



# **Tenant's Guide to 'Rent Repayment Orders'**

**Bristol City Council**

Private Housing Service

## Application 'Quick Guide'

When making an application for an RRO we understand that there is quite a lot to think about and may seem overwhelming. So, to make this easier for you, and so that you don't forget to include something of importance, below is a quick guide for you to use as a check-list before putting your application form in the post.

Have you-

- |  |  |
|--|--|
| 1. Completed all questions on the 'Supplementary Evidence Sheet'?            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2. Read, signed & dated the declaration on the Supplementary Evidence Sheet? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 3. Completed all questions on the RRO1 application form?                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 4. Signed & Dated the 'Statement Of Truth section'?                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 5. Included a cheque or postal order for £100?                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |

*PLEASE NOTE-*

- *Cash payments will not be accepted under any circumstances*
- *Debit or Credit Card payments (online or telephone) are not accepted*
- *Financial assistance is available in some cases – see detail in pack*

- |   |  |
|---|--|
| 6. Included your evidence? (Rent receipts or a list of payments made on what dates & to whom they were paid to; Copy of the notice that the Council served on the landlord) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 7. Written the below address on your application form envelope?   | <input type="checkbox"/> Yes <input type="checkbox"/> No |

HM Courts & Tribunals Service  
First-tier Tribunal (Property Chamber) Residential Property  
Havant Justice Centre, The Court House  
Elmleigh Road  
Havant  
Hants  
PO9 2AL

If you need further assistance, you can contact BCC's Private Housing Team on 0117 352 5010, [Private.housing@bristol.gov.uk](mailto:Private.housing@bristol.gov.uk) or write to us at;

Private Housing Team (100TS)  
Bristol City Council  
PO Box 3176  
BRISTOL  
BS3 9FS

## Contents

Application 'Quick Guide' .....	2
An Introduction To 'Rent Repayment Orders' .....	4
What is a Rent Repayment Order? .....	4
When can you apply for an RRO? .....	4
How do I make an application for an RRO? .....	4
Are there time limits on when an application must be made? .....	5
What do I need to prove that my landlord has committed an offence?.....	6
How much can I reclaim?.....	6
I receive Housing Benefit/Universal Credit, can I make an application? .....	6
Offences explained .....	7
Illegal Eviction and Harassment .....	7
What is Illegal Eviction? .....	7
What is Harassment? .....	7
Using or threatening violence for securing entry into premises .....	9
Failure to comply with a Banning Order .....	9
Having control of, or managing an unlicensed House in Multiple Occupancy (HMO).....	9
Having control of an unlicensed property.....	10
Failing to comply with an Improvement Notice.....	10
Failing to comply with a Prohibition Order .....	10
Supplementary Evidence sheet – 1_'Property Licensing' .....	11
Supplementary Evidence sheet – 2_'Improvement Notices & Prohibition Orders' .....	19
Supplementary Evidence sheet – 3_'Illegal Eviction & harassment' .....	28
Supplementary Evidence sheet – 4_'Breach Of A Banning Order' .....	40
Supplementary Evidence sheet – 5_'Using Or Threatening Violence To Secure Entry' .....	49
RRO1- Application by Tenant or Local Housing Authority for a Rent Repayment Order .....	60
<a href="#"><u>Contact Information</u></a> .....	70

## **An Introduction To 'Rent Repayment Orders'**

Welcome to Bristol City Council's information pack for tenants who are considering making an application for a Rent Repayment Order. It is important to have some basic and useful pointers at your disposal. Should you want more detailed information or legal opinion you should seek specialist advice (see useful contacts and website links page for more information).

### **What is a Rent Repayment Order?**

A rent repayment order (RRO) is an application that allows a tenant or a Local Authority to reclaim rent or housing benefit where a landlord or Agent has committed a housing offence. It is not necessary for the landlord/agent to have actually been convicted, but, in order to grant an RRO the Tribunal that makes the order, must be satisfied beyond reasonable doubt that one of these offences has occurred. An RRO can require the repayment of a sum of up to a maximum of 12 months' rent. This pack is designed to help you work out if you are able to make an application for an RRO.

### **When can you apply for an RRO?**

A tenant can make an application for an RRO if they can prove that their landlord has committed one of the following offences-

- Using or threatening violence for securing entry into premises
- Illegal eviction or Harassment
- Failing to comply with an Improvement Notice served by the Council
- Failing to comply with a Prohibition Order served by the Council
- The Landlord is in breach of a banning order
- Having control of, or Managing, an unlicensed House in Multiple Occupation (HMO)
- Having control of, or Managing an unlicensed property

Please note: Only tenants who rent from a Private Landlord can apply for an RRO. This power is not available to Council tenants or tenants of Housing Associations or arm's length management organisations.

### **How do I make an application for an RRO?**

Applications for RRO's are made to the First-tier Tribunal (Property Chamber) (FTT). The cost of an application is £100 which must be included with your application to the FTT. BCC can give initial advice free of charge, however, should you require further help, and you will be required to sign an agreement with BCC. This means, if BCC assist with your application, you will be required to pay a fee to BCC should your application be successful. The sum of this fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. The table below sets out fees applicable.

