

ELA News

December 2019





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Front cover : River Great Ouse, Cambridgeshire

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Chairman's Welcome



Winter Edition

Are you like me enjoying this time of magic and make believe? The blue fairy, the red fairy, the yellow fairy, the green one and of course the big eyed goblin are coming over on the media with promises of goodies to entice those gullible enough, or brain-washed, to put a cross against the most (or least) suitable person to represent you, the voter, in your area.

I write this late November, having just heard the news that Government borrowing for October was 4 billion pounds -- double what was expected -- nothing to worry about! Ten years ago, Government debt hit one trillion pounds---we have had austerity for years and the result is that Government debt is now 1.8 trillion pounds. Oh don't worry, taxing the rich will take care of that. I shudder when I hear the phrase 'investing for the future'. Shouldn't wasting tax payers money be more appropriate?

Not one word on how to reduce and make more efficient the public sector! Parliament, at the last count is costing 360 million pounds a year-- half that figure is expensive. After Dec 12th election day, I think most people will breathe a sigh of relief. It is OVER! As a landlord I shall be watching my bank statements most carefully, checking my tenants have not forgotten the rent. Yes I know it is Christmas, I must have the latest all bells and whistles jingling gadget.

We at the ELA, Staff and Directors wish all our members a Happy Christmas and a prosperous New Year! Regardless of who forms our new Government.

Charles Clarke, Chairman

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NEWS ITEMS

Tenant's Right To Buy idea withdrawn

Labour has dropped a plan to give a new "right to buy" to private tenants amid fears that the policy was not workable, according to party figures familiar with its UK election manifesto.

Mr McDonnell told the Financial Times in an interview in September that the policy would not be complicated and that the government could set a "reasonable price" for tenants to buy out their landlords. The idea prompted alarm among landlords. However in November the Shadow Chancellor had been forced to drop the idea because it proved too complicated. This did not form part of their published manifesto. "I can see why John was pushing it but at the same time the practicalities got in the way," said a Labour spokesperson.

Landlord legislation minefield



Landlord legislation seems to get more complex by the day. A newly released report has revealed that

the number of laws creating an obligation on private landlords has increased by 32% since 2010. The total number of regulations affecting landlords has increased to 156 up from 118. That's a lot to keep tabs on! However the increase in legislation has not necessarily led to an improvement in enforcement action and many councils are failing to enforce action against criminal landlords.



HMRC letters to tenants

HMRC has been recently

sending letters to tenants of a residential property that they think is owned by an overseas company.

The letter's purpose is to enable HMRC to gather information to make sure that the landlord is paying the correct amount of tax. The letter also highlights the non-resident company tax returns to be sent to HMRC if the landlord lives abroad. The letter is accompanied by a form which asks the tenants for information about the property which they may not know the answers to.

A tenant may not know that the landlords usual place of abode is outside the UK let alone their tax obligations.

Energy Performance Certificate minimum requirements



Under the Energy Efficiency Regulations 2015 the minimum level of energy

efficiency for private rented dwellings in England and Wales is EPC Band E.

Since 1st April 2018 landlords may not grant a new tenancy or renew an existing tenancy for a property rated EPC F or G (unless an exemption applies).

The landlord must improve the rating to minimum of EPC E (or register an exemption if one applies) before letting.

From 1st April 2020: the minimum level of energy efficiency will apply to all private rented properties covered by the Regulations, even if there has been no change in tenancy. So, from 1st April 2020, landlords should not continue to let properties with an EPC rating of F or G, even to an existing tenant (unless an exemption applies).

If a landlord of an EPC F or G rated home cannot obtain third-party funding to meet their energy efficiency improvement costs, they will need to self-fund any improvements necessary to comply with the Regulations.

A further key change is the introduction of a landlord financial contribution element capped at £3,500 for an F or G rated property, inclusive of VAT. Where an EPC F or G rated property cannot be improved to EPC band E or above for £3,500 or less (inc VAT) then an exemption can be registered on the PRS Exemption Register.

