



Housing Licensing

# Landlords guide to dealing with Anti-Social Behaviour

A guide for Landlords and Selective Licence Holders in Sefton for dealing with Anti-Social Behaviour of tenants. This is not a legal document, and should be used for guidance only. Landlords should make use of independent legal advice if required.

# Dealing with Anti-Social Behaviour

## How does Anti-Social Behaviour involve me as a Landlord?

If your tenant's behaviour is causing problems for neighbours or other tenants, then as the landlord of the property, there is an expectation that you will take reasonable steps to deal with these problems. In the most extreme circumstances, the Council has powers to take the property over if you ignore the problems.

If your house is within one of the designated areas for housing licensing in Sefton, then the licence conditions require you to take reasonable and practical steps to prevent or minimise any anti-social behaviour by the occupiers. If you do not take reasonable steps to deal with the problem, then you will be in breach of the licence conditions and this can result in your licence being revoked and you being prosecuted or liable for a civil penalty for breaching licence conditions.

The licence conditions relating to this requirement are:

## Preventing and Reducing Anti-Social Behaviour

The licence holder must take all reasonable and all practicable steps for preventing and dealing with anti-social behaviour and undertake a thorough process of incremental steps to deal with any complaints, which have been made either directly to them, or via the Local Authority or any Police service, regarding their occupiers. For the purposes of these conditions, anti-social behaviour is taken to comprise behaviour by the occupants of the house and/or their visitors, which causes a nuisance or annoyance to other occupants of the house, to lawful visitors to the house or to persons residing in or lawfully visiting the locality of the house.

The licence holder is required to provide an authorised officer of the Local Authority, a Police Officer or Police Community Support Officer, upon request, information regarding the full names and dates of birth of each occupant.



The licence holder will ensure that the occupants of the house are aware of the assistance available to them to deal with anti-social behaviour and how they can report nuisance and anti-social behaviour to the authority. The Council will make such information available to tenants and property owners via its website.

The licence holder will respond to reference requests within a reasonable timescale and provide an honest and accurate reference relating to existing or past tenants.

The licence holder must take steps to terminate the tenancy following advice and recommendation from the Council, should it be found that the property is being used for illegal or immoral use or where there is evidence of persistent and ongoing anti-social behaviour.

However, we recognise that Anti-Social Behaviour can take many forms and is often difficult to deal with whether you are a landlord or anyone else.

## What is Anti-Social Behaviour?

- Untidy/ dirty garden & home
- Noise
- Racism
- Violence
- Vandalism
- Verbal abuse, threatening behaviour
- Drug use & dealing
- Using air rifles
- Graffiti
- Riding vehicles dangerously or illegally
- Harassment of other people
- Failure to control pets
- Dumping rubbish/ fly tipping
- Throwing fireworks
- Rowdy gangs
- Robbery



# How can I Prevent Anti-Social Behaviour taking place?

You should include a clause in the tenancy agreement which makes clear that the tenancy can be ended early where Anti-Social Behaviour is established.

The licence holder for any property within the Additional (HMO) or Selective licensing schemes must ensure that any tenancy agreement granted after the issue of the licence includes the following clause within the tenant's obligations:

**“Nuisance and Anti-social Behaviour:** Not to cause, or allow household members, or visitors to engage in anti-social behaviour, which means any conduct causing or capable of causing a nuisance or annoyance to the landlord, other occupiers, neighbours or people engaging in lawful activity within the locality”.

In the Housing Licensing Areas, before the start of new tenancies, you are required to meet with the tenants to make sure that they understand their responsibilities and obligations, and so that you can provide them with all the information they need about the property.

At this meeting, you must make especially clear to your tenants, the importance of:

- Not allowing anti-social behaviour
- Not causing nuisance or annoyance to neighbours
- Not allowing overcrowding
- Not accumulating rubbish and the importance of disposing their rubbish and recycling properly

You must make sure that your tenants understand that you can end the tenancy if necessary using the proper legal procedures, if the tenants do not meet these obligations.

If the tenant does not speak English well enough to understand this information, you should make sure that someone is present who can act as an interpreter and explain these points well enough for the tenant to understand.



You may wish to introduce yourself to neighbours of the property and let them know that you are the landlord and give them your name and contact details so they can contact you at an early stage should your tenant cause a nuisance.

