



Housing and Private Drainage Enforcement Policy

Adult and Community Services Directorate

Housing and Community Support Services Division

7 High Street,
Newport,
Isle of Wight
PO30 1SS

Tel: (01983) 823040

Fax: (01983) 823050

e-mail: housing@iow.gov.uk

Typetalk calls welcome

October 2004

ISLE OF WIGHT COUNCIL HOUSING AND COMMUNITY SUPPORT SERVICES

HOUSING AND PRIVATE DRAINAGE ENFORCEMENT POLICY

PREFACE

This document is the review to the existing policy in the document 'Creating Decent Island Homes' set out under Annex D.

Annex D sets out in general terms the Council's enforcement policy. This document supplements and enlarges on action that may be taken together with the legislation where the powers are derived from.

This document incorporates the 'Enforcement Concordat' and should be read in conjunction with any other document that may be appropriate.

CONTENTS

- 1.0 Introduction
- 2.0 Principles of good enforcement
- 3.0 Identifying the need for action (and legislation)
- 4.0 Enforcement
- 5.0 Prosecution
- 6.0 Formal caution
- 7.0 Shared enforcement responsibility
- 8.0 Service complaints
- 9.0 Confidentiality
- 10.0 Monitoring the policy

1.0 INTRODUCTION

Housing and Community Support Services is part of Adult and Community Support Directorate of the Isle of Wight Council.

The aim of the department's work is to raise the standard of private sector housing, home energy efficiency and home safety. In doing so, the department helps to achieve the following Council Corporate Objectives: -

- Improving health, housing and the quality of life for all.
- Protecting the Island's physical environment.
- Creating safe and crime-free communities.
- Encouraging job creation and economic prosperity.

One method by which the department achieves this aim is by the appropriate use of enforcement. Enforcement action can be taken against landlords and owner-occupiers alike.

The department raises housing standards by responding both reactively and proactively.

In the case of **reactive** work, the department will respond to:

- Tenants of private landlords and Housing Associations who contact the Council complaining about disrepair and unfitness in the properties they live in,
- Complaints about properties that are causing problems for neighbouring occupiers where appropriate and applicable within the remit of the Housing Section,
- Complaints about unsatisfactory drainage.

Proactively, we will:

- Seek to identify houses in multiple occupation (HMO's) by carrying out surveys of the district,
- Carry out a programme of inspections of HMO's,
- Inform and advise private landlords on matters relating to housing standards,

- Identify unfitness and disrepair in the private rented sector,
- Seek to identify empty properties and return to occupancy,
- Educate landlords and owner occupiers on the benefits of energy efficiency.

2.0 PRINCIPLES OF GOOD ENFORCEMENT

We consider the following principles as the basis for good enforcement.

2.1 Openness

- If language barriers or access to service problems exist we will endeavour to provide assistance to remove and/or reduce the barriers to achieve the required results.
- We will provide information and give advice in plain language and, as far as possible, avoid jargon. If the information is of a legal nature we will be willing to discuss its meaning and advise the customer of where they can obtain their own legal advice if necessary.
- We will be open about how we do our work.
- We will always discuss general issues, specific failures or problems with anyone who has been enforced against.
- We will seek to ensure that people understand what is expected from them as well as knowing what they can expect from us.

2.2 Helpfulness

- Our staff will provide a courteous and efficient service. All staff that visit properties will identify themselves by name and carry identification cards.
- We will always provide a contact point and telephone number for further dealings with Officers.

2.3 Proportionality

Where we can, we will endeavour to minimise the costs of compliance with Notices by ensuring the action we take is proportionate to the risks. We will work with property owners if requested so that they can meet their legal obligations without unnecessary expense.

Similarly, any sanctions we impose will take account of the seriousness of the offence.

2.4 Consistency and Fairness

Officers will carry out their duties in a fair and consistent manner. To this end, we will develop, put in place and publish procedures for the range of enforcement activities we carry out and ensure that Officers follow such procedures.

Although Officers have to exercise judgement in individual cases, we will endeavour to see that procedures wherever possible are the same and people are treated fairly.

