



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Private Sector Housing Landlord & Tenant Support Package

May 2022



Tenant Landlord Co-Ordinator (TLC)

TLC officer to manage the phone line and new dedicated email address for both tenant and landlord if they are experiencing issues linked to private renting. The TLC to provide the advice where general and to refer the client to the most relevant service where a specialist subject. The TLC will hold the case until the client has had a response and will refer the client to the most relevant service for support which may include:

- Private Sector Housing for advice and support on: HMO's, HMO Applications, Tenant Damage, Fire Safety Advice, Advice on statutory requirements relating to the property standard, Tenants not allowing access to carry out the repairs.
- Housing Solutions for advice and support on: Harrassment and illegal evictions, Notices from both the tenants and landlords perspective, court papers, possession and warrants, Tenancy agreements, Licence agreements, right to rent checks, tenant fees act, rent increases and arrears, rent accounts, negotiation of payment arrangement, deposits and disputes, inventories, ending a tenancy and gaining access, abandonment, squatters.
- Housing Specialist Support Commissioning to provide advice on property requirements to encourage landlords to provide gaps in the market.
- ASB Team – referring to the existing team to take control
- Benefits – referring to DWP or Housing Benefits to the existing team to take control.

The TLC post to monitor the case until the client has had a response where the service is reliant on support from the overall Housing Teams. The TLC would also offer initial basic mediation service to support both the landlord and tenant.

Landlord/Tenant Support Website:

A website dedicated to those linked to private renting with initial self-help information to include a range of elements including:

- Links to relevant documents such as correct notices
- Example rent accounts
- How to rent guide
- What a tenant should check before renting
- What a tenants responsibility is
- What a landlords responsibility is
- Example tenancy agreements
- Repair responsibilities
- Damp and Mould advice
- HHSRS
- Links to Benefits websites
- Affordable Warmth
- Empty Properties
- Report a Rogue Landlord (what is a rogue)

Additional Support for Landlords

Training Course for Landlords covering (for a small fee):

- HHSRS
- HMOs
- Fire Safety in HMOs
- HMO Management Regs
- Tenancy Issues

HMO licence discount package

- 10% discount for the submission of a full and valid application
- Discount for landlords who provide accommodation for the Council
 - Rolling discount programme
 - Entire property will result in a 100% discount

CPN

For low culpability and low harm first offences – we will offer the opportunity to landlords who accept guilt at PACE/IUC stage, to attend our training course (for a small fee) in place of receiving a civil penalty.