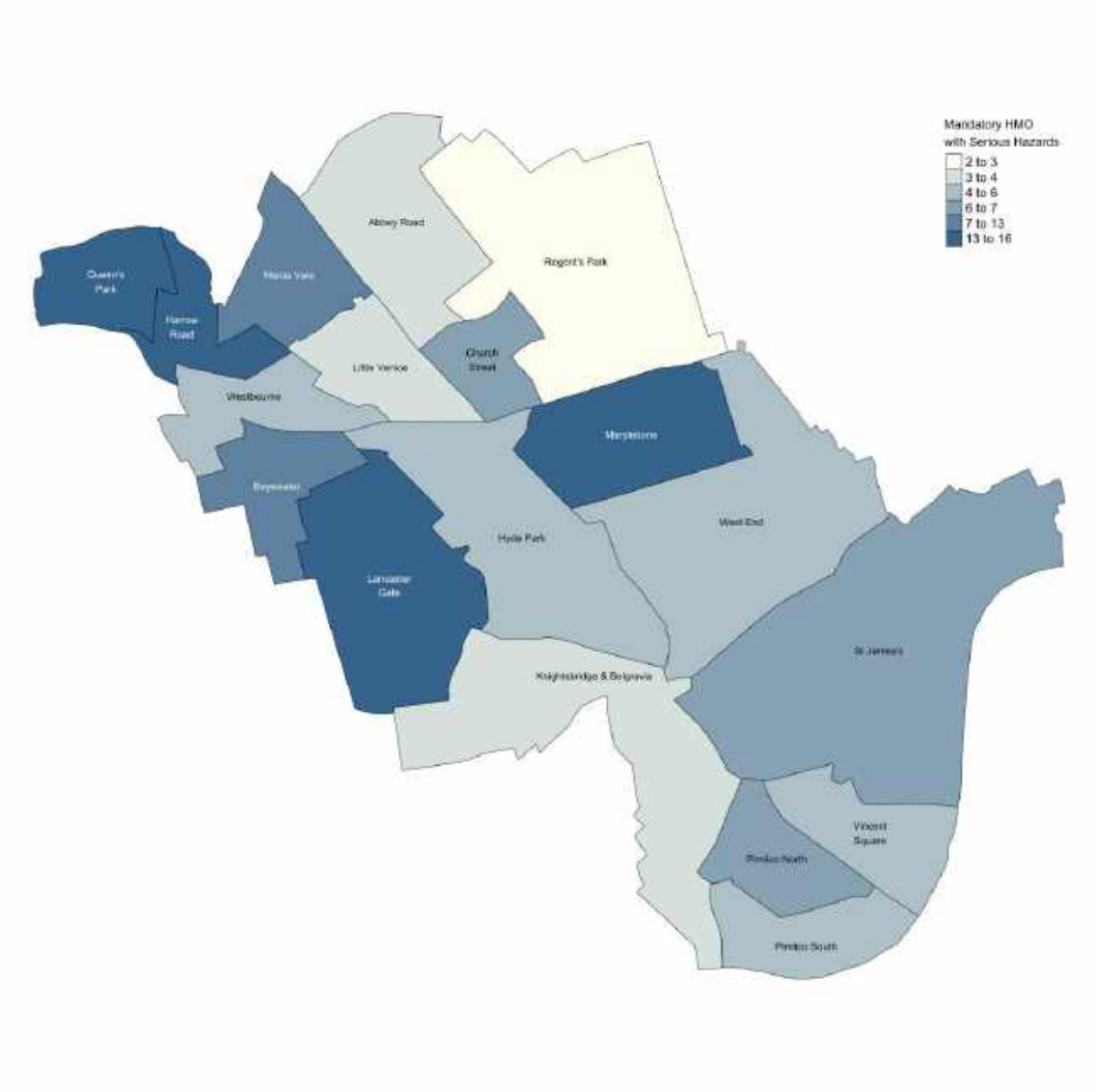


Figure 17. Mandatory HMOs with one or more predicted serious hazards predicted (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025).

Lancaster Gate (16) has the highest number of mandatory HMO, whilst Regent's Park (2) has the lowest.

Properties with serious hazards can be found across Westminster (Map 11).



Map 11. Distribution of Mandatory HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025, Map by Metastreet).

Mandatory HMO with serious hazards are biased towards the northwest wards (e.g. Queen's Park, Harrow Road, Lancaster Gate).

5.2.3 Additional HMOs

There are 630 Additional HMOs properties in Westminster that are likely to have at least 1 serious housing hazard (Category 1 and/or high scoring Category 2 hazards, HHSRS, Figure 18).

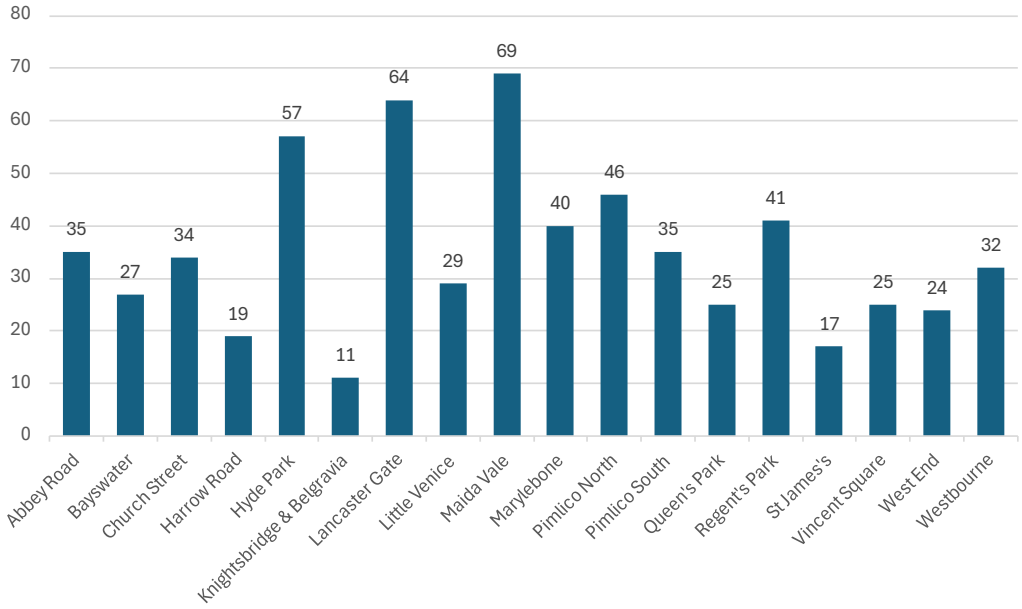
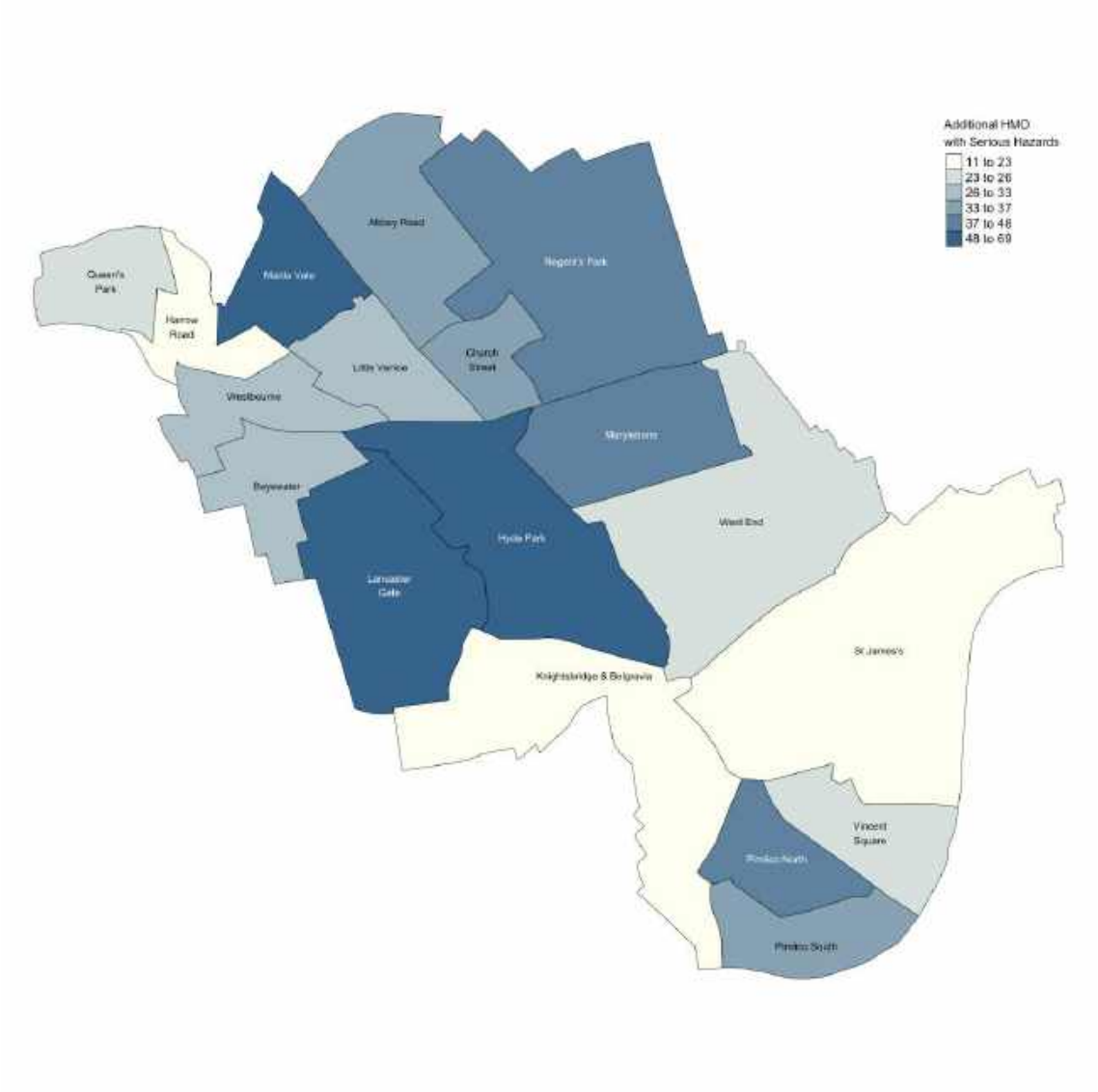


Figure 18. Additional HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025).

Maida Vale (69) and Lancaster Gate (64) have the highest numbers of additional HMOs with serous hazards. Knightsbridge & Belgravia (11) have the lowest.

Additional HMOs with serious hazards can be found across Westminster (Map 12).



Map 12. Distribution of Additional HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward (Source: Ti 2024, Map by Metastreet).

Additional HMOs with serious hazards are widespread but there are higher values in some northwestern wards (e.g. Lancaster Gate, Hyde Park, Maida Vale).

5.2.4 Predicted/hidden HMOs

predicted/hidden HMOs with serious hazards (916) are distributed across Westminster (Figure 19).

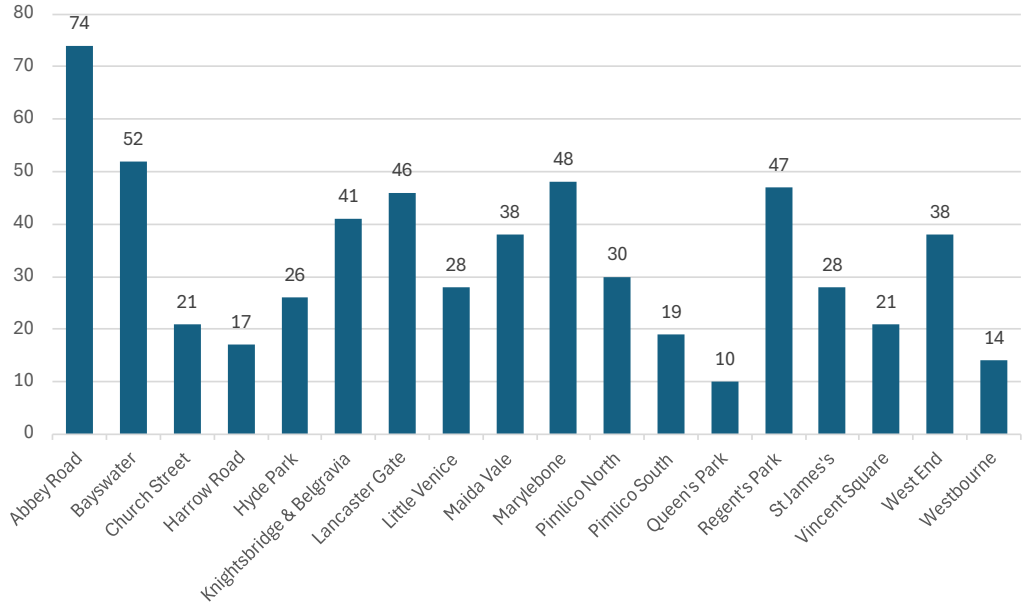
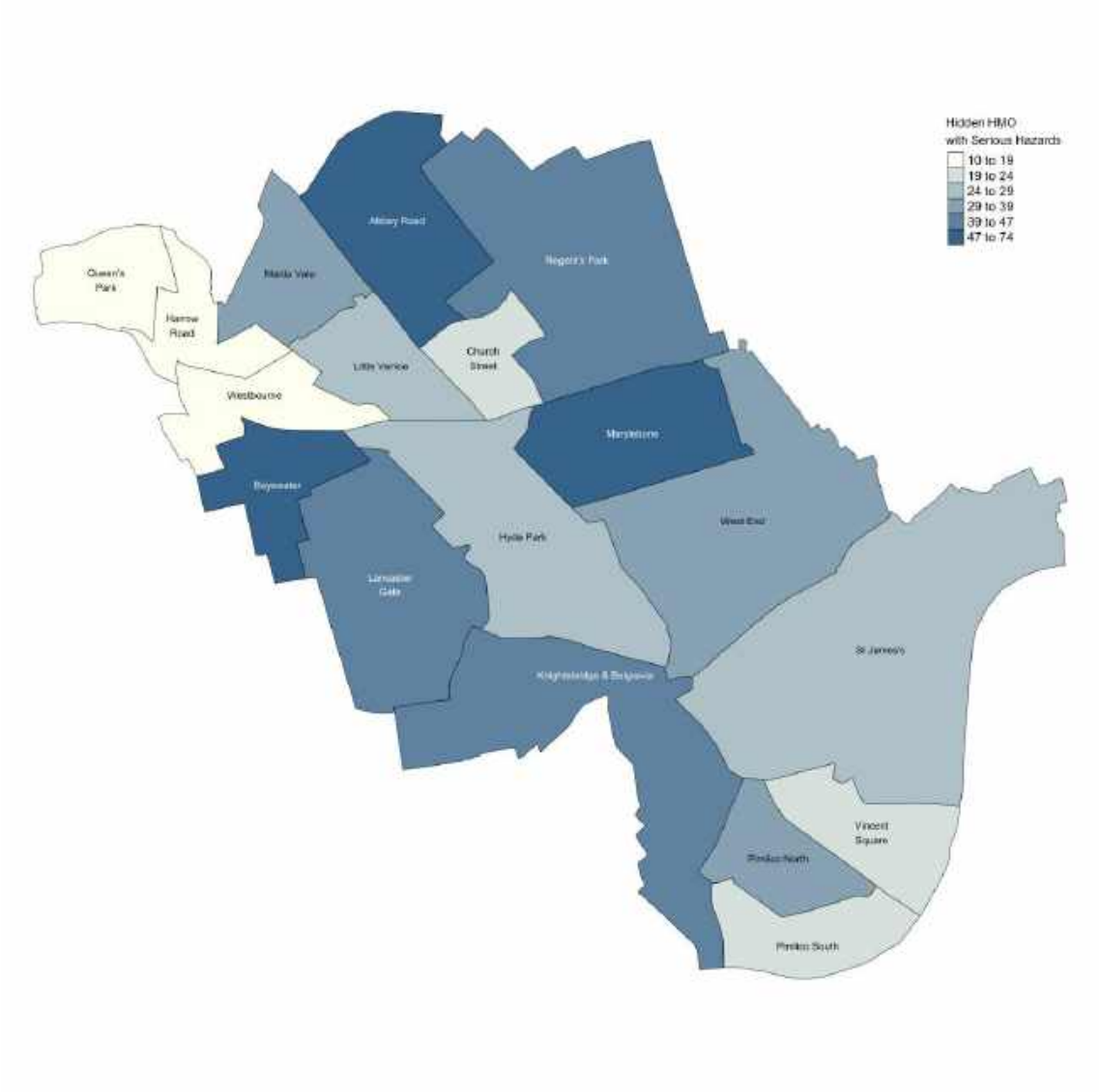


Figure 19. predicted/hidden HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025).

Abbey Road (74) has the highest number of hidden HMO dwellings with serious hazards, whilst Queen's Park (10) has the lowest.

Concentrations of predicted/hidden HMO properties with serious hazards can be found throughout Westminster (Map 13).



Map 13. Distribution of predicted/hidden HMOs with one or more predicted serious hazards (Category 1 and/or high scoring Category 2 hazards, HHSRS) by ward across Westminster (Source: Ti 2025, Map by Metastreet).

Hidden HMO dwellings with serious hazards are widespread across Westminster, with hotspots in Bayswater, Abbey Road, and Marylebone.

5.3 Inspection Hazards

Property inspections are important to help identify HMO conditions, and to assess the potential risk to occupants. Inspections provide empirical evidence about the state of HMO dwellings and so permit better management and enforcement.

In total, there were 1,026 physical property inspections at known HMO dwellings across Westminster, with 512 HMOs having hazards of some kind (Table 3). Note that some properties had more than one inspection visit.

Table 3. Number of HMOs with inspection hazards, and HMOs with hazards of different severity rating (Source: Ti 2025).

UPRN	Severe	Moderate	Minor	None
512	150	452	103	11

Severe hazards were found at 150 (29%) of HMOs inspected, and moderate severity hazards at 452 (88%) properties. Many HMOs had multiple hazards, of varying severity (note that there is a “none” category for hazards that are not described in HHSRS).

In total, there were 2,380 hazards identified during inspections at known HMOs, with 2,360 being severe, moderate, or minor (Figure 20).

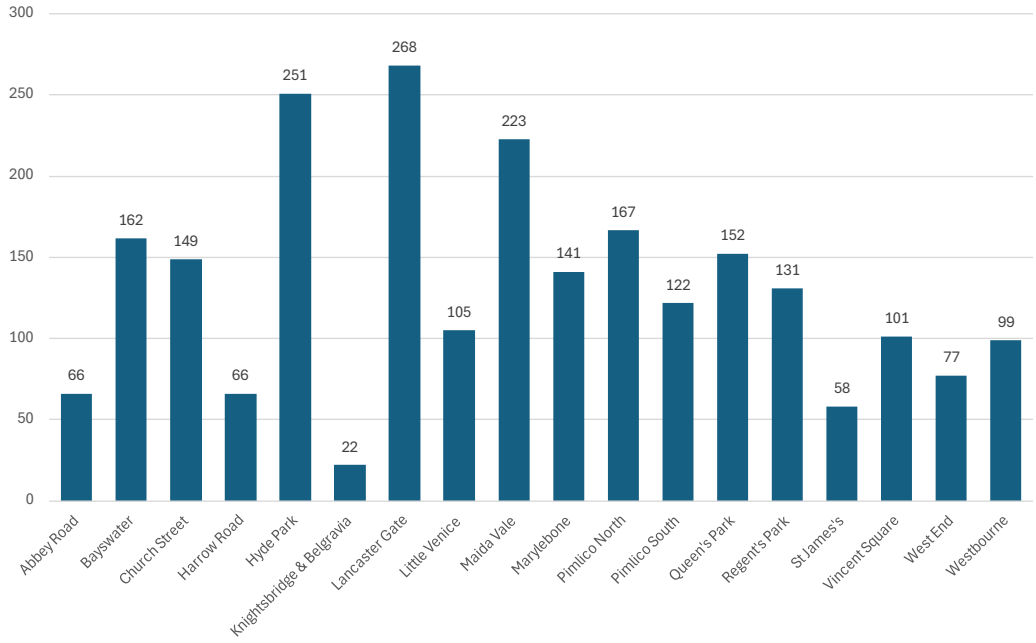


Figure 20. Number of inspection hazards by ward at known HMOs across Westminster (Source: Ti 2025).

Lancaster Gate had the highest number of inspection hazards (268), with Hyde Park (251), and Maida Vale (223) also having high values.

The 2,360 inspection hazards cover a range of hazard types and severity (Figure 21).

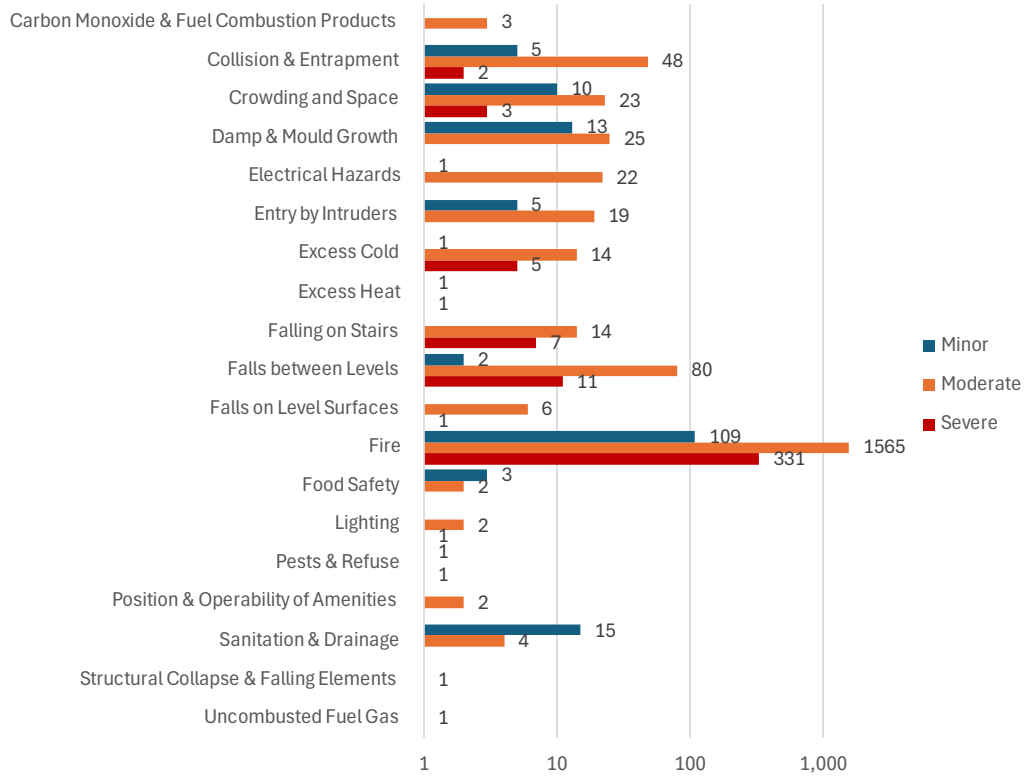


Figure 21. Types of inspection hazard and severity at known HMOs in Westminster (Source: Ti 2025).