2.5 Provision for Consumers and Stakeholders

Enforcement duties are usually carried out during normal weekday office hours. The Council also has an 'out-of-hours' telephone number for reporting housing matters which would normally be dealt with the next working day.

However, there is an officer(s) available for advice if required in an emergency in relation to drainage matters.

2.6 Human Rights

The department will have due regard to the relevant Human Rights issues in the carrying out of its duties.

2.7 Equality and Diversity

The Council has an Equality and Diversity Policy together with a Race Equality Scheme, which can be accessed on the Council's Website. (Currently these documents are in the process of being formatted into a Comprehensive Equality Plan).

3.0 IDENTIFYING THE NEED FOR ACTION

This chapter lists the legislation commonly used by the department and outlines the provisions. It is not exhaustive but is the legislation that is most in use.

It should also be noted that this is not a definitive interpretation of the legislation and does not provide a full statement of the law - it is simply a summary.

3.1 Housing Conditions (Section 605 Housing Act 1985)

The local housing authority is required to consider, at least once a year, the housing conditions in its area with a view to determining what action to take in performance of its statutory duty.

3.2 Fitness Standard (Section 604 Housing Act 1985)

Central to this duty is the need to ensure that housing conditions set out in the Housing Act 1985 are satisfied. The conditions are covered by the 'fitness standard', Section 604 of the Housing Act. This says that a dwelling-house is fit for human habitation unless, in the opinion of the local housing authority, it fails to meet one or more of the following requirements:

- a. It is structurally stable;
- b. It is free from serious disrepair;
- c. It is free from dampness prejudicial to the health of the occupants (if any);
- d. It has adequate provision for lighting, heating and ventilation;
- e. It has an adequate piped supply of wholesome water;
- f. There are satisfactory facilities in the dwelling-house for the preparation and cooking of food, including a sink with a satisfactory supply of hot and cold water;
- g. It has a suitably located water-closet for the exclusive use of the occupants (if any);
- h. It has, for the exclusive use of the occupants (if any), a suitably located fixed bath or shower and wash hand basin

each of which is provided with a satisfactory supply of hot and cold water; and

- i. It has an effective system for the draining of foul, waste and surface water.

3.3 Pre formal Enforcement Action

The Housing (Fitness Enforcement Procedures) Order 1996

Article 3 – Considering to take action Notices

Where the Council is likely to serve a Notice under sections 189, 190, 264 and 265 of the Housing Act 1985 or sections 81 and 84 of the Housing Grants, Construction and Regeneration Act 1996, it must first serve what is referred to as a ‘Considering to take action Notice’.

This Notice advises the appropriate person of the action that the Council is considering taking and also advises them of the problems that need rectifying to bring the property up to a certain standard. The person is then entitled to make written or verbal representations in respect of the Council’s proposed actions.

In the case of a section 189 or 190 Notice, if the Council can agree with the person a timetable for doing the work, the Council will usually not serve the Notice unless the work is not progressed as agreed.

The department has also developed a similar procedure in connection with drainage nuisances, and often issues an informal ‘Considering to take action Notice’.

The Local Housing Authority is not prevented from taking immediate action in any case where such action appears necessary.

3.4 Housing Act 1985

When an ‘unfit’ dwelling house is found the Council must consider the ‘most satisfactory course of action’ to deal with it.

A dwelling house is defined in the Housing Act to include both flats and houses. A dwelling house is also defined as including any yard, garden, outhouses and appurtenances.

Notices are served on 'the person in control' and this may be the owner but can also be the person(s) or organisation managing the property(s). The 'person in control' is defined in the Housing Act *"as the person who receives the rack-rent of the premises, whether on his own account or as agent or trustee for another person, or who would so receive it if the [premises] were let at such a rack-rent"*.

Housing Act notices have rights of appeal, which are detailed along with other guidance notes on the notice.

The following legislation may be considered.