Rent level		Fee applicable per month	Max fee applicable (12 months)
Per Calendar Month	Per 4 weeks rent		
Up to £500	Up to £ 462	£40	£480
£501 - £1000	£463 - £923	£50	£600
£1001 - £1500	£924 - £1385	£60	£720
£1501 - £2000	£1386 - £1846	£75	£900
Over £2000	Over £1846	£100	£1200

You need to apply on the attached form RRO1. In order to help you BCC has produced a check sheet (supplementary evidence sheet) that is included with this pack.

Completing the relevant 'Supplementary Evidence' sheet will ensure you have all the documents ready in order to make your application. We would advise that you contact us once you have your documents and we will assist you further with your application. You can also seek your own independent legal advice.

If you do not have all of the required documents you will need to contact us as the burden will be on you, the tenant, to prove beyond reasonable doubt that an offence has been committed. We may need to advise you if you are going to have difficulty in getting the necessary proof. The Housing & Planning Act 2016 states that the Council can assist tenants with an RRO application. The landlord will have the opportunity to defend the RRO application by demonstrating either that the offence has not been committed or that they may have a legal defense.

Once you have completed the check sheet and application form you can either approach the First-tier Tribunal directly using the contact details on the RRO application form or, contact BCC's Private Housing Team on 0117 352 5010, [Private.housing@bristol.gov.uk](mailto:Private.housing@bristol.gov.uk) or write to us at;

Private Housing Team (100TS)  
 Bristol City Council  
 PO Box 3176  
 BRISTOL  
 BS3 9FS

#### **Are there time limits on when an application must be made?**

An application must be made within 12 months of the offence being committed. If the offence is ongoing such as failing to obtain a licence then an application can be made at any time whilst the offence is still being committed.

## **What do I need to prove that my landlord has committed an offence?**

**You need evidence to prove one or more of the following;**

- a) Evidence that the property was unlicensed during the period of the claim **or**;
- b) Evidence of non-compliance with an improvement notice or prohibition order **or**;
- c) Evidence of an unlawful or illegal eviction **or**;
- d) Evidence of a successful prosecution or RRO for Housing Benefit/Universal Credit by a local authority **AND**;
- e) Evidence of rent paid during the period of up to twelve months. If the landlord did not give you a rent book or receipts for the rent you paid and you have no other way of proving these payments, make a list of all the dates and the amount of rent payments you made, and who they were paid to
- f) If you and/or any other tenants in the property have appointed a legal advisor or other person to act as your representative, you must include with your application a signed agreement giving permission for that person to act on your behalf.

## **How much can I reclaim?**

The amount of rent that tenants can reclaim is capped at 12 months. Tenants can seek to recover the rent paid in the period of 12 months after the date of the offence being committed. If the alleged offence is continuing, for example, failing to obtain a licence then the amount to be repaid will relate to the rent paid during which the landlord was committing the offence for a period of up to 12 months prior to the tenants RRO application to the Tribunal.

The amount of the RRO cannot exceed the amount of rent paid by the tenant. The Tribunal is not obliged to award the full amount of rent but will consider the nature of the offence committed, whether the landlord has already been convicted or received a financial penalty and in certain cases, the Tribunal will consider the landlord's financial position and conduct. The landlord will also have an opportunity to make their own representations to the Tribunal.

## **I receive Housing Benefit/Universal Credit, can I make an application?**

If you receive full Housing Benefit or Universal Credit that covers payment for the whole of your rent, you are not entitled to apply for an RRO. However, if you receive part payment of Housing Benefit or Universal Credit towards your rent and you are responsible for paying the rest (top up payment) then you are entitled to apply for an RRO based on, and limited to, your own personal contribution towards your rent.

## Offences explained

### Illegal Eviction and Harassment

The law protects people living in residential property against harassment and illegal eviction. This applies to you whether you have a tenancy or a license, and it applies to the acts of a landlord or someone acting on his or her behalf.

### What is Illegal Eviction?

An illegal eviction can take place;

- by force (e.g. being physically removed from the property)
- by the locks being changed while the tenant is out by being denied re-entry **or**,
- by the occupier being deprived of access to a part of the premises which he/she is entitled to occupy (e.g. locking a toilet door or blocking access to a living room).

A landlord or person(s) acting on his/her behalf can also commit the offence of illegal eviction. Illegal eviction may not be permanent. For example- an illegal eviction can take place for a short period of time or if the occupier is subsequently reinstated back into the property. If the landlord has obtained a court order for possession against the tenant (Section 8 'Notice of Seeking Possession') and he/she subsequently engages a bailiff in executing the order for possession, this does not constitute an illegal eviction and will not be an offence under the Protection from Eviction Act 1977. However, where a landlord who has obtained an order for possession resorts to 'self-help' to take back possession of the property themselves, without involving a bailiff, he/she may be guilty of an unlawful eviction.

In relation to excluded occupiers such as lodgers living in the same property and sharing an amenity (e.g. the bathroom or kitchen) with the landlord, although there is no requirement for a court order the landlord must give the lodger reasonable notice to leave the property otherwise he/she may still be found guilty of harassment and/or illegal eviction. Once the period of reasonable notice has expired, the excluded occupier is protected from 'violent eviction', as the landlord can only use 'reasonable force' during an eviction.

