

## HARASSMENT/BREACHES OF TENANCY

Any of the above breaches of tenancy or allegations of harassment must be put in writing to the Student Support Services Manager and it will be treated as a complaint.

- All parties will be invited to meet with the Student Support Services Manager.
- The Student Support Services Manager will take the decision whether to uphold the complaint. If a complaint is upheld, the landlord will be suspended from advertising any property with Home Run.
  
- Once a decision has been reached all parties will be written to and made aware of any outcomes.
- Regardless of whether a tenant is willing to make a formal complaint the Advice Workers will keep a register of complaints against landlords including a list of landlords who are reluctant to return deposits. If there is a series of complaints the Student Support Services Manager can use her discretion to cease advertising vacant properties of particular landlords until further notice.

## SUSPENSION

If the Student Support Services Manager decides to suspend a landlord Home Run is then notified. The landlord is then informed of the suspension in writing. The landlord will also be notified as to why the decision has been taken and advised of his/her right of appeal via the Management Committee.

A student who is not happy with a decision not to suspend a landlord has similar recourse to the Management Committee.

The Student Union Advice Centre will present its' case in writing to the Management Committee. The Landlord will be able to present his/her case in writing to the Management Committee.

Any decision taken by the Management Committee to suspend, reinstate or permanently remove landlords cannot be appealed.

Temporary suspensions will last until works are carried out or the matter rectified.



Home Run - The Housing Bureau

Union of UEA Students, Union House,  
University of East Anglia, Norwich. NR4 7HT  
Telephone: 01603 592505 Fax: 01603 593281  
Email: [advicecentre@uea.ac.uk](mailto:advicecentre@uea.ac.uk)



Web address: <http://www.ueastudent.com/advice/housing>

*Helping students to find safe fairly-priced accommodation with responsible landlords*

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## HOME RUN COMPLAINTS AND SUSPENSION PROCEDURE

We aim to provide an efficient and responsive service to both student and landlord, though our primary focus is to ensure that students are provided with safe, affordable, good quality accommodation.

This Complaints and Suspension document is a mechanism to ensure that complaints about Home Run landlords are dealt with fairly and quickly.

A complaint can be initiated in different ways:

- A student can make a complaint to the Student Support Services Manager.
- An Advice Worker can refer a case to the Student Support Services Manager.
- The Student Support Services Manager can initiate a complaint if there is a catalogue of events raised by students or if a serious breach of the Minimum Standards occurs.
  
- ❖ Any complaint made to Home Run about a landlord needs to be received in writing.
- ❖ The Student Support Services Manager will write to the landlord advising them that a complaint has been made against them, providing them with details of the nature of the complaint.
  
- ❖ The landlord will be given 14 days (from the date of the letter) to respond to the letter. If the landlord does not respond to the letter, the landlord will be suspended from advertising any property with Home Run until contact is made with the Student Support Services Manager.

- ❖ The landlord will have the opportunity to meet with the Student Support Services Manager to put their case.

**Below are listed some of the most common issues that, if not attended to, may lead to suspension:**

### REPAIRS

#### **Priority One – Emergency repairs**

Any repairs required in order to avoid danger to health, risk to the safety of residents or serious damage to building or residents' belongings must be attended to **within 24 hours of report of defect (gas leaks, major electrical faults).**

#### **Priority Two – Urgent Repairs**

Repairs or defects which materially affect the comfort or convenience of residents **within 3 working days of fault being reported (complete breakdown of heat and hot water systems).**

#### **Priority Three – Non urgent day to day repairs**

Repairs affecting the structure and services but not regarded as prejudicial to the safety, health or security of the tenants or structure of the building **within 7 working days of reporting (direct water penetration, kitchen appliances breaking down).**

#### **Priority Four – Day to Day repairs**

Other reported repairs which do not fall into the above categories and do not prevent the reasonable occupation of the premises **within 28 days (furniture repair, re-tiling).**

Where a dispute occurs between the landlord and the tenants as to when a repair was reported, the **accepted date** shall be the date when it was reported **in writing to the landlord.**

**Landlords who do not comply with the above timetable schedule where reasonably possible will have all properties removed from the Home Run list. We recognise that certain repairs will not be rectified within the specified time, but within those deadlines, if required, the**

**landlord must be able to provide evidence that parts have been ordered/contractors notified.**

### DEPOSIT DISPUTES

**For deposits taken on or after 6<sup>th</sup> April 2007:**

**Damage deposits (if taken) must be protected under the Housing Act (2004).**

Landlords have 14 days after tenants sign a Tenancy Agreement **AND** pay a deposit to register the deposit with one of the three Tenancy Deposit Protection Schemes.

At the end of a tenancy landlords must refer to the appropriate Tenancy Deposit Protection Scheme rules regarding the return of deposits.

**For deposits taken on or before 5<sup>th</sup> April 2007:**

Deposits cannot be used whilst the tenant is in occupation – costs to cover any damage must in these circumstances be invoiced to the tenant.

1. If it comes to the attention of the Student Support Services Manager that a tenant has been asked to top up their deposit the landlord will immediately be contacted by the Student Support Services Manager. If the landlord persists with this course of action the Student Support Services Manager can suspend all the landlords' property from the list until the matter is dealt with satisfactorily.
  - Deposits should be returned within 14 days of the end of a tenancy.
  - If a landlord wishes to make any deductions amounts and details should be sent in writing to the tenant(s) within 14 days. This should include copies of receipts.
  - If an Advice Worker gets involved regarding a deposit dispute and writes to the landlord (to gather all details of the case) a further 14 days can pass to try and resolve the dispute satisfactorily.
2. The tenant may lodge a complaint if a deposit is still not returned beyond this date.