Local Authority meetings with Brett Ashby, ELA Liaison Officer

Our Liaison Officer has been holding meetings with Local Authorities and to summarise a couple of these meetings:

A Breckland District Council meeting covered accreditation, helping landlords, homelessness and forums. They have a problem with homelessness and would like landlords to help with waiting lists. They are one of the more proactive authorities when it comes to acting promptly when tenants have notice served on them via

Section 8 or Section 21.

They will step in and challenge tenants if they are not paying their top-up amounts when receiving Benefits. Apparently there is a 100% success in resolving these arrears.

An East Suffolk Council meeting was held where grants and funding through the Warm Homes Fund (this is available Suffolk-wide) was discussed. Where there is no central heating, then gas or oil central heating can be installed where the landlord pays £999 plus VAT and the rest is covered by the fund.

Details can be found at :

www.greensuffolk.org/at-home/energy/sea/warm-homes-fund

Renovation grants are also available for empty properties, those having category 1 hazard issues or commercial conversions to residential.

ELA and South East Alliance of Landlords meeting 24th October summary



Tim Chamberlain from Zing Mortgages gave an update on the current mortgage market. There has

been an increase in NUBC.

Some firms have hefty fees. Precise Mortgages have seen increase in Limited companies. 75% LTV mortgages are currently best value.

Surveyors down valuing on properties is commonplace at the moment. Market has not quietened down. Stress testing - more people going for 5 year mortgages as there is more likelihood of being able to get those mortgages as opposed to two years. Questions by Mortgage Brokers are partly determined by Compliance Legislation - it can be frustrating having to complete lengthy forms with some seemingly random questions on them.

Accountants can help with tax, but it may not help with getting finance.

Martin Ransom gave general Property Updates:

DWP are processing changes in Universal credit

1. Transition will be gradual and at the moment it is new claimants.
2. Issues with claims has dropped, but where a claim goes wrong it is catastrophic.
3. Payments paid direct to Landlords - new system online form, working better, needs consent from Tenant.
4. Aim to go live nationally in December depending upon the result of the General Election.

There are Partnership Managers in every job centre acting as go-betweens, they can help with use of online forms for Tenants, help Landlords and Letting Agents. However there are currently no Partnership Managers in Essex. In Southend they do have someone in a similar role. Martin can give you the contact details if required. There will be a change in legislation where not able to put 'Working Tenant' only. Lenders are starting to remove the clause about not having benefit tenants.

Selective Licensing (SL)

Judith Codarin and Martin had a positive meeting with Councillors Ian Gilbert and Ron Woodley. It is hoped the contact will continue.

There will need to be a Consultation for SL. If anyone hears anything in respect of SL please contact Martin or SEAL.

There are concerns with Anti Social Behaviour (ASB) in that the problem is not necessarily resolved, but is moved around, and Southend Borough Council not taking action where they could. It was noted that the Council have not been as effective as where SEAL had. If you witness any ASB it is best to report it Online as this is recorded.

Judith Codarin reported back her notes from an Enforcement Event, where the Consultant who operated SL in Newham pointed out he had 5 essential points for success, then he added number 6

1. Good service to Landlords
2. Get to Grips with data
3. Identify Housing Crimes
4. Hard hitting enforcement
5. Follow up to ensure standards raised
6. Transparency

There are some pitfalls with the recent HMO licensing-

- the must haves in properties has increased (are they all necessary)
- Southend Borough Council are not able to cope with the volume of HMO licensing.

Judith is paying for a publishable report/ opinion from expert Consultants.

Judith noted from having an EPC undertaken a day ago that 50mm film silver backed insulation put onto inside of an external wall , if photographed and recorded, receipted, it being put into place, will count as insulation for EPC.