For further guidance on Anti-social Behaviour, Crime and Policing Act 2014 please download the Home Office guidance:

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/670180/2017-12-13\\_ASB\\_Revised\\_Statutory\\_Guidance\\_V2\\_0.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/670180/2017-12-13_ASB_Revised_Statutory_Guidance_V2_0.pdf)

## **What should I do if I receive a complaint of Anti-Social Behaviour about my tenant?**

First, it is sensible to find out as much as you can before approaching the tenant, for example talk to those affected by the alleged behaviour, or if appropriate liaise closely with any investigating officer from Sefton Council or Merseyside Police. Make notes and details of the incident.

You could encourage the complainant to contact the Council or Police to complain about the behaviour of their neighbours. You should then keep in contact with the investigating officer or department to see how the case is progressing.

### **Verbal Warning**

Speak to your tenants at an early stage. In some cases you will be able to deal with the situation by simply making clear to the tenant that their behaviour is causing problems. You could point out the clause in the tenancy agreement and explain that if this behaviour continues they could be evicted. Keep a record of all conversations. You should take a balanced, measured approach, based on the evidence available.

Alternatively, if you are unable to make contact verbally with your tenant you could consider sending an 'initial contact letter' asking your tenant to contact you to discuss the complaint of anti-social behaviour. (Appendix 1)



## Written Warnings

If reasoning with the tenant does not help, and there is clear evidence of the problems continuing you could consider sending a warning letter to your tenants (Appendix 2). It is important to keep a copy of all correspondence sent, and a record of how and when you sent it.

If this does not have any effect you should consider sending a final warning letter. (Appendix 3)

Warning letters should clearly state:

- What tenancy condition has been breached
- How the occupiers have broken them
- What they should do to prevent further action being taken
- The consequences of continuing to breach the tenancy conditions

## Caution (Appendix 4)

A Caution falls somewhere between a warning letter and a Notice, it is a more formal warning about breach of tenancy conditions, but it is not a legal document.

The Caution should list the previous warnings they have received and specific incidents that have happened which has led them to being in breach of their tenancy conditions. The Caution should only contain factual information, for example:

*“On 1st September 2017 you, (your household members or guests), caused a disturbance to your neighbours by playing loud music between 9.35pm and 12.45am”.*

Cautions should be used in cases where a warning letter does not appear to have worked but you do not feel the case is serious enough to serve a Notice. They should not be used in serious cases where a Notice would be more appropriate.



## Evidence

Even at an early stage of receiving a complaint of anti-social behaviour, it is advisable to keep records of the complaints you receive and to keep any evidence you have of bad behaviour by the tenants. This will help if you have to take the sort of legal action described below. It will also help, if you have kept clear records of having tried to speak to your tenants in a reasonable way, before taking legal action. It is usually advisable to follow up conversations or attempts to contact the tenant, by emailing or writing as well, so that there is a clear record of your attempts to resolve things.

## Options other than getting the tenant to leave

Before thinking of applying to the Court for possession, you could consider whether there are any other ways of handling the problems that the tenants are causing:

- If there is conflict or disagreement between neighbours, Neighbourhoods Justice Panels can help neighbours work out mutually acceptable solutions. They can be contacted on 0151 934 4910 or their e-mail address is [ASBEnquiries@sefton.gov.uk](mailto:ASBEnquiries@sefton.gov.uk) .
- Sometimes problems happen because the occupier cannot cope in the accommodation without support. If so, it can help to put them in contact with someone who could provide support and help. This sort of help for the occupier can have very positive benefits for you as a landlord. It can help the occupier with practical problems in looking after the property, such as paying bills and getting Benefits. Also, it can encourage a responsible approach from the occupier. One such support organisation is the Citizens Advice Bureau, contactable on 03444 111 444.
- Where a tenant appears to be having severe difficulties coping, perhaps because of mental health problems, or where there are concerns about the young or elderly, it might be appropriate for Social Services to be involved. Contact the Sefton council one stop shop on 0345 140 0845.



- Where the anti-social behaviour of a tenant is creating problems in the wider community, and you have been unable to resolve these problems yourself, there may be broader powers which can be used e.g. Anti- Social Behaviour legislation. Problems can be reported to Sefton Council either by phone on 0345 140 0845 or via the web site [www.sefton.gov.uk/asb](http://www.sefton.gov.uk/asb) .
- You should also inform the **Police** if you think the tenant's behaviour or any of their actions might amount to a criminal offence(s).
- There may be some extreme cases, where the tenant is very disruptive or violent. If they might be a danger to others, you can consider asking the Court for an injunction against them. An **injunction** could, for instance, stop the tenant returning to the premises for a period of time or prevent them from behaving in a dangerous or threatening way. To get an injunction you will need to take further legal advice.