### What is Harassment?

#### **'Acts likely to interfere with the peace and comfort of those living at the property'**

This may include acts such as;

- Forcing occupiers to sign agreements that take away their legal rights
- Removing or restricting essential services such as hot water or heating, or failing to pay bills so that these services are cut off

- Constant visits to the property, particularly if this occurs late at night or without warning
- Entering the accommodation when the occupier is not there, or without her/his permission
- Stopping the occupier from having guests
- Persistently offering the occupier money to leave
- Intentionally moving in other tenants who cause nuisance or,
- Harassment because of gender, race, disability, or sexuality

**Persistently withdrawing or withholding services that the occupier reasonably requires for the occupation of the premises**

This may include the disconnection of services such as electricity, hot water, heating, or any other essential services. For an act or acts to be considered as persistent, there must be some element of 'deliberate continuity'. However, a single act that affects an occupier over a period of time (e.g. cutting off the supply of electricity for an extended period) should be regarded as persistent withdrawing of services.

**Forcing the occupier to leave all or part of the property**

This may include forcing the occupier to give up occupying the common parts, one room, or the whole of the premises. It does not include giving up the accommodation temporarily while repair works are completed.

**Forcing the occupier to refrain from exercising the legal rights and remedies associated with their tenancy**

This could include forcing the occupier to sign an agreement that reduces her/his rights, or to give up the accommodation temporarily during repairs without the provision of any alternative accommodation. The occupier might be prevented from exercising rights such as reporting any disrepair to an Environmental Health Officer or going to a rent officer to get a fair rent registered.

## **Using or threatening violence for securing entry into premises**

### **Criminal Law Act 1977**

This Act creates an offence where a person 'without lawful authority' uses or threatens violence, against a person or property in an attempt to secure entry into the property while there is someone on the premises who is opposed to the entry. The right to possession of a property does not give a landlord 'lawful authority' to enter, and such acts are punishable by up to six months imprisonment and/or a fine.

## **Failure to comply with a Banning Order**

### **A Banning Order prohibits a person from;**

- renting out residential accommodation
- engaging in letting agency work
- engaging in property management work
- holding a property license

If you have a tenancy with a landlord who is a subject to a Banning Order this is still a legal tenancy. To terminate the tenancy, the landlord must follow the lawful procedure for ending the type of tenancy that was granted.

## **Having control of, or managing an unlicensed House in Multiple Occupancy (HMO)**

Your landlord must apply for a Mandatory HMO Licence from the Council if the property;

- has 5 or more people living in it, and
- has 2 or more separate households living there

An HMO could be;

- a house split into separate bedsits
- a shared house or flat, where the sharers are not members of the same family
- a hostel
- a bed and breakfast hotel's that are not just used for holidays
- shared accommodation for students – although, many halls of residence and other types of student accommodation owned by educational establishments are not licensable HMO's.

HMO's don't need to be licensed if they are managed or owned by a Housing Association or co-operative, a Local Authority, the Health Service, or Police and Fire Authorities. In Bristol, smaller HMO's also require a licence.

### **Having control of an unlicensed property**

Bristol City Council has declared certain areas of the City to be Discretionary Licensing areas. Most properties in these areas that are rented out will be required to be licensed, including smaller HMO's (Additional Licences) and those rented to single families (Selective Licences). If the landlord has failed to licence a licensable property in this area it is possible that a RRO can be applied for.

If you are concerned that the property you live in may be unlicensed, contact Bristol City Council's Private Housing Team by email; [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk). Alternatively, you can visit the BCC website where you'll find a map of the licensing areas within Bristol and other useful information on private renting; [www.bristol.gov.uk/housing/guide-to-renting-privately](http://www.bristol.gov.uk/housing/guide-to-renting-privately).

### **Failing to comply with an Improvement Notice**

An improvement notice is a legal notice under the Housing Act 2004 that is served on the owner(s) of a property by the Council. These notices give details of works that are necessary to be carried out, to bring the property up to a satisfactory standard. These notices also give a time limit by which works must be completed. If the necessary works are not carried out within the specified time, then the owner(s) have failed to comply with the improvement notice.

### **Failing to comply with a Prohibition Order**

A prohibition order prevents the use of residential premises or part of a premises. It may be for all purposes or for a particular purpose (i.e. sleeping in certain rooms). It may extend to common parts of buildings containing flats. The Prohibition Order can also specify the maximum number of people that can occupy the premises. Once in place, any person who permits the premises to be used is committing an offence that can be considered for a RRO.