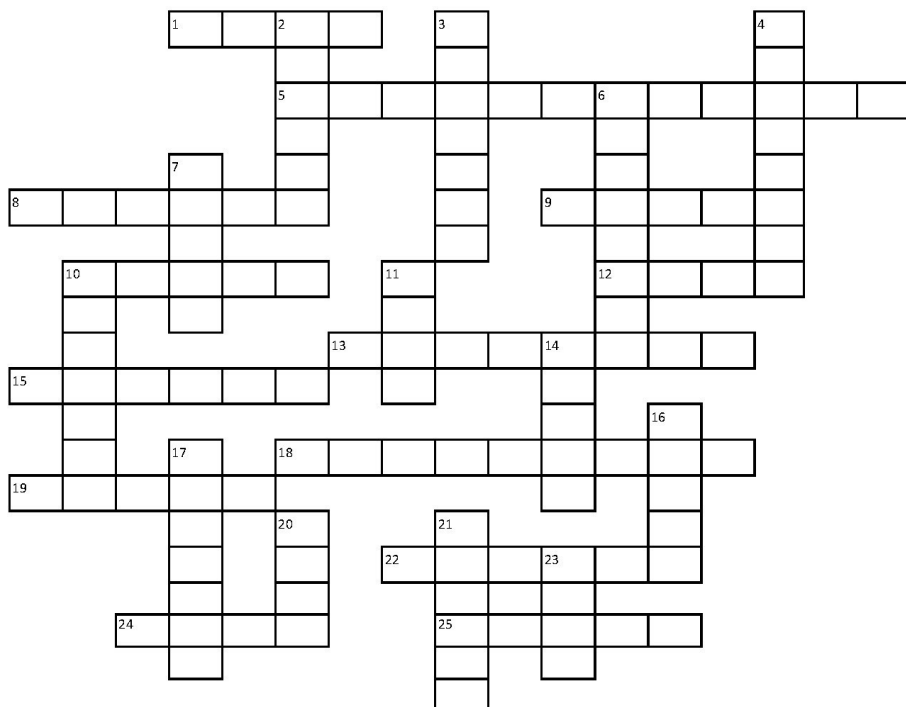
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South Norfolk area

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Crossword page



Clues

Across

- 1 Letting return
- 5 It measures heat, eg Central Heating
- 8 Part of a tenancy agreement or contract
- 9 Accounting entry where sums are owing
- 10 A coloured deal
- 12 Unit of area
- 13 Safety-net provision—think BREXIT
- 15 Famous shipping line
- 18 List of items
- 19 We have members in this county
- 22 Furnished sitting room with sleeping accommodation
- 24 Accommodation with strings attached
- 25 A personal journal

Down

- 2 Observe the water isn't frozen
- 3 See also 14 down
- 4 A person expelled from a country, possibly failing Right to Rent
- 6 A mutually agreed term
- 7 The enjoyment tenants are entitled to
- 10 Justifications for possession under Section 8 procedure
- 11 One of the 29 HHSRS hazards
- 14 Local ELA Branch currently held at Brome Grange, See also 3 Down
- 16 Funds available for energy efficiency work, for example
- 17 Banking transaction
- 20 Good (Scouts doing ?)
- 21 City in Saudi Arabia
- 23 Apple's tablet

Answers on page 25

Domestic abuse in the PRS: A matter of life and death



daha

Domestic Abuse Housing Alliance

Nearly two million people in the UK suffer from some form of domestic abuse every year, including more than 100,000 who are at high or imminent risk of being murdered or seriously injured by their partner or ex-partner. With such high numbers, it stands to reason that many landlords are likely to house a victim or indeed a survivor of domestic abuse at some stage.

The Domestic Abuse Housing Alliance (DAHA) is a partnership between 3 organisations (Gentoo, Peabody and Standing together against Domestic Violence) leading change in the Housing Sector's response to domestic abuse. Founded in 2014, DAHA's overarching mission is to ensure that 'Housing' improves its response to domestic abuse with the roots of DAHA mainly focussed on Social Housing. DAHA is now extending its reach to look at how domestic abuse awareness and the necessary improved response can be addressed in the PRS - which is

where you come in!

DAHA believes that Landlords and Agents have a vital part to play through raising awareness of domestic abuse and equipping landlords to be able to support anyone who is experiencing this. It's not proposed that landlords directly intervene and offer the same response as a social housing provider, but signs and opportunities to help and support should not be ignored with the reassurance of knowing that there is specialist help and support out there and available.

The facts:

One in four women and one in seven men will experience domestic abuse in their lifetime and 8% will suffer in any given year according to the crime survey for England and Wales 2017/18.

Two women a week are killed by a current or former partner and 130,000 children live in homes where there is a high risk of domestic abuse. This vastly hidden and underreported crime is as likely to happen in the PRS as any other form of housing and the consequences of ignoring a situation could be fatal.

