

Duty officer

As our team is still working from home, duty officers use mobile phones to speak to the public. However, you can still use 01225 396444 to contact us and your call will be transferred to the duty officer. You can also call directly, the numbers for duty officers can be found [HERE](#).

Coronavirus (COVID-19) Guidance for Landlords and Tenants



Ministry of Housing,
Communities &
Local Government

During the lockdowns, landlords need to ensure that properties are kept in good repair and free from hazards. Landlords should take account of government guidance on working safely in people's homes when resuming repair and maintenance services in properties occupied by tenants. The National Guidance advising about repairs, maintenance and health and safety or the requirement to give 6 months' notice to quit to tenants is available [HERE](#)

Our Website

The best way to find all information about HMOs is to visit: www.bathnes.gov.uk/hmos

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

We still receiving emails asking about the new regulations. Please read the [Guide for Landlords](#), for more information.

In general, to comply with regulations, **when requested** you need to provide a current satisfactory Domestic Electrical Installation Condition Report (EICR). Otherwise we would expect to receive an unsatisfactory report and evidence that works highlighted in the report have been completed. We do not accept Electrical Installation Certificate (EIC) unless it shows a complete rewire has been carried out. We would also not accept an email confirming works being completed; it would need to be a certificate or a report signed by a registered electrician.

Students moving out campaign

The Student Community Partnership – a joint venture between the University of Bath and Bath Spa University and their respective Students' Unions, and Bath & North East Somerset Council – is working with the Council's Waste Services Team to put on twice-weekly rubbish and recycling collections, starting on Friday 8 June until the end of the month. For more details visit [HERE](#)

To apply for a new licence or renewal, visit:
www.bathnes.gov.uk/hmoapp

For more information about standards and other useful links, visit:
www.bathnes.gov.uk/hmos

Community wardens in student populated areas

The council, University of Bath and Bath Spa University employed two community wardens whose main responsibilities are to patrol the wards where large numbers of students live and deal with any issues caused by students. They would speak to students explaining needs to recycle, keep the gardens in good order and contact them if an anti-social complaint has been received. We would like to remind landlords and agents that the licence holders are responsible for instructing tenants keeping the appearance of the property in good order (including keeping the bin area tidy), on behaviour and respect to residents.

Energy efficiency grants



A reminder that the Energy Efficiency Grant is now available for properties with D rated EPC. If eligible, landlords would need to contribute only 1/3 of the grant cost. Visit: www.energyathome.org.uk or call us on 01225 396444 for additional information.

Housing Ombudsman: damp and mould scheme

The Housing Ombudsman is calling for evidence from member landlords and their residents to support a thematic investigation looking at damp and mould. It will enable them to make recommendations and share best practice across the sector - helping landlords develop their policies and procedures with a view to improving the experience of all residents.

It follows the publication of the Housing Ombudsman's new systemic framework which sets out how they will look beyond individual disputes to identify key issues that impact on residents and landlords' services.

An initial review of our case data identified a high rate of maladministration on cases that feature damp and mould at 55% of the 112 cases in their formal remit over the last two years.

Compensation is also high with a total of **£68,000** ordered in the same period, indicating a significant impact on residents in some cases.

Full details are set out on their [website](#) which includes a link to submit evidence. The closing date is **Friday 4 June 2021**.