

# Making a Complaint, what happens next?

Your complaint will be logged by Leeds City Council Health and Environmental Action Services and we will aim to respond to you within 5 working days.

The authority does not have to inspect every property but will if there is a reason to do so. A decision to inspect will be made after considering the following:

- If the complaint is about poor conditions
- How hazardous the conditions seem
- If your landlord has been given the opportunity to rectify any problems
- If the property is a high risk

You will be kept informed of progress at appropriate intervals depending on the extent of the action required.

Following an inspection, officers will advise you on the course of action the council will take.

Where Emergency Remedial Action is to be taken, or an Improvement Notice or Prohibition Order is to be served, we will provide you with details. Works may not be carried out immediately. Officers will ensure any remedial work is undertaken to a satisfactory standard.

If it is considered that an inspection is not appropriate we will bring your concerns to the attention of your landlord.

## If you do not speak English ...

إن أردتم هذه المعلومات باللغة العربية : برجاء الاتصال بالهاتف على الرقم أدناه:

Nese e doni kete informacion ne Shqip, ju lutemi telefononi ne numrin e meposhtem:

আপনি যদি এই তথ্যটি বাংলায় চান, তাহলে নিচের নম্বরে টেলিফোন করুন :

如果您想要這條信息的華語版,請撥叫以下電話號碼:

اگر شما این اطلاعات را به زبان فارسی میخواهید, لطفاً با شماره زیر تماس حاصل نمایید:

Si vous désirez recevoir ces informations en français, téléphonez au numéro ci-dessous :

જો તમને આ માહિતી ગુજરાતીમાં જોઈતી હોય તો, મહેરબાની કરીને નીચેના નંબર પર ફોન કરો:

यदि आप यह जानकारी हिन्दी में चाहते हैं तो, कृपया नीचे दिए नम्बर पर फोन करें :

گەر ئەم زانیاریە بە کوردی سۆزانی دەخوازیت تکایە تەلهفون بکە بۆ ژمارە:

Jeśli chcesz Państwo otrzymać tę informację po polsku, prosimy zadzwonić pod poniższy numer telefonu:

Se desejar obter esta informação em Português, por favor ligue para o telefone abaixo indicado:

नेवत जुर्मी एच न्नाख्वाती पंजाबी द्विच लैछा चार्हुटे वे उं  
द्विपा वरवे एच न्घर उे देठ वरते:

Nếu bạn cần thông tin này bằng tiếng Việt, xin gọi cho số điện thoại sau :

اگر آپ کو معلومات اردو میں چاہئے ہوں تو براہ کرم میری نمبر 0113 222 4444 پر کال کریں

**This information is available in Large Print,  
Braille, on Audio Tape or Computer Disk.**

## CONTACT US

**Leeds City Council  
Health and  
Environmental Action Services  
Millshaw Park Way  
Leeds  
LS11 0LS  
Tel: 0113 222 4406  
E-Mail: env.health@leeds.gov.uk**



Reporting hazards  
in Private Rented  
Accommodation



Reporting hazards  
in your home

This leaflet provides general advice on reporting hazards and subsequent actions for anyone living in private rented accommodation.

# Hazards in your home

The Housing Act 2004 details 29 hazards that can be assessed in your property and covers items that are related to some of the following:

- Damp and Mould
- Excess Heat/Cold
- Falls
- Fire safety
- Electrical safety
- Crowding and Space
- Food safety
- Hygiene



Local authorities may at some time consider it appropriate to carry out an inspection on a property and where appropriate enforce action relating to hazards that are found.

Hazards are given a score based on the likelihood of them happening and the possible health risks associated if they happen.

The scores will determine the course of action needed depending on the severity of the hazard(s).

## ACTIONS THE COUNCIL CAN TAKE

There are a number of enforcement options available to the council which are briefly outlined below:

**An advisory letter** - a letter sent to your landlord detailing any hazards in the property.

**A hazard awareness notice** - a notice specifying any hazard(s) and the action(s) considered appropriate to deal with them. The council do not have to take further action and your landlord cannot appeal against the notice.

**Improvement Notices** - a notice served to your landlord

asking that they remove, or reduce identified hazards to an acceptable level. There is a 21 day right of appeal against the notice. The notice must detail the hazards, the remedial action and the time allowed for compliance. Works cannot be required to start less than 28 days from the date the notice is served. The notice may be suspended and may have to be acted upon when for example the occupancy changes.

**Prohibition Orders** - the prohibition order may be used to prevent the use of all or part of the house or the occupation of the house by particular numbers or descriptions of people. The order becomes into effect 28 days after it is made unless subject to an appeal. An appeal must be submitted to a Residential Property Tribunal within 28 days from the date of the order. The Order may be suspended only to deal with future occupation.

**Emergency Measures** - in the case of severe hazards (where there is an imminent risk of serious harm or danger to health and safety) the authority may take Emergency Action. This may be by an Emergency Prohibition Order on all or part of the premises or by Emergency Remedial Action but the authority may need to obtain a warrant to enter the premises. There are appeal rights but the appeal does not prevent the actions being taken.

## THE COUNCIL THEN CHOOSE THE BEST COURSE OF ACTION

There are a range of considerations when determining the most appropriate course of action. The council will take account of the following:

- The seriousness of the hazard(s)
- The quality of the property management
- Knowledge of the landlords performance
- Nature of the occupancy i.e. single (family) or multiple occupancy (shared houses)
- The views of the tenants and the landlord
- Area renewal strategies
- The cost of the works

**Enforcement actions** - any enforcement action to reduce a hazard must be reasonable. Cost effectiveness and the amount of expenditure involved will also be considered. The extent of any works required should ensure hazards do not recur in a reasonable period of time, such as 12 months.

## FURTHER ADVICE

For further advice about standards in private rented accommodation or to arrange a property inspection, please telephone **Health and Environmental Action Services 0113 222 4406** or E-mail [env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

For legal advice about tenancy agreements or if you are experiencing difficulties with your landlord, please telephone **Housing Options on 0113 222 4412** E-mail [housing.options@leeds.gov.uk](mailto:housing.options@leeds.gov.uk)

For further advice on licensable HMOs contact **Houses in Multiple Occupation 0113 2476248**

For information on furniture fire safety contact **West Yorkshire Trading Standards 08454 040506**