

GENERAL PROCEDURES

We want to work with landlords to achieve good, safe standards of accommodation in the private rented sector. In most cases, these standards are based upon the Housing Act 2004 and the regulations and other guidance given under it.

When a tenant approaches us about his housing conditions, we will advise them to contact their landlord if they have not done so already.

If we inspect a house and find it below standard, we will discuss this with you and try to come to an agreement about the scheme and time scale for improvement.

Where an agreement is not reached (or that agreement is broken) a formal notice may be served.

Formal notices are legal demands. They require that the recipient must do specified things (usually works to improve the housing) within a set time.

Failure to comply with a notice may result in prosecution and/or the Council carrying out works and charging for the cost incurred. It may also be grounds for the refusal or cancellation of a licence for a house in multiple occupation (HMO).

Where the works are urgent, or there has been difficulty with negotiating with the landlord previously, it may be appropriate to serve a formal notice as a first step.

Service of some formal notices may result in an administrative charge being levied in respect of each notice served. This is in accordance with the Council's policies (which are available on our website). We will advise you if there is likely to be such a charge. The amount of the charge will depend on the complexity of the case; large



multiply occupied buildings with numerous hazards are likely to give rise to the highest charges.

In most cases it will not be necessary to take formal action; generally landlords are aware of the need to maintain and reinvest in their property as an integral part of their business. The Council wishes to support them as this will help to ensure that there is an adequate supply of good quality, safe accommodation available in the private rented sector.

PRIVATE SECTOR HOUSING ENFORCEMENT POLICY

Wherever possible, we will work with you through dialogue, practical advice, information and support. From time to time there will be programmes for the inspection of improved and unimproved properties, and these will adhere to the above principles.

We will try to discuss problems and agree a scheme/time scale for dealing with them. If dialogue fails, compulsion (enforcement) will become necessary to improve conditions.

The enforcement policy provides a framework for this action. All enforcement decisions will be fair, balanced and lawful. These decisions include taking informal action, service of formal notices, prosecution and the carrying out of work at the default of the landlord.

We will make it clear if any of our proposals are recommendations of good practice (as opposed to legally enforceable requirements).

GENERAL INFORMATION

- The Council will comply with Regulator's Compliance Code and the "Enforcement Concordat". These set out the principles of good enforcement and apply to the work of local Councils within private sector housing.
- The Council recognises the different needs of its clients, and will take reasonable steps to meet them. These include providing an interpretation service and a service outside normal working hours when this is necessary.
- Copies of the documents referred to in this leaflet, are available on request and through our website.
- The Council welcomes your views on its policies, procedures and practices. If you would like to comment, please contact us or return the Customer Response Leaflet.

This is one of a series of advice leaflets produced for tenants and private landlords. Links to these and documents referred to are available at www.plymouth.gov.uk/housing

Disclaimer

The information and advice given in this leaflet is accurate, to the best of the City Council's knowledge. However, you are advised not to rely exclusively on what we say here, particularly because legislation or government advice may have changed since the leaflet was printed.

If you have a particular problem, you should take advice from a properly qualified expert in the relevant area or areas. The City Council will not accept liability for loss resulting from your relying on advice contained in this leaflet.

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This information is available in other languages and formats, please call 01752 668000



A GUIDE FOR LANDLORDS

Policies and procedures