**Supplementary Evidence Sheet**

**Property Licensing**

**You must include this with your RRO  
Application Form**



**Supplementary Evidence sheet – 1 ‘Property Licensing’**

*Did you know...*

If you live in a rented house or flat your landlord may need to apply for a property licence. If they have not applied, they may be breaking the law and might be made to repay up to 12 months of backdated rent payments if an application is made to the First-Tier Tribunal (Property Chamber) for a ‘Rent Repayment Order’

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*This form will help to ensure that you have all the documents ready in order to make an application to the First-Tier Tribunal (Property Chamber) for a Rent Repayment Order*

**APPLICANT NAME** *Mr/Mrs/Ms/Miss*.....

**CURRENT ADDRESS** *(the address of where you live now)*.....

**CONTACT NUMBER(S)** .....

**PLEASE ANSWER THE FOLLOWING QUESTIONS TO SEE IF YOU ARE ELIGIBLE TO APPLY FOR A RENT REPAYMENT ORDER (‘RRO’)**

**ADDRESS OF PROPERTY RRO APPLICATION RELATES TO** *(If different from the address mentioned above)*

.....

.....

.....

## SECTION 1

This section is about you, the people you live/lived with and the property you live/lived in. It is important that you give as much detail as possible and also provide any paperwork or documents that will support your answers. *(See attached 'A Tenant's Guide to Rent Repayment Orders' for more information)*

1. I am;

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a) a tenant of a private landlord (not a council tenant) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) living with 2 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) living with 4 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) living in the same property as my landlord            | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

2. The property I live in is;

- |                   |                              |                             |
|-------------------|------------------------------|-----------------------------|
| a) a shared house | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) a bedsit       | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) a flat         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) other          | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

3. I share amenities (kitchen/bathroom/toilet) with other's who live/lived in my house/flat;

- |                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| a) Kitchen      | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Bathroom     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) WC or toilet | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

## SECTION 2

This section is about you & your landlord (or managing agent) and the type of agreement you have/had with them.

1. I lived at the above address; *(Please give actual date(s) from/to)*

**From:** ..... **To:** .....

2. a) My landlords name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

b) My Managing Agents name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

3. My landlord/Agent gave me;

a) a Tenancy Agreement YES  NO

b) a Lodger agreement YES  NO

c) I don't have a written agreement YES  NO

4. I pay my rent to; *(Please give full name(s) of any person(s) who collect rent payments)*

**Name:** ..... **Tel:** .....

**Address:** .....

5. The amount of rent I pay is;

**Amount: £**.....

6. I pay my rent by;

a) direct debit YES  NO

b) bank transfer YES  NO

c) cash payments YES  NO

d) Housing Benefit/Universal Credit (UC)

YES

NO

If you answered 'YES' to question d) Housing Benefit/UC please contact the Council's Private Sector Housing Team [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or Tenancy Relations [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

7. I pay my rent;

a) every 4 weeks

YES

NO

b) once a month

YES

NO

c) every week

YES

NO

8. I can provide copies of receipts and/or bank statements showing my rent payments;

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

9. Do you have any other way of proving that you live at the house or flat? This could be mobile phone bills, electricity, gas or water bills or Council Tax letters; (These letters must have your name and the address of the property the RRO relates to)

YES

NO

If you answered YES, please provide details of all documents that you can use to prove you have lived at the property (use separate sheet if necessary);

.....  
.....  
.....  
.....  
.....  
.....



### **SECTION 3**

This section is about the cost of making an application to the First-Tier Tribunal (Property Chamber) for an RRO. The initial fee for an RRO is £100 and this must be paid by cheque *or* postal order and sent with your completed application form.

1. Are you able to pay the £100 application fee? YES  NO

2. If you answered 'YES' to question 1, please give a date when you *will* be able to make the payment;

**Date:** .....

3. Do you have access to funds that could be paid back should your application be successful?

YES  NO

4. Are you currently receiving any financial help such as Housing Benefit or Universal Credit?

YES  NO

If you answered 'YES' to question 4, please click on the following link to the Governments website and a short questionnaire to check your eligibility for help with the cost of this application.

<https://www.gov.uk/get-help-with-court-fees>

**SECTION 4**

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**APPLICANT DECLARATION**

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This section asks you to confirm the details you have given in your application and to declare that the information you have provided is true to the best of your knowledge. Please note, you are also giving your consent to the following;

- If you have requested a representative from Bristol City Council to act on your behalf in regards to this application
- If your initial RRO application fee of £100 was paid by Bristol City Council, by signing this declaration you are also agreeing to repay the *full amount* should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour
- You agree to pay Bristol City Council a fee should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour. The sum of the fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. Please refer to page 5 of this pack for more detail.

**BEFORE SIGNING THIS DECLARATION YOU *MUST* ENSURE THAT YOU HAVE CHECKED ALL OF YOUR ANSWERS AND THAT YOU ARE ABLE TO PROVIDE THE DOCUMENTS TO SUBMIT WITH YOUR RENT REPAYMENT ORDER APPLICATION**

**APPLICANT**

I, *Mr/Mrs/Ms/Miss* [Please insert full name]

.....

*Of (address)*.....

*Signature*:..... *Date*:.....

Phone number:.....

**OFFICER OF BRISTOL CITY COUNCIL**

*Mr/Mrs/Ms/Miss*.....

*Of Bristol City Council*.....

*Signature*:..... *Date*:.....

**Authority to Act on Behalf of Tenant(s) in application for a Rent Repayment Order**

I *Mr/Mrs/Ms/Miss* ..... *[Name of tenant]*

of ..... *[Address of tenant]*

authorise and give consent to *Mr/Mrs/Ms/Miss*.....

