

## Useful Contacts:

Housing Benefit: 01354 654321 Email: [benefits@fenland.gov.uk](mailto:benefits@fenland.gov.uk)

Citizens Advice Bureau:(for general advice) 01945 464367

## Websites:

Fenland District Council: [www.fenland.gov.uk](http://www.fenland.gov.uk)  
Government Services & Information [www.gov.uk/browse/housing](http://www.gov.uk/browse/housing)  
Citizens Advice Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

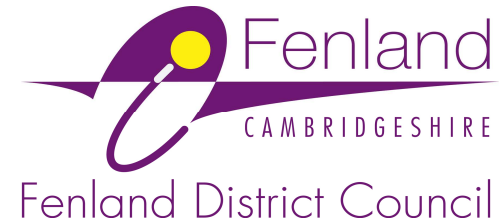
**For further information contact**

**Housing Options Team  
01354 654321**

**Documents prepared by Fenland District Council are  
available in**

**Community Languages, Large Print, Moon Braille, Audio Cas-  
sette and Electronic format upon request.**

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# HOW TO DEAL WITH PROBLEM TENANTS



**For further information contact:**

Housing Options Team  
Fenland District Council  
Fenland Hall  
March  
Cambridgeshire  
PE15 8NQ  
Telephone 01354 654321

**Email: [housingadvice@fenland.gov.uk](mailto:housingadvice@fenland.gov.uk)**

## Be Professional

- An important general rule for all dealings with your tenants is to be consistently courteous and professional—even if they do not behave the same way. This is your business and you should treat it as such.

## Be Aware

- Visit your rental property occasionally. Remember to give at least 24 hours notice to your tenants in writing before doing so.

## Minimise the possibility for damage

- Consider the living environment you've created in your rental property. You can minimise the possibility of damage by using hard-wearing, durable materials including washable eggshell paint, stain-protected carpet in a dark colour or pattern, good quality vinyl or ceramic tiles and multiple smoke detectors.

## Keep Accurate Records

- Keep a detailed account of any legal or financial transactions with your tenant.
- Issue your tenant a rent card or a receipt when a payment has been made.
- It is important to have a paper trail of any maintenance issues you have dealt with as well as warnings or requests you have issued so that you can refer to them should the need arise in the future.

## Maintain good relations

- Try to gain a relationship of mutual respect from the beginning. If and when repairs on the property are needed, listen to your tenant, respond quickly and fix the problem properly the first time.
- Communicate with your tenant to keep them up to date with any developments. Where ever possible keep a written record of this.

## Get the right insurance

- Protect yourself by ensuring you take out the right policy when you insure your rental property. Key things to think about include buildings insurance, emergency assistance and accidental damage.

## Ideas for resolving issues

- If your tenant fails to pay his or her rent and the rent remains unpaid for 14 days or more you are within your rights to start the process to repossess you're the property. Please seek advice if you are unsure of the correct process to do this. The Housing Options Team at Fenland District Council will give free advice and can look to mediate between you and your tenant. If the issue concerns Housing Benefit payments we can attempt to communicate with other teams within the council to look to resolve matters if at all possible. Please note due to The Data Protection Act we will not be able to share information with you unless your tenant has given written consent for this to happen.

- If your tenant is in receipt of Housing Benefit and is more than 8 weeks (if weekly rent is due) or 2 months (if rent is payable monthly) you can contact the Housing Benefit Team and request that payment is made direct to yourself.

- If you are thinking of issuing a Notice to your tenants please contact the Housing Options Team on 01354 654321 for advice first. We will endeavour to find an alternative way to resolve an issue. If that is not possible we can give free advice on the most suitable type of Notice to issue and the correct information to use within the Notice.

## If in doubt, take advice

Please take advice before you take action with your tenant/s. Conviction of Harassment or illegal Eviction could mean:

- A large fine (currently up to £5000.00) and/or 6 months' imprisonment on summary conviction or an unlimited fine and/or 2 years imprisonment on indictment.