What is domestic abuse?

Although not currently defined in statute domestic abuse is broadly defined as 'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those 16 or over who have been or are intimate partners, family members, regardless of gender or sexuality. It encompasses but is not limited to physical, psychological, emotional, financial or sexual abuse.

What help and support is out there for Landlords in the PRS?

DAHA has been working on a national project for the past two years across the Sector to raise awareness and provide guidance to landlords on how best to recognise the signs recognising the unique position that Landlords hold.

Landlords or agents can sometimes be the first to spot the signs, either directly by disclosure from the tenant or indirectly by a third party such as the police or a neighbour. There can be other indicators such as unexplained damage, reports of shouting, banging or other loud noises.

DAHA has recently launched guidance to landlords on the practicalities of providing the right support to tenants which is available to download from www.dahalliance.org.uk

Key things to consider:

- Take domestic abuse seriously and look at management issues wider than just thinking of a situation as anti-social behaviour or nuisance.
- Don't ever ignore potential signs – genuine malicious damage to a property is quite rare and could be more of a consequence of things happening such as physical domestic abuse.
- At tenancy sign up, include information/a flyer on local domestic abuse services in addition to **the National Domestic Violence Helpline Number 0808 2000247** (24 hours/7 days a week).

Whole Housing

The Whole Housing Approach endeavours to improve the housing options and outcomes for people

experiencing domestic abuse so that they can achieve stable housing, live safely and overcome the abuse and its harmful impacts.

Its mission is to:

Improve access to stable housing across all housing tenure types (social, private rented and private ownership). This also considers the need for move on options from refuges, supported accommodation and any other type of temporary accommodation and; Ensure access to a range of housing options tailored for domestic abuse to give choice for people experiencing domestic abuse to relocate or remain in their existing accommodation.

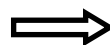
The key aims of the project are to:

- Create earlier identification and intervention of domestic abuse through mobilising social and private landlords and key institutions involved in private ownership
- Reduce the number of people who are made homeless as a result of domestic abuse
- Increase tenancy sustainment options including enforcement and positive action taken against perpetrators of domestic abuse.

The Whole Housing programme brings together domestic abuse systems leaders to establish comprehensive and consistent housing practices and deliver a Whole Housing Approach for the first time in three local areas :

London Tri Borough, Cambridgeshire & Stockton.

Continued on page 14



The PRS is an integral part of this 'Whole Housing' approach with focus on free training, awareness raising events and recognised guidance for landlords.

Please look out for further information coming your way and don't miss the opportunity to learn more about this important issue.

Tackling domestic abuse is everybody's responsibility.

**For more information:
Domestic Abuse Housing Alliance**

www.dahalliance.org.uk

**National Domestic Violence Freephone
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day 365 days a year)**

www.nationaldomesticviolencehelpline.org.uk



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Please complete this application form and return it to :

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If there is insufficient room to answer any question fully, please continue on a separate sheet.

Please note that membership applications are usually processed in the office within a few days, with final acceptance from the Executive Committee who meet regularly.

FULL NAME: **Mr / Mrs / Miss / Ms**

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BUSINESS TEL. NO:

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COMMUNICATION

From time to time we would like to send emails and postal mailings from the Association such as newsletters, magazines and other relevant items of interest.

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☐

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Tenant Fees Act— frequently asked questions

The following are some queries we have received from members about holding deposits, tenancy deposits and other fees.

Q. Can I ask a tenant to pay for gardening services?

No. You cannot require a tenant to pay for gardening unless this has been included as part of the rent.

Q. If a tenant paid a tenancy deposit which exceeds the cap before 1st June 2019, do I need to re-pay the amount of the deposit above the cap?

No. Landlords and letting agents are not obliged to immediately refund part of a tenancy deposit that is above the cap but was paid before 1st June 2019.

There is a 12 month transition period from 1st June 2019 to 31st May 2020. This is to allow time for landlords and letting agents to renegotiate their agreements.

From 1st June 2019, any provision which breaches the ban in a continuing tenancy agreement which was signed before this date continues to be legally binding on the tenant.