*[Name of representative]* to act on my behalf in the process of applying for a Rent Repayment Order to

reclaim rent paid at ..... *[Address RRO*

*application relates to and where tenant is/was living when the offence was committed].*

I request that those who it may concern provide my representative with all relevant information and to discuss the details of my case including any necessary financial data.

**Signed:** .....

**Name:** .....

**Date:** .....

**Supplementary Evidence Sheet**  
**Improvement Notices & Prohibition**  
**Orders**  
You must attach this to your RRO  
Application



## Supplementary Evidence sheet – 2 ‘Improvement Notices & Prohibition Orders’

*Did you know...*

If you live in a rented house or flat, on which the local housing authority have served an improvement notice or prohibition order under the Housing Act 2004, if your landlord fails to comply with the notice or order, you may apply to the First-Tier Property Tribunal for up to 12 months’ rent repayment order.

.....  
*This form will help to ensure that you have all the documents ready in order to make an application to the First-Tier Tribunal (Property Chamber) for a Rent Repayment Order*

**APPLICANT NAME** *Mr/Mrs/Ms/Miss*.....

**CURRENT ADDRESS** *(the address of where you live now)*.....  
.....

**CONTACT NUMBER(S)**.....

### **PLEASE ANSWER THE FOLLOWING QUESTIONS TO SEE IF YOU ARE ELIGIBLE TO APPLY FOR A RENT REPAYMENT ORDER (‘RRO’)**

**ADDRESS OF PROPERTY RRO APPLICATION RELATES TO** *(If different from the address mentioned above)*  
.....  
.....  
.....

## SECTION 1

**ADDRESS OF PROPERTY FOR RRO APPLICATION:** .....

.....

This section is about you, the people you live/lived with and the property you live/lived in. It is important that you give as much detail as possible and also provide any paperwork or documents that will support your answers. *(See attached 'A Tenant's Guide to Rent Repayment Orders' for more information)*

1. I am;

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a) a tenant of a private landlord (not a council tenant) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) living with 2 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) living with 4 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) living in the same property as my landlord            | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

2. The property I live/lived in is;

- |                   |                              |                             |
|-------------------|------------------------------|-----------------------------|
| a) a shared house | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) a bedsit       | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) a flat         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) other          | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

3. I share amenities (kitchen/bathroom/toilet) with other's who live/lived in my house/flat;

- |                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| a) Kitchen      | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Bathroom     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) WC or toilet | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

## SECTION 2

This section is about you & your landlord (or managing agent) and what type of agreement you have/had with them.

1. I lived at the above address; *(Please give actual date(s) from/to)*

**From:** ..... **To:** .....

2. a) My landlords name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

b) My Managing Agents name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

3. My landlord/Agent gave me;

a) a Tenancy Agreement YES  NO

b) a Lodger agreement YES  NO

c) I don't have a written agreement YES  NO

4. I pay my rent to; *(Please give full name(s) of any person(s) who collect rent payments)*

**Name:** ..... **Tel:** .....

**Address:** .....

5. The amount of rent I pay is;

**Amount: £**.....

6. I pay my rent by;

a) direct debit YES  NO

b) bank transfer YES  NO

c) cash payments YES  NO

d) Housing Benefit/Universal Credit (UC) YES  NO

If you answered 'YES' to question d) Housing Benefit/UC please contact the Council's Private Sector Housing Team [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or Tenancy Relations [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

7. I pay for my rent;

a) every 4 weeks YES  NO

b) once a month YES  NO

c) every week YES  NO

8. I have got copies of my rent receipts and/or bank statements showing my rent payments;

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

9. Do you have any other way of proving that you live at the house or flat? This could be mobile phone bills, electricity, gas or water bills or Council Tax letters; (These letters must have your name and the address of the property the RRO relates to)

YES  NO

If you answered 'YES' please provide details of all documents that you can use to prove you have lived at the property (use separate sheet if necessary);

.....  
.....  
.....  
.....



### **SECTION 3**

This section asks you to provide evidence to support your application. It is important that you provide as much detailed information as possible, and also provide documents that will support your answers. *(You will need to ask Bristol City Council to provide copies of all improvement notices or prohibition orders that they have served on your landlord)*

1. I have evidence provided by Bristol City Council that my landlord has been served;

a) an Improvement Notice YES  NO

b) a Prohibition Order YES  NO

2. The reason(s) my landlord has been served this notice is because the property;

a) is in poor condition YES  NO

b) is not suitable for sleeping accommodation YES  NO

3. Bristol City Council have provided written evidence in the form of the following;

a) a copy of the Improvement Notice YES  NO

b) a copy of the Prohibition Order YES  NO

c) a copy of the initial warning letter YES  NO

4. Bristol City Council have confirmed that my landlord is aware of the Notice or Order because;

a) Bristol City Council received a response from landlord YES  NO

b) the tenants received a copy of the Improvement Notice YES  NO

c) the tenants received a copy of the Prohibition Order YES  NO

## SECTION 4

This section is about the cost of making an application to the First-Tier Property Tribunal for an RRO. The initial fee for an RRO is £100 and this must be paid by cheque or postal order and sent with your completed application form.