Section 189- Repair Notice in respect of unfit houses

A Repair Notice requires the recipient of the Notice (usually the owner but not in all cases) to put right certain problems within a specified time scale. If the Notice is not complied with, the Council can at its discretion carry out the work in default and recharge the person upon whom the Notice was served.

Not complying with a Notice is a criminal offence and the Council is able to prosecute the person who received the Notice if he has intentionally failed to comply with it.

Section 190 - Repair Notice in respect of a house in a state of disrepair but not unfit

If the Council finds properties that are not unfit but are in substantial disrepair, it can serve a Notice requiring work to be carried out within a specified time limit.

Again, if the Notice is not complied with, the Council can at its discretion carry out the work in default and recharge the person upon whom the Notice was served.

Not complying with a section 190 Notice is also a criminal offence if it can be shown that the person intentionally did not comply with it.

Section 264 – Power to make a Closing Order

Another option available to the Council if it finds an unfit property, is to make a Closing Order. A Closing Order prevents the property or a part of a property from being used for any purpose not approved by the Council. This will mean that the property or the relevant part cannot be rented out for residential use.

This situation will continue until the property is made fit (i.e. work is carried out). It is a criminal offence to use a property that has been closed for any purpose not specified by the Council.

In practice, this means that if a property is occupied as a dwelling whilst there is a Closing Order on it the owner can be prosecuted by the Council.

Section 265 – Power to make Demolition Order

Yet another option for the Council to deal with unfit properties is demolition. A Demolition Order requires the property to be vacated within a specific time and subsequently demolished.

It is a criminal offence to allow the property to be occupied after the Demolition Order has come into effect. If the person upon whom the order has been served does not demolish the building, the Council can demolish it instead and recharge the person accordingly.

Section 352 – Power to make a house in multiple occupation fit for the number of occupants

Where a house in multiple occupation fails to meet standards with respect to amenities and fire safety, the Council is under a duty to serve a Notice requiring work to be carried out to bring the property up to standard where the property is three or more storeys.

In other cases, (i.e. where the properties are less than three storeys in height) the service of a Notice is discretionary. The Notice will require problems to be resolved and will possibly specify certain works in the case of means of escape from fire within specified time limits.

If the Notice is not complied with, the Council can carry out the work in default and recharge the person upon whom the Notice was served.

Not complying with a Notice is a criminal offence and the Council is able to prosecute the person who received the Notice if he has intentionally and/or consistently failed to comply with it.

Section 352A – Recovery of expenses

Where the Council serves a Notice under section 352 of the Housing Act 1985, it is entitled to recover reasonable administrative expenses incurred in serving the Notice. The Council will charge the cost of officer time in the determination of the matter.

The actual charge is based on officer time in dealing with the matter - in particular determining whether to serve the Notice, identifying the works to be specified in the Notice and serving the Notice.

Section 354 – Power to limit the number of occupants in a house

To prevent the situation arising where the Council has to serve a Notice under section 352 or to remedy a state of affairs justifying the service of such a Notice, the Council can limit the number of people living in the property. It does this by issuing a direction that specifies the maximum number of people that can live in the property in its existing condition.

A person who does not comply with a direction (i.e. allows more people than specified to live in the property) is guilty of a criminal offence if he is found to have knowingly not complied.

Section 368 – Power to prevent part of a house being used

If the means of escape in a house in multiple occupation would be adequate if part of the house was not used, the Council can require that part of the house not to be used. It can do this in one of two ways.

It can either accept an undertaking from the appropriate person or it can make a Closing Order. Knowingly breaching the undertaking or Closing Order is a criminal offence.

Section 377A – Works Notices: improvement of enforcement procedures

Where the Council is going to serve a Notice under sections 352 or 372 of the Housing Act 1985, it must first serve what is referred to as a ‘Considering to take action Notice’.

This Notice advises the appropriate person of the action that the Council is considering taking and also advises them of the problems that need resolving to bring the property up to a certain standard.

The person is then entitled to make representations in respect of the Council’s proposed actions. If the owner agrees to carry out the work within a reasonable time, the Council will usually not serve the section 352 or 372 Notice unless work is not progressed as agreed.