Fire hazards were the most prevalent in all severity classes, with 331 severe hazards (1,565 moderate, and 109 minor).

Hazards were identified in various rooms during inspections at known HMOs (Figure 22).

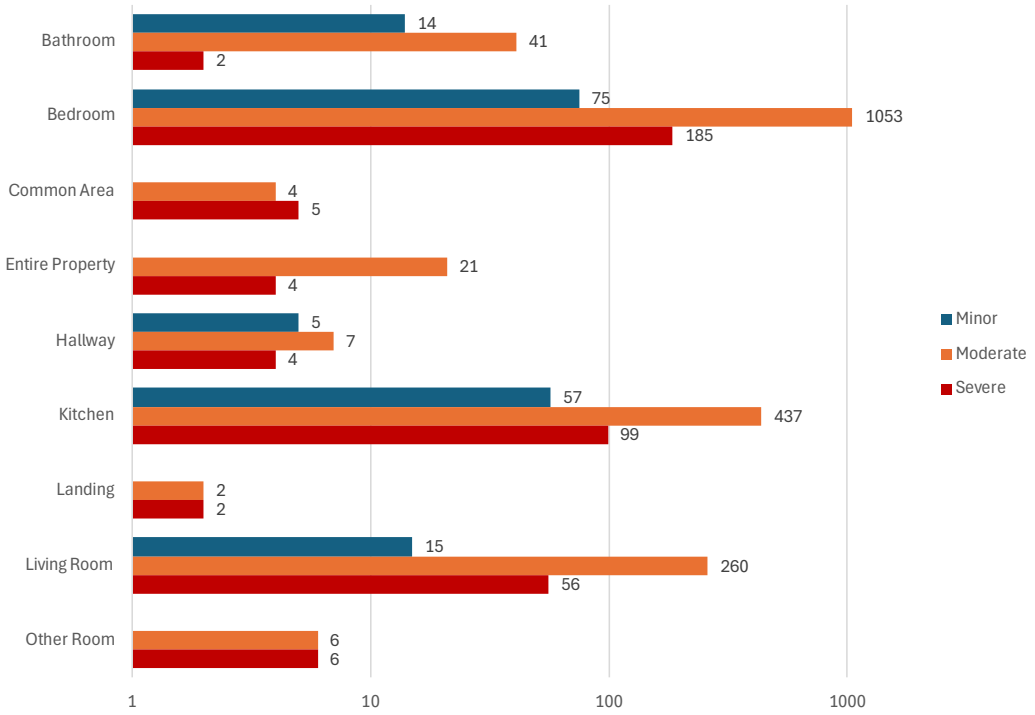


Figure 22. Hazards by room and severity, identified by inspections at known HMOs across Westminster (Source: Ti 2025).

Bedrooms (1,313) and Kitchens (593) had the highest numbers of identified hazards, across all severity classes.

Hazards were assigned to a severity class, and the relative proportions show the general level of risk at the inspected HMO dwellings (Figure 23).

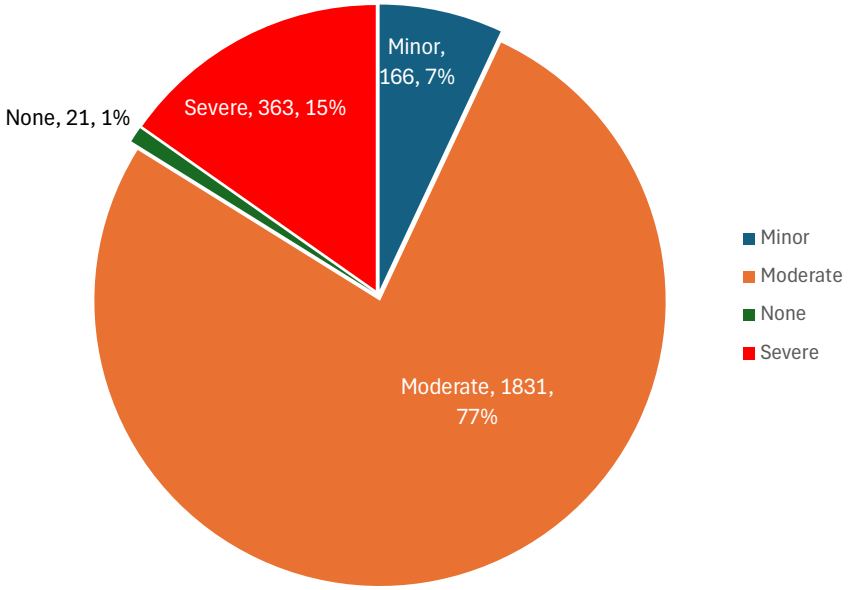


Figure 23. Relative proportion of hazard severity from inspections at known HMOs across Westminster (Source: Ti 2025).

Moderate level hazards formed 77% (1,831) of all hazards identified during inspections, with severe hazards accounting for 15% (363).

5.4 Fire Precautions

As part of the HMO licence application process, applicants are asked to report on the level of fire precautions in the HMO to be licensed. Two key questions are related to fire doors, and to fire detection (alarm systems). Applicants are requested to answer “Yes” or “No” to their having fire doors, and having a fire detection system.

5.4.1 Fire doors

Out of 2,370 known (licensed) HMOs that have recorded responses, 1,219 responded “Yes” to having fire doors (51%), whilst 1,151 responded “No” (49%, Figure 24).

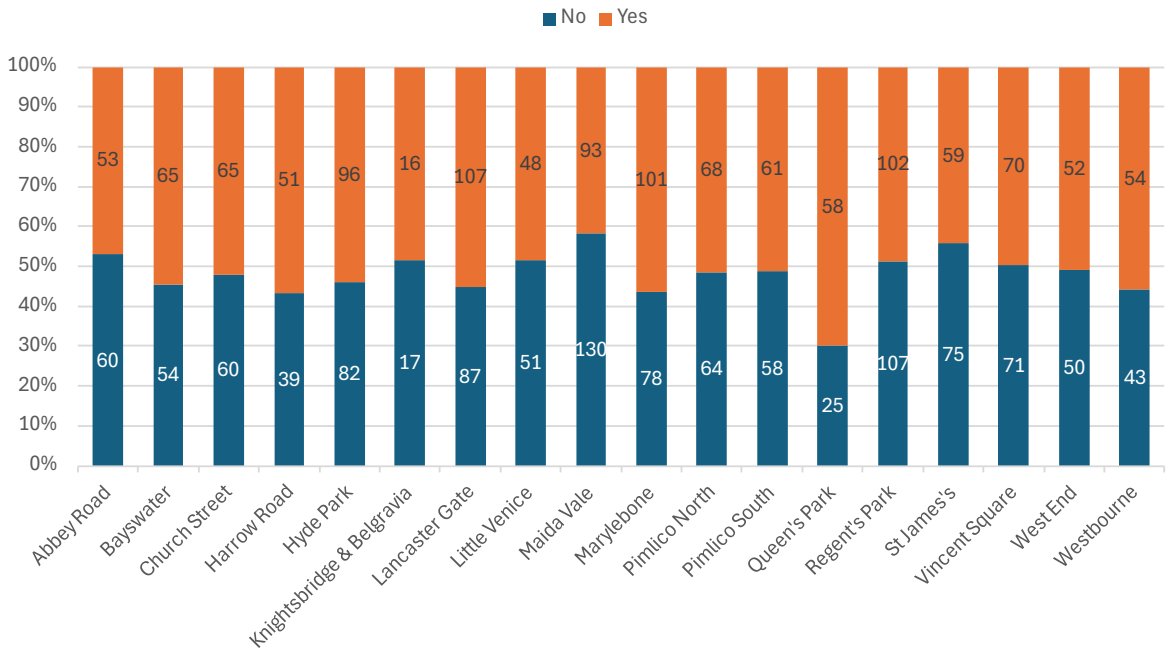


Figure 24. Self-reported presence of fire doors at known (licensed) HMO properties by ward across Westminster (Source Ti 2025).

The highest percentage of **not** having fire doors was at Maida Vale (58%).

5.4.2 Fire Detection

Out of 2,370 known (licensed) HMOs that have recorded responses, 1,600 responded “Yes” to having fire detection (68%), whilst 770 responded “No” (32%, Figure 25).

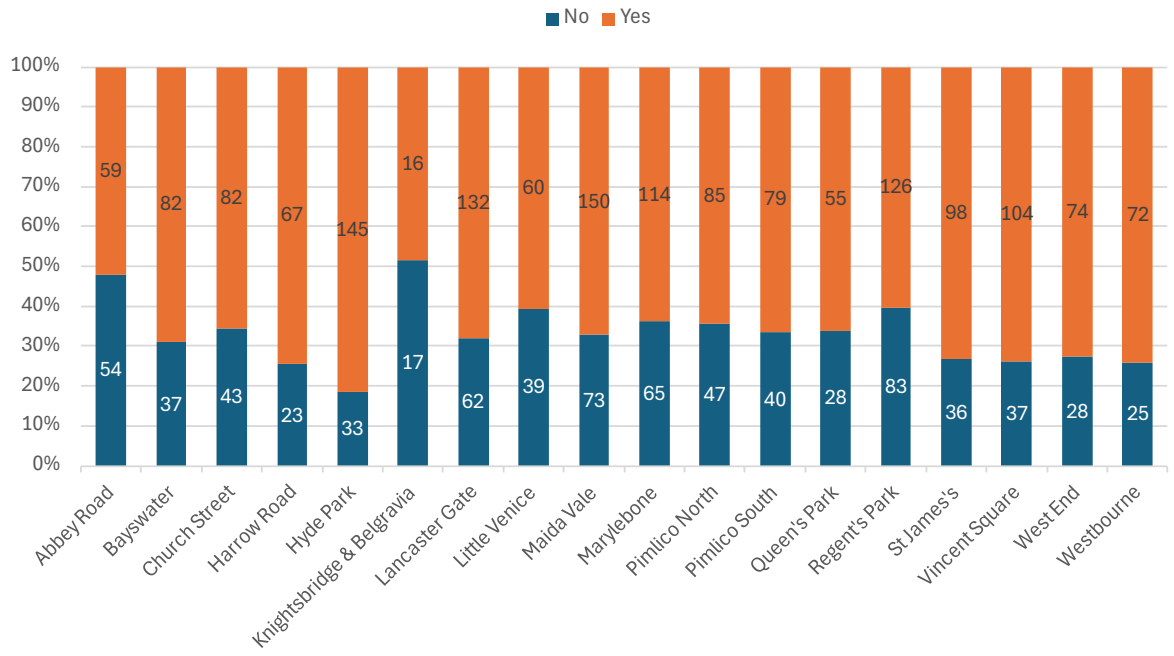


Figure 25. Self-reported presence of fire detection systems at known (licensed) HMO properties by Ward across Westminster (Source Ti 2025).

The highest percentage of **not** having fire detection was at Knightsbridge & Belgravia (52%).

5.5 Energy performance

An EPC rating is an assessment of a property’s energy efficiency. It is primarily used by buyers or renters of residential properties to assess the energy costs associated with heating a house or flat. The rating is from A to G. A indicates a highly efficient property, G indicates low efficiency.

The energy efficiency of a dwelling depends on the thermal insulation of the structure, on the fuel type, and the size and design of the means of heating and ventilation. Any disrepair or dampness to the dwelling and any disrepair to the heating system may affect efficiency. The exposure and orientation of the dwelling are also relevant.

As part of this study, 2,076 EPC ratings were matched to known HMO properties (Figure 26). All figures have been modelled from this group (86% of known HMOs had an EPC rating).

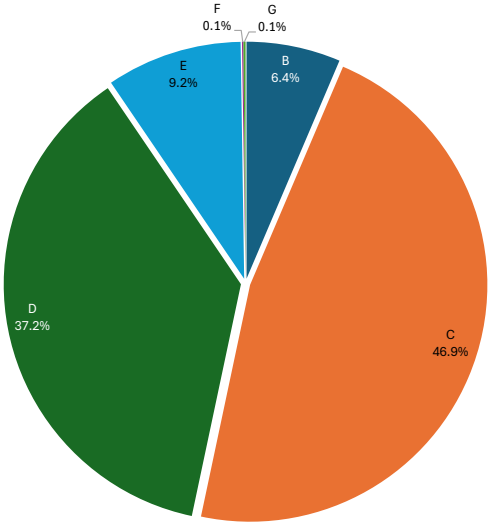


Figure 26. EPC rating (A-G) distribution for known HMOs (licenced mandatory or additional) in Westminster (Source: Ti 2025).

The housing stock is dominated by EPC ratings C & D, with B & E ratings less so. The A, F & G ratings are the least common, with no properties having an A rating.

Ratings by property type show how the EPC ratings are distributed (Figure 27).

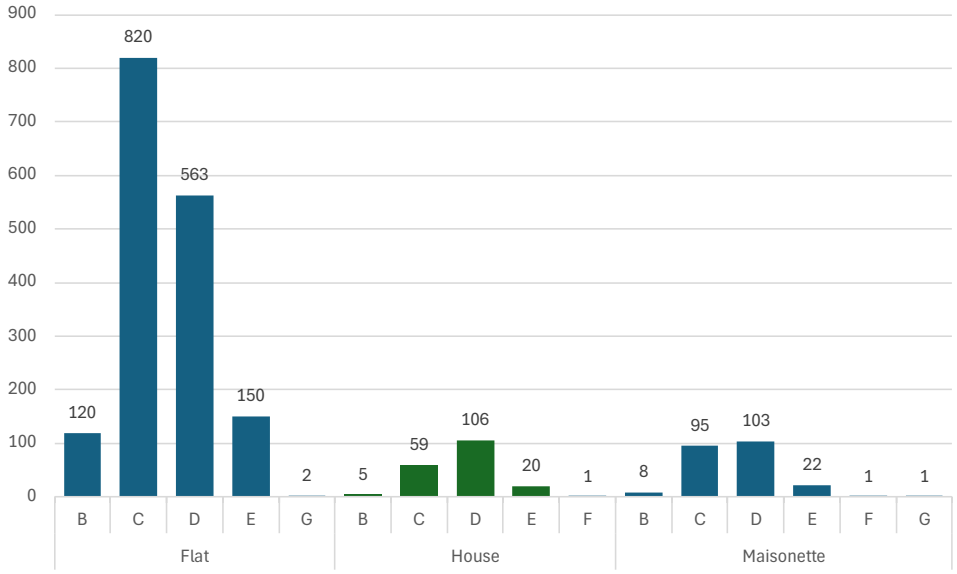


Figure 27. EPC ratings for known HMOs (licenced mandatory or additional) in Westminster, split by property type (Source Ti 2025).

Flats are dominated by C and D ratings. Houses are most likely to have a D rating, with C & E less frequent. Maisonettes are most commonly C or D ratings. There are far more flats than houses or maisonettes.

Westminster has 197 HMO EPC records that are E, F, & G rated (Figure 28). EPC ratings E, F, & G represent properties with the least energy efficiency.

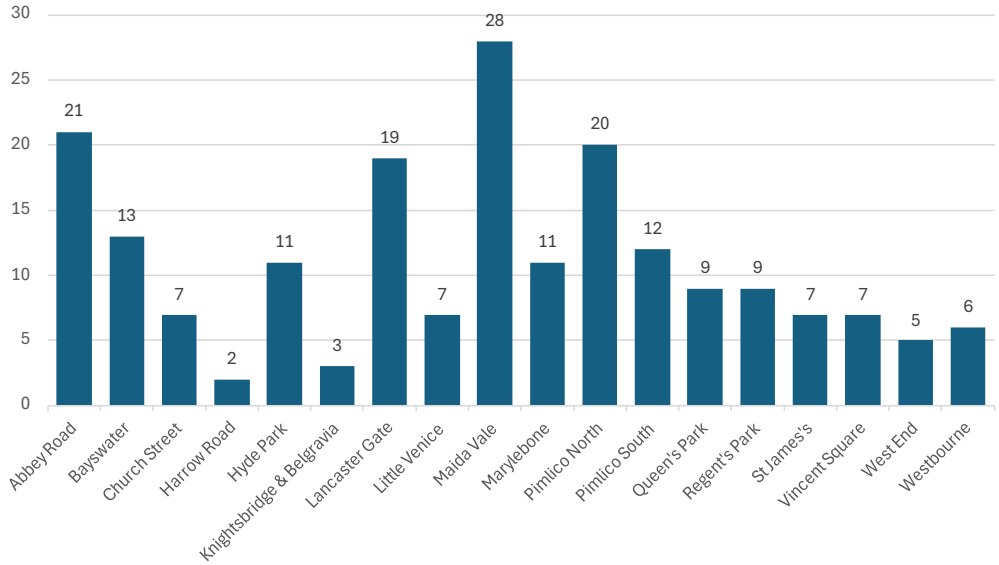


Figure 28. EPC rating (E-G) distribution for known HMOs (licenced mandatory or additional) by ward across Westminster (Source: Ti 2025).

Maida Vale (28) has the highest number of EPC ratings E-G, flowed by Abbey Road (21), Pimlico North (20), and Lancaster Gate (19). Note F & G ratings are uncommon in Westminster (F: 2, G: 3), compared to E (192).

The Minimum Energy Efficiency Standard (MEES) came into force in England and Wales on 1 April 2018. The regulation applies to PRS properties and mandates that all dwellings must have an EPC rating of E and above to be compliant. It has been calculated using the matched addresses that 1.1% (102) of HMO properties (known and predicted/hidden) in Westminster have F and G rating. It is possible that these properties have been excluded from the MEES regulation requirements on technical grounds.

6 HMO Anti-Social Behaviour (ASB)

ASB incidents, recorded by the council over the period July 2018 – June 2024 have been linked to HMO properties and analysed. Understanding ASB emanating from HMOs (all types) helps support the development of strategic interventions. Different assessments of ASB were recorded:

- Number of noise related ASB incidents.
- Number of ASB incidents that are not noise related.
- Total number of ASB incidents.
- Repeat ASB, i.e. number of HMO with 2 or more ASB incidents.

Overall, there were 8,395 ASB incidents recorded over the period July 2018 – June 2024. It is important to note, where incidents could not be matched directly at the property level with HMO, ASB incidents have been discarded from this study. For example, ASB incidents investigated on a street corner that cannot be directly linked to an HMO property have been excluded.

6.1 Noise related ASB incidents

Noise related anti-social behaviour was the most common form of ASB incident reported, with 83% of all ASB incidents across Westminster during the period July 2018 – June 2024 (7,001 out of 8,395).

6.1.1 All HMOs

Across Westminster, 7,001 Noise-related ASB incidents were recorded at HMO properties (all types, Figure 29).

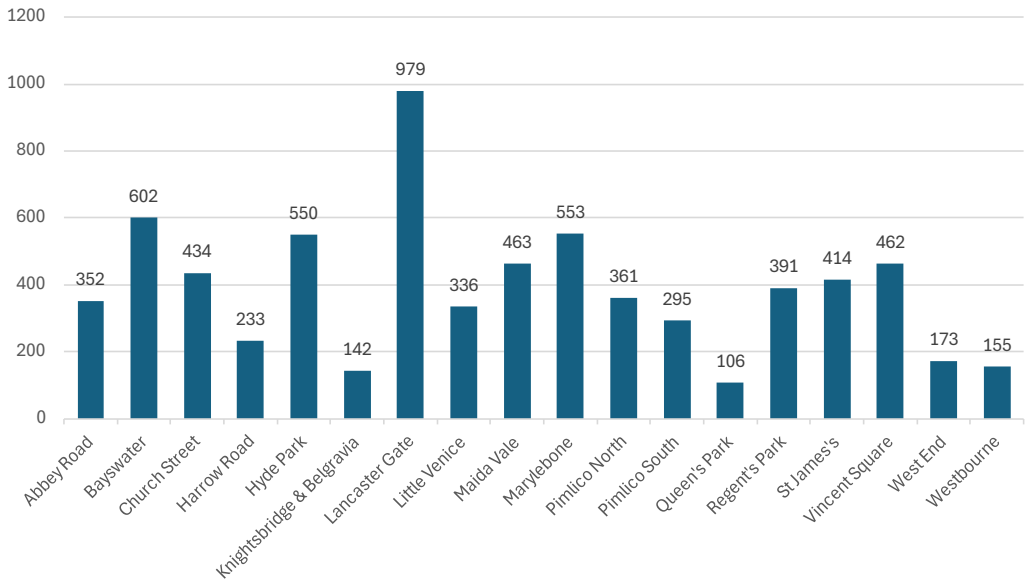
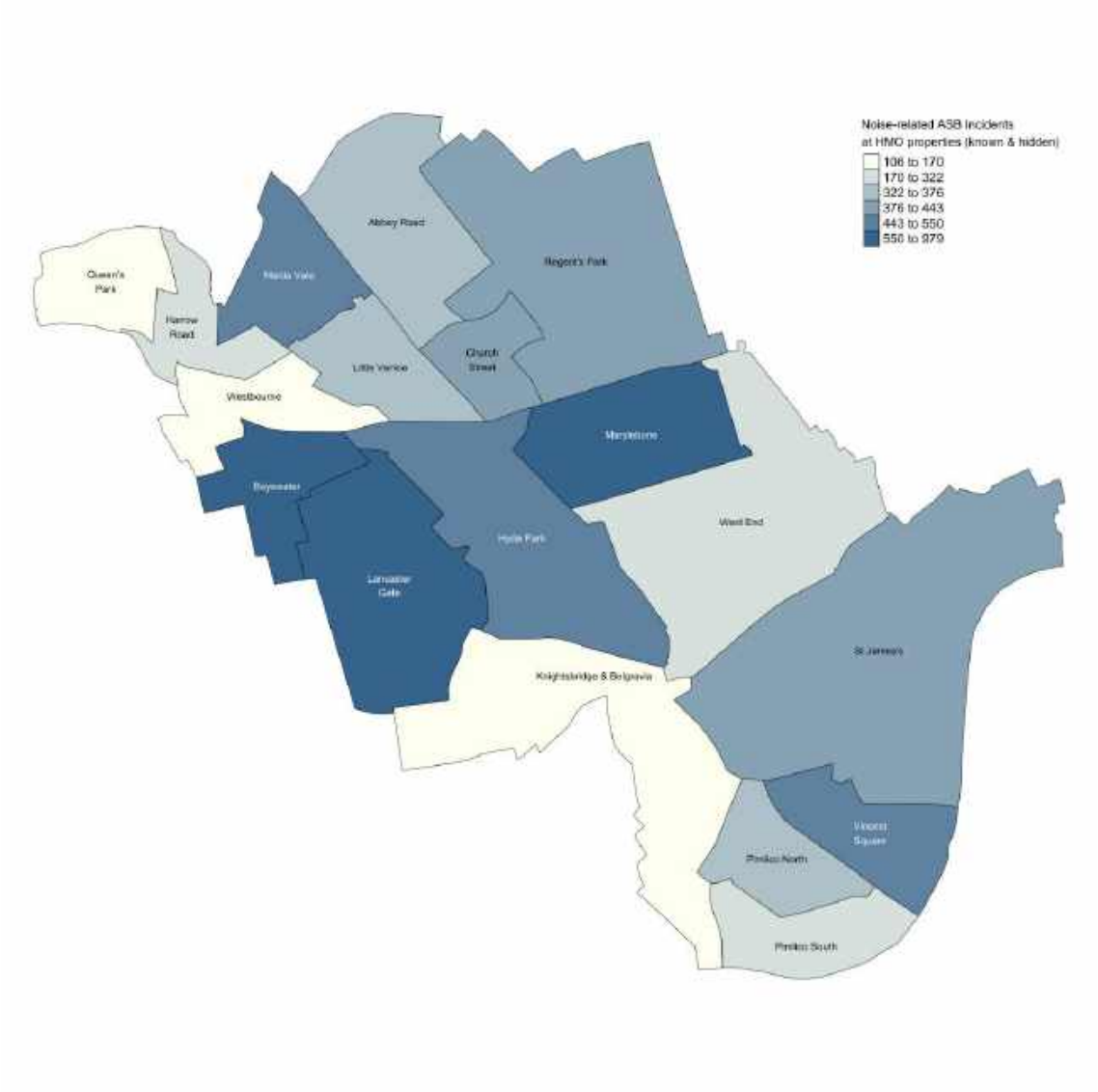


Figure 29. Total number of Noise ASB incidents at HMOs (all types) by ward across Westminster (July 2018 – June 2024) (Source: Ti 2025).