1. Are you able to pay the £100 application fee? YES  NO

2. If you answered 'YES' to question 1, please give a date when you *will* be able to make the payment;

*Date:* .....

3. Do you have access to funds that could be paid back should your application be successful?

YES  NO

4. Are you currently receiving any financial help such as Housing Benefit or Universal Credit?

YES  NO

If you answered 'YES' to question 4, please click on the following link to the Governments website and a short questionnaire to check your eligibility for help with the cost of this application.

<https://www.gov.uk/get-help-with-court-fees>

**SECTION 5**

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**APPLICANT DECLARATION**

---

This section asks you to confirm the details you have given in your application and to declare that the information you have provided is true to the best of your knowledge. Please note, you are also giving your consent to the following;

- A representative of Bristol City Council to act on your behalf in regards to this RRO application
- If your initial RRO application fee of £100 was paid by Bristol City Council, by signing this declaration you agree to repay the *full amount* should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour
- You agree to pay Bristol City Council should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour. The sum of the fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. Please refer to page 5 of this pack for more detail.
- 

**BEFORE SIGNING THIS DECLARATION YOU *MUST* ENSURE THAT YOU HAVE CHECKED ALL OF YOUR ANSWERS AND THAT YOU ARE ABLE TO PROVIDE THE DOCUMENTS TO SUBMIT WITH YOUR RENT REPAYMENT ORDER APPLICATION**

**APPLICANT**

I, Mr/Mrs/Ms/Miss.....

Of (address).....

Signature:..... Date:.....

Phone number:.....

**OFFICER OF BRISTOL CITY COUNCIL**

Mr/Mrs/Ms/Miss.....

Of Bristol City Council.....

Signature:..... Date:.....

**Authority to Act on Behalf of Tenant(s) in application for a Rent Repayment Order**

I *Mr/Mrs/Ms/Miss* ..... *[Name of tenant]*

of ..... *[Address of tenant]*

authorise and give consent to *Mr/Mrs/Ms/Miss*.....

*[Name of representative]* to act on my behalf in the process of applying for a Rent Repayment Order to

reclaim rent paid at ..... *[Address RRO*

*application relates to and where tenant is/was living when the offence was committed].*

I request that those who it may concern provide my representative with all relevant information and to

discuss the details of my case including any necessary financial data.

**Signed:** .....

**Name:** .....

**Date:** .....

**Supplementary Evidence Sheet**  
**Illegal Eviction & Harassment**  
**You must include this with your RRO**  
**Application Form**



### **Supplementary Evidence sheet – 3 ‘Illegal Eviction & harassment’**

*Did you know...*

If you live in a privately rented house or flat and your landlord, agent or someone sent by your landlord has been harassing or bullied you and/or illegally evicted you, they may have broken the law and might be made to repay up to 12 months of backdated rent payments if an application is made to the First-Tier Tribunal (Property Chamber) for a ‘Rent Repayment Order’

---

*This form will help to ensure that you have all the documents ready in order to make an application to the First-Tier Tribunal (Property Chamber) for a Rent Repayment Order*

**APPLICANT NAME** *Mr/Mrs/Ms/Miss*.....

**CURRENT ADDRESS** *(the address of where you live now)*.....

**CONTACT NUMBER(S)** .....

**PLEASE ANSWER THE FOLLOWING QUESTIONS TO SEE IF YOU ARE ELIGIBLE TO APPLY FOR A RENT REPAYMENT ORDER (‘RRO’)**

**ADDRESS OF PROPERTY RRO APPLICATION RELATES TO** *(If different from the address mentioned above)*

.....

.....

.....

**SECTION 1**

**ADDRESS OF PROPERTY FOR RRO APPLICATION: .....**

.....

This section is about you, the people you live/lived with and the property you live/lived in. It is important that you give as much detail as possible and also provide any paperwork or documents that will support your answers. *(See attached 'A Tenants Guide to Rent Repayment Orders' for more information)*

1. I am;

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a) a tenant of a private landlord (not a council tenant) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) living with 2 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) living with 4 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) living in the same property as my landlord            | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

2. The property I live in is;

- |                   |                              |                             |
|-------------------|------------------------------|-----------------------------|
| a) a shared house | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) a bedsit       | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) a flat         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) other          | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

3. I share amenities (kitchen/bathroom/toilet) with other's who live/lived in my house/flat;

- |                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| a) Kitchen      | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Bathroom     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) WC or toilet | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

## SECTION 2

This section is about you & your landlord (or managing agent) and the type of agreement you have/had with them.

1. I lived at the above address; *(Please give actual date(s) from/to)*

**From:** ..... **To:** .....

2. a) My landlords name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

b) My Managing Agents name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

3. My landlord/Agent gave me;

a) a Tenancy Agreement YES  NO

b) a Lodger agreement YES  NO

c) I don't have a written agreement YES  NO

4. I pay my rent to; *(Please give full name(s) of any person(s) who collect rent payments)*

**Name:** ..... **Tel:** .....

**Address:** .....

5. The amount of rent I pay is;

**Amount: £**.....

6. I pay my rent by;

a) direct debit YES  NO

b) bank transfer YES  NO

c) cash payments YES  NO

d) Housing Benefit/Universal Credit (UC) YES  NO

If you answered 'YES' to question d) Housing Benefit/UC please contact the Council's Private Sector Housing Team [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or Tenancy Relations [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

7. I pay my rent;

a) every 4 weeks YES  NO

b) once a month YES  NO

c) every week YES  NO

8. I can provide copies of receipts and/or bank statements showing my rent payments;

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

Date: ..... Date: .....