3.5 Housing Grants, Construction and Regeneration Act 1996

Sections 81 & 84 – Deferred Action Notices

Another option to deal with unfit properties is to serve a Deferred Action Notice. Such a Notice states that the property is unfit for human habitation but it does not require any work to be carried out. It will inform the person responsible what problems need to be resolved to make the property fit.

If the Council serves a Notice, section 84 of the same Act requires the Council to review the Notice within two years and gives it the power to serve another Deferred Action Notice.

The service of a Deferred Action Notice does not prevent the Local Housing Authority taking other action at any time as may be necessary.

Section 87 – Power to charge for enforcement action

Where the Council serves Notices under any of sections 189, 190, 264 and 265 of the Housing Act 1985 or sections 81 and 84 of the Housing Grants, Construction and Regeneration Act 1996, it is entitled to recover reasonable administrative expenses incurred in serving the Notice.

The maximum the Council can charge is £300. The charge is to cover officer time in dealing with the matter and determining whether to serve the Notice, identifying the works to be specified in the Notice and serving the Notice.

3.6 Environmental Protection Act 1990

Section 80 – Statutory nuisances

Section 79 of this Act lists what are statutory nuisances. As far as the legislation enforced by ‘housing’ is concerned, a statutory nuisance is any house in such a state as to be prejudicial to health or a nuisance.

Once the Council is satisfied that a statutory nuisance exists or is likely to occur, it is under a duty to take action to deal with it. This means that Officers have to serve a Notice requiring the abatement of the statutory nuisance within certain time limits, or preventing the occurrence of a statutory nuisance.

If such a Notice is served and not complied with, the Council is able to carry out the necessary work in default and recharge the person upon whom the Notice was served.

This Notice falls into paragraph (2) of regulation 3 of the Statutory Nuisance (Appeals) Regulations 1995. In this situation any appeal shall not be suspended until the Court has resolved it if the Council

is of the opinion the works needed to comply with the Notice are necessary for public benefit or suspension of the Notice would render the Notice of no practical effect.

Not complying with a Notice is a criminal offence and the Council is able to prosecute the person who received the Notice if he does not have a reasonable excuse for not complying with it.

Section 82 – Action by persons aggrieved by a Statutory Nuisance

If, after investigating a nuisance complaint, the department has been unable to substantiate the existence of a statutory nuisance, it will be unable to take any further action.

However, it may be possible for them to take their own action in the Magistrates Court under Section 82 of the Environmental Protection Act, 1990 against the person responsible for the nuisance. We would advise that in this situation legal advice is likely to be necessary.

3.7 Building Act 1984

Section 59 – Drainage to Building(s)

In investigating drainage complaints section 59 of the Building Act provides for certain classes of deficiencies to drainage to be remedied by the service of a notice.

If such a notice is served and not complied with, the Council is able to carry out the necessary work in default and recharge the person upon whom the Notice was served.

3.8 Local Government (Miscellaneous Provisions) Act 1976

Section 16 – Requisition for Information

To enable our duties to be carried out efficiently and fairly it is necessary to serve formal notices on the 'person in control'. This notice allows us to obtain this information.

When we need to obtain information about the persons responsible for a property or nuisance that requires enforcement action we will serve a Requisition for Information notice on the occupier and/or any person who has a legal interest in it, or who directly or indirectly receives rent, or is authorised to manage or to arrange for its letting.

The notice requires that we indicate why we need the information and the legislation.

We will always indicate the Act and section of the Act that we are proposing to enforce. Generally a Requisition for Information is served at an early stage to ensure that we are corresponding with the correct person(s) but where the Council feels that urgent enforcement action is necessary, it may be served at the same time as a formal Notice.

3.9 Local Government (Miscellaneous Provisions) Act 1982

Section 29 – Power to board up empty/derelict property

Empty property can be the target for vandals particularly if it is neglected. The Council is able to require the owner to board up a property to prevent unauthorised access and can carry out the work in default if the owner fails to comply or cannot be found.