## Ending the tenancy

If all else fails, you may need to consider taking action to get your tenants to leave by serving them with a Notice and applying to Court for a Possession Order.

There are two types of notices you could serve your tenants:

### Section 21 Notice

This is the sort of Notice you can use in any situation where you want a tenant to leave. You cannot use this kind of Notice if the property is in one of the licensing area unless either there is a licence in place or a valid application has been received by the Council.

With a 'Section 21 Notice' you do not have to prove anything, or show any evidence of the tenant having caused any problems.





## Notice Seeking Possession ('Section 8' Notice)

You can serve a Notice Seeking Possession using a special form which should contain all of the legal information. It should include the full text of grounds on which you are basing your notice. In the case of anti-social behaviour, Grounds 12 and 14 are the most likely to apply but if you think that more Grounds apply, you should state them all. It is likely that you will need to copy or cut and paste the text of these Grounds onto a separate sheet or appendix. The full list of all grounds is attached (Appendix 5).

You need to provide details of the tenant behaviour that is causing the problem. Again you will probably need a separate sheet. You should describe the behaviour, its effect on others and the approximate dates or time period when the behaviour has taken place. At this stage, you would not need to provide any witness statements or names of the people who have complained.

## Which Notice to give?

There is nothing to stop you giving both kinds of Notice which means that you can keep your options open if you have to think about applying to Court for a Possession Order.

Remember that if the tenancy contract still has quite a few months to run, a section 21 Notice is unlikely to give you a chance of getting the tenants to leave within a reasonable timescale. Also, the Notice Seeking Possession enables you to apply to court straight away instead of having to wait for at least two months.

However, the Section 21 procedure, unlike the Section 8 / Notice Seeking Possession procedure, provides you with a definite outcome so long as you have followed the procedure correctly. Also, the Court procedure which follows a Section 21 Notice is more straight forward.



## Applying to Court

If you do need to take the next step of applying to court to get the tenant to leave, the law recognises that these claims for possession need to be considered urgently, and, if you have given a Notice Seeking Possession, you can to apply to Court for possession as soon as you have served the Notice. You have to pay a fee when you apply to Court, but if you are successful, you can ask the court to make the tenant pay this back to you in ‘costs’ (bear in mind though, that the tenant will only be required to reimburse you at a rate they can afford).

## Applying to Court - Section 21

The procedure you use depends on what sort of Notice you have given. If you are applying to Court following a Section 21 Notice, then, you can use the Accelerated Possession Procedure. You do this using court form number N5B.

Further information on the accelerated possession procedure and Form N5B can be found on Her Majesty’s Courts and Tribunals Service website:

**[www.justice.gov.uk/about/hmcts](http://www.justice.gov.uk/about/hmcts)**. This procedure is quicker than other applications to Court in that, so long as you have followed the right procedure, there may not be a need for a Court hearing.

## Applying to Court - Section 8

If you are applying for possession because you have given a Notice Seeking Possession (Section 8), you can use court form N5, which can also be found on Her Majesty’s Courts and Tribunals Service website: **[www.justice.gov.uk/about/hmcts](http://www.justice.gov.uk/about/hmcts)**.

Alternatively, you can use the **Possession Claim On-Line service** (PCOL) if you are seeking possession of the property together with any rent arrears.

PCOL allows you to access court forms online to make, issue, view and progress a possession claim electronically. For further information see:

