

QUESTION	RESPONSE
What is a House of Multiple Occupation (HMO)?	An HMO is residential property which is occupied by three or more persons, making up two or more households. A mandatory licensable HMO is a private rented property which is occupied five or more persons making up two or more households.
What is an Overcrowding Notice	An Overcrowding Notice is a notice which can be served by a Local Authority on a landlord or agent in respect to a residential property which is a non-licensable HMO, to limit the number of occupants to an acceptable.
What do you mean by unreasonable delay?	Unreasonable delay is when there has been a purposeful pause or delay in action which has resulted in an interference of a normal timely action.
What do you mean by Timely?	An action is completed within a predefined or acceptable period.
What is a First Tier Tribunal (FTT) Property Chamber	The FTT is part of the court system, which hears Housing Act 2004 enforcement action appeals and disputes. The Tribunal is carried out in an informal manner allowing both claimant and applicant to represent themselves without legal representation.
What is a Rent Repayment Order (RRO)?	A RRO is an order made by the FTT requiring a landlord or agent to repay a specified amount of rent to a Local Authority (for housing benefit or universal credit) or tenant. For a successful RRO to be considered the applicant must show a relevant offence has been committed and rent has been paid to landlord or agent
What is the alternative to the 10% Rent Repayment Order?	The alternative to using the Local Authority as a paid consultant is for the tenants to complete the application forms and represent themselves in the FTT. There is no requirement to use the Local Authority services however some tenants may feel uncomfortable or unable to complete the paperwork and attend the FTT.
Can I submit a RRO if I am in receipt of Housing Benefit or PIP?	Yes, you can, however you will only be able to benefit from the rental top-up you pay your landlord or agent. Any Housing Benefit or Universal Credit paid to the landlord or agent will only be accessible to Local Authority who can make a separate RRO application.
What is the penalty for prosecution for Housing Act 2004 offences?	Each penalty is carried out on a case by case basis in respect to the circumstances of the offence. The penalty can be a scale five fine, which has an unlimited fine ceiling. In addition to a fine, the Local Authority can apply for their legal costs. The offender will also be convicted of a criminal offence which may result in the media publicising result of the trial or hearing.