In certain circumstances they can carry out the works without serving a Notice.

4.0 ENFORCEMENT

The actions available to the department to improve the standards of housing and drainage matters are essentially divided into two categories:

- Informal action (See Pre Formal Enforcement Action Procedures Para. 3.3 above)
- Formal action

The sanctions available, should people not comply with legislative requirements, include:-

- Work in default
- Formal caution
- Prosecution

By exercising its powers of delegation, the Council has authorised certain Officers to carry out enforcement action and to progress the imposition of sanctions on its behalf.

In deciding when to take action and when to impose sanctions, Officers of the department will have regard to the guidelines in paras 4.1.1 and 4.1.2

The decision to take informal or formal action will be made by the Housing Renewal Manager in conjunction with the Senior Housing Renewal Officer and the case officer together with any specialist advice that may be considered necessary.

The decision to execute work in default will be made by the Housing Renewal Manager in conjunction with the Senior Housing Renewal Officer and the case officer and, if necessary, the Legal Services Section.

In deciding whether to issue a formal caution or proceed with a prosecution, the decision will be made by the Head of Housing and Community Support Services with the Housing Renewal Manager.

Having prepared the case and collected the evidence, either of those two Officers will then consult with the Council's Legal Services Section to discuss the merit of the action proposed. If a formal caution or prosecution is agreed, the Legal Services Section will be requested to commence the necessary legal action.

4.1 Enforcement Action

4.1.1 Informal Action

Informal action will include site meetings with tenants, owners, landlords, negotiations/consultations with persons responsible for a problem, verbal and written advice given by Officers and advisory letters.

Housing and Community Support Services has a number of booklets for tenants and landlords advising them on their rights and obligations. These are available at no cost from the Council Offices.

In considering whether informal action is the 'most satisfactory course of action', representations made by the recipient of a 'Considering to take action Notice' will be considered. In particular, Officers will consider whether any informal or formal action has had to be considered in the past, the recipient's response to them and the ability and willingness of the recipient to keep to agreed timetables of work.

It should be noted that it is not always possible to adopt an informal approach especially where the legislation requires formal action to be taken straight away.

An example of this is the service of a Notice under section 80 of the Environmental Protection Act 1990 where there is a statutory nuisance. (Para 3.6 above)

4.1.2 Formal Action

Formal action involves the service of Notices. Most Notices served by the Housing Renewal Section require the recipient of the Notice to commence and complete specified works, or resolve certain problems within specified time limits.

A 'Considering to take action Notice' will normally precede the main enforcement Notice. (Para 3.3 above).

All Notices have notes with them that explain the effect of the Notice and the recipient's right of appeal. Officers will always be willing to discuss the works specified in the Notice and the reason for the service of the Notice and will advise where the recipient(s) of the Notice should obtain their own legal advice.

As has been previously mentioned, there are occasions when Officers must take formal action because the legislation requires them to. In particular, this is the service of a Notice under section

80 of the Environmental Protection Act 1990 (section 3.6 above) and dealing with unfit properties (section 3.1 and 3.2 above).

On other occasions, Officers are required to take informal action first by serving a 'Considering to take action Notice' (section 3.3 above).

Each case is looked at individually and the following factors taken into account:

- The effects of the situation on the health and safety of those affected;
- The intentions of both the landlord and the tenant in respect of the letting of the property;
- Any previous complaints about the owner of the property or his agent;
- The future life of the property;
- The willingness of the owner to put right any problems without the need for formal enforcement action.

The list is not exhaustive and other factors may be taken into consideration.

Where Officers are required to serve certain formal Notices under the Housing Act 1985, the Council will usually charge the recipient of the Notice in order to recover its reasonable administrative expenses incurred in serving the Notice (section 3.4 above).

In some cases, the Council is required to consult with other bodies when taking enforcement action. An example of this is where we take action under section 352 of the Housing Act 1985 to improve fire safety in a house in multiple occupation. We are required by law to consult with the Fire Authority and will usually require their recommendations to be carried out.

The department takes into account those situations where consultation with other bodies is required and will actively consult any other relevant agency.