9. Do you have any other way of proving that you live at the house or flat? This could be mobile phone bills, electricity, gas or water bills or Council Tax letters; *(These letters must have your name and the address of the property the RRO relates to)*

YES  NO

If you answered YES, please provide details of all documents that you can use to prove you have lived at the property (use separate sheet if necessary);

.....  
.....  
.....  
.....

Blank page with horizontal dotted lines for writing.

### **SECTION 3**

The next section is split into two parts- Harassment & Unlawful Eviction. The questions are about the reason(s) for your RRO application and also the problems you have had (or are having) with your landlord that amounts to harassment and/or an unlawful eviction. It is important that you are open and honest with your answers, and that you give as much detail as possible about the things that have happened to you and your family.

#### **Harassment**

1. Has (or does) your landlord ever;

a) forced you to sign something that takes away your legal rights?

YES

NO

b) cut off the electricity/gas/water supply at the property?

YES

NO

c) repeatedly visited the property sometimes late at night?

YES

NO

d) let himself into the property when you are not at home, and/or without your permission?

YES

NO

e) stop you from having friends or guests visiting your home?

YES

NO

f) offered you money to leave your home?

YES

NO

g) moved in other tenants who cause a nuisance?

YES

NO

h) used threatening words to scare you into leaving your home?

YES

NO

i) say negative words about your race, disability, gender or sexuality?

YES

NO

j) threatened to remove your belongings if you don't leave your home?

YES

NO



.....  
.....  
**Unlawful or Illegal Eviction**

1. Has your landlord or any other relevant person (Managing Agent, relative or friend of landlord) ever;

a) served you a Section 21 Notice or a Section 8 Notice? YES  NO

*(s21 notices are also known as a NTQ or Notice To Quit and s8 notices are also known as a NOSP or Notice Of Seeking Possession)*

b) applied to the courts for a possession order? YES  NO

c) applied to the courts for a bailiffs warrant? YES  NO

*If you answered 'YES' to b) or c) then this may not be an illegal eviction. It will only be unlawful if the landlord evicted you before they obtained a bailiffs warrant.*

2. If you were evicted before a bailiffs warrant had been obtained, did your landlord or any other relevant person (Managing Agent, relative or friend of landlord) ever;

a) change the locks while you were out? YES  NO

b) used force or physically tried to remove you from the property?

YES  NO

c) refuse to let you back into the property? YES  NO

d) prevent access from part of the property you normally have access to? *(This could be restricting access to the living room or changing the layout of your home so that you lose part of the space you normally live in)*

YES  NO

e) Are you a lodger (you live in the same house or flat with your landlord) who has not been given reasonable notice to leave the property? *(Reasonable notice would be how often you pay your rent, weekly/fortnightly/monthly)*

YES  NO

If you answered 'YES' to any of the above, please provide details of all instances where it has happened. If you have evidence (letters or notes, photo, video) please include these along with the date/time(s) and also the names of any person(s) that witnessed the events below (use a separate sheet if necessary).

A series of horizontal dotted lines provided for the user to write details of instances and evidence.

## SECTION 4

This section is about the cost of making an application to the First-Tier Tribunal (Property Chamber) for an RRO. The initial fee for an RRO is £100 and this must be paid by cheque or postal order and sent with your completed application form.

1. Are you able to pay the £100 application fee? YES  NO

2. If you answered 'YES' to question 1, please give a date when you will be able to make the payment;

**Date:** .....

3. Do you have access to funds that could be paid back should your application be successful?

YES  NO

4. Are you currently receiving any financial help such as Housing Benefit or Universal Credit?

YES  NO

If you answered 'YES' to question 4, please click on the following link to the Governments website and a short questionnaire to check your eligibility for help with the cost of this application.

<https://www.gov.uk/get-help-with-court-fees>

**SECTION 5**

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**APPLICANT DECLARATION**

---

This section asks you to confirm the details you have given in your application and to declare that the information you have provided is true to the best of your knowledge. Please note, you are also giving your consent to the following;

- If you have requested a representative from Bristol City Council to act on your behalf in regards to this application
- If your initial RRO application fee of £100 was paid by Bristol City Council, by signing this declaration you are also agreeing to repay the full amount should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour
- You agree to pay Bristol City Council should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour. The sum of the fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. Please refer to page 5 of this pack for more detail.

**BEFORE SIGNING THIS DECLARATION YOU MUST ENSURE THAT YOU HAVE CHECKED ALL OF YOUR ANSWERS AND THAT YOU ARE ABLE TO PROVIDE THE DOCUMENTS TO SUBMIT WITH YOUR RENT REPAYMENT ORDER APPLICATION**

**APPLICANT**

I, Mr/Mrs/Ms/Miss.....

Of (address).....

Signature:..... Date:.....