Q. What happens after the transition period?

From 1st June 2020, any provision in continuing tenancies that breach the fee ban or deposit cap will no longer be legally binding. This includes continuing assured shorthold tenancies, tenancies of student accommodation, licenses to occupy housing signed before 1st June 2019 and statutory periodic tenancy agreements arising during the transitional period from a fixed term signed before 1st June 2019.

A landlord or agent does not need to immediately return any part of the deposit which is in excess of the cap (as this payment was not made after the cap came into force). However, you will be required to refund the excess deposit (at the end of the tenancy in the usual way and any new tenancy agreed after this will need to comply with the new tenancy deposit cap).

Holding Deposits

A landlord can take a holding deposit (maximum of 1 weeks rent).

Landlords will usually have two weeks (14 days) to enter into a tenancy agreement with a tenant once a holding deposit has been received by the landlord or agent. However, you may agree a different ‘**deadline for agreement**’ with the tenant in writing (which could be more or less than 14 days).

You should provide a tenant with clear information that sets out:

- the amount of deposit they have paid
- the agreed rent for the property
- the specified date for reaching an agreement (**‘the deadline for agreement’**)
- other material agreed terms you will be letting the property on

A holding deposit can only be retained where a tenant:

- provides false or misleading information which you can reasonably consider when deciding to let a property – this can include a tenant’s behaviour in providing false or misleading information
- fails a right to rent check
- withdraws from a property
- fails to take all reasonable steps to enter into a tenancy agreement and the landlord or agent takes all reasonable steps to do so. You must set out in writing why you are retaining a tenant’s holding deposit within 7 days of deciding not to let to them.

Tenant checkout— checklist reminder

The following is a sample checklist of items to consider leading up to when the tenant vacates. If you have a tenant who gives you correct notice then this may be of help. This could be sent to the tenant a month prior to moving out.

One month before :

- ⇒ Identify and list any tenant repair jobs that need attention
- ⇒ Book tradesmen to carry out any minor tenant repairs / gardening if necessary
- ⇒ If necessary, call the agent for any repairs which the landlord is responsible for.
- ⇒ Book removal van or local van hire company (if needed)
- ⇒ Give notice on any subscription TV service and other similar services.

Two weeks before :

- ⇒ Obtain large cardboard boxes or storage containers ready for packing
- ⇒ Pack away books and clothes ready for move
- ⇒ Start to clear down contents of fridge and freezer
- ⇒ Use up surplus drinks, bottles and cans
- ⇒ Trim shrubs in garden, clear weeds and list remaining gardening jobs

One week before :

- ⇒ Deep clean kitchen, oven, fridge and other white goods. Clean windows.

- ⇒ Deep clean bathroom and toilets. Clear all waste outlets and check that they are free-flowing
- ⇒ Descale taps, shower heads, sinks and WC bowls if necessary.
- ⇒ Drop off unwanted furniture or other large-scale items at shops / recycling centre
- ⇒ Mow grass as necessary and complete garden tidy up
- ⇒ Last refuse and recycling collection. Ensure all recycling is left out ready for collection day.

Day of move :

- ⇒ Final check round and clean

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www.COVERSURE4LANDLORDS.co.uk

Right of access for inspection and viewing

Although the responsibility of the tenant and landlord should be outlined in the tenancy agreement, there may be times where this is subject to change and the landlord may wish to inspect the property. A landlord must be sure that their investment is being cared for properly and if they suspect this is not the case then they may want to look into it.

Over the years there have been many documented cases of tenants severely damaging property and supplied furniture. In extreme cases, some landlords have entered properties only to discover that the tenant on the lease is not actually there and strangers are living in the property instead.

These things are usually hidden from the landlord until the end of the tenancy agreement OR if the tenant abandons their lease and flees the property. If a landlord frequently inspects a property they can protect themselves against breaches in tenancy agreement.

There is, however, no legal entitlement for a landlord to undertake a mid-tenancy inspection so how can they get around this in a way that allows them to remain protected without breaching the rights of the tenant? The Landlord treads a narrow line between making sure that they meet the legal obligations to keep the property in good repair and to ensure that all the services are safe and legal obligations not to disturb the tenant's enjoyment of the property, which after all is the tenant's home. Yes, the Landlord does own the property but has chosen to accept rent

from another person in return for that person using the property as a home.