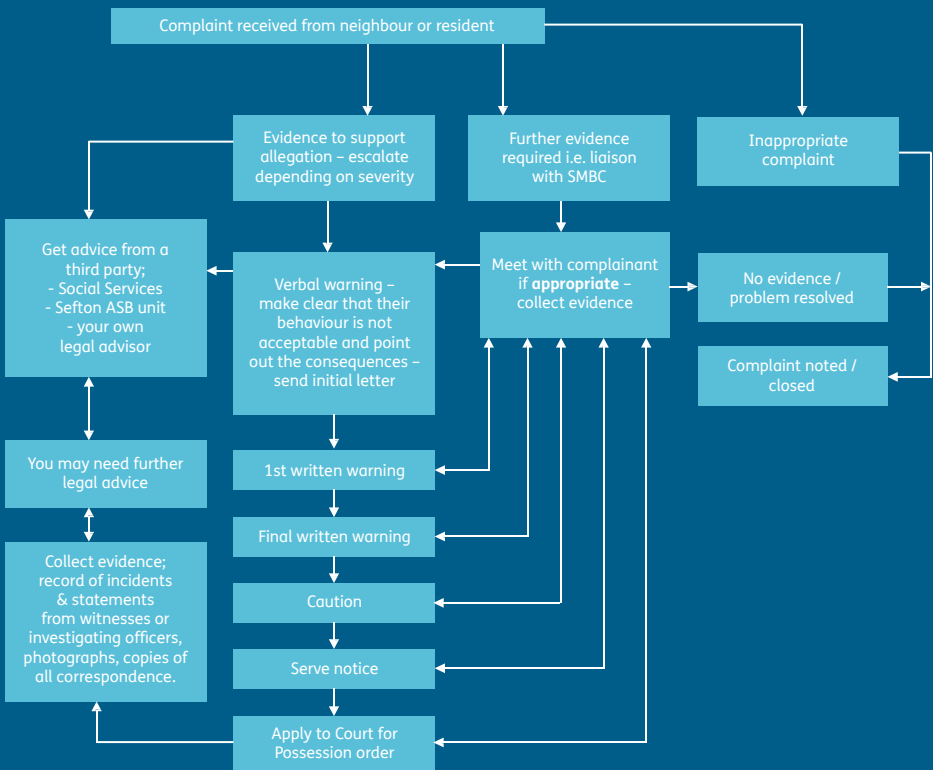
**[www.possessionclaim.gov.uk/pcol](http://www.possessionclaim.gov.uk/pcol)**



You cannot use the **Possession Claims On-line (PCOL)** service if you are seeking possession under Section 21 or if you are using the accelerated possession procedure.

For a Court to grant possession, the judge would have to be satisfied that there was enough evidence against the tenant, and that their behaviour is serious enough, to make it reasonable for them to have to leave their home. Getting this sort of evidence is not straight forward and the Court procedure using Section 8 is not very straight forward. You may therefore, need to get specialist legal advice before beginning any Court action using this procedure.

## Summary of Process



# Appendix 1 – Example Initial Contact Letter

Name & Address of Landlord

Name & Address of Occupier

Date

Dear

**Re: Anti-Social Behaviour / Nuisance**

I/we have received complaints of anti-social behaviour regarding this address.

I would like to discuss this with you. As a landlord(s) I/we take seriously all complaints of anti-social behaviour and will investigate the complaints until I am satisfied that there are no further problems.

Please be assured that I am keen to hear your account of things also before deciding what further action to take.

Please therefore contact me/us on (tel number) to discuss this further.

Yours sincerely

Landlord



# Appendix 2 – Example 1st Warning Letter

Name & Address of Landlord

Name & Address of Occupier

Date

Dear

**Re: Anti-Social Behaviour / Nuisance**

I/we have received complaints that your behaviour is causing harassment, alarm and/or distress to others or is a nuisance and annoyance to others.

It is alleged that or It was reported that ..... (details of the allegation/ incident that has taken place) took place on (date) at (time) at (location).

This kind of behaviour breaks your tenancy conditions and would be a breach of the following conditions; (List tenancy conditions which have been breached)

I/we hope that having received this letter you understand that your behaviour is causing distress to other people and you will stop such activities in future.

I/We will continue to monitor the situation and should I/we receive further complaints, I/we may consider taking legal action against you, such as applying for possession of your home.

If you would like to discuss this further with me/us, please do not hesitate to contact me/us on (tel number)

Yours sincerely

Landlord



# Appendix 3 – Example Final Warning Letter

Name & Address of Landlord

Name & Address of Occupier

Date

Dear

**Re: Anti-Social Behaviour / Nuisance**

Despite previous warnings on (Date) we have received further complaints/information that you have continued to behave in an anti-social manner.

It is alleged that or It was reported that ..... (details of the allegation/ incident that has taken place) took place on (date) at (time) at (location).

This kind of behaviour breaks your tenancy conditions and would be a breach of the following conditions; (List tenancy conditions which have been breached)

I/we hope that having received this letter you understand that your behaviour causes harassment, alarm or distress to other people and I/we expect you to stop this behaviour immediately.

Please take this as a final warning that your behaviour is being monitored and should we receive further complaints we will consider starting legal action against you, and apply for possession of your home.

You should also be aware that if you lose your home because of anti-social behaviour, then this is likely to affect any right you may have to be rehoused by the Council and or any Social Housing providers.

If you would like to discuss this further with me/us, please do not hesitate to contact me/us on (tel number).