4.2 Sanctions

If the recipient of a Notice does not comply with the Notice, the Council has various sanctions it can impose. Depending on the type of Notice that is served, non-compliance can be:

- Not doing any work at all,
- Not starting the work by the time specified within the Notice,
- Starting the work but then not making reasonable progress, or
- Starting the work and then not completely finishing it.

4.2.1 When will we impose sanctions

In all cases where an offence is committed, consideration will be given by Officers as to whether a sanction should be imposed and if so, which one. In some cases it may be appropriate to impose two sanctions for example, carrying out work in default and also prosecuting the offender.

4.2.2 Work In Default

Work in default is a power contained within legislation which allows the Council to ensure that work is carried out to a property. If the recipient of the Notice does not do the work required within the time limits contained in the Notice, the Council is able to carry out the work itself. This is usually through a contractor after obtaining quotations. A consultant is sometimes used to prepare specifications, drawings, obtain quotations and supervise the work.

In determining if work in default is appropriate, Officers will consider the following:

- The effects of not carrying out the work on the health and safety of the occupant of the property concerned,
- The wishes of the tenant where the Notice has been served in respect of a rented property,
- The reason for the work not being carried out in the first place,
- Again, this is not an exhaustive list and other factors may be considered.

If the Council has to do work in default, it will charge the appropriate person the cost of the works, together with its reasonable costs involved in arranging for the work to be done.

It should be noted that carrying out work in default does not exclude the Council from either issuing a formal caution or prosecuting the offender. The Council is entitled to ensure that the work is carried out and Officers will then also consider if it is appropriate to take further action.

4.2.3 Recovery of Costs

There are various methods the Council can use to recover the costs incurred in carrying out work in default, dependent on the type of Notice that has been served:

- **Sundry debtor method**

Using this method the Council's Customer Accounts section will send the appropriate person an invoice requesting payment. If this is not paid within three weeks, a reminder letter is sent requesting payment immediately with a second reminder after six weeks. If the invoice is not paid a recovery officer will normally visit. Failure at this point would be referred back to the department for further instructions.

- **Charge on the property**

Sometimes the Council will put a charge on the property, which means that when the property is sold, the Council will expect to be paid the amount of the debt. This is not generally a preferred method as it is slow and depending on the equity in the property, the Council may not get its money back at all.

- **Sequestering rents**

The Council is entitled to serve a Notice on the appropriate person to reclaim the costs of the work in default. In some cases, if this Notice is not complied with (i.e. the costs are not paid) the Council can then serve a Notice on the tenant requiring him to pay the rent direct to the Council until such time as the costs are recovered.

- **Forcing sale of the property**

The ultimate method by which the Council can reclaim its costs is to force the sale of the property. The proceeds of the sale will be given to the owner less the amount owed for the work in default and less the amount incurred by the Council in selling the property.

5.0 PROSECUTION

Non-compliance with any of the Notices referred to in section 3.0 of this policy document is generally a criminal offence. The Council is the prosecuting authority for such offences and as they are criminal in nature, proceedings are taken in the Magistrates Court.

6.0 FORMAL CAUTION

An alternative to prosecuting a person is the issuing of a formal caution. A formal caution is where an offender is given written details of the offence and he/she signs to say that he/she admits the offence. It is not a form of sentence.

A record of the caution is kept at the Council and it may subsequently influence a decision to instigate proceedings should the offender break the law in the future. It may also be cited if the Council takes legal action for a subsequent offence.

7.0 SHARED ENFORCEMENT RESPONSIBILITY

In circumstances where enforcement responsibility is shared between enforcement agencies, the department will have regard to procedures agreed with other enforcement agencies, particularly where memoranda of understanding exist.

In some cases, enforcement powers will rest with another agency (for example the Health and Safety Executive has responsibility for enforcement of gas safety in domestic property).

In these situations, the department will act to ensure that the case is transferred to the enforcing agency promptly and in accordance with any agreed procedures.