The highest number of noise-related incidents was at Lancaster Gate (979), whilst the lowest was at Queen's Gate (106).

Noise-related ASB incidents are widespread throughout Westminster (Map 14).



Map 14. Number of Noise-related ASB incidents at HMOs (all types) by ward across Westminster (July 2018 – June 2024) (Source: Ti 2025, Map by Metastreet).

Noise ASB incidents are widespread across Westminster, with notable hotspots (e.g. Lancaster Gate, Bayswater, and Marylebone).

6.1.2 Mandatory HMOs

During the period July 2018 – June 2024 there were 279 noise ASB incidents linked to Mandatory HMOs across Westminster (Figure 30). This represents 4% of all noise ASB, and 14% of noise incidents at known HMOs.

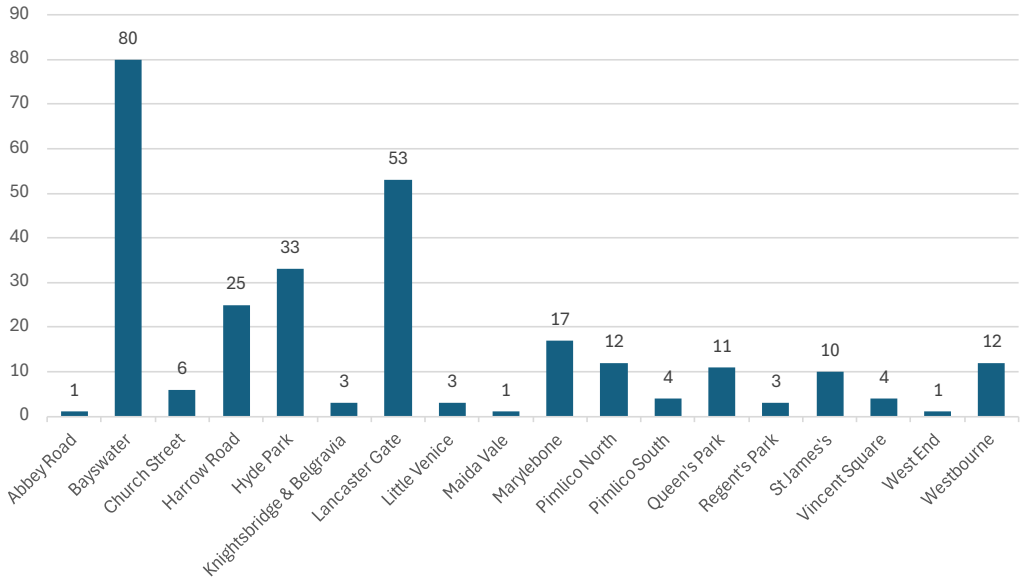
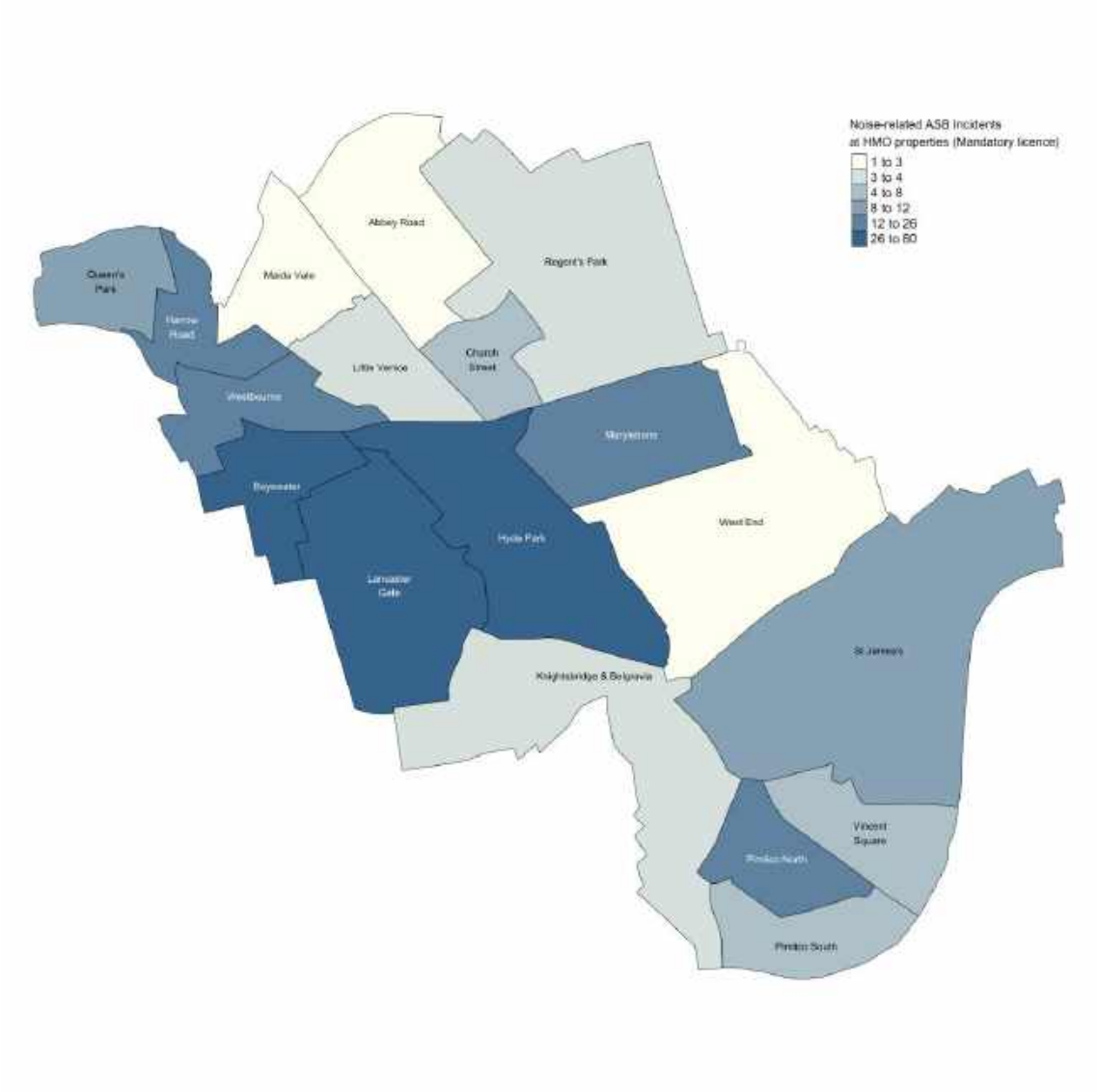


Figure 30. Number of noise-related ASB incidents at mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2024).

The highest number of noise incidents at mandatory HMOs was in Bayswater (80), with Lancaster Gate (53) coming second.

Noise ASB incidents were recorded in all Westminster wards (Map 15).



Map 15. Distribution of noise ASB at Mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Higher numbers of noise ASB are seen in some western wards (e.g. Lancaster Gate, Bayswater, Hyde Park).

6.1.3 Additional HMOs

During the period July 2018 – June 2024 there were 1,748 noise-related ASB incidents at HMOs with additional licence in Westminster (Figure 31). This represents 25% of all noise ASB, and 86% of noise incidents at known HMOs.

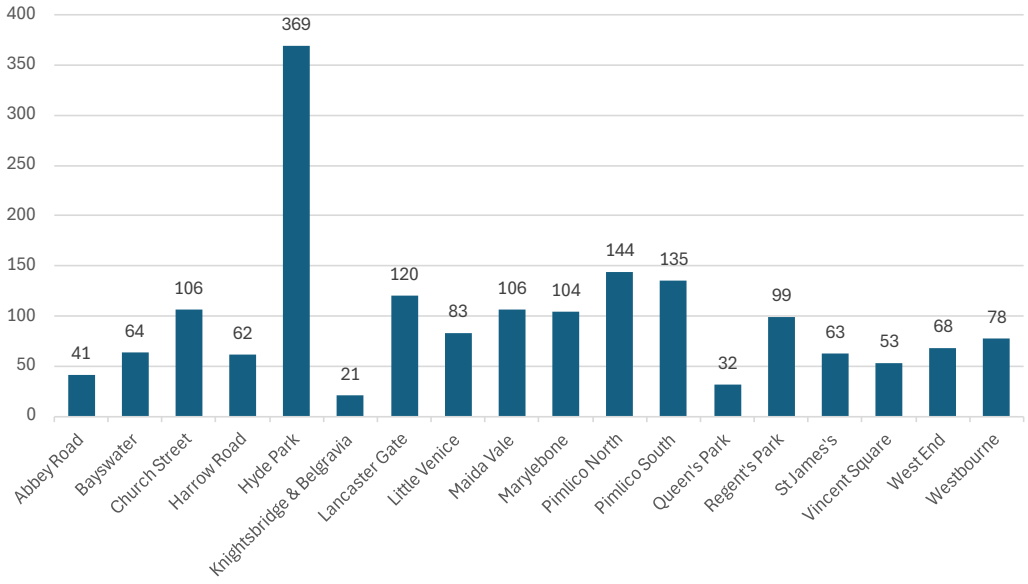
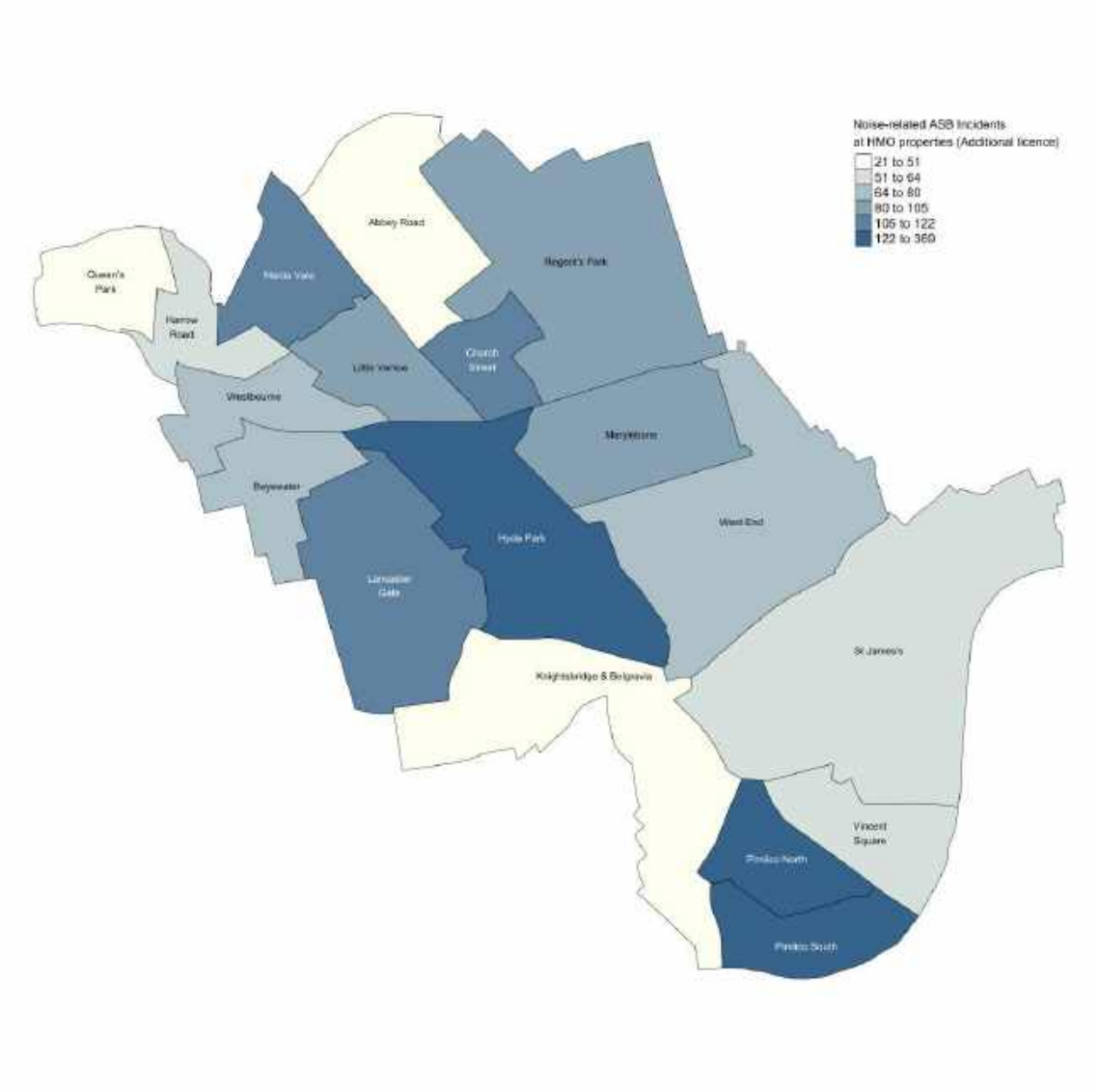


Figure 31. Number of noise-related ASB incidents at additional HMOs by ward (July 2018 – June 2024) in Westminster (Source: Ti 2025).

The highest number of noise incidents at additional HMO was at Hyde Park (369), the next highest was Pimlico North (144).

Noise ASB incidents linked to Additional HMOs are distributed across Westminster (Map 16).



Map 16. Distribution of noise ASB at Additional HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Noise incidents are widespread across Westminster, with hotspots in certain areas (e.g. Hyde Park, Pimlico North, Pimlico South).

6.1.4 Predicted/Hidden HMOs

During the period July 2018 – June 2024 there were 4,974 noise-related ASB incidents at predicted/hidden HMOs in Westminster (Figure 32). This represents 71% of all noise-related ASB incidents.

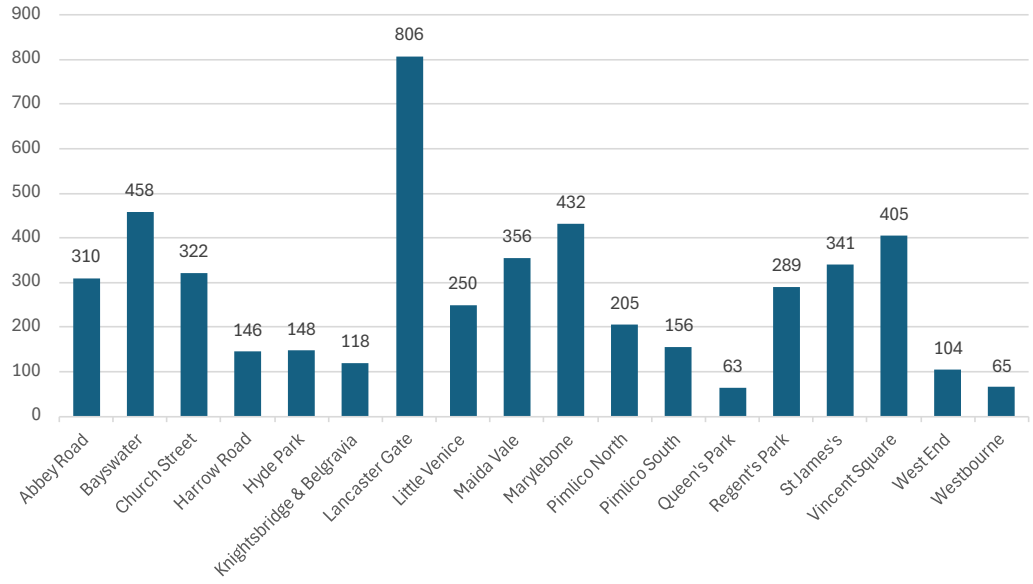
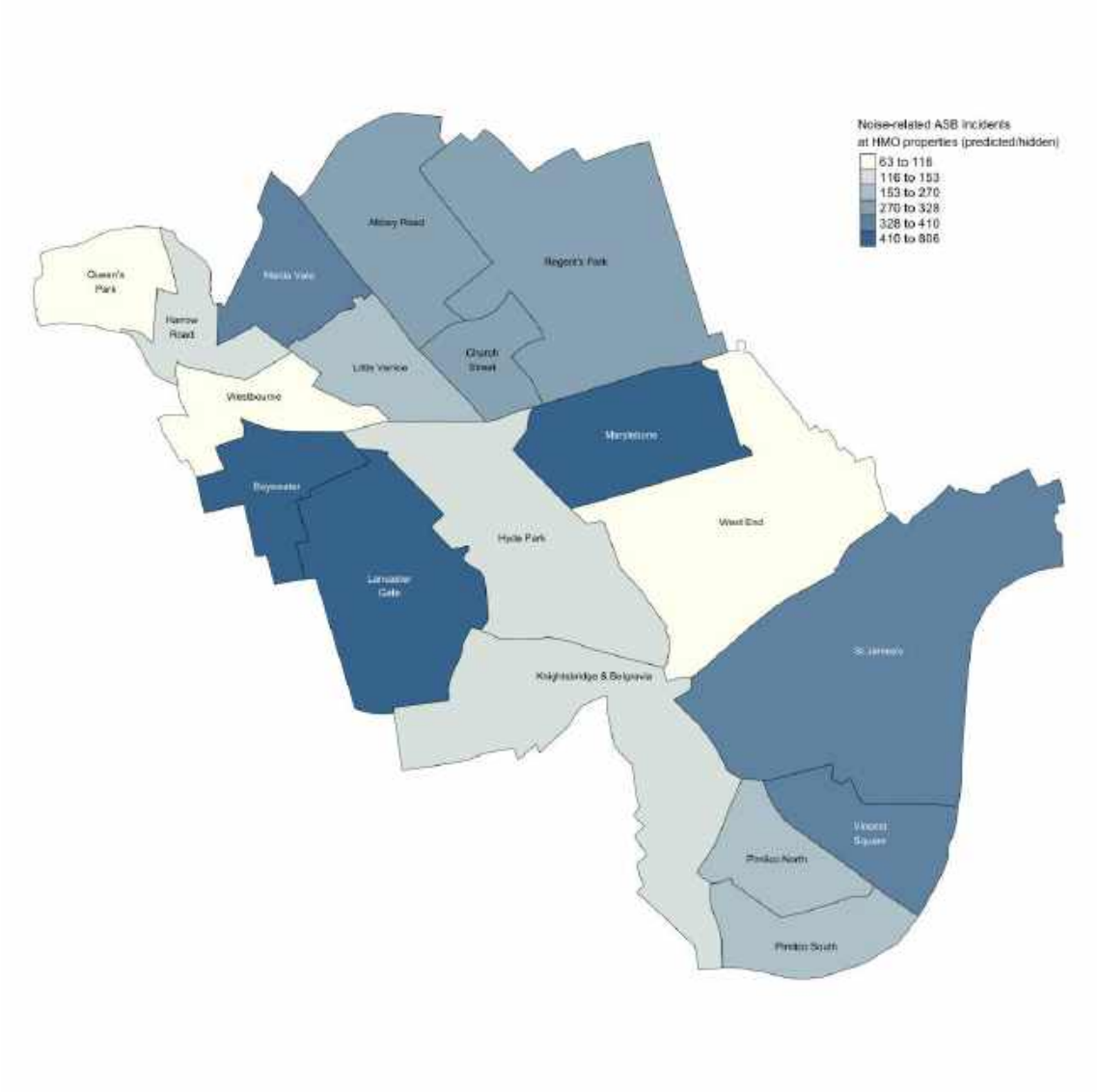


Figure 32. Number of noise-related ASB incidents by ward linked to predicted/hidden HMOs (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The highest number of noise ASB at predicted/hidden HMOs was in Lancaster Gate (806), with Bayswater having the next highest (458).

All wards have noise-related ASB linked to predicted/hidden HMOs (Map 17).



Map 17. Distribution of noise ASB at predicted/hidden HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Noise incidents were widespread throughout Westminster, but there are notable hotspots (e.g. Bayswater, Lancaster Gate, Marylebone).

6.2 ASB (not noise) incidents

During the period July 2018 – June 2024 there were 1,394 ASB incidents (not noise-related) recorded at HMOs (all types) across Westminster. This represents 17% of all ASB (8,395).

6.2.1 All HMOs

Across Westminster 1,394 ASB incidents not noise-related were recorded at all HMO (known and hidden) dwellings (Figure 33).

