

## Dealing with antisocial behaviour

This information is for private landlords. Private tenants can find information and advice [here](#).

Neighbours may contact you to complain about tenants' behaviour. The council might also get in touch if they have received complaints about noise or rubbish.

Your tenants are responsible for the behaviour of themselves and their guests. But antisocial behaviour could be a breach of their tenancy agreement. So you need to take it seriously.

Antisocial behaviour can include:

- violence or threats of violence
- very loud music, TV or noisy parties
- rubbish left outside the property
- drunken behaviour that disturbs others
- intimidating or harassing people
- using the property for illegal purposes – such as using or selling drugs

## How to deal with tenants causing antisocial behaviour

If your tenants have been antisocial you should:

- send them a written warning
- explain what will happen if antisocial behaviour continues
- give details of agencies that might be able to offer support

There may be reasons for the behaviour and they might need help to manage their tenancy. You cannot force a tenant to accept help from a support agency. But you can tell them about organisations that can help.

You can try to deal with the issue informally, but in some cases, you may need to:

- speak to the tenant's guarantor
- consider ending the tenancy, or
- report the matter to the police

Tenancy agreements usually have a term about causing a nuisance to neighbours.

You can [end the tenancy](#) if:

- your tenants repeatedly or seriously breach this term, and
- their behaviour does not improve after your warning

The [Housing Mediation Service](#) can help to settle disputes between:

- landlord and tenants, and
- neighbours who are both private tenants

## **Landlords of houses in multiple occupation (HMOs)**

The council could refuse to renew your HMO licence if you do not deal with antisocial behaviour.

As a HMO landlord, you must follow the:

- [HMO code of practice](#)
- [HMO standard licence conditions](#)
- [HMO guide for tackling antisocial behaviour](#)

HMO landlords must have [an antisocial behaviour plan](#). Your tenancy agreement should clearly explain how complaints of antisocial behaviour are handled.

You must also keep a record of complaints you get about antisocial behaviour.

These conditions do not apply to non-HMO landlords. But you should still deal fairly with complaints to avoid a situation getting out of hand.

## **Noise complaints**

Your tenants and their neighbours should try to deal with noise problems informally. If this is not possible, the council might get involved.

The council can investigate noise complaints and they have the power to serve a legal notice on:

- the person causing excessive noise, or
- the landlord

Neighbours may contact you or your estate agent to complain about noisy tenants.

If this happens, you should:

- listen to the neighbour's complaints
- investigate to see if your tenants are causing a nuisance
- give your tenants a written warning if there is evidence of excessive noise
- remind them that causing antisocial behaviour could breach their contract

## **Complaints about rubbish**

HMO landlords must provide bins for rubbish and recycling. Non-HMO landlords are not legally required to do this. But tenants will expect to have the right bins on the property.

Make sure bins are:

- marked with the property address to avoid confusion
- labelled with what should go inside to avoid mixing items

Tenants are responsible for putting bins out on the right collection days.

You should give tenants information about:

- how rubbish and recycling should be sorted, and
- what day each bin is collected

The council can issue a penalty notice if someone is not disposing of rubbish properly.

Bin theft is common in some areas, and collection trucks can sometimes damage bins. Unless you have evidence that the damage or theft was caused by the tenant you should pay for a replacement bin.