Having a properly drafted tenancy agreement which includes a term that enables a landlord to carry out inspections of the property periodically will protect the landlord and encourage the tenant to be more reliable.

In the case of an inspection a landlord must give an acceptable notice period (for example, a week) outlining the date and time of the visit. Unannounced visits could be considered harassment so are strongly advised against. The time of the visit should be within normal working hours and should state that, if the time and date are inconvenient, then the tenant must contact the landlord to make alternative arrangements. NB. There is always a chance that the tenant is on holiday or working away from home when you issue the appointment so if they do not answer the door then try issuing another notice.

Good tenants will have nothing to hide and should be most obliging, but be aware of obstructive tenants and issue caution. The Housing Act allows the agent to enter property to carry out necessary repairs only and not for routine inspections. You are, therefore, beholden to the tenant to gain access to the property if you do not wish to be sued. When inspecting the property a walk around it should be enough to discover if furnishings are being cared for and the property is being regularly cleaned.

CONTINUED
ON PAGE 22





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Take the opportunity (if the tenant is there) to ask about any maintenance issues they may have or if breakages have occurred. enquire who they are as they may be illegally subletting and can be evicted. If the tenant is not there and someone else is in their place then politely enquire who they are as they may be illegally subletting and can be evicted.

On the other hand, if tenants report a problem to their landlord, the landlord has the responsibility to repair the problem within a reasonable time. The landlord is responsible for the outside of the property as well as heating, plumbing, water and other appliances. They are required to do everything possible to make the house a safe environment for the tenant.

In extreme cases a tenant may refuse entry, despite having been given Notice, when we have a legal obligation to cover and this is a tricky one. If we arrive with a Gas Engineer and the tenant refuses to let us in we should try to negotiate to come back at another time. If we get cross and tell the tenant that we served 24 hours Notice and that the Engineer is costing us £70 an hour this can be construed as harassment. It is important to stay calm and if the tenant just will not let us in this is what we need to do.

1. Write to confirm to the tenant that we have a legal obligation to carry out and that if he does not allow us to do so we will need to involve the local authorities

2. If the tenant does not give us access following that letter/email we should ask the contractor who called, following

our original 24 hour Notice, to write on his letter head that he called at x time on y date and the tenant would not give him access.

3. Take the contractors letter and a copy of your communications to the tenant to the local Environmental Health Officer and ask him to assist. Often a tenant will grant entry once a local authority calls them

If the tenant still refuses entry you need to go to Court to ask for a Court Order for access.

Communication is the key to a successful landlord/tenant relationship and reporting a problem as early as possible will allow a landlord to act more quickly. Similarly, a landlord should respect a tenant's privacy and only carry out the required checks in order to be assured their property is in safe hands. In return they should get a much better response from their tenant.

Reforming Possession in England

What is the issue?

The Government has now closed its consultation on removing assured shorthold tenancies and ending repossessions via Section 21.

To mitigate the impact of removing Section 21, the consultation is proposing to amend or introduce a number of Section 8 grounds as well as tweaking the court system so it works somewhat faster.

The ELA welcomes any improvements to Section 8 and the court process but the consultation falls some way short of providing landlords with the confidence they can regain possession of their property in legitimate circumstances.

Much of the focus of debate around repossessions has centred on Section 21 being so called 'no-fault eviction.' That is not the case.

All the evidence from our research shows the overwhelming majority of landlords use Section 21 for legitimate purposes, such as tenant rent arrears or anti-social behaviour. They do this because Section 8 is often ineffective.

What is the ELA doing?

The ELA is calling for the retention of Section 21 until private landlords have confidence in any new system. They must be able to swiftly regain possession of their property with certainty.

We have joined a 'Fair Possessions Coalition' with other groups that represent landlords and agents.

Together, we will warn the government of the dangers of removing Section 21 in isolation. If this happens then we risk losing investment in the sector at a time of increasing demand.

Retaining landlord confidence will require a suite of substantial reforms to the possession process. This includes a new housing court with much faster bailiffs, greatly enhanced grounds for possession, and fiscal and welfare reform to ensure private landlords can confidently rent to more vulnerable tenants.

