

Fact Sheet

Landlord Harassment

If you are experiencing landlord harassment it is important to take steps before considering leaving your current home.

Coed Pella,
Conway Road,
Colwyn Bay.
LL29 7AZ
0300 1240050



What is Landlord harassment?

Harassment is any behaviour that is seen as offensive or which is intended to disturb or upset you. Harassment from your landlord includes:

- Withholding keys
- Withdrawal of services, such as electricity
- Failure to carry out repairs
- Threats or physical violence from the landlord or someone acting on their behalf
- Unannounced visits to the property
- Letting themselves into the property without consent
- Won't let you live in your home in peace
- Interferes with the peace and comfort of a tenant or anyone living with them
- Persistently withdraw or withhold services for which the tenant has a reasonable need to live in the premises
- Acts in a way that is meant for you to leave your home
- tries to take away your legal rights as a tenant
- Opens mail
- Removes your belongings
- Sends workman to the property without prior notice or during unsociable hours (unless an emergency)
- Illegal eviction

What can I do if I am being harassed?

- Keep records – ask your landlord to put all communication in writing
- Put all communication to your landlord in writing and keep copies – these can include diary, notes on a calendar, photos and videos
- Get an injunction – you will need to seek the help of a solicitor or advisor.
- Make sure to report any incidents to the Police.
- If your Landlord is a Local Authority or a Housing Association they usually have policies to deal with Anti-Social Behaviour and Harassment
- A person who is convicted by magistrates of an offence under the Act may have to pay a fine of up to £5000, or be sent to prison for 6 months, or both.

How can you help?

The Private Sector Access Officer can offer you help and advice. Your Homeless Prevention Officer can refer you.

The Protection from Eviction Act 1977 makes it an offence for a landlord to harass you

If the Private Sector Access Officer and/or the Homeless Prevention Officer confirm you are unable to return to your home due to harassment, you may be offered temporary accommodation, depending on your individual circumstances



If you are experiencing harassment from an ex-partner, it is important to report it to the Police. (See leaflet on Domestic Abuse for further advice.)

If you are experiencing racial harassment you should report this to the Police. If the Police can confirm if it is unsafe for you to remain at your current home, then we may be able to offer you temporary accommodation.

If the Homeless Prevention Team does not have a duty to provide accommodation for you, we will give you advice on how to secure alternative, affordable accommodation and signpost you to any other agencies that may be able to help you.

Shelter

Cymru

☎ 01792 469400

💻 www.sheltercymru.org.uk

📍 Unit 5, Station Bldg., Bodfor St, Rhyl LL18 1AT



☎ 0344 477 2020

💻 www.citizensadvice.org.uk

📍 Eryl Wen, Eryl Place, Llandudno, Conwy LL30 2TX



Dewis Cymru is a place for information about well-being in Wales.

If you would like information that can help you think what matters to you, along with information about local organisations and services that can help, you can visit the Dewis Cymru website at www.dewis.wales

This website will help you access local support services and find information and advice. It is a single, clear and reliable point of access

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.