

What can we do for you?

- Landlord Licensing aims to: improve areas of low demand, deal with poor housing/repair standards and poor landlord management practices. This mainly relates to privately rented properties, but we can contact or signpost residents to the correct Council team/department where necessary.
- By ensuring landlords improve the standards of their property and management, areas will see a natural improvement with more investment, less empty properties and more happy long-term residents who want to stay in their homes.
- Does your privately rented property need inspecting? Is there a neighbouring property that is privately rented that is in disrepair? Are neighbouring tenants causing anti-social behaviour or not dealing with their waste correctly? Please let us know and we will deal with the issue.
- Inspection of areas. We complete regular neighbourhood/street audits to identify and resolve any rented properties in disrepair, as well as dirty back yards and fly-tipping.
- All tenants should be reference checked to make sure they are not known for causing issues in other properties.

WHAT ELSE DOES THE SCHEME DO?

Tackling damp & mould in your home

Every person across this country deserves to live in a home that is safe, warm and dry.

The tragic death of 2-year-old Awaab Ishak in Rochdale in 2020, due to mould in his family home, should never happen to another family.

Burnley Council will this year be encouraging & advising landlords about how to effectively deal with damp and mould by:

- providing more free Damp & Mould training courses for landlords
- sending landlords a specific Newsletter about Damp & Mould
- appointing a specific Damp & Mould specialist officer

You can help to reduce condensation and prevent mould growth by:

- pull wardrobes and furniture away from walls, and keep tops of wardrobes clear, to allow air to circulate effectively
- open windows when cooking, or if they are installed, keep the trickle ventilators open
- keep lids on saucepans when cooking, keep the kitchen door closed and ventilate the room
- keep bathroom doors closed when bathing, and open windows slightly afterwards
- do not dry clothes on radiators, unless ventilation is increased
- if a property is overcrowded this can increase condensation
- a very common area for mould growth is around windows this can be cleaned with an anti-fungal solution



Tackling fly tipping

Unfortunately fly-tipping is still a major problem in some areas. It is the illegal dumping of waste, be it a single bin bag, an old TV cabinet or piles of builder's waste. It all contributes to creating an unsightly neighbourhood. Although the Council regularly cleans the streets, it is usually not long before fly tipping makes the back streets unappealing, hazardous for children to play on and creates a habitat for vermin such as rats to flourish.

Most fly tipping is caused by the residents living on the street, often not realising that their actions are bringing their neighbourhood down and preventing children and families from having a safer and cleaner space for them to live and play. It is selfish behaviour, particularly when lawful waste disposal services are available.

If you know who's responsible for dumping rubbish, report them to the Council.

If you spot dumped rubbish let us know and we'll clear it up.

Anti-Social Behaviour



What else does the scheme offer?

We understand that Anti-Social Behaviour can cause stress and even effect your quality of life. The Landlord Licensing Team work closely with Burnley Council's Anti-Social Behaviour Team, the Police and other organisations such as Calico. We work together, sharing information where necessary to try and resolve the issues head on.

Recognise it

Examples of Anti-Social Behaviour:

- Drug dealing
- Violence/threats or intimidation
- Loud music, arguing and shouting
- Harassment and abuse
- Criminal damage
- Alcohol related nuisance
- Verbal abuse

What is not Anti-Social Behaviour?

- Day-to-day noise from neighbours – neighbours talking, TVs, crying babies
- Parking
- Children playing
- DIY at reasonable times of the day



Report it

For the Council to investigate and take any action, we must have a case logged. You can make a report on the website at burnley.gov.uk/asb

- We will need to know who the complainant is with contact details, we will not pass the details onto the perpetrator or any third parties.
- Always call 999 if you or someone else is in immediate danger, or if a crime is in progress
- To report non-emergency crime to the police call 101
- If you are a Calico resident, ASB issues need reporting directly to them on 01282 686300

Record it

Our ASB Team will send you the Noise App which you can use to record any noise related ASB. You can send us video recordings or any other evidence you may have. It can also be helpful to keep a written log of when incidents are occurring.

Resolve it!

If it is a neighbour issue, firstly, try and resolve it by talking to them. Once logged, we may suggest mediation for neighbour disputes to resolve the issue. If you provide sufficient evidence, Community Protection Notices (CPN's) may be issued which may lead to Fixed Penalty Notices (FPN's).

With strong evidence we will liaise with the landlord and/or managing agent to make sure they are taking the necessary action in line with their tenancy agreements, this could result in the tenant being evicted from the property.

WANT TO SEE WHAT WE'RE DOING IN AREAS YOU LIVE IN?

We undertake external audits of all rented properties within the zone, looking for external disrepair and dirty backyards, as well as checking whether properties have appropriate waste/recycling facilities and secure back gates to reduce the chance of fly tipping. We then contact landlords and letting agents to ensure any problems are addressed. Where we have concerns that a property may be poor internally, we also make a referral to the Housing Enforcement team for a full internal inspection.

For detailed reports on each area please visit burnley.gov.uk/sl-audits

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