

CHELTENHAM BOROUGH COUNCIL

Service Request (SR) Referral Form

Please complete **ALL** the information on this form.

Please Note:

- Please first read information about disrepair issues, which can be found at https://www.cheltenham.gov.uk/info/31/private_housing/78/housing_standards
- Where you are a tenant i.e. paying rent directly on a tenancy, the Council can consider your complaint & intervene where appropriate.
- **If the matter is not considered an emergency then it is essential that you give your landlord or their agent the opportunity to rectify the problem before the Council becomes involved.**
- You should therefore notify your landlord / agent in writing of the problems you have in your home. This can be done by email or by letter but please keep all copies of any correspondence. If you haven't done this, please do so before completing and returning this form.
- If you have notified your landlord/agent with the problems you have in your home in writing and they have not responded or you have not received a satisfactory response within 14 days then please complete the rest of this form and return it to the Council. Please provide copies of all correspondence with this form.
- This form must be fully completed & signed, being returned with all supporting documents i.e. letters, emails, photographs etc. to EnvHealth@cheltenham.gov.uk
- Please be aware we must legally inform all persons affected by the complaint before an officer can visit a property to carry out an inspection i.e. your landlord, agent etc.
- If we find conditions in your home require action, the Council may and in some circumstances must take action. This may include enforcement action and *you may be required to attend court if we proceed with any future prosecution.*

Data Protection

We will use the information you provide to run our property and housing enforcement service. This includes inspections, investigating complaints, providing advice and investigating cases regarding private rented housing and licensing requirements.

We also deal with matters relating to health and safety in residential property. This includes, investigating cases of poor housing conditions, giving advice, undertaking inspections, investigating complaints about all private rented housing, including Houses in Multiple Occupation (HMOs) and dealing with complaints.

If appropriate, we will share this information with internal council departments or external partners in order to ensure compliance with our legal obligations.

More information on how we handle personal information and your rights under the data protection legislation can be found in our **Privacy Notice** on the Council's website.

Signing of the declaration in this form will be taken as your agreement to the information being used in this way.

Part 1 – Occupancy Details

Title: Mr / Mrs / Miss / Ms / Other (please specify) :

Name :

Full Address :

Full Address of Property you are complaining about (if different to your address):

Please provide your telephone number (to contact you) :

Please provide your email address :

Type of occupancy (e.g. Owner, Tenant, Leaseholder) :

How many people live at the address? :

How many children live at the address? :

How long have you lived at this address? : years months

Do you share the house with any other people who are not related to you? Yes / No¹

¹ Delete as appropriate

Part 2 – Details of the problems you have within your home

Please describe the problems you are experiencing in your home. Please try to give details of where these problems are in your home and how they are affecting you and the people you live with. You may find it easier to do a room-by-room list, for example, you may write;

Main Bedroom – Cracked plug socket.

Kitchen – No heater or radiator. Also, no srage cupboards

Bathroom – Extractor fan not working & no window, causing damp & mould

Continue on separate sheet if necessary.

Part 3 – Your landlord/ agents details

If you are not sure what your landlord's details are, please check your tenancy agreement, as this information should be provided there.

Full Name of the **Landlord / Owner** of the property:

Note : This is who you pay your rent to – see next section for Lettings Agent / Manager .

Address :

Telephone :

Email address :

Name of the **Letting Agent / Manager** of the property:

Address :

Telephone :

Email address :

Have you informed the landlord or the agent in writing of the problems in your home? Yes / No²

If you have answered yes to this question then please provide us with the date you informed them **in writing** about your problem(s)?

Date;

If you have answered no to this question then it is essential that you give your landlord or their agent the opportunity to rectify the problem before the Council becomes involved

If you are not able to write to your landlord, please tell us why:

Have you received a response? Yes / No³

What was their response (Continue on next page under 'Additional Notes)?

Please provide copies of any letters / emails you have sent and / or received.

² Delete as appropriate

³ Delete as appropriate

Part 4 - Declaration

Please read the declaration below, and then sign and date at the bottom.

I confirm that the information I have given on this form is true and correct to the best of my knowledge.

I understand that the Council is legally required to inform all persons before carrying out any inspection of property i.e. Owner, Landlord, Letting Agent and/or Manager.

I understand that the information collected on this form will be stored on a computer system registered under the Data Protection Act 2018, and that the Council may use the information for the purposes described in the Data Protection Statement.

I understand that Cheltenham Borough Council may share the information given in this form with other Council services, for the purpose of carrying out its duties under the Housing Act 2004, Housing and Planning Act 2016 and the Environmental Protection Act 1990.

I understand that signing below will be taken as my agreement to the information being used in this way.

Signed: Date:

Note: Where another person is completing this form for the Legal Tenant, the attached 'Authority to act on Behalf of Tenant' form must be completed by the Legal Tenant.

What to do now

Please send your completed form and any written correspondence between you and your landlord/agent to the Housing Enforcement Team, by email to EnvHealth@cheltenham.gov.uk .

Once we have received your request the Council will provide you with an acknowledgement and an officer will contact you within 5 working days to take you through the next steps of your request.

Thank you for your co-operation in this matter and please be assured the Council will do what it can to address your concerns.

Additional Notes (i.e. Owner / Landlord)/ Lettings Manager responses) ;

CHELTENHAM BOROUGH COUNCIL
Service Requests (SR) & Complaints
Complainant / Tenant Consent to Represent

A. Service Requests (SR) Submission:

- I. SRs to be submitted on completed service request form
https://www.cheltenham.gov.uk/downloads/file/8118/housing_service_request_form
- ii. SRs to be fully completed & signed, being returned with all supporting documents i.e. letter, emails, photographs etc to envHealth@cheltenham.gov.uk
- iii. SRs received from persons other than the legal occupier must have legal authority to act on behalf of the legal occupier. The form below must be completed in full.

'Consent & Authority to act on Behalf of Tenant'.

I (Legal Tenant)
of (Legal Tenant address 1)
..... (Legal Tenant address 2)
..... CHELTENHAM.....
..... (Legal Tenant Post Code)

Give my written consent & authorise.

Name..... (Representative / Advocate)
of
.....
.....
EMAIL :..... Representative / Advocate)
Telephone :..... Representative / Advocate)

To act on my behalf with respect to the housing service request submitted.

This authority applies to all communications in writing, email & telephone with Cheltenham Borough Council. You can withdraw this **consent & authority at any time in writing by emailing privatesectorhousing@cheltenham.gov.uk**

Signed: (Legal Tenant)
Name (Legal Tenant)
Date

Continuation Page: