



Problems with your Privately Rented Property?

Our aim is to provide a greater understanding to both landlords and tenants through education, encouragement and support. We will be working in partnership with other agencies and signposting residents to them when further support is required.

At Stoke-on-Trent City Council we are committed to tackling and combating rogue landlords and poor property conditions. No tenant should live in fear of a landlord or put up with disrepair issues that a landlord is not tackling. Legislation exists to protect tenants from landlords who act outside or ignore the law that protects the health, safety and comfort of their tenants. The local authority can take enforcement action against rogue landlords, and where necessary prosecute.

**To report an issue call 01782 232087 or
email privatesectorhousing@stoke.gov.uk**

stoke.gov.uk

HAVE ANY OF THE FOLLOWING HAPPENED TO YOU?

- Repairs you have reported to your landlord or managing agent have not been attended to.
- Unable to contact your landlord.
- Unlawful eviction or harassment.
- Landlords refusing to return your deposit.
- Communication breakdown between you and your landlord.
- Refusal by your landlord to produce certificates e.g. gas safety.
- Is your property a House of Multiple Occupation (shared accommodation) for which you have concerns about how it is being managed?
- If you live in shared accommodation, do you know if it needs a licence and if so is there one on display?
- If your home is in a selective licensing area, is it licensed?
- An empty neighbouring property causing a nuisance?
- Do you have problems with accumulations of rubbish, pest issues or public health nuisances?
- Do you need disabled adaptations to your property?

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WHAT WE CAN DO TO HELP

We will...

- Contact you to arrange an inspection or a meeting.
- Contact your landlord requesting that your property be made safe and free of hazards.
- If required; we will take legal action against your landlord if they fail to attend to the repair.
- Prevent you from being evicted where possible and prevent homelessness.
- Respond to unlicensed properties to ensure the landlord complies with legislation.
- Our empty homes team can work to locate the owner of the empty home to bring it back into use.
- We can direct you to our Landlord Accreditation Scheme. Members of the scheme are good landlords with good property standards.
- Our Housing Adaptations Team can direct you for an assessment of your adaptation needs.