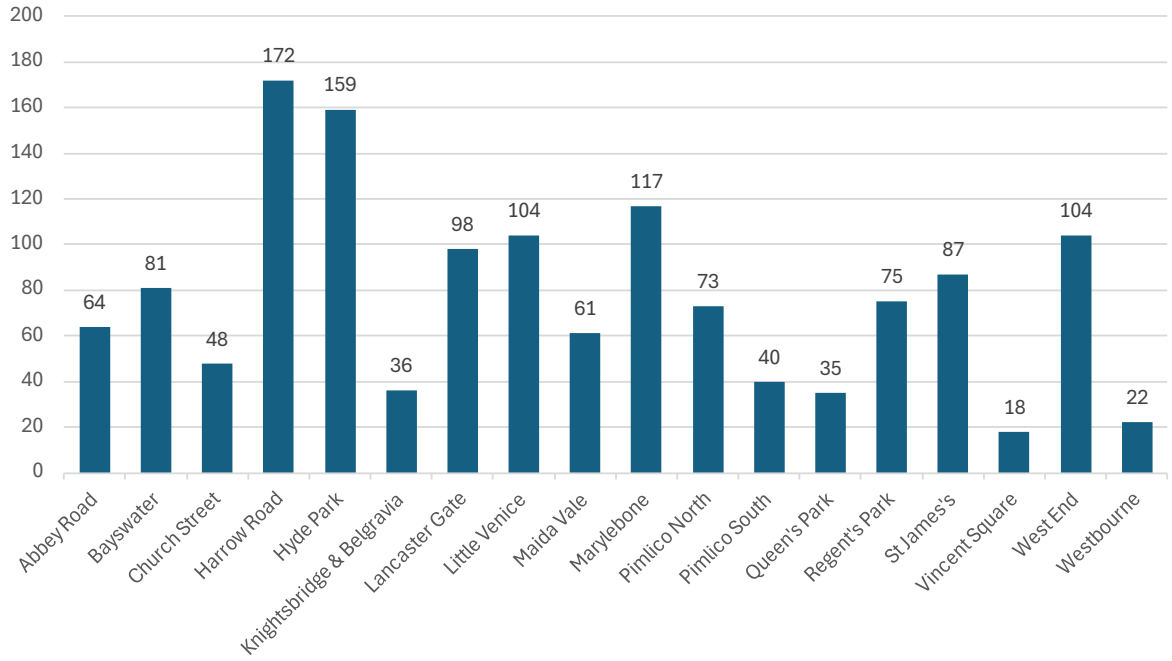
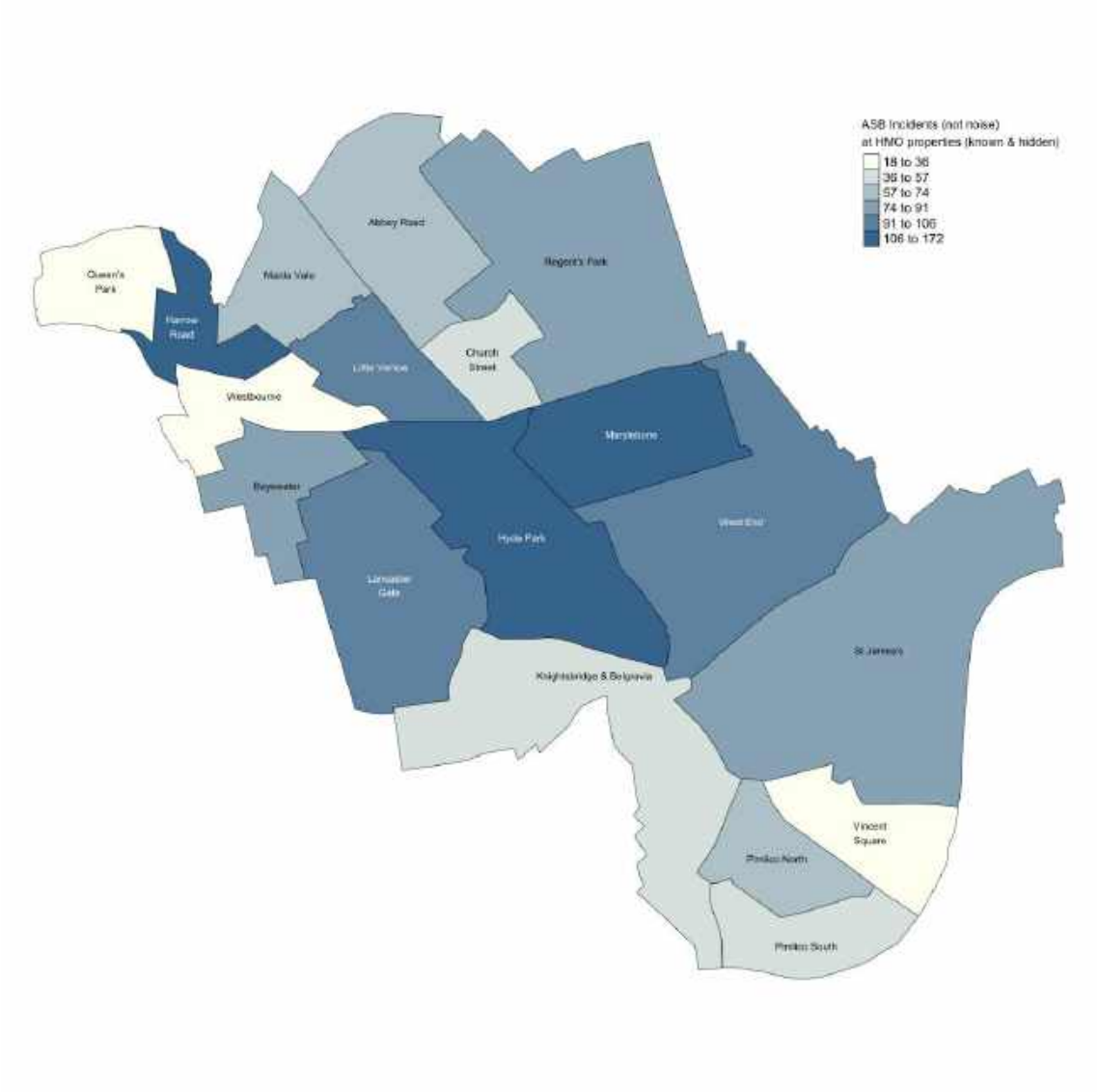


Figure 33. Number of ASB incidents (not noise) linked to HMOs (known and hidden) by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The highest number of ASB were at Harrow Road (172), with Hyde Park (159) close behind.

ASB incidents that were not noise-related occurred in all wards across Westminster (Map 18).



Map 18. Distribution of ASB (not noise) at HMOs (known and hidden) by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

ASB (not noise) incidents were seen in all wards in Westminster, with a slight bias towards the central wards (e.g. Hyde Park, Marylebone), although Harrow Road is also notable.

6.2.2 Mandatory HMOs

During the period July 2018 – June 2024 there were 321 ASB (not noise) incidents recorded at HMOs with a mandatory licence (Figure 34).

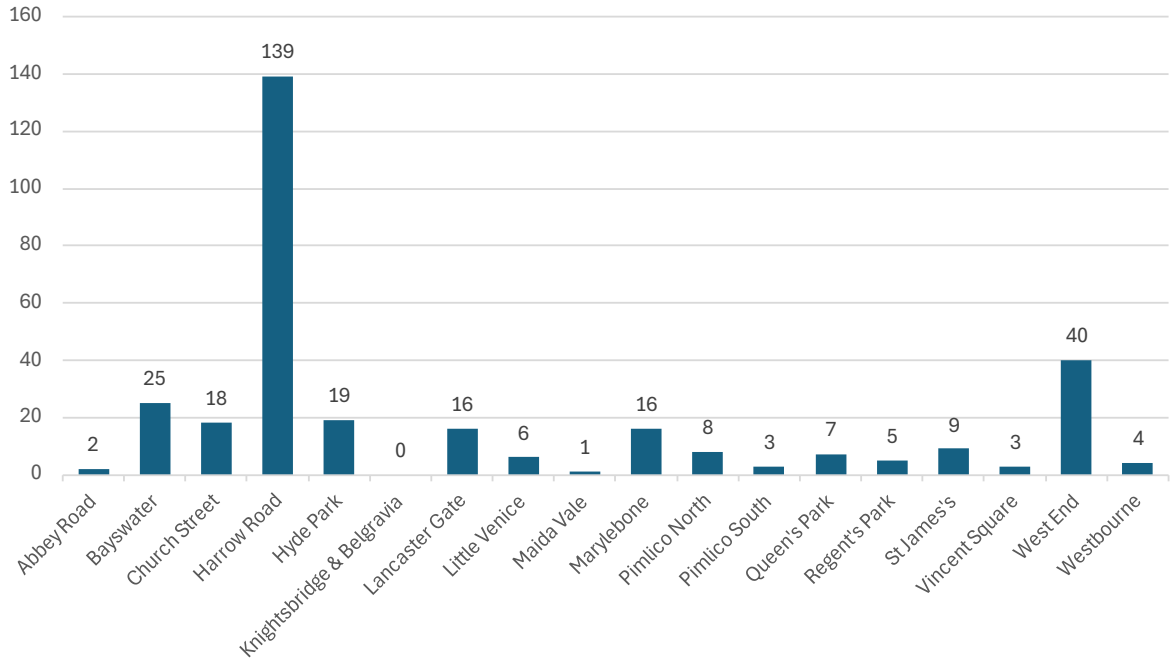
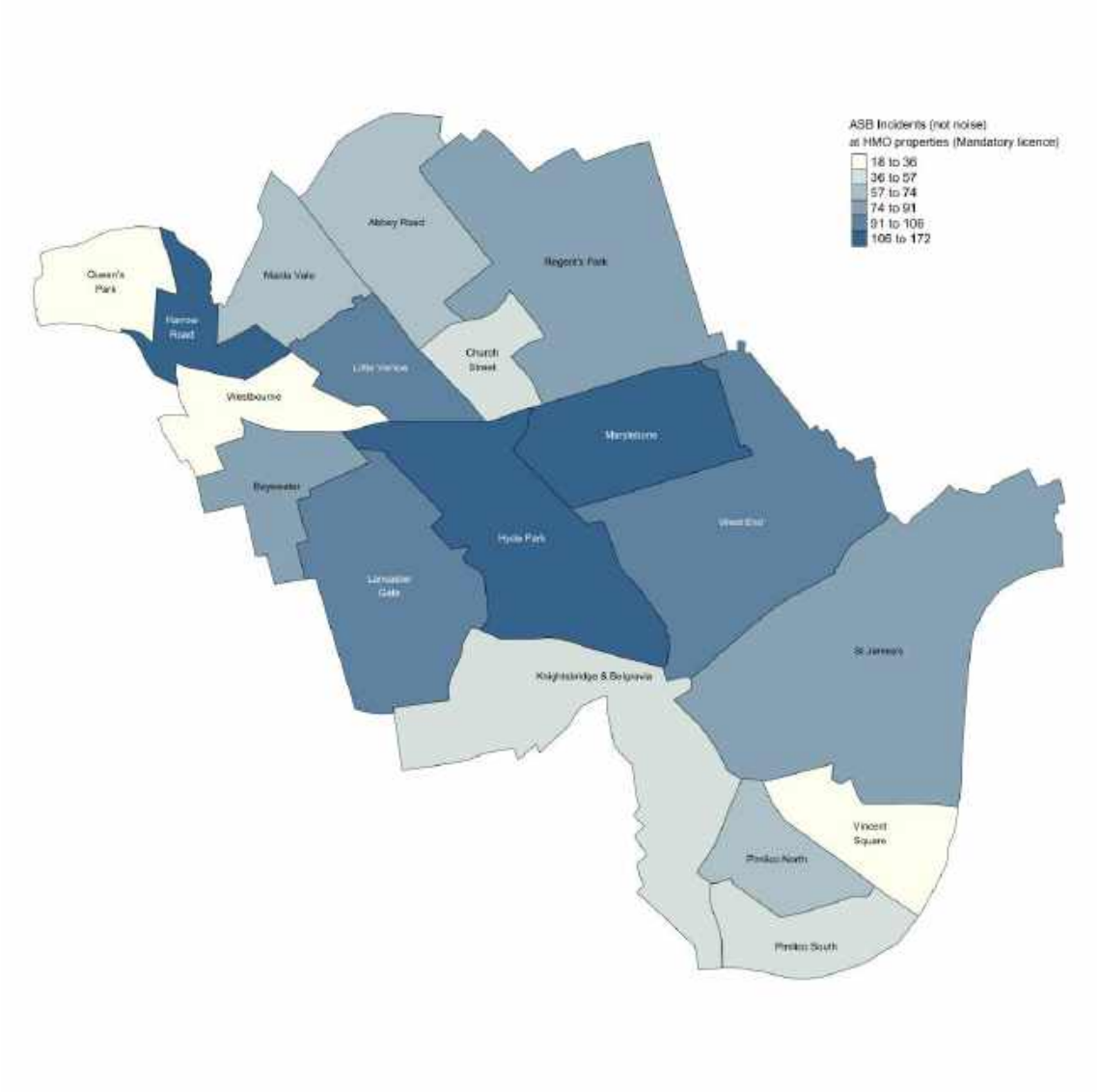


Figure 34. Number of ASB incidents (not noise) linked to HMOs (Mandatory licence) by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Harrow Road (139) recorded the most ASB incidents (not noise), with West End (40) a distant second.

ASB incidents (not noise) are widespread across wards in Westminster (Map 19).



Map 19. Distribution of ASB (not noise) at Mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

ASB incidents were widespread throughout mandatory HMOs in Westminster, with a slight bias towards central wards (e.g. Hyde Park, Marylebone), although Harrow Road is also notable.

6.2.3 Additional HMOs

During the period July 2018 – June 2024 there were 428 ASB incidents (not noise) across Westminster (Figure 35).

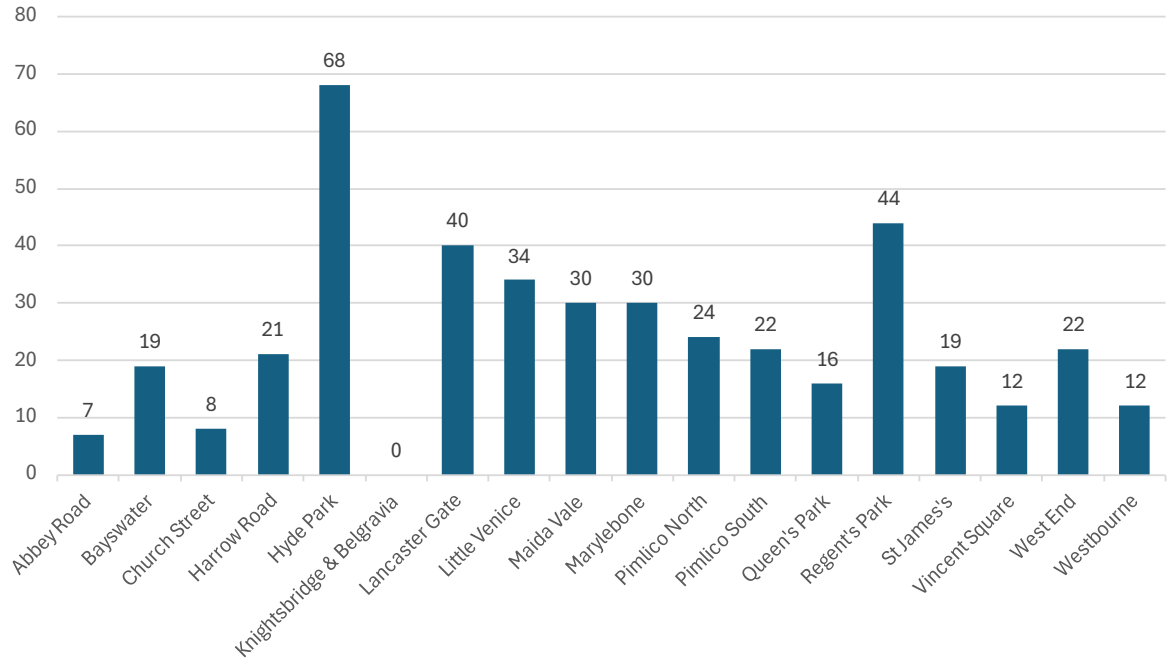
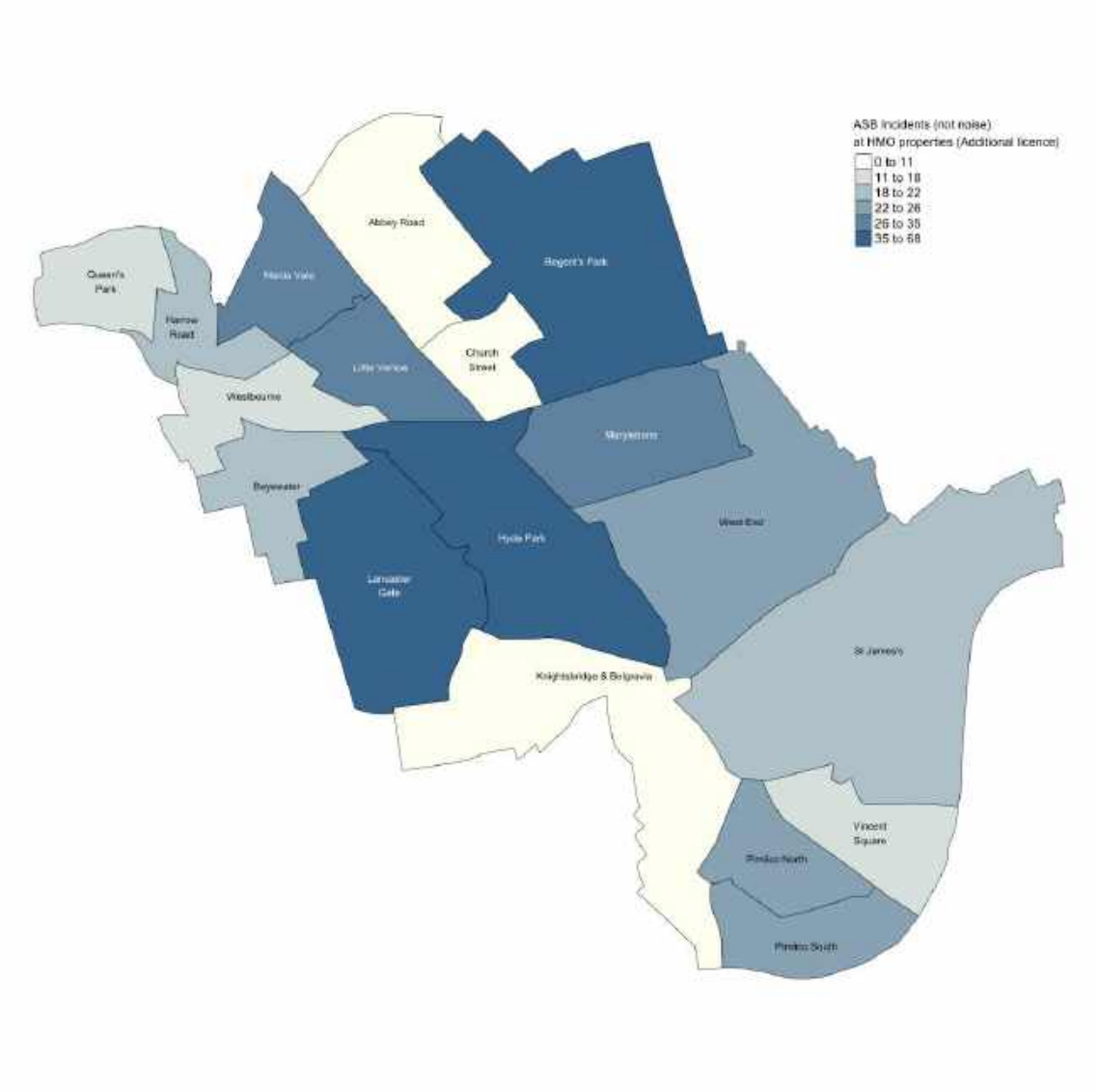


Figure 35. Number of ASB incidents (not noise) linked to HMOs (Additional licence) by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Hyde Park (68) had the highest number of ASB (not noise) incidents (68), followed by Regent's Park (44). Knightsbridge & Belgravia was the only ward to have zero ASB.

ASB (not noise) incidents were widespread through Westminster (Map 20).



Map 20. Distribution of ASB (not noise) at Additional HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

There is no obvious geographical distribution of ASB at additional HMOs, but there are several hotspots (e.g. Lancaster Gate, Hyde Park, Regent's Park).

6.2.4 Predicted/hidden HMOs

During the period July 2018 – June 2024 there were 645 ASB (not noise) incidents linked to predicted/hidden HMOs across Westminster (Figure 36).

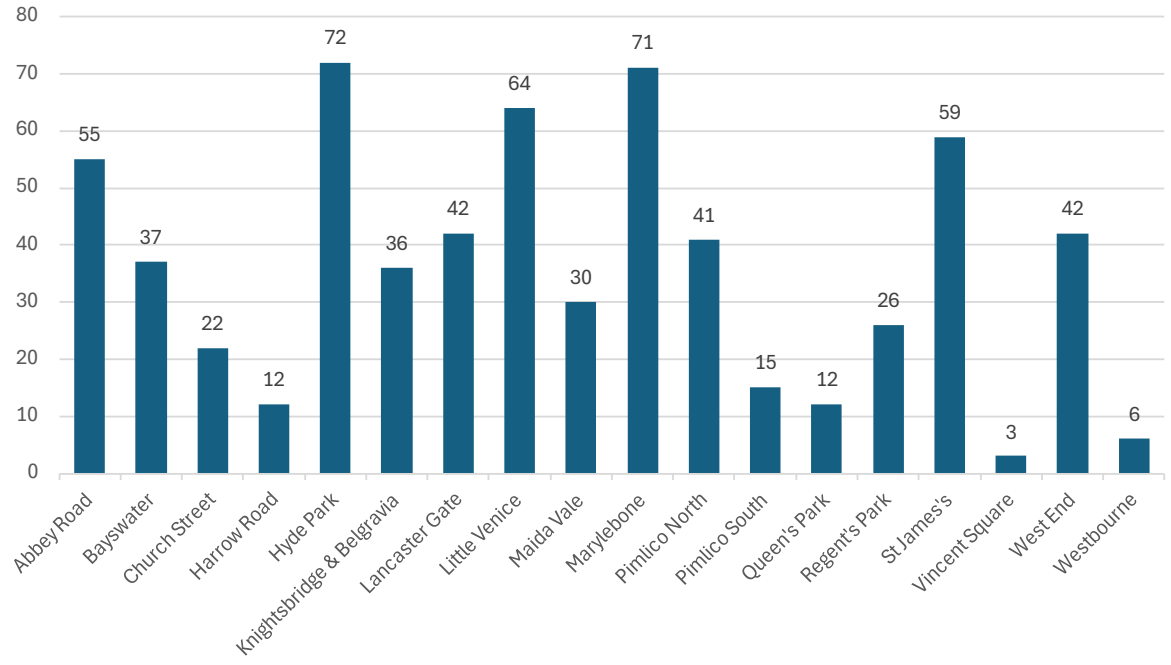
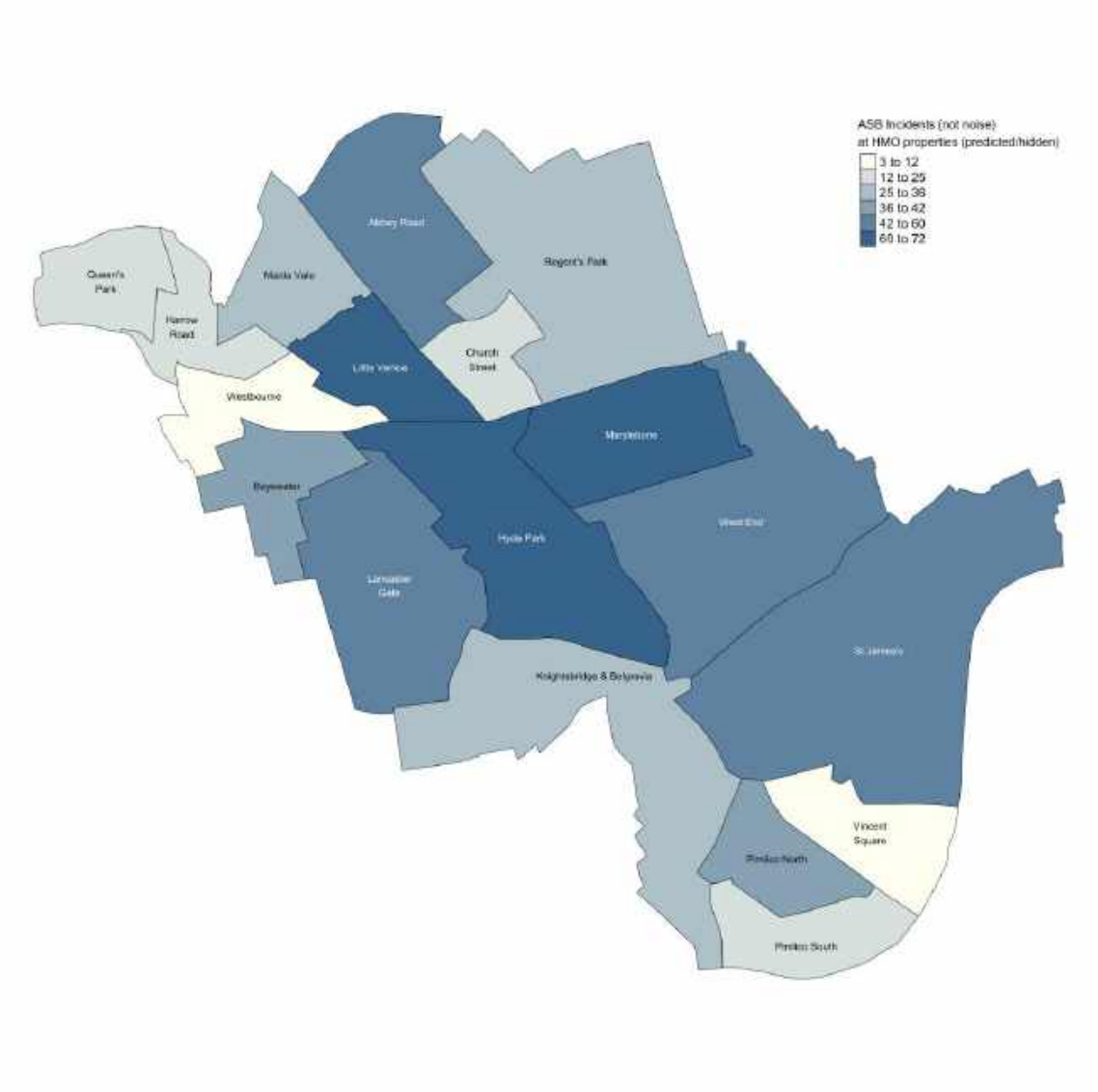


Figure 36. Number of ASB incidents (not noise) linked to predicted/hidden HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Hyde Park (72), and Marylebone (71) had the highest number of ASB (not noise) linked to predicted/hidden HMOs, whilst Vincent Square (3) had the lowest.

