

# TENANT RESPONSIBILITIES

It is your responsibility to follow government guidance relating to social distancing and exposure. If you, or anyone in the property, are self-isolating or have symptoms, you should tell your landlord.

The Council bin collection service has unfortunately been disrupted due to the pandemic.

Recycle waste wherever possible and any excess rubbish should be bagged and stored on the premises. Bin collection information can be found at [www.barnsley.gov.uk/services/bins-rubbish-and-recycling](http://www.barnsley.gov.uk/services/bins-rubbish-and-recycling)

The Council's powers to deal with anti-social behaviour and accumulations of waste, fly-tipping and environmental crime are still in force.

This applies to all households, including privately rented, and could lead to enforcement action being taken against you.

To report any of the above matters, please contact the Safer Neighbourhood Service.

# USEFUL CONTACTS:

## Safer Neighbourhood Service

T: 01226 773555

E: [safer@barnsley.gov.uk](mailto:safer@barnsley.gov.uk)

## Homeless Prevention & Housing Advice

T: 0808 196 3530 (freephone) or 01226 773870

E: [adviceservices@barnsley.gov.uk](mailto:adviceservices@barnsley.gov.uk)

## Council Tax and Business Financial Advice

T: 01226 787787 (Option 2)

## Domestic Abuse Service

T: 03000 110 110

## Drug and Alcohol Service

T: 01226 779066

## COVID-19 Contact Centre

T: 01226 774444 or 0808 196 3531 (freephone)

## 24 Hour Mental Health Helpline

T: 0800 1830558 (freephone)

The Government's non-statutory guidance for tenants and landlords can be found under the Housing and Accommodation section of their Coronavirus advice page: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Guidance is also available under the Finance and Housing section of the Council's Coronavirus advice and guidance page: [www.barnsley.gov.uk/covid-19](http://www.barnsley.gov.uk/covid-19)

# PRIVATE RENTED HOUSING

A guide for tenants  
about repairs, rent and  
eviction during the  
Coronavirus pandemic



**BARNSELEY**  
Metropolitan Borough Council

**JOINING  
FORCES**  
A SAFER BARNSELEY

# DISREPAIR

During the Coronavirus pandemic, the **duty of your landlord to maintain privately rented properties** remains.

However, the emphasis has shifted to the **repairs that are essential and legally required**.

Barnsley Council are still encouraging **tenants to report disrepair** that their **landlord is refusing to carry out or is ignoring**, or any matter they feel is an **emergency**, an imminent risk or dangerous. The specialist officers will assess whether actions are essential or legally required and work with your landlord to resolve where possible.

Your landlord should never threaten to evict you for reporting repairs or concerns to the Council or threaten an increased rent to cover the costs. This may be deemed as harassment.

If in doubt whether your repairs are essential, please report it to us and let us decide.

# RENT AND ARREARS

Tenants are not entitled to a rent holiday during this pandemic and should pay their rent in full wherever possible.

If you find yourself financially affected during this time, you should speak to your landlord at the earliest opportunity. It may be possible to agree to pay some of your rent or take a rent break.

Any **unpaid rent**, whether by agreement or not, **must be paid back in full** or you risk being evicted at a later date.

We recommend any agreements made are done so in writing - email or text message could be used to minimise the need to have face-to-face contact.

This is to protect you and your landlord in the future.

If your landlord refuses, you should contact the Council's Homelessness Prevention Team to discuss your situation and whether any support is available.

# EVICCTIONS

With an increased possibility that tenants may fall into rent arrears or find themselves under pressure to not report disrepair matters, it is important to understand what you can legally expect from your landlord.

During the pandemic, your landlord **MUST** give you a **minimum notice period of three months** for both s8 and s21 notices, after which the normal court process for possession must be followed.

**A landlord is not allowed to remove you from or exclude you from the property, if you have a lawful right to occupation, cannot unreasonably interrupt or disconnect the utilities or services to the property, and must not harass you to try and make you leave.**

If you think your landlord is trying to illegally evict you or is harassing you by putting pressure on you to leave your home, please contact the Safer Neighbourhood Team **immediately**.