8.0 SERVICE COMPLAINTS

8.1 How to complain if you are unhappy with our service

The Isle of Wight Council has established a complaints procedure as part of its approach to customer care. Complainants should obtain the leaflet 'A customer guide to IWC complaints procedure'. This contains information on the Council's complaints process and a form for use. Each service has a Nominated Complaints Officer (NCO) and assistance will be given to ensure you know who this is for the service you have the complaint about.

The leaflet 'A guide to IWC complaints procedure' can be obtained in large print, Braille, tape and in a number of languages. Corporate Policy and Communications should be contacted on (01983) 823343 for assistance in accessing these services.

The leaflet is obtainable from many outlets, the following being the principal ones relating to this service:

- Housing reception at 7 High Street, Newport
- Customer Services Centre, County Hall, Newport
- All Neighbourhood Offices
- All libraries
- User Rights and Complaints, Sea Street, Newport

If you are dissatisfied with the service you have received, please let us know. We are committed to providing quality services and your suggestions and criticisms about any aspect of our service will help us to do this. We will deal with any complaint you have in strict confidence and in accordance with the complaints procedure.

8.2 Complaints procedure

The complaints procedure outlined in 8.1 above consists of three stages.

- Stage one: Informal resolution by staff of the service concerned
- Stage two: Formal internal investigation
- Stage three: Independent internal appraisal.

8.3 The Local Government Ombudsman

If the Authority has exhausted all its complaint process and the complainant is still dissatisfied, they will be informed that the Ombudsman provides an independent external service to examine certain types of complaint.

8.4 How to contact us



by telephone

You can use the telephone number given on any correspondence we have sent you, or you can contact the Housing Renewal Team on (01983) 823056 & 823057.



in person at any of the Council offices.



You can write to us at the following address: 7 High Street, Newport, Isle of Wight, PO30 1SS



by e-mail - mailto:housing@iow.gov.uk

9.0 CONFIDENTIALITY

The Council will at all times strive to maintain the confidentiality of persons requesting our service. However, in the case of prosecution and witness statements, it may be required to reveal the names and addresses of both parties involved in a nuisance complaint.

10.0 MONITORING THE POLICY

It is essential that in setting a policy for Officers to follow, it should be followed. To ensure that Housing Renewal Officers comply with this enforcement policy, the Housing Renewal Manager will check files to ensure that the necessary considerations have been given to the case and that the appropriate documentation is in place on the file.

This policy will be regularly reviewed and updated in accordance with audits, changes to legislation and changes to housing policy.



**If you would like this document translated,
please contact us on 01983 823040**

Arabic

01983 823040 إنذار غبتم في الحصول على نسخة مترجمة من هذه الوثيقة يرجى الاتصال بنا على

Bengali

আপনি যদি এই প্রমাণপত্র (ডকুমেন্ট) অনুবাদ করানো চান, তাহলে অনুগ্রহ করে আমাদেরকে।

01983 823040 নগরে যোগাযোগ করুন

Chinese

如果你希望翻譯這份文件，請與我們聯係。聯係電話：01983 823040

French

Si vous désirez que ce document soit traduit, contactez-nous s'il vous plait au 01983 823040.

German

Falls Sie eine Übersetzung dieses Dokuments wünschen, wenden Sie sich bitte unter einer der folgenden Rufnummern an uns: 01983 823040

Hindi

Kid Awp es dÆqvwvyjæ kw Anuvwd cwhqy hYN, qo ĩ,Xw tyilPon nµbr 01983 823040 pr supké kIijE[

Italian

Se desiderate la traduzione di questo documento, contattateci allo 01983 823040

Punjabi

kykr qusIN ies dsqwvyz dw Anuvwd cwhµdy ho, qW ikRpw krky tYlIPon nµbr 01983 823040 qy suprk kro[

Spanish

Si desea una traducción de este documento por favor llame al numero de teléfono 01983 823040

Urdu

01983 823040 پر رابطہ کریں اگر آپ اس دستاویز کا ترجمہ کروانا چاہتے ہیں تو براہ مہربانی ٹیلیفون نمبر