ASB (not noise) incidents occurred across Westminster (Map 21).



Map 21. Distribution of ASB (not noise) at predicted/hidden HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

ASB incidents (not noise) at predicted/hidden HMOs were widespread, but there appears to be a bias towards the central wards (e.g. Hyde Park, Marylebone, Little Venice).

6.3 Total ASB incidents

The total number of ASB incidents (i.e. noise incidents and all others) includes properties where there were multiple incidents. As such the data show the levels of anti-social behaviour across Westminster and at different kinds of HMO property.

6.3.1 All HMOs

Overall, there were 8,395 ASB incidents linked to all HMOs (Figure 37), with 7,001 (83%) being noise incidents, and 1,394 (17%) other ASB.

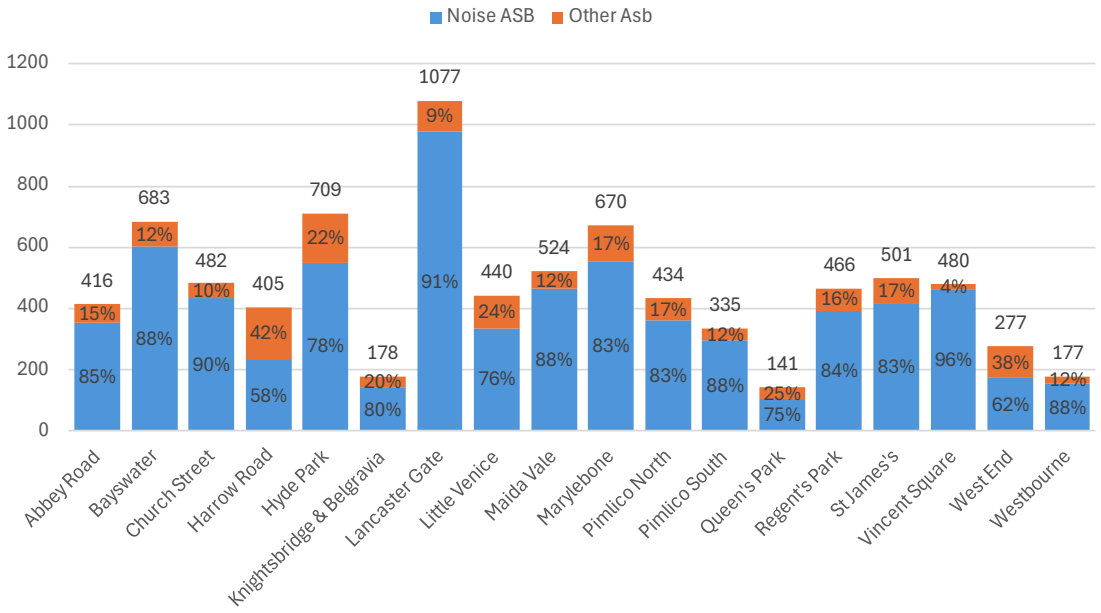


Figure 37. Total number of ASB incidents (noise and other) linked to All HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The total number of ASB incidents at all HMOs (known and hidden) was highest in Lancaster Gate (1,077). The lowest value was at Queen's Park (141).

6.3.2 Mandatory HMOs

Of the total ASB incidents 600 were linked to Mandatory HMOs (Figure 38), with 279 (47%) being noise incidents, and 321 (53%) other ASB.

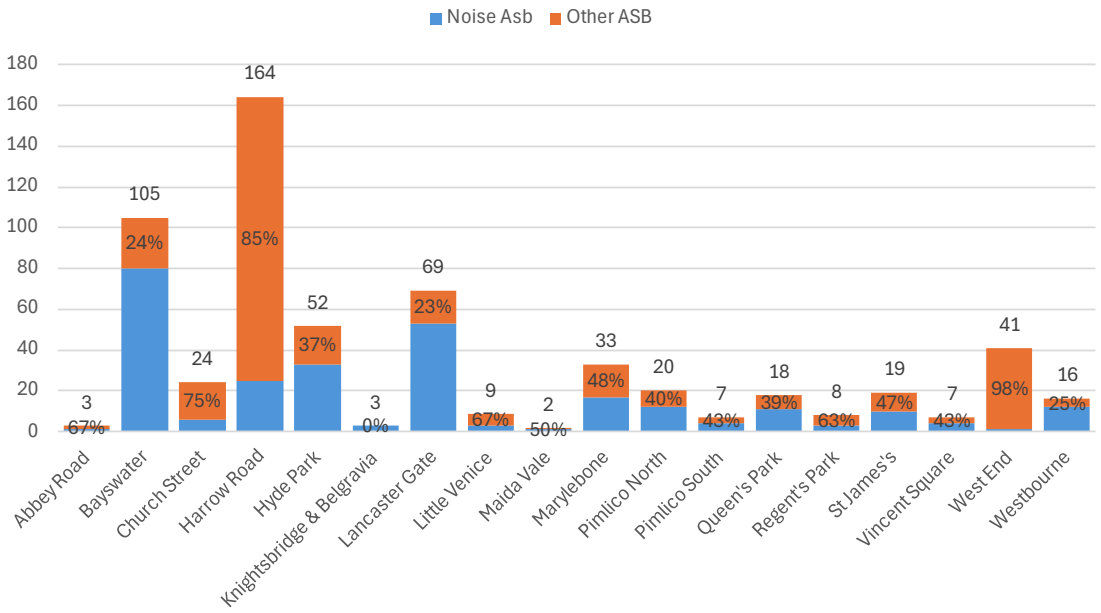


Figure 38. Total number of ASB incidents (noise and other) linked to Mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The highest number of ASB incidents (noise and other) linked to mandatory HMOs was at Harrow Road (164), with Bayswater (105) next.

6.3.3 Additional HMOs

Of the total ASB incidents 2,176 were linked to Additional HMOs (Figure 39), with 1,748 (80%) being noise incidents and 428 (20%) other ASB.

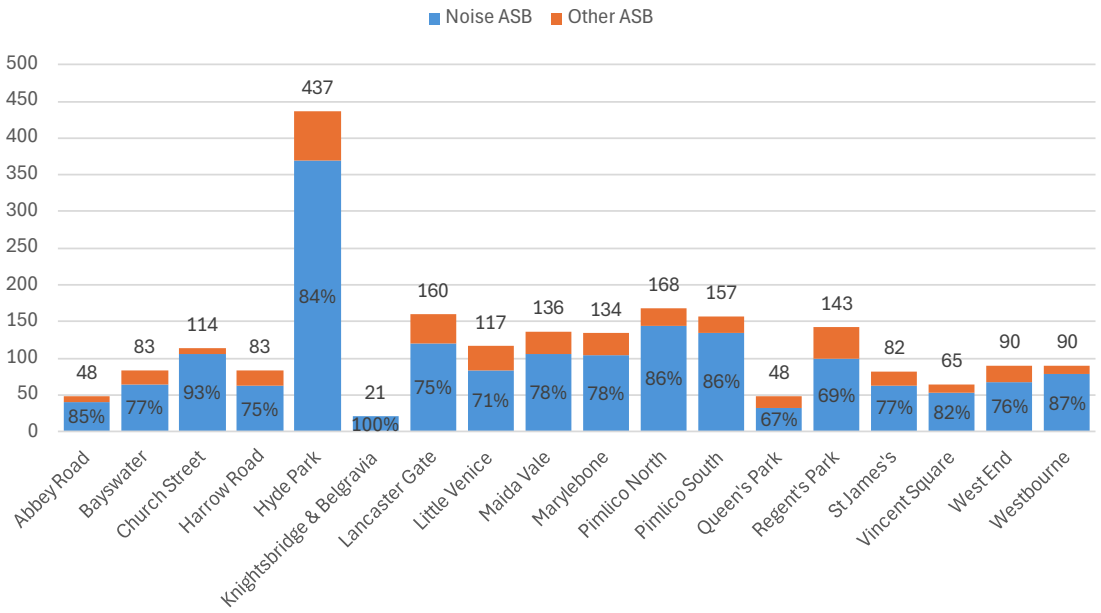


Figure 39. Total number of ASB incidents (noise and other) linked to Additional HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Hyde Park had the highest total (437) ASB linked to additional HMOs.

6.3.4 Predicted/hidden HMOs

Of the total ASB, predicted/hidden HMOs accounted for 5,619 incidents (Figure 40), with 4,974 (89%) being noise incidents and 645 (11%) other ASB.

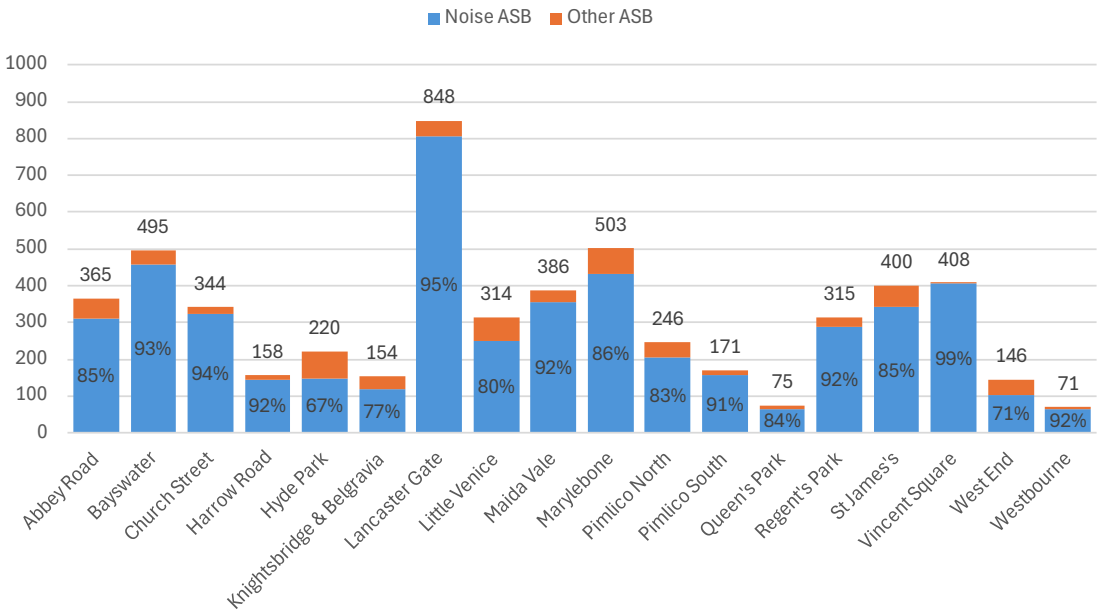


Figure 40. Total number of ASB incidents (noise and other) linked to predicted/hidden HMOs by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Lancaster Gate (848) had the highest number of ASB (noise and other) at predicted/hidden HMOs.

6.4 Repeat ASB

Some properties are linked to multiple ASB incidents. Repeat ASB incidents (2 or more at same property) provide an indication of persistent anti-social behaviour linked to HMO properties.

6.4.1 All HMOs

During the period July 2018 – June 2024 there were 1,021 HMOs (known and hidden) with repeat ASB incidents (Figure 41).

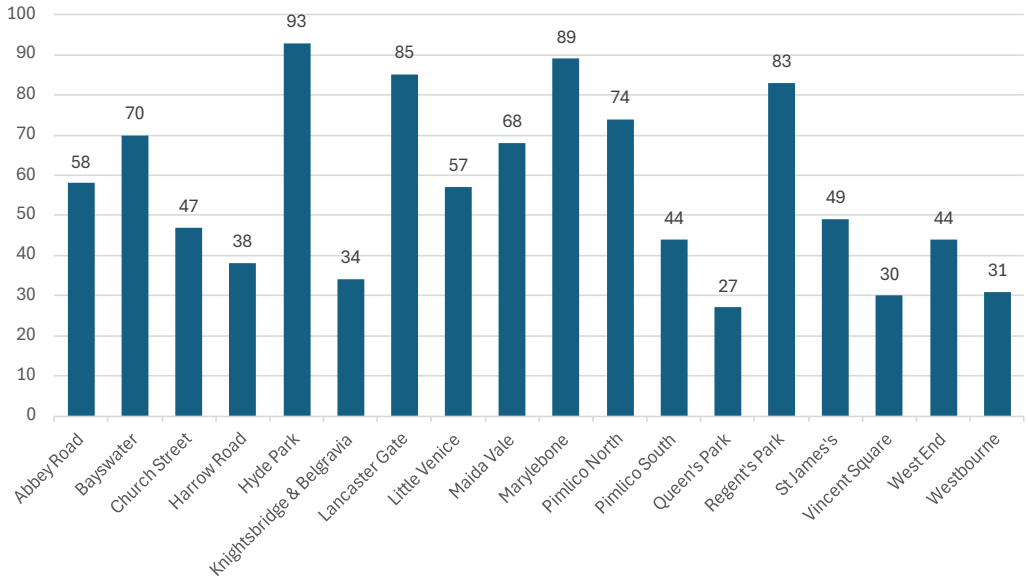
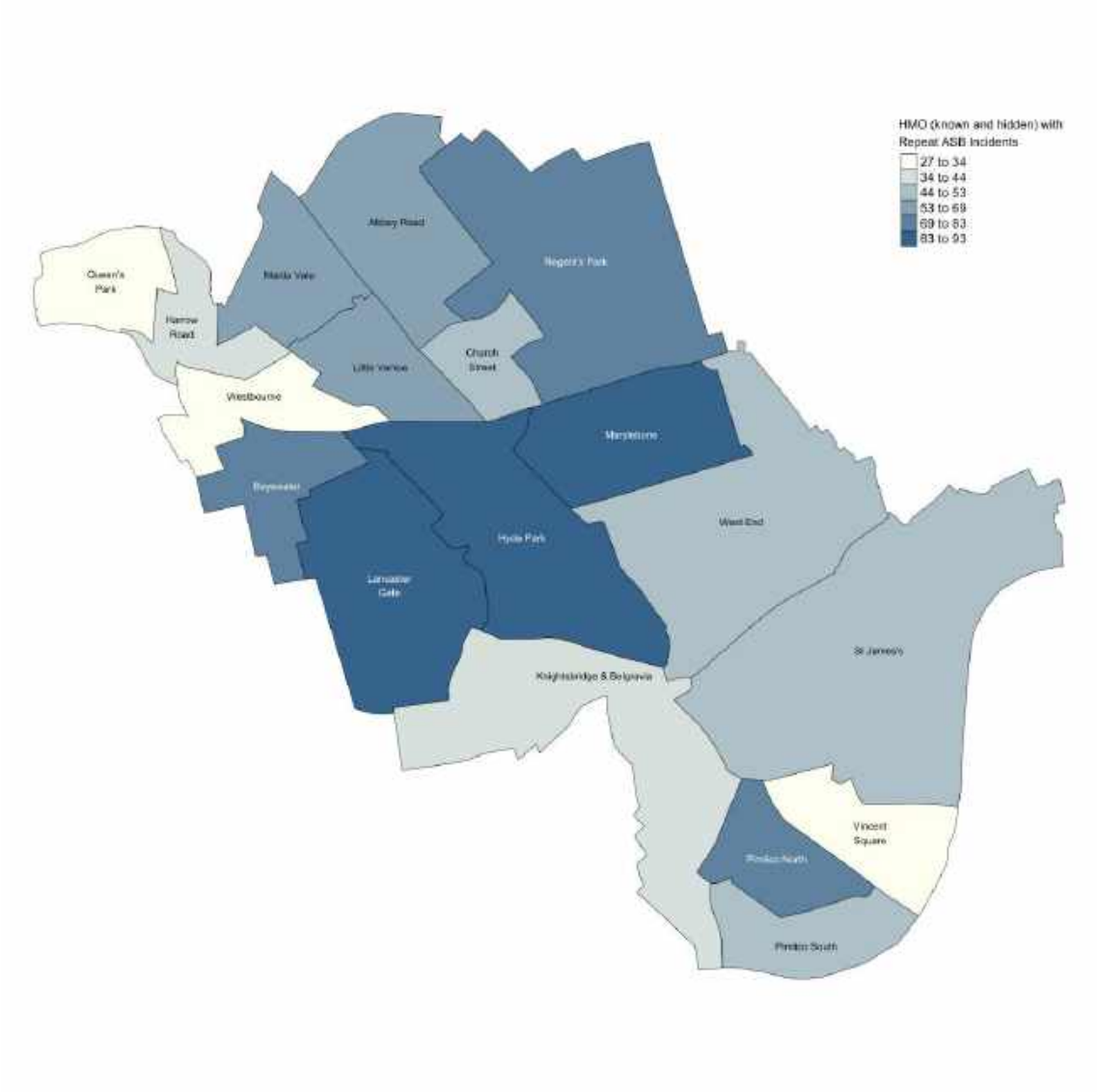


Figure 41. Number of HMOs (known and hidden) with repeat ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The highest numbers of HMOs with repeated ASB were at Hyde Park (93), Marylebone (89), Lancaster Gate (85), and Regent's Park (83).

Repeated ASB incidents at HMOs occurred across Westminster (Map 22).



Map 22. Distribution of All HMOs (known and hidden) with repeated ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

There are HMOs with repeated ASB incidents in all wards across Westminster. Higher numbers are seen in some of the central/west wards (e.g. Lancaster Gate, Hyde Park, Marylebone).

6.4.2 Mandatory HMOs

During the period July 2018 – June 2024 there were 73 Mandatory HMOs with repeated ASB incident (Figure 42).

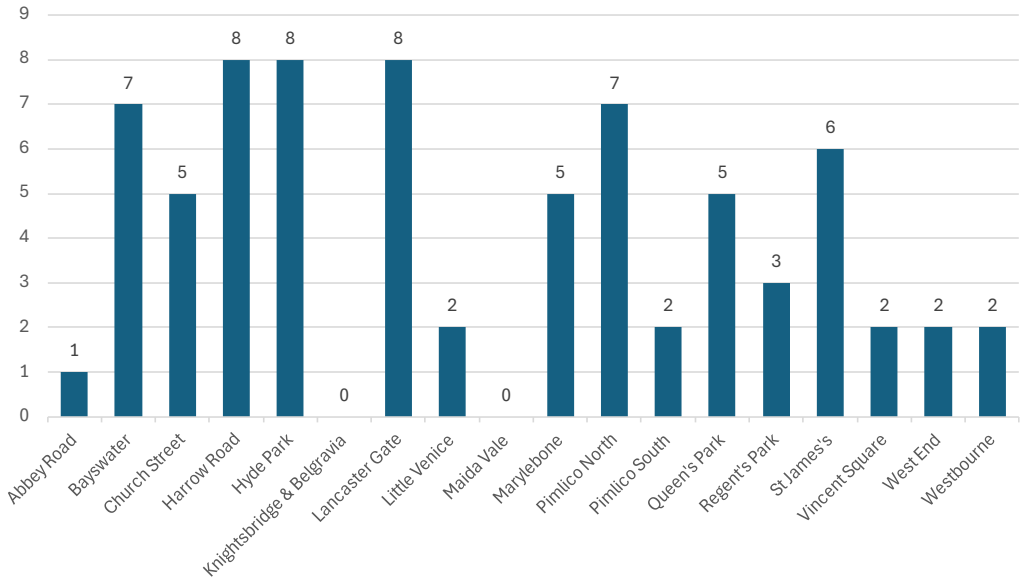
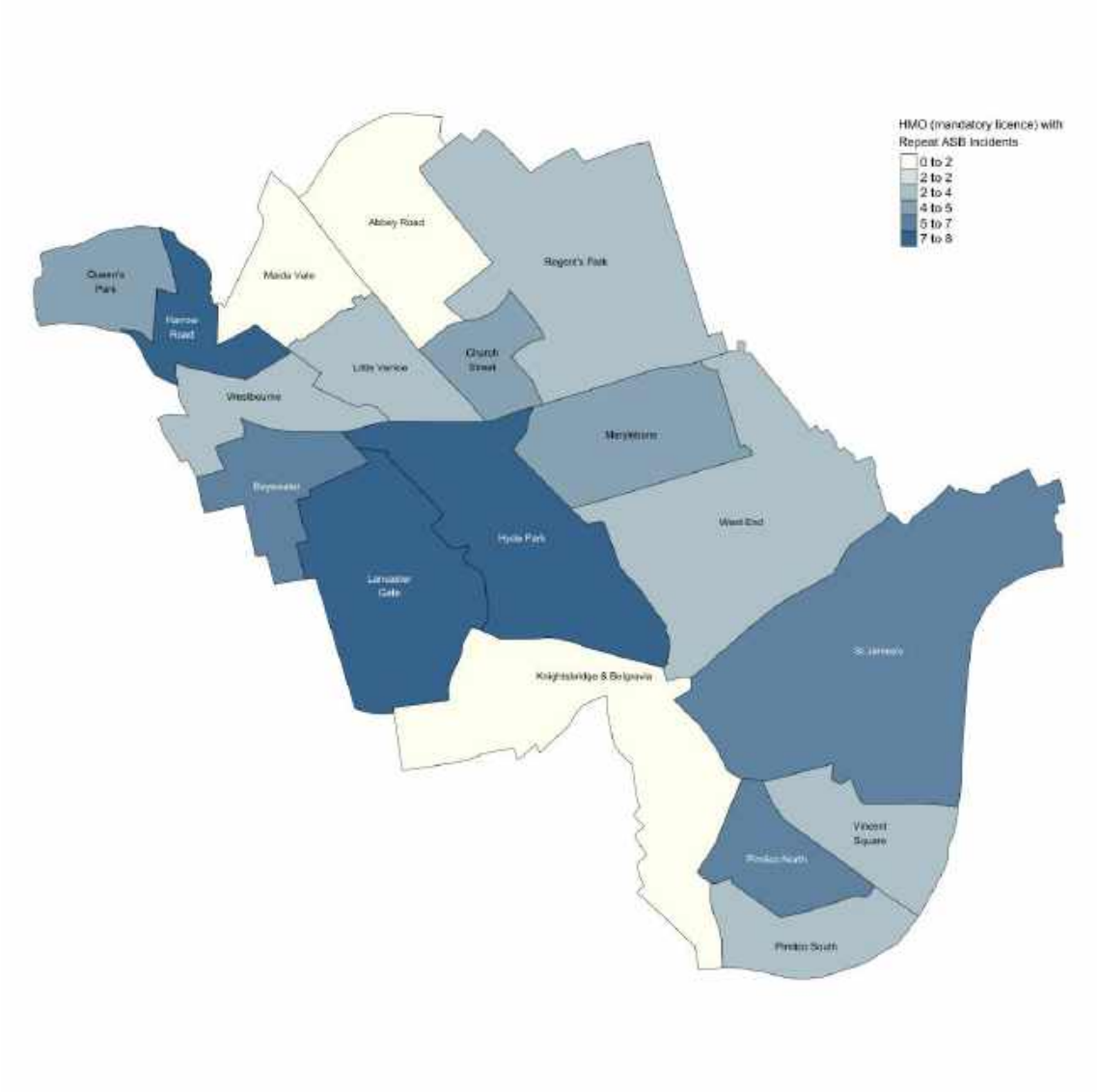


Figure 42. Number of Mandatory HMOs with repeat ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2024).

Three wards shared the highest number (8) of mandatory HMO with repeat ASB, Harrow Road, Hyde Park, and Lancaster Gate.

Repeat ASB incidents at Mandatory HMOs occurred throughout Westminster (Map 23).



Map 23. Distribution of Mandatory HMOs with repeated ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Wards in the western part of Westminster appeared to have higher numbers of mandatory HMO with repeat ASB (e.g. Lancaster Gate Harrow Road, Hyde Park).

6.4.3 Additional HMOs

During the period July 2018 – June 2024 there were 402 Additional HMOs with repeated ASB incidents (Figure 43).

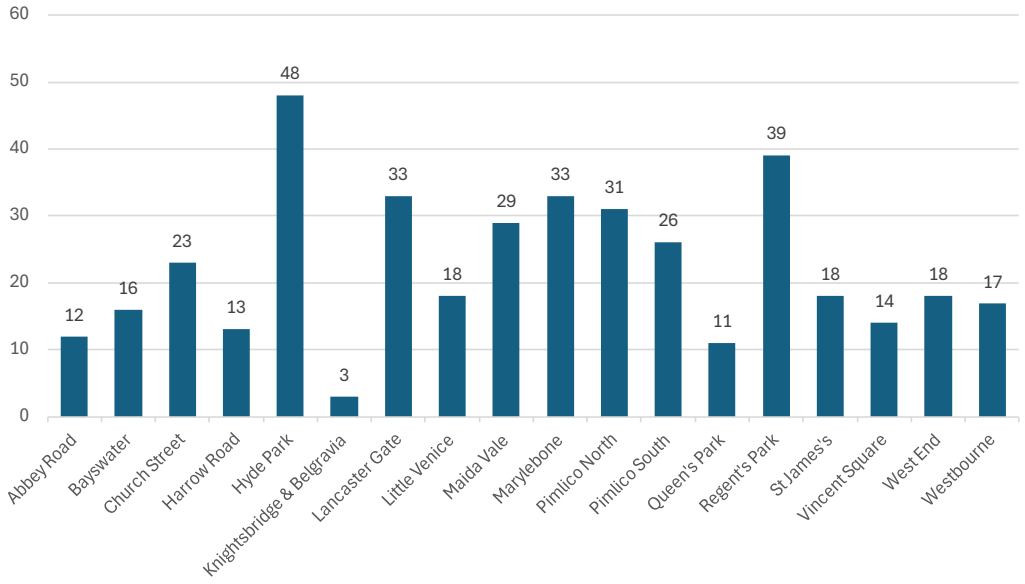
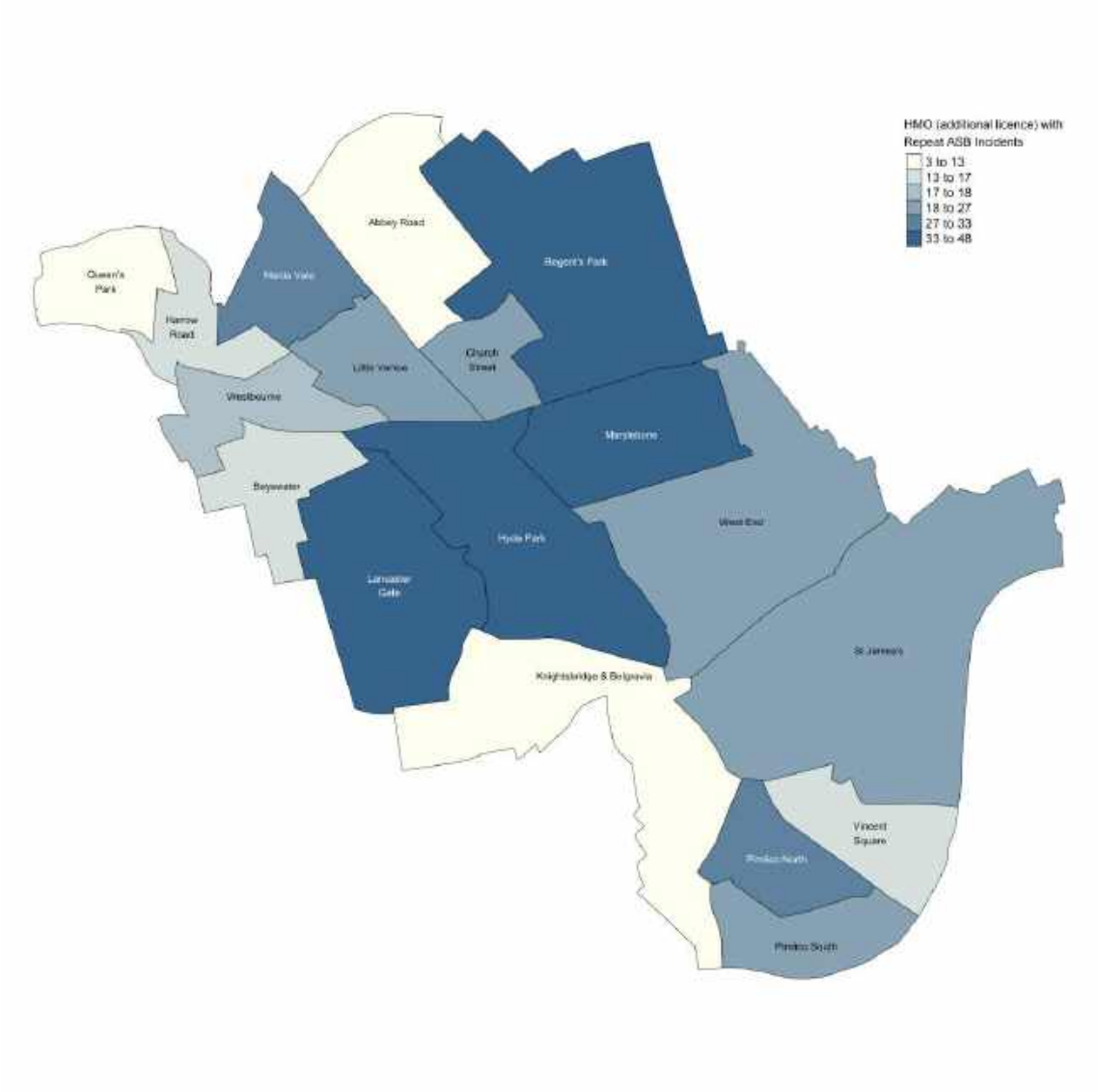


Figure 43. Number of Additional HMOs with repeat ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

Hyde Park (48) had the highest number of additional HMOs with repeat ASB, with Regent's Park (39) next highest.

Additional HMOs with repeat ASB incidents were widespread across Westminster (Map 24).



Map 24. Distribution of Additional HMOs with repeated ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Additional HMOs with repeated ASB appear most prevalent in a diagonal band across Westminster, from Lancaster Gate to Regent's Park (and including Hyde Park and Marylebone).

6.4.4 Predicted/hidden HMOs

During the period July 2018 – June 2024 there were 546 predicted/hidden HMOs linked to repeat ASB (Figure 44).

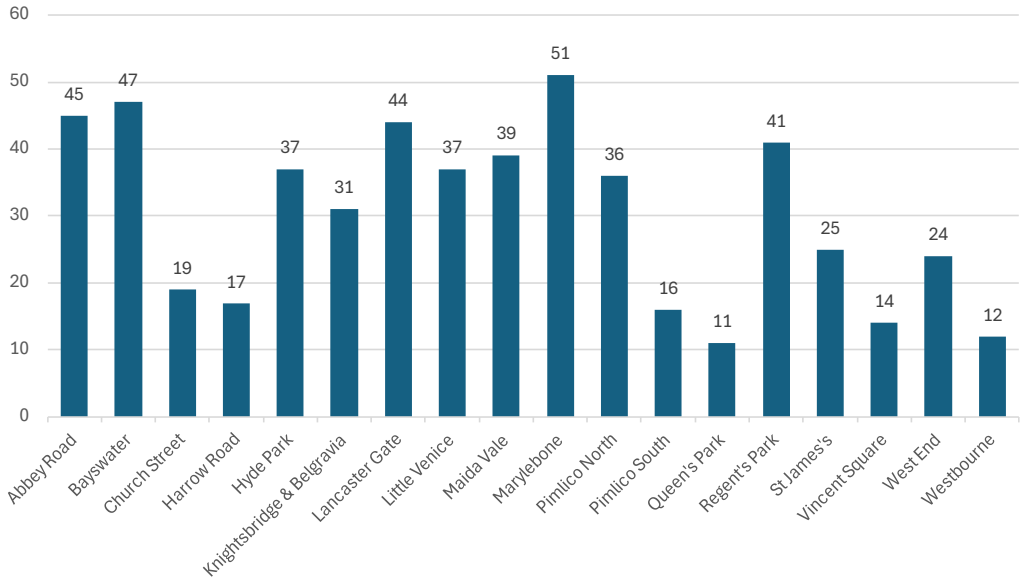
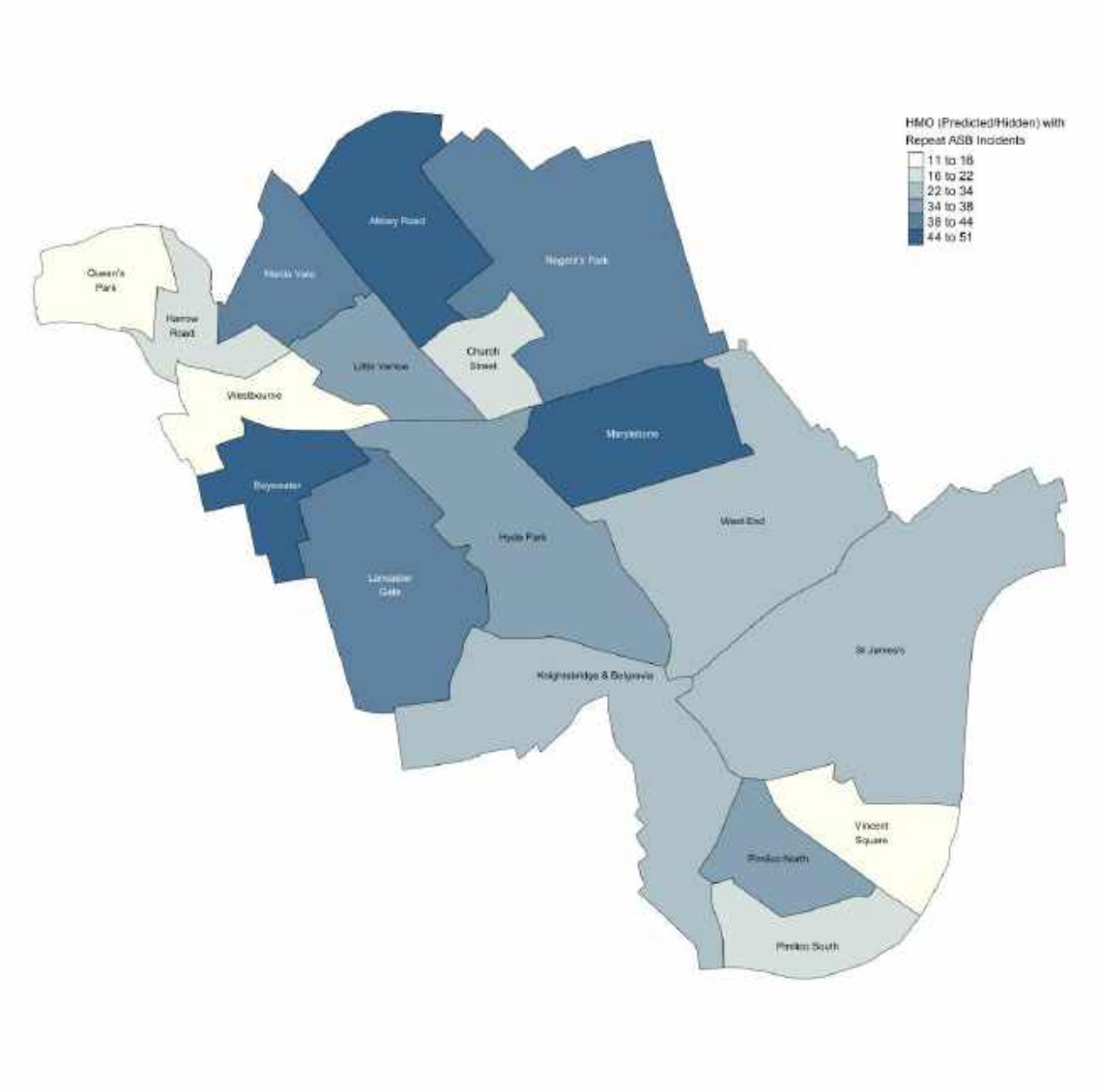


Figure 44. Number of predicted/hidden HMOs with repeat ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025).

The highest number of hidden HMOs with repeat ASB were in Marylebone (51), with Bayswater (47) next highest.

Predicted/hidden HMO linked to repeat ASB incidents are widespread throughout Westminster (Map 25).



Map 25. Distribution of predicted/hidden HMOs with repeated ASB incidents by ward (July 2018 – June 2024) across Westminster (Source: Ti 2025, Map by Metastreet).

Higher numbers of hidden HMOs with repeat ASB are seen generally in the northern wards (e.g. Bayswater, Marylebone, Abbey Road), although Queen's Park, and Westbourne have lower numbers.

6.5 ASB Summary

The potential impact of hidden HMOs on antisocial behaviour becomes most apparent when the proportions of the HMO types are compared to one another (Figure 45). The total values are shown in Table 4.

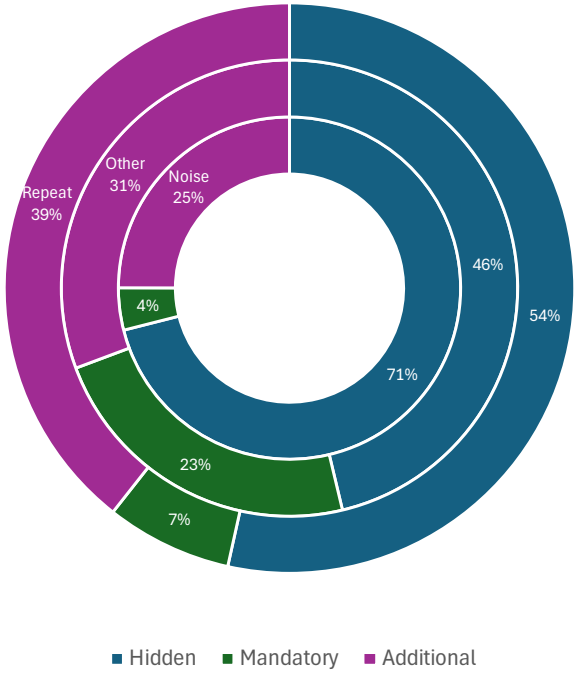


Figure 45. Relative proportions of HMO types in relation to ASB. Outer ring = HMO with Repeat ASB, Middle ring = ASB (not noise), Inner ring =Noise ASB (July 2018 – June 2024) (Source: Ti 2025).

Predicted/hidden HMOs account for 71% of Noise ASB incidents, 46% of other ASB, and 54% of repeat ASB. Mandatory HMOs account for only 4% of Noise incidents, 23% of other ASB, and 7% of repeat ASB. Additional HMOs account for 25% of noise ASB, 31% of other ASB, and 39% of repeat ASB. Being able to identify hidden HMOs could be a helpful step in dealing with anti-social behaviour.

Table 4. Anti-social behaviour by licence type: mandatory, additional, and unlicenced (hidden) in Westminster July 2018 – June 2024 (Source: Ti 2025).

HMO	Noise	Other	Repeat
Hidden	4,974	645	546
Mandatory	279	321	73
Additional	1,748	428	402
Total	**7,001**	**1,394**	**1,021**

7 Regulation and Enforcement

Westminster Council uses a range of interventions to improve HMO standards, including enforcement and regulation. Enforcement includes using Housing Act and other public protection legislation to enforce standards and includes civil penalties and prosecutions.

Interventions can be a result of a complaint being made by a tenant about their accommodation or because of a proactive inspection. Regulation includes sector intervention using statutory housing and public health notices to address poor housing standards in the HMO sector. This includes notices to have HMOs repaired through to the prohibiting the use of some or all parts of a property. The council also imposes works conditions on licence holders to ensure safety measures are put in place. Since the introduction of additional licensing it has imposed works conditions on 1812 properties licenced under the additional licensing scheme and 128 mandatory licences.

7.1 All HMOs

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 217 Statutory Notices to HMOs (known and hidden) under housing and public protection legislation (Figure 46, Table 5).

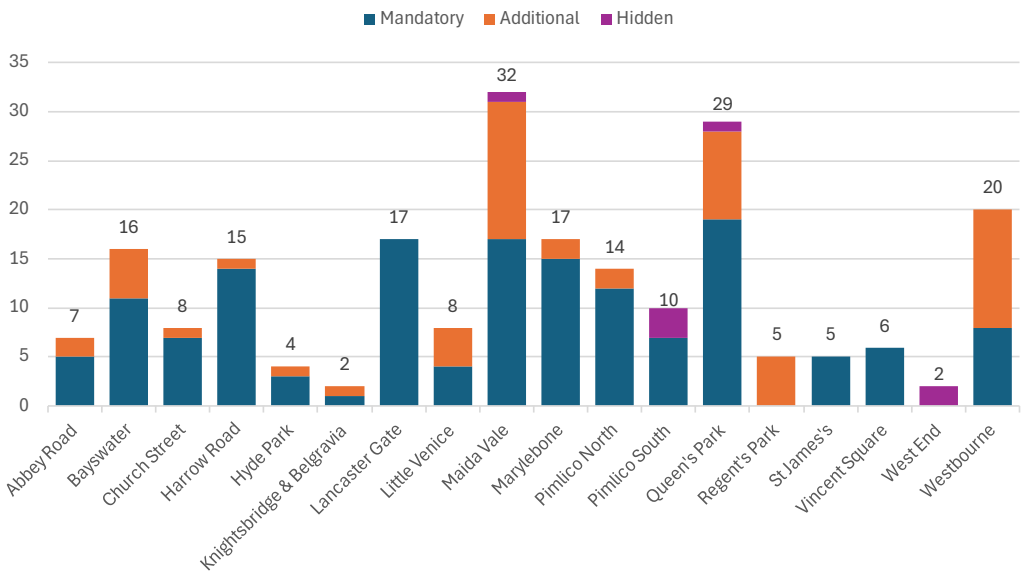
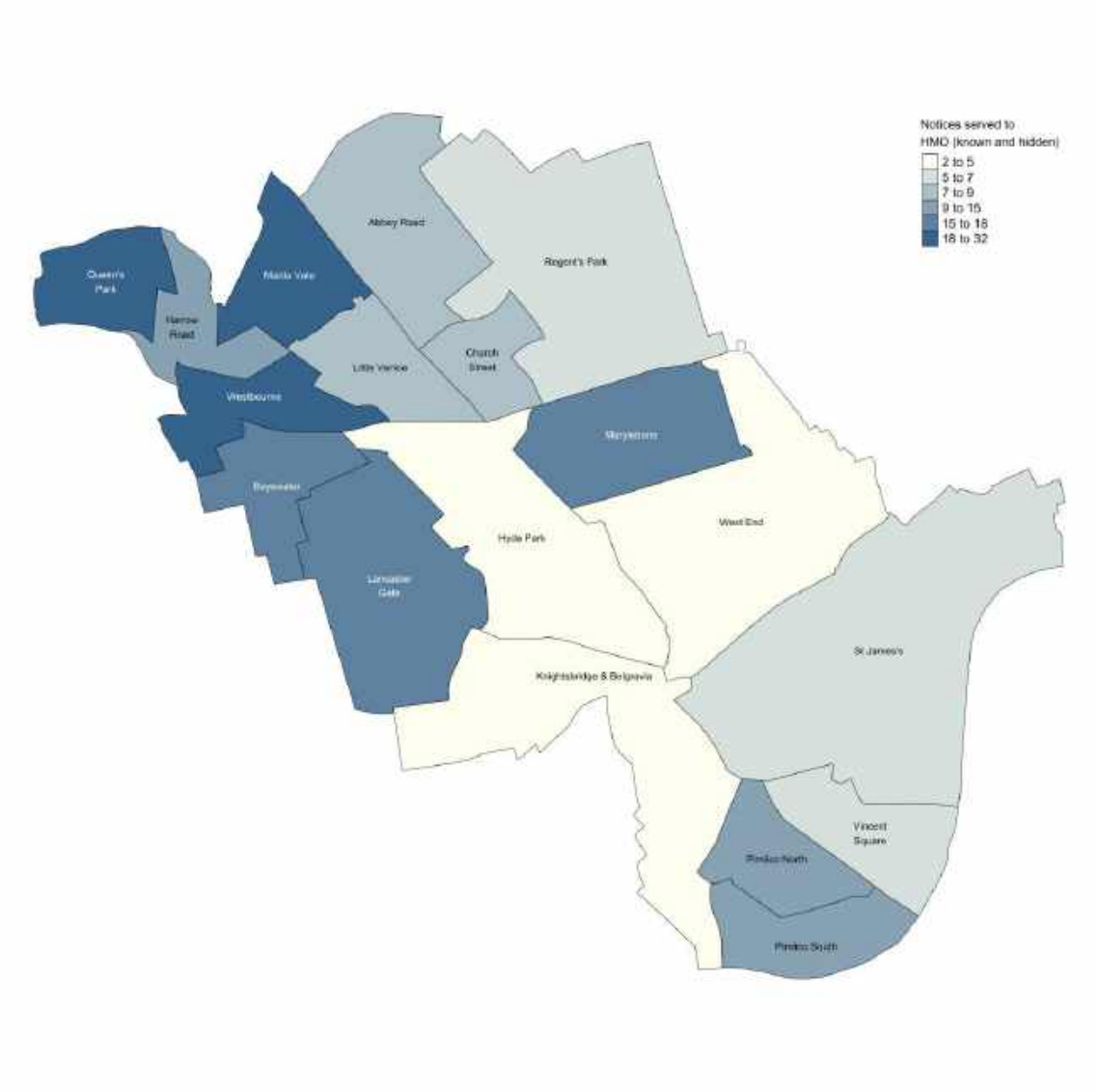


Figure 46. Statutory Notices linked to All HMOs (known and hidden) by ward (July 2018 – June 2024) across Westminster (Source Ti 2025).