Phone number:.....

**OFFICER OF BRISTOL CITY COUNCIL**

Mr/Mrs/Ms/Miss.....

Of Bristol City Council.....

Signature:..... Date:.....

**Authority to Act on Behalf of Tenant(s) in application for a Rent Repayment Order**

I *Mr/Mrs/Ms/Miss* ..... *[Name of tenant]*

of ..... *[Address of tenant]*

authorise and give consent to *Mr/Mrs/Ms/Miss*.....

*[Name of representative]* to act on my behalf in the process of applying for a Rent Repayment Order to

reclaim rent paid at ..... *[Address RRO*

*application relates to and where tenant is/was living when the offence was committed].*

I request that those who it may concern provide my representative with all relevant information and to

discuss the details of my case including any necessary financial data.

**Signed:** .....

**Name:** .....

**Date:** .....

**Supplementary Evidence Sheet**  
**Breach Of Banning Order**

**You must include this with your RRO  
Application Form**



**Supplementary Evidence sheet – 4 ‘Breach of A Banning Order’**

*Did you know...*

If you live in a privately rented house or flat and your landlord has been banned from managing or letting properties, holding a property licence and they are named on the national database of Rogue Landlords and Agents, they may be breaking the law and might be made to repay up to 12 months of backdated rent payments if an application is made to the First-Tier Tribunal (Property Chamber) for a ‘Rent Repayment Order’

---

*This form will help to ensure that you have all the documents ready in order to make an application to the First-Tier Tribunal (Property Chamber) for a Rent Repayment Order*

**APPLICANT NAME** *Mr/Mrs/Ms/Miss*.....

**CURRENT ADDRESS** *(the address of where you live now)*.....

**CONTACT NUMBER(S)** .....

**PLEASE ANSWER THE FOLLOWING QUESTIONS TO SEE IF YOU ARE ELIGIBLE TO APPLY FOR A RENT REPAYMENT ORDER (‘RRO’)**

**ADDRESS OF PROPERTY RRO APPLICATION RELATES TO** *(If different from the address mentioned above)*

.....

.....

.....

## SECTION 1

**ADDRESS OF PROPERTY FOR RRO APPLICATION:** .....

.....

This section is about you, the people you live/lived with and the property you live/lived in. It is important that you give as much detail as possible and also provide any paperwork or documents that will support your answers. *(See attached guidance notes for more detailed information)*

1. I am;

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a) a tenant of a private landlord (not a council tenant) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) living with 2 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) living with 4 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) living in the same property as my landlord            | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

2. The property I live/lived in is;

- |                   |                              |                             |
|-------------------|------------------------------|-----------------------------|
| a) a shared house | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) a bedsit       | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) a flat         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) other          | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

3. I share amenities (kitchen/bathroom/toilet) with other's who live/lived in my house/flat;

- |                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| a) Kitchen      | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Bathroom     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) WC or toilet | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

## SECTION 2

This section is about you & your landlord (or managing agent) and the type of agreement you have/had with them.

1. I lived at the above address; (Please give actual date(s) from/to)

**From:** ..... **To:** .....

2. a) My landlords name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

b) My Managing Agents name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

3. My landlord/Agent gave me;

a) a Tenancy Agreement YES  NO

b) a Lodger agreement YES  NO

c) I don't have a written agreement YES  NO

4. I pay my rent to; (Please give full name(s) of any person(s) who collect rent payments)

**Name:** ..... **Tel:** .....

**Address:** .....

5. The amount of rent I pay is;

**Amount: £**.....

6. I pay my rent by;

a) direct debit YES  NO

b) bank transfer YES  NO

c) cash payments YES  NO

d) Housing Benefit/Universal Credit (UC)

YES

NO

If you answered 'YES' to question d) Housing Benefit/UC please contact the Council's Private Sector Housing Team [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or Tenancy Relations [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

7. I pay my rent;

a) every 4 weeks

YES

NO

b) once a month

YES

NO

c) every week

YES

NO

8. I can provide copies of receipts and/or bank statements showing my rent payments;

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

9. Do you have any other way of proving that you live at the house or flat? This could be mobile phone bills, electricity, gas or water bills or Council Tax letters; *(These letters must have your name and the address of the property the RRO relates to)*

YES

NO

If you answered YES, please provide details of all documents that you can use to prove you have lived at the property (use separate sheet if necessary);

.....  
.....  
.....  
.....  
.....



### **SECTION 3**

This section asks you to provide evidence to support your application. It is important that you provide as much detailed information as possible, and also provide documents that will support your answers. *(You will need to ask Bristol City Council to provide copies of all improvement notices or prohibition orders that they have served on your landlord)*

1. I have evidence provided by Bristol City Council that my landlord has been served;

a) an Improvement Notice YES  NO

b) a Prohibition Order YES  NO

2. The reason(s) my landlord has been served this notice is because the property;

a) is in poor condition YES  NO

b) is not suitable for sleeping accommodation YES  NO

3. Bristol City Council have provided written evidence in the form of the following;

a) a copy of the Improvement Notice YES  NO

b) a copy of the Prohibition Order YES  NO

c) a copy of the initial warning letter YES  NO

4. Bