

Tenancy Bond Scheme

Frequently Asked Questions

Q. I have lost my copy of the Bond document and Tenancy Agreement do you have a copy?

A. Yes, East Hampshire District Council Housing Team keeps digital copies of the files and can supply copies free of charge.

Q. My tenant is in rent arrears but I want to try and work with them to clear the arrears what can I do?

A. We will contact your tenant and try to establish the cause of the arrears and try to find a solution to clear them.

Q. I worried about the state of my property, what can I do?

A. In the first instance we recommend that the landlord contacts their tenant - directly. If you are finding that communication has broken down we may be able to arrange a joint visit or send a mindful letter to your tenant to address the issues.

Q. I need my property back or require the tenant to move on - what is the next step?

A. To end the tenancy you will need to issue a Section 21 Notice (often referred to as a S21). It advises the tenant that you require the property back with two clear months notice. The notice can not end before the fixed term. If there are further issues then notice can be sought using a Section 8 Notice (referred as a S80). You can find more information on S8 notices at www.gov.uk/gaining-possession-of-a-privately-rented-property-let-on-an-assured-shorthold-tenancy

Not found the information that you need?

If you have any queries please contact the Accommodation Liaison Officer
Amelia Mahler on 01730 234314
amelia.mahler@easthants.gov.uk



Q. What happen in these two months?

A. If a Section 21 notice is served please contact the Housing Team so we can invite your tenant for a housing options interview. The aim of the interview is to work with your tenant during these two months to secure other accommodation, or to resolve the issues that have led to the notice being issued to try to save the tenancy.

Q. What happens at the end of the two months?

A. If your tenant has left the property you will need to contact the Housing Team to settle any claim on the bond within the time outlined in the bond document.

If your tenant has not found alternative accommodation and makes the decision not to leave, as a landlord, you would be require to apply to the courts for possession of the property.

Q. Why do I need to apply to the Court for possession?

A. Every tenant is protected by the Protection from Eviction Act 1977. For information and advice on what is covered by this act please consult the Housing Services Team or seek independent legal advice. Detailed information on the act can be found at www.legislation.gov.uk/ukpga/1977/43

Q. What can East Hampshire District Council do to help?

A. We will carry-out a Housing Options Interview, to assess the homelessness situation. We have a duty of care for people who have nowhere else to live. There are five parts to the homeless legislation, eligibility, homeless, priority need, intentional homelessness and local connection.

East Hampshire District Council would be unable to intervene to a point that would affect the tenant's rights outlined in the Protection from Eviction Act 1977.

Q. Is the tenant aware of the costs to staying past the S21?

A. We will advise tenants that they are still be liable to meet the rent for the period past the S21 and that they are likely to be charged court costs if the landlord applies to the court for an eviction notice.

Q. Where can I find a section 21?

A. The Section 21 notice must completed correctly and served in a certain way, we can offer guidance and will be able to assist with serving the notice.