Maida Vale (32), and Queen's Park (29) had the highest number of notices served at HMOs (known and hidden).

Notices were served throughout Westminster (Map 26).



Map 26. Distribution of statutory notices linked to All HMOs (known and hidden) July 2018 – June 2024 across Westminster (Source Ti 2025, Map by Metastreet).

In general, the northwestern wards have higher numbers of notices (e.g. Queen's Park, Maida Vale, Westbourne).

Table 5. Statutory notices by HMO licence type and ward (July 2018 – June 2024) across Westminster (Source Ti 2025.

Ward	Mandatory	Additional	Hidden	Total
Abbey Road	5	2	0	7
Bayswater	11	5	0	16
Church Street	7	1	0	8
Harrow Road	14	1	0	15
Hyde Park	3	1	0	4
Knightsbridge & Belgravia	1	1	0	2
Lancaster Gate	17	0	0	17
Little Venice	4	4	0	8
Maida Vale	17	14	1	32
Marylebone	15	2	0	17
Pimlico North	12	2	0	14
Pimlico South	7	0	3	10
Queen's Park	19	9	1	29
Regent's Park	0	5	0	5
St James's	5	0	0	5
Vincent Square	6	0	0	6
West End	0	0	2	2
Westbourne	8	12	0	20
Grand Total	**151**	**59**	**7**	**217**

7.2 Mandatory HMOs

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 151 Statutory Notices to Known HMOs (Additional and Mandatory) under housing and public protection legislation (Figure 47).

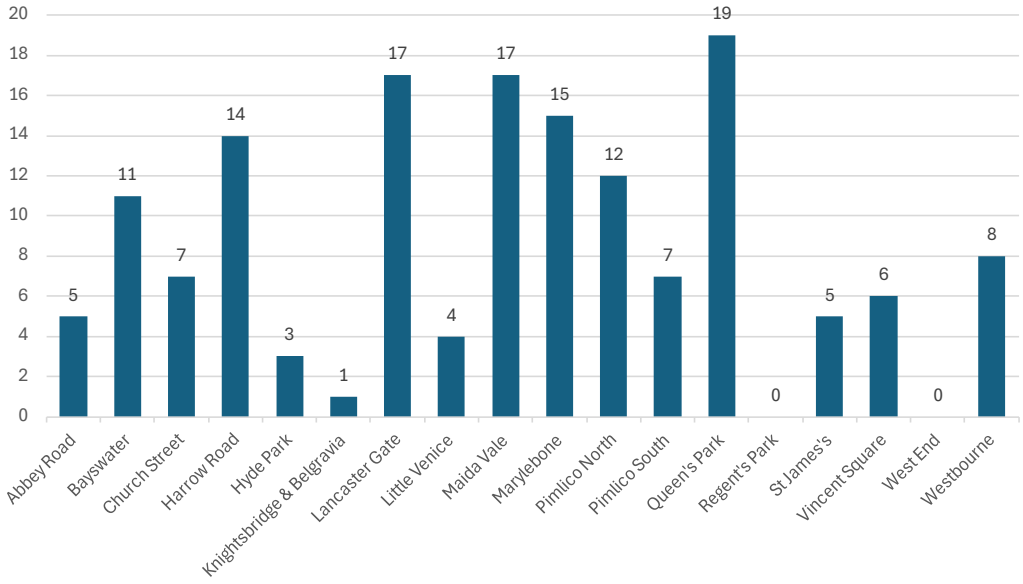
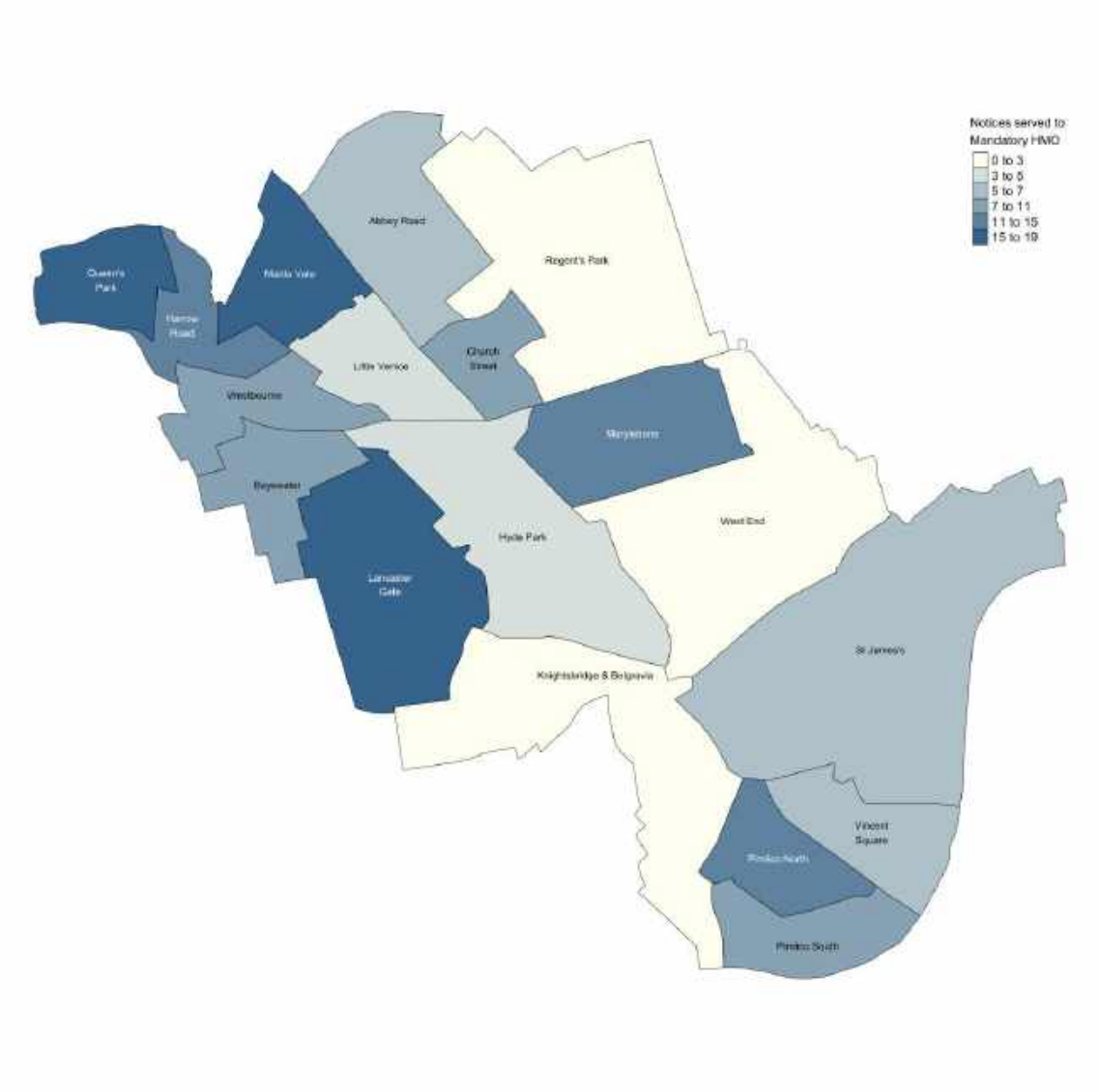


Figure 47.Statutory Notices linked to mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source Ti 2024).

Queen's Park (19) had the highest number of notices served to mandatory HMOs, whilst Lancaster Gate (17), and Maida Vale (17) were close behind.

Notices were served throughout Westminster, with hotspots in the west, and in Willesden Green (Map 27).



Map 27. Distribution of notices linked to mandatory HMOs by ward (July 2018 – June 2024) across Westminster (Source Ti 2025, Map by Metastreet).

Higher numbers of notices served to mandatory HMOs are seen in the north/west wards (e.g. Queen's Park, Maida Vale, Lancaster Gate).

7.3 Additional HMOs

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 59 Statutory Notices to additional HMOs under housing and public protection legislation (Figure 48).

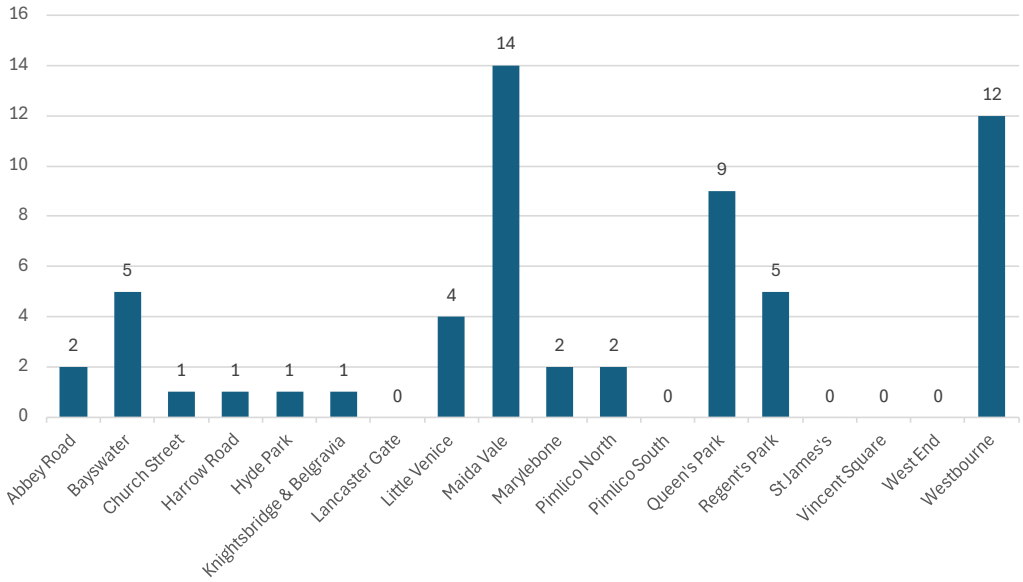
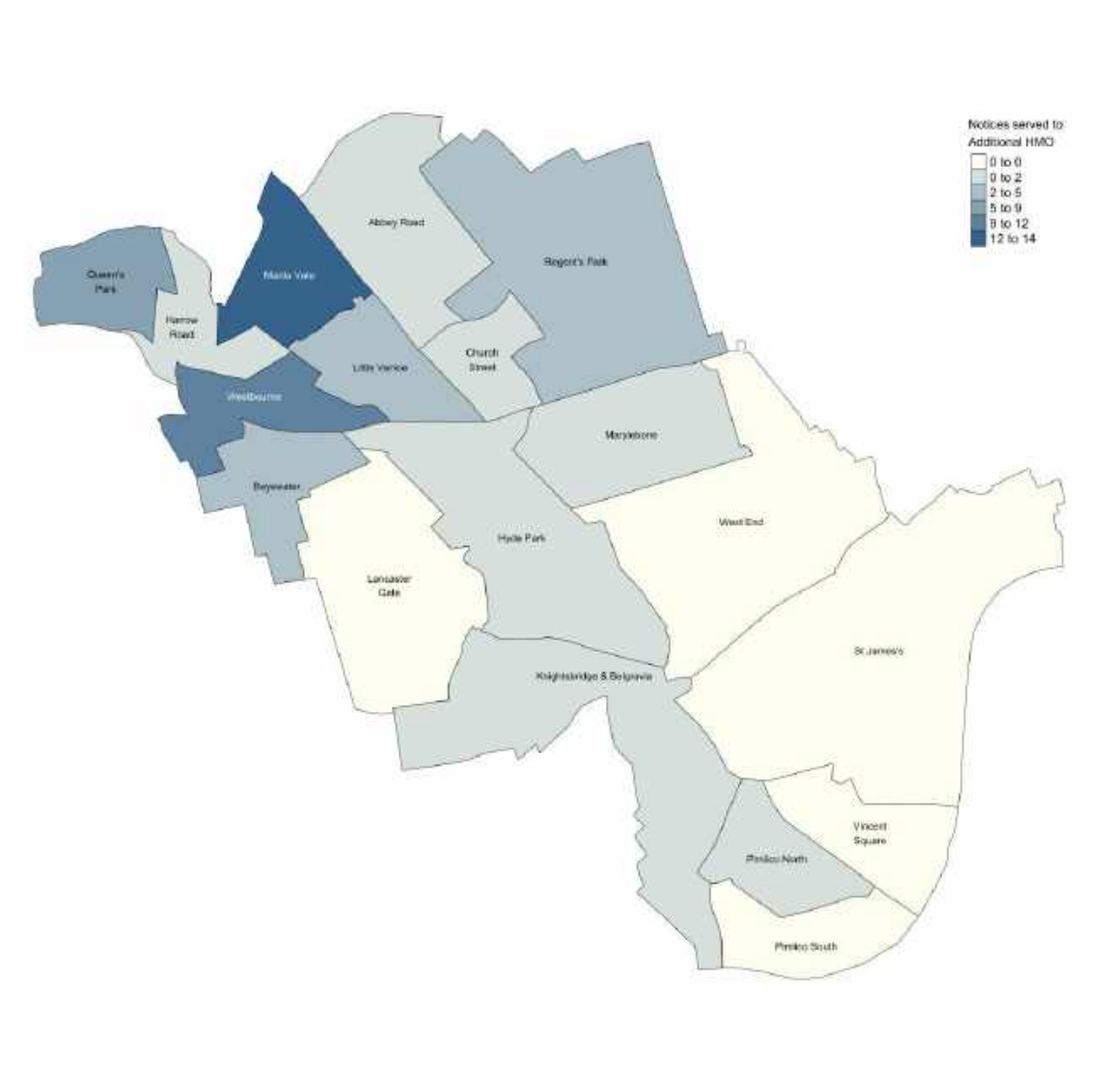


Figure 48. Statutory Notices linked to additional HMOs by ward (July 2018 – June 2024) across Westminster (Source Ti 2025).

Maida Vale (14), and Westbourne (12) had the highest number of notices served to additional HMOs.

Notices were served at additional HMOs in 13 of the 18 wards of Westminster (Map 28).



Map 28. Distribution of notices linked to additional HMOs by ward (July 2018 – June 2024) across Westminster (Source Ti 2025, Map by Metastreet).

Higher numbers of notices served to additional HMOs are seen in the northwest (e.g. Maida Vale).

7.4 Predicted/hidden HMOs

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 7 Statutory Notices to predicted/hidden HMOs under housing and public protection legislation (Table 5).

7.5 Notices Summary

Enforcement interventions, such as Statutory Notices are seen as an important part of the regulatory framework. The distribution between the HMO types is interesting (Figure 49).

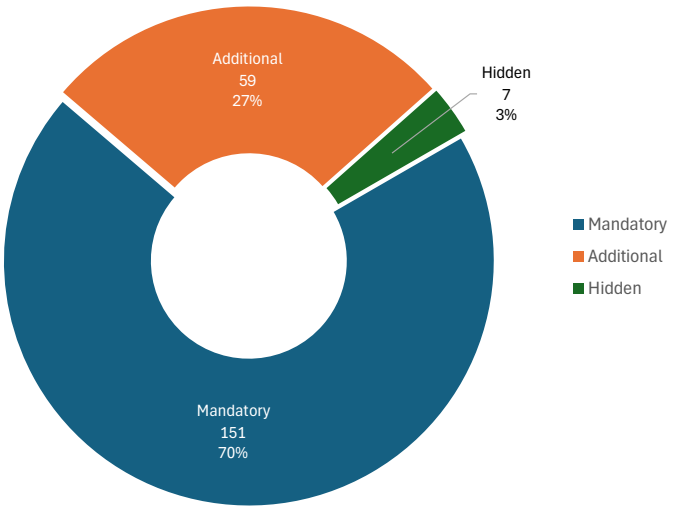


Figure 49. Proportions of Notices served to All HMOs (July 2018 – June 2024) in Westminster (Source Ti 2025).

Mandatory HMOs make up the largest proportion of Notices served (70%), whilst predicted/hidden HMOs account for 3%.

8 Summary

8.1 Population

The HMO population in Westminster is made up of two main categories (described previously); licenced HMOs (Additional and Mandatory) that share basic amenities (2,421); and predicted/hidden HMOs that share basic amenities (1,748). The total HMO population in Westminster is therefore calculated to be **4,169**.

Licensed HMOs (2,412 Additional and Mandatory) are spread across all wards in Westminster (Figure 1, Map 1). Maida Vale had the highest (224) number of HMO licenses, with Regent's Park (209), and Lancaster Gate (202) also notable.

The total HMO population (known and hidden) is distributed across all wards. Regent's Park (386) has the most HMOs, whilst Westbourne has the least (128, Figure 2). HMO properties are spread throughout Westminster (Map 2). The highest numbers of all HMOs are seen in Maida Vale, Regent's Park, and Marylebone.

There are 213 Mandatory HMOs licenced in Westminster (Figure 3). Lancaster Gate has the highest number (25) of mandatory HMOs, with Queen's Park (20), Marylebone (19), and Harrow Road (19) close behind. Mandatory HMOs are distributed across Westminster (Map 3). There are generally higher numbers of mandatory HMOs towards the west (e.g. Queen's Park, Harrow Road, and Lancaster Gate), although Marylebone is also notable.

There are 2,208 HMOs with additional licences across Westminster (Figure 4). Maida Vale (210) and Regent's Park (201) have the highest numbers of HMO with additional licences in Westminster. Additional HMOs are spread throughout Westminster (Map 4). Higher numbers of additional HMOs are seen in some northern wards (e.g. Maida Vale, Regent's Park), and in Lancaster Gate.

Overall, 91% (2,208) of known HMOs have an additional licence, whilst 8.8% (213) have a mandatory licence. The relative numbers of licence types varies across the wards (Figure 5). Regent's Park has a notably high proportion of additional licences (101, compared to 5 mandatory).

Predicted/hidden HMOs (1,748) make up 42% of HMOs and are spread across all wards in Westminster (Figure 6). Abbey Road has the highest number (201) of predicted/hidden HMOs, whilst Westbourne (29) has the lowest. Predicted/hidden HMOs are distributed across all wards in Westminster (Map 5). The highest numbers of hidden HMOs are in northern wards (e.g. Abbey Road, Regent's Park, and Marylebone).

Data shows that Knightsbridge & Belgravia has the highest percentage of predicted/hidden (therefore unlicensed) HMOs (80%, Figure 7).

The total number of households at known (licenced) HMO dwellings in Westminster is 8,978. The total number of occupants at known HMO dwellings is 12,595 (Figure 9).

The highest number of occupants are seen at Regent's Park (1,227), Lancaster Gate (1,181), and Maida Vale (1,056). Unsurprisingly these also correspond to the largest numbers of households at known HMOs across Westminster (849, 852, and 724 respectively).

When split by licence type (mandatory, additional), the average number of households, and occupants shows some interesting results (Table 1). Statistical tests show that HMO properties with mandatory licence have significantly higher average numbers of households (9.2 vs. 3.2, $U = 52.5$ $p < 0.001$), and higher average occupancy (10.5 vs. 4.7, $U = 90$ $p < 0.05$).

In total, 3,737 (90%) HMO properties (known and hidden) had EPC records (Figure 10). The most common property type for HMOs in Westminster are flats (66%), while maisonettes are the least common property types (10%). Houses make up 24% of the HMO properties.

Overall, the average number of storeys for HMO properties was 2.8 at mandatory HMO and 1.6 for additional HMO (Table 2). The average number of rooms was 7.0 at additional HMO compared to 13.8 at mandatory HMO (Table 2). The average number of storeys at mandatory HMOs was significantly more than for additional HMOs (2.8 vs. 1.6, $t = 5.5$ $p < 0.001$). The number of rooms at mandatory HMOs was significantly more than the number of rooms at additional HMOs (13.8 vs. 7.0, $U = 64.5$ $p < 0.001$).

8.2 Complaints

Westminster recorded 1,668 complaints about HMOs (known and hidden) from tenants and others over the period July 2018 – June 2024 (Figure 11). The highest number of PRS complaints was at Maida Vale (158) and Regent's Park (152). Complaints are spread throughout Westminster (Map 6). The highest values are seen in the northwest wards (e.g. Maida Vale, Lancaster Gate, Regent's Park).

There were 209 complaints by tenants and others to Westminster Council linked to Mandatory HMOs (Figure 12). Lancaster Gate (44) had the highest number of PRS complaints at mandatory licenced HMOs. Harrow Road (24), and Queen's Park (25) also had notably large values.

Complaints are distributed across Westminster (Map 7). PRS complaints at mandatory HMOs were slightly more prevalent in the northwest (e.g. Lancaster Gate, Queen's Park, Harrow Road).

There were 1,088 complaints made by tenants and others to Westminster Council linked to Additional HMOs (Figure 13). The highest number of PRS complaints at additional HMOs was at Regent's Park (101), with Maida Vale (99) and Hyde Park (85) also showing substantial values. Higher numbers of PRS complaints at additional HMOs occur in the northwestern region (e.g. Queen's Park, Harrow Road, Lancaster Gate, Map 8).