Yours sincerely

Landlord



## Appendix 4 – Example Caution

### CAUTION FOR BREACH OF TENANCY CONDITIONS

Name of Tenant:

Address:

As a tenant of (insert landlord name(s)) you signed a tenancy agreement with us/me. You have an obligation to abide by these conditions. If you break the conditions you may lose your home.

Despite warning you previously;

by

by

by

I/We believe that you are continuing to breach the conditions of your tenancy.

#### THE CONDITION(S) BREACHED ARE:

(Insert the relevant conditions)

#### Details of Alleged Breach(es)

It is alleged that:

- 1.
- 2.
- 3.

This is a formal warning to notify you that unless the breach(es) stop. I/we (insert landlord(s) name) may commence legal proceedings against you.

Signed: (landlord)

Date:



# Appendix 5 – Grounds for Possession

## Grounds for possession - Assured Shorthold Tenancies and non- shorthold Assured Tenancies

The full texts of the more commonly used grounds are reproduced below. You need to quote the full text in a Notice Seeking Possession.

### The ‘Mandatory’ Grounds for Possession are:

The most common useful ‘mandatory ground’ is

#### Ground 8 - Rent Arrears

Both at the date of the service of the notice under section 8 of this Act relating to the proceedings for possession and at the date of the hearing-

- a. if rent is payable weekly or fortnightly, at least [eight weeks’] rent is unpaid;
- b. if rent is payable monthly, at least [two months’] rent is unpaid;
- c. if rent is payable quarterly, at least one quarter’s rent is more than three months in arrears; and
- d. if rent is payable yearly, at least three months’ rent is more than three months in arrears; and for the purpose of this ground “rent” means rent lawfully due from the tenant.

The most usual useful ‘Discretionary Grounds’ are:

#### Ground 10 - Rent Arrears

Some rent lawfully due from the tenant-

- a. is unpaid on the date on which the proceedings for possession are begun; and
- b. except where subsection (1)(b) of Section 8 of this Act applies, was in arrears at the date of the service of the notice under that section relating to those proceedings.



## Ground 11 - Rent Arrears

Whether or not any rent is in arrears on the date on which proceedings for possession are begun, the tenant has persistently delayed paying rent which has become lawfully due.

## Ground 12 - Tenant has broken a term of the Tenancy Agreement

Any obligations of the tenancy (other than one related to the payment of rent) has been broken or not performed.

## Ground 13 – Damage to the Premises

The full text is:

The condition of the dwelling house or any of the common parts has deteriorated owing to acts of waste by, or the neglect or default of, the tenant or any other person residing in the dwelling house and, in the case of an act of waste by, or the neglect or default of, a person lodging with the tenant or a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

For the purpose of this ground, “common parts” means any part of a building comprising the dwelling house and any other premises which the tenant is entitled under the terms of the tenancy to use in common with the occupiers of other dwelling house in which the landlord has an estate or interest.

## Ground 14 - Nuisance

The tenant or a person residing in or visiting the dwelling house-

- a. has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or  
has been guilty of conduct causing or likely to cause a nuisance or annoyance to the landlord of the dwelling- house, or a person employed (whether or not by the landlord) in connection with the exercise of the landlord’s housing management functions or
- b. has been convicted of-
  - using the dwelling house or allowing it to be used for immoral or illegal purposes, or
  - an arrest able offence committed in, or in the locality of, the dwelling house.



## Ground 14

The tenant or an adult residing in the dwelling-house has been convicted of an indictable offence which took place during, and at the scene of, a riot in the United Kingdom. In this Ground-

“adult” means a person aged 18 or over;

“indictable offence” does not include an offence that is triable only summarily by virtue of section 22 of the Magistrates’ Courts Act 1980 (either way offences where value involved is small);

“riot” is to be construed in accordance with section 1 of the Public Order Act 1986. that is directly or indirectly related to or affects those functions,”

## Ground 15 - **Condition of furniture**

The full text is:

The condition of any furniture provided for use under the tenancy has, in the opinion of the court, deteriorated owing to ill-treatment by the tenant or any other person residing in the dwelling house and, in the case of ill-treatment by a person lodging with the tenant or by a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

## Ground 17 - **False statements by tenant**

The full text is:

The tenant is the person, or one of the persons, to whom the tenancy was granted and the landlord was induced to grant the tenancy by a false statement made knowingly or recklessly by-

- a. the tenant, or
- b. a person acting at the tenant’s instigation.



## Contact

**Email:**

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**Telephone:**

0345 140 0845