Until all of this has been achieved the ELA believes Section 21 should be retained. Only when landlords have confidence in the new possession will they continue to invest in the sector.

The advertisement features a blue-tinted background image of a residential building. At the top, the John Howard Property logo is displayed, consisting of the letters 'jh' in a stylized font with 'PROPERTY' written in smaller letters below it. The main headline 'Are you a Landlord?' is written in large, white, sans-serif font. Below this, the text 'Get guaranteed rent for 3 - 5 Years' is written in a smaller, blue, sans-serif font. Further down, two bullet points are listed in bold, black, sans-serif font: 'No worrying about tenants' and 'No worrying about boilers'. At the bottom, a dark blue horizontal bar contains the text 'Call John Howard Property on 01702 419 847' in white, sans-serif font.

jh
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No worrying about tenants
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Call John Howard Property
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Great Yarmouth Selective Licensing compliance advice

Homesafe are providing Selective Licensing support for Great Yarmouth Borough Council. A key element of the Selective Licensing scheme is that properties receive 3 compliance checks during the 5-year scheme and these are currently scheduled to be conducted in years 1, 2 and 4. It may be useful to share Homesafes' previous experiences with you. We have listed below some common issues that have arisen.

• Licence condition 3 and a mandatory condition required by schedule 4 of the Housing Act 2004

The Licence Holder must ensure that a smoke alarm is installed on each storey of the house on which there is a room used wholly or partly as living accommodation, and to keep each such alarm in proper working order, and to supply to the Council, on demand, with a declaration by him as to the condition and positioning of such alarms. For the purposes of this condition, a bathroom or lavatory is to be treated as a room used as living accommodation.

Please note as guidance and best practice that other areas have further specified that the **smoke alarm** is not part of a fire alarm system and complies with BS EN 14604, is accessible to check and in full working order that is either hard wired (mandatory for properties identified as a HMO) or fitted with a 10 year lithium battery, in a sealed unit, installed on each floor and centrally located and the tenant has the necessary information as to how to test the alarm(s) installed.

• Licence condition 6 and a mandatory

condition required by schedule 4 of the Housing Act 2004

The Licence Holder must ensure that a carbon monoxide alarm is installed in any room in the house which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; to keep any such alarm in proper working order; and to supply the council, on demand, with a declaration by him as to the condition and positioning of any such alarm. Please note, as per Home Safe's General Code of Practice, the requirement for a working carbon monoxide alarm also extends to where gas is supplied to the property in line with the above condition.

• Licence condition 10 iv b

Reasonable steps are taken to protect occupiers from injury especially in relation to any window sill that is at floor level – ensuring that bars or other such safeguards are fitted as necessary to protect occupants from falling. Please note: We recommend that safety catches/opening restrictors are fitted and working to all first floor, and above, windows.

• Licence condition 16 – Refuse and Waste

A waste management sign/calendar has been fitted to the inside of any kitchen cupboard door. PLEASE NOTE: A written notice detailing the necessary information to comply with this licence condition can be provided free of charge on request from the Council and is available in several different languages.

• Licence condition 19 – Absence

The Licence Holder must have in place suitable emergency and other management arrangements in the event of their absence. The name and contact details of the Licence Holder and/or manager must be supplied to each occupier and must also be on display in a

prominent place in the house.

Consistent with the Housing Health and Safety Rating System (known as HHSRS) the property compliance checks will grade any risks of a hazard to health as either High, Medium or Low risk. As part of your Terms and Conditions of membership of Home Safe this will require a Plan of Action as to how the risk of a hazard will be

satisfactorily removed within a reasonable time and be agreed with your Membership Consultant. Addressing, where necessary, the common issues Homesafe are finding, as suggested above, will result in a significant saving of your time in doing this following a compliance check (where found) by removing the need and time for supplying agreeable Plans of Action.

Crossword answers from pages 10 & 11

Across

1 rent	5 thermocouple	8 clause	9 debit	10 green
12 acre	13 backstop	15 cunard	18 inventory	19 essex
22 bedsit	24 tied	25 diary		

Down

2 notice	3 norfolk	4 deportee	6 covenant	7 quiet
10 grounds	11 lead	14 south	16 grant	17 deposit
20 deed	21 jeddah	23 ipad		



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