There were 371 HMO complaints made by tenants and others to the Council linked to predicted/hidden HMOs (Figure 14). Regent's Park (46) had the highest number of PRS complaints at hidden HMOs, with Maida Vale (40) and Lancaster Gate (35) having notably high values. PRS complaints at hidden HMOs are distributed across Westminster wards (Map 9). PRS complaints at predicted/hidden HMOs appear more prevalent in some north & western wards (e.g. Maida Vale, Regent's Park, Lancaster Gate).

8.3 Hazards

There are 1,356 HMO (known and hidden) properties in Westminster that are likely to have at least 1 serious housing hazard (Category 1 and/or high scoring Category 2 hazards, HHSRS, Figure 15). Lancaster Gate (126) has the greatest number of HMO properties with serious hazards, whilst Queen's Park (48) has the fewest. Overall, this represents 33% of the known and predicted/hidden HMO population, more than three times the PRS national average (Category 1, 10%).

HMO properties (known and hidden) with predicted serious hazards are spread throughout Westminster (Map 10). There are generally more HMO with serious hazards in the northern/western wards (e.g. Maida Vale, Abbey Road, Lancaster Gate), although Queen's Park, and Harrow Road show lower values.

Mandatory HMOs with serious hazards (128) are distributed across all wards (Figure 17). Lancaster Gate (16) has the highest number of mandatory HMO, whilst Regent's Park (2) has the lowest. Mandatory HMO with serious hazards are biased towards the northwest wards (e.g. Queen's Park, Harrow Road, Lancaster Gate, Map 11).

There are 630 Additional HMOs properties in Westminster that are likely to have at least 1 serious housing hazard (Category 1 and/or high scoring Category 2 hazards, HHSRS, Figure 18). Maida Vale (69) and Lancaster Gate (64) have the highest numbers of additional HMOs with serous hazards. Knightsbridge & Belgravia (11) have the lowest. Additional HMOs with serious hazards can be found across Westminster (Map 12). Additional HMOs with serious hazards are widespread but there are higher values in some northwestern wards (e.g. Lancaster Gate, Hyde Park, Maida Vale).

Predicted/hidden HMOs with serious hazards (916) are distributed across Westminster (Figure 19). Abbey Road (74) has the highest number of hidden HMO dwellings with serious hazards, whilst Queen's Park (10) has the lowest. Concentrations of predicted/hidden HMO properties with serious hazards can be found throughout Westminster, with hotspots in Bayswater, Abbey Road, and Marylebone. (Map 13).

8.3.1 Inspection hazards

In total, 1,026 known HMO dwellings were physically inspected across Westminster, with 512 HMOs having hazards of some kind (Table 3).

Severe hazards were found at 150 (29%) of HMOs inspected, and moderate severity hazards at 452 (88%) properties. Many HMOs had multiple hazards, of varying severity (note that there is a "none" category for hazards that are not described in HHSRS).

In total, there were 2,380 hazards identified during inspections at known HMOs, with 2,360 being severe, moderate, or minor (Figure 20).

Lancaster Gate had the highest number of inspection hazards (268), with Hyde Park (251), and Maida Vale (223) also having high values.

The 2,360 inspection hazards cover a range of hazard types and severity (Figure 21). Fire hazards were the most prevalent in all severity classes, with 331 severe hazards (1,565 moderate, and 109 minor).

Hazards were identified in various rooms during inspections at known HMOs (Figure 22). Bedrooms (1,313) and Kitchens (593) had the highest numbers of identified hazards, across all severity classes.

Hazards were assigned to a severity class, and the relative proportions show the general level of risk at the inspected HMO dwellings (Figure 23). Moderate level hazards formed 77% (1,831) of all hazards identified during inspections, with severe hazards accounting for 15% (363).

8.4 Fire precautions

Out of 2,370 known (licensed) HMOs that have recorded responses, 1,219 responded "Yes" to having fire doors (51%), whilst 1,151 responded "No" (49%, Figure 24). The highest percentage of **not** having fire doors was at Maida Vale (58%).

Out of 2,370 known (licensed) HMOs that have recorded responses, 1,600 responded “Yes” to having fire detection (68%), whilst 770 responded “No” (32%, Figure 25). The highest percentage of **not** having fire detection was at Knightsbridge & Belgravia (52%).

8.5 Energy performance

As part of this study, 2,076 EPC ratings were matched to known HMO properties (Figure 26). All figures have been modelled from this group (86% of known HMOs had an EPC rating).

The housing stock is dominated by EPC ratings C & D, with B & E ratings less so. The A, F & G ratings are the least common, with no properties having an A rating.

Ratings by property type show how the EPC ratings are distributed (Figure 27). Flats are dominated by C and D ratings. Houses are most likely to have a D rating, with C & E less frequent. Maisonettes are most commonly C or D ratings. There are far more flats than houses or maisonettes.

Westminster has 197 HMO EPC records that are E, F, & G rated (Figure 28). EPC ratings E, F, & G represent properties with the least energy efficiency. Maida Vale (28) has the highest number of EPC ratings E-G, flowed by Abbey Road (21), Pimlico North (20), and Lancaster Gate (19). Note F & G ratings are uncommon in Westminster (F: 2, G: 3), compared to E (192).

8.6 Anti-social behaviour

Noise related anti-social behaviour was the most common form of ASB incident reported, with 83% of all ASB incidents across Westminster during the period July 2018 – June 2024 (7,001 out of 8,395).

8.6.1 Noise related ASB

Across Westminster, 7,001 Noise-related ASB incidents were recorded at HMO properties (all types, Figure 29). The highest number of noise-related incidents was at Lancaster Gate (979), whilst the lowest was at Queen’s Gate (106). Noise-related ASB incidents are widespread throughout Westminster (Map 14). Noise ASB incidents are widespread across Westminster, with notable hotspots (e.g. Lancaster Gate, Bayswater, and Marylebone).

During the period July 2018 – June 2024 there were 279 noise ASB incidents linked to Mandatory HMOs across Westminster (Figure 30). The highest number of noise incidents at mandatory HMOs was in Bayswater (80), with Lancaster Gate (53) coming second. Noise ASB incidents were recorded in all Westminster wards (Map 15). Higher numbers of noise ASB are seen in some western wards (e.g. Lancaster Gate, Bayswater, Hyde Park).

During the period July 2018 – June 2024 there were 1,748 noise-related ASB incidents at HMOs with additional licence in Westminster (Figure 31). The highest number of noise incidents at additional HMO was at Hyde Park (369), the next highest was Pimlico North (144). Noise ASB incidents linked to Additional HMOs are distributed across Westminster (Map 16). Noise incidents are widespread across Westminster, with hotspots in certain areas (e.g. Hyde Park, Pimlico North, Pimlico South).

During the period July 2018 – June 2024 there were 4,974 noise-related ASB incidents at predicted/hidden HMOs in Westminster (Figure 32). The highest number of noise ASB at predicted/hidden HMOs was in Lancaster Gate (806), with Bayswater having the next highest (458). All wards have noise-related ASB linked to predicted/hidden HMOs (Map 17). Noise incidents were widespread throughout Westminster, but there are notable hotspots (e.g. Bayswater, Lancaster Gate, Marylebone).

8.6.2 ASB not noise related

During the period July 2018 – June 2024 there were 1,394 ASB incidents (not noise-related) recorded at HMOs (all types) across Westminster. This represents 17% of all ASB (8,395).

Across Westminster 1,394 ASB incidents not noise-related were recorded at all HMO (known and hidden) dwellings (Figure 33). The highest number of ASB were at Harrow Road (172), with Hyde Park (159) close behind. ASB incidents that were not noise-related occurred in all wards across Westminster (Map 18). ASB (not noise) incidents were seen in all wards in Westminster, with a slight bias towards the central wards (e.g. Hyde Park, Marylebone), although Harrow Road is also notable

During the period July 2018 – June 2024 there were 321 ASB (not noise) incidents recorded at HMOs with a mandatory licence (Figure 34). Harrow Road (139) recorded the most ASB incidents (not noise), with West End (40) a distant second. ASB incidents (not noise) are widespread across wards in Westminster (Map 19). ASB incidents were widespread throughout mandatory HMOs in Westminster, with a slight bias towards central wards (e.g. Hyde Park, Marylebone), although Harrow Road is also notable.

During the period July 2018 – June 2024 there were 428 ASB incidents (not noise) across Westminster (Figure 35). Hyde Park (68) had the highest number of ASB (not noise) incidents (68), followed by Regent's Park (44). Knightsbridge & Belgravia was the only ward to have zero ASB. ASB (not noise) incidents were widespread through Westminster (Map 20). There is no obvious geographical distribution of ASB at additional HMOs, but there are obvious hotspots (e.g. Lancaster Gate, Hyde Park, Regent's Park).

During the period July 2018 – June 2024 there were 645 ASB (not noise) incidents linked to predicted/hidden HMOs across Westminster (Figure 36). Hyde Park (72), and Marylebone (71) had the highest number of ASB (not noise) linked to predicted/hidden HMOs, whilst Vincent Square (3) had the lowest. ASB (not noise) incidents occurred across Westminster (Map 21). ASB incidents (not noise) at predicted/hidden HMOs were widespread, but there appears to be a bias towards the central wards (e.g. Hyde Park, Marylebone, Little Venice).

8.6.3 Total ASB

Overall, there were 8,395 ASB incidents linked to all HMOs (Figure 37), with 7,001 (83%) being noise incidents, and 1,394 (17%) other ASB.

Of the total ASB incidents 600 were linked to Mandatory HMOs (Figure 38), with 279 (47%) being noise incidents, and 321 (53%) other ASB. The highest number of ASB incidents (noise and other) linked to mandatory HMOs was at Harrow Road (164), with Bayswater (105) next.

Of the total ASB incidents 2,176 were linked to Additional HMOs (Figure 39), with 1,748 (80%) being noise incidents and 428 (20%) other ASB. Hyde Park had the highest total (437) ASB linked to additional HMOs.

Of the total ASB, predicted/hidden HMOs accounted for 5,619 incidents (Figure 40), with 4,974 (89%) being noise incidents and 645 (11%) other ASB. Lancaster Gate (848) had the highest number of ASB (noise and other) at predicted/hidden HMOs.

8.6.4 Repeat ASB

During the period July 2018 – June 2024 there were 1,021 HMOs (known and hidden) with repeat ASB incidents (Figure 41). The highest numbers of HMOs with repeated ASB were at Hyde Park (93), Marylebone (89), Lancaster Gate (85), and Regent's Park (83). Repeated ASB incidents at HMOs occurred across Westminster (Map 22). There are HMOs with repeated ASB incidents in all wards across Westminster. Higher numbers are seen in some of the central/west wards (e.g. Lancaster Gate, Hyde Park, Marylebone).

During the period July 2018 – June 2024 there were 73 Mandatory HMOs with repeated ASB incident (Figure 42). Three wards shared the highest number (8) of mandatory HMO with repeat ASB, Harrow Road, Hyde Park, and Lancaster Gate. Repeat ASB incidents at Mandatory HMOs occurred throughout Westminster (Map 23). Wards in the western part of Westminster appeared to have higher numbers of mandatory HMO with repeat ASB (e.g. Lancaster Gate Harrow Road, Hyde Park).

During the period July 2018 – June 2024 there were 402 Additional HMOs with repeated ASB incidents (Figure 43). Hyde Park (48) had the highest number of additional HMOs with repeat ASB, with Regent's Park (39) next highest. Additional HMOs with repeat ASB incidents were widespread across Westminster (Map 24). Additional HMOs with repeated ASB appear most prevalent in a diagonal band across Westminster, from Lancaster Gate to Regent's Park (and including Hyde Park and Marylebone).

During the period July 2018 – June 2024 there were 546 predicted/hidden HMOs linked to repeat ASB (Figure 44). The highest number of hidden HMOs with repeat ASB were in Marylebone (51), with Bayswater (47) next highest. Predicted/hidden HMO linked to repeat ASB incidents are widespread throughout Westminster (Map 25). Higher numbers of hidden HMOs with repeat ASB are seen generally in the northern wards (e.g. Bayswater, Marylebone, Abbey Road), although Queen's Park, and Westbourne have lower numbers.

Predicted/hidden HMOs account for 71% of Noise ASB incidents, 46% of other ASB, and 54% of repeat ASB (Figure 45, Table 4).

8.7 Statutory Notices

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 217 Statutory Notices to HMOs (known and hidden) under housing and public protection legislation (Figure 46, Table 5).

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 151 Statutory Notices to Known HMOs (Additional and Mandatory) under housing and public protection legislation (Figure 47).

Queen's Park (19) had the highest number of notices served to mandatory HMOs, whilst Lancaster Gate (17), and Maida Vale (17) were close behind. CPNs were served throughout Westminster, with hotspots in the west, and in Willesden Green (Map 27). Higher numbers of notices served to mandatory HMOs are seen in the north/west wards (e.g. Queen's Park, Maida Vale, Lancaster Gate).

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 59 Statutory Notices to additional HMOs under housing and public protection legislation (Figure 48). Maida Vale (14), and Westbourne (12) had the highest number of notices served to additional HMOs. CPNs were served at additional HMOs in 13 of the 18 wards of Westminster (Map 28). Higher numbers of notices served to additional HMOs are seen in the northwest (e.g. Maida Vale).

Between April 2019 and March 2024, Westminster Council used its regulatory powers to serve 7 Statutory Notices to predicted/hidden HMOs under housing and public protection legislation (Table 5).

Mandatory HMOs make up the largest proportion of Notices served (70%), whilst predicted/hidden HMOs account for 3% (Figure 49).

Appendix 1 – Ward summaries

The ward summaries show the data used to create the summary graphs and maps for the 18 wards in Westminster.

Table 6. HMO overview (known HMOs, Mandatory) (Source: Ti 2025).

Ward	No. HMO	Hazards	Complaints	Noise ASB	ASB not noise	Repeat ASB	Notices
Abbey Road	5	3	9	1	2	1	5
Bayswater	15	12	10	80	25	7	11
Church Street	10	6	8	6	18	5	7
Harrow Road	19	13	24	25	139	8	14
Hyde Park	15	4	19	33	19	8	3
Knightsbridge & Belgravia	3	3	4	3	0	0	1
Lancaster Gate	25	16	44	53	16	8	17
Little Venice	7	3	2	3	6	2	4
Maida Vale	14	8	19	1	1	0	17
Marylebone	19	13	13	17	16	5	15
Pimlico North	12	7	6	12	8	7	12
Pimlico South	6	5	3	4	3	2	7
Queen's Park	20	13	25	11	7	5	19
Regent's Park	8	2	5	3	5	3	0
St James's	15	7	6	10	9	6	5
Vincent Square	5	4	2	4	3	2	6
West End	9	4	5	1	40	2	0
Westbourne	6	5	5	12	4	2	8
Grand Total	**213**	**128**	**209**	**279**	**321**	**73**	**151**

Table 7. HMO overview (known HMOs, Additional) (Source: Ti 2025).

Ward	No. HMO	Hazards	Complaints	Noise ASB	ASB not noise	Repeat ASB	Notices
Abbey Road	111	35	71	41	7	12	2
Bayswater	104	27	65	64	19	16	5
Church Street	118	34	73	106	8	23	1
Harrow Road	80	19	45	62	21	13	1
Hyde Park	167	57	85	369	68	48	1
Knightsbridge & Belgravia	31	11	13	21	0	3	1
Lancaster Gate	177	64	69	120	40	33	0
Little Venice	93	29	66	83	34	18	4
Maida Vale	210	69	99	106	30	29	14
Marylebone	164	40	79	104	30	33	2
Pimlico North	122	46	60	144	24	31	2
Pimlico South	114	35	53	135	22	26	0
Queen's Park	69	25	35	32	16	11	9
Regent's Park	201	41	101	99	44	39	5
St James's	122	17	33	63	19	18	0
Vincent Square	137	25	42	53	12	14	0
West End	95	24	41	68	22	18	0
Westbourne	93	32	58	78	12	17	12
Grand Total	**2,208**	**630**	**1,088**	**1,748**	**428**	**402**	**59**

Table 8. HMO overview (predicted/hidden HMOs) (Source: Ti 2025).

Ward	No. HMO	Hazards	Complaints	Noise ASB	ASB not noise	Repeat ASB	Notices
Abbey Road	201	74	17	310	55	45	0
Bayswater	120	52	23	458	37	47	0
Church Street	45	21	23	322	22	19	0
Harrow Road	42	17	16	146	12	17	0
Hyde Park	108	26	26	148	72	37	0
Knightsbridge & Belgravia	133	41	21	118	36	31	0
Lancaster Gate	110	46	35	806	42	44	0
Little Venice	99	28	9	250	64	37	0
Maida Vale	133	38	40	356	30	39	1
Marylebone	160	48	24	432	71	51	0
Pimlico North	92	30	14	205	41	36	0
Pimlico South	53	19	15	156	15	16	3
Queen's Park	33	10	19	63	12	11	1
Regent's Park	177	47	46	289	26	41	0
St James's	63	28	12	341	59	25	0
Vincent Square	65	21	12	405	3	14	0
West End	85	38	8	104	42	24	2
Westbourne	29	14	11	65	6	12	0
Grand Total	**1,748**	**598**	**371**	**4,974**	**645**	**546**	**7**

Appendix 2 – Tenure Intelligence (Ti) – stock modelling methodology

This Appendix explains at a summary level Metastreet's Tenure Intelligence (Ti) methodology (Figure 50).

Ti uses big data and machine learning in combination with expert housing knowledge to accurately define outcome at the property level.

Council and external data have been assembled as set out in Metastreet's data specification to create a property data warehouse comprising millions of cells of data.

Where necessary, machine learning is used to make predictions of defined outcomes for each residential property, using known outcome data provided by the council.

Results are analysed by skilled practitioners to produce a summary of housing stock, predictions of levels of property hazards and other property stressors. The results of the analysis can be found in the report findings chapter.

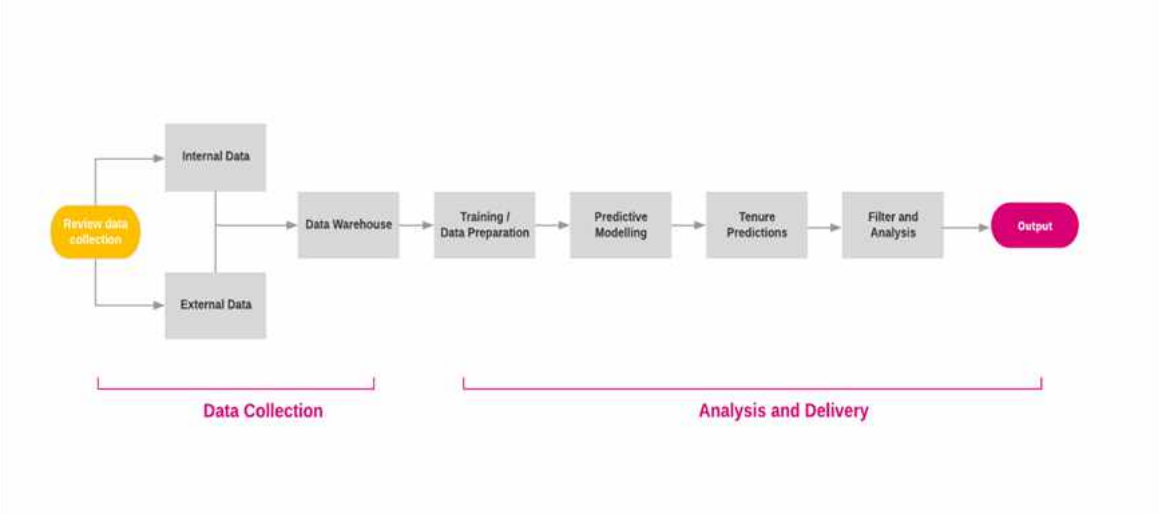


Figure 50. Summary of Metastreet Tenure Intelligence methodology.

Methodology

Metastreet has worked with Westminster to create a residential property data warehouse based on a detailed specification. All longitudinal council held data is 5 consecutive years, from July 2018 – June 2024 unless otherwise specified.

Once the property data warehouse was created, the Ti model was used to predict tenure and stock condition using the methodology outlined below.

Machine learning was utilised to develop predictive models using training data provided by the council. Predictive models were tested against all residential properties to calculate risk scores for each outcome. Scores were integrated back into the property data warehouse for analysis.

Many combinations of risk factors were systematically analysed for their predictive power using logistic regression. Risk factors that duplicated other risk factors but were weaker in their predictive effect were eliminated. Risk factors with low data volume or higher error are also eliminated. Risk factors that were not statistically significant are excluded through the same processes of elimination. The top 5 risk factors for each model have the strongest predictive combination.

Using a D^2 constant calculation it is possible to measure the theoretical quality of the model fit to the training data sample. This calculation has been completed for each model. The D^2 is a measure of "predictive capacity", with higher values indicating a better model.

Based on the modelling each residential property is allocated a probability score between 0-1. A probability score of 0 indicates a strong likelihood that the property tenure type is *not* present, whilst a score of 1 indicates a strong likelihood the tenure type *is* present.

Predictive scores are used in combination to sort, organise and allocate each property to one of 4 categories described above. Practitioner skill and experience with the data and subject matter is used to achieve the most accurate tenure split.

It is important to note that this approach cannot be 100% accurate as all mathematical models include error for a range of reasons. The D^2 value is one measure of model "effectiveness". The true test of predictions is field trials by the private housing service. However, error is kept to a minimum through detailed post analysis filtering and checking to keep errors to a minimum.

A continuous process of field testing and model development is the most effective way to develop accurate tenure predictions.

The following tables include detail of each selected risk factors for each model. Results of the null hypothesis test are also presented as shown by the Pr(>Chi) results. Values of <0.05 are generally considered to be statistically significant. All the models show values much smaller, indicating much stronger significance.

Serious hazards (HHSRS) model

Numerous properties where the local housing authority has recently taken action to address serious hazards were sampled for training data. Specifically, this included Housing Act 2004 Notices served

on properties to address serious hazards. The model results show that each of the model terms is statistically significant, with the overall model having a "predictive capacity" of around 61% (Table 9).

Table 9. Serious hazard (HHSRS) predictive factors.

Risk factors selected	**Pr (>Chi) ***
CURRENT_ENERGY_EFFICIENCY	2.2e-16
TDS.total	2.968e-05
prs_total	9.327e-06
sr_total	7.776e-06
Housing.Service.Requests..Number.	1.166e-10
Training data, n= 1052	
D^2 test = 0.61	

HMO predictive model

The HMO model shows that each of the 5 model terms is statistically significant, with the overall model having a "predictive capacity" of around XX% (Table 10).

Table 10. HMO predictive factors.

Risk factors selected	**Pr(>Chi)**
NUMBER_HEATED_ROOMS	2.2e-16
liab_names	2.2e-16
student_exempt	1.509e-11
sr_total	2.2e-16
noise_total	2.395e-08
Training data, n= 2309	
D^2 test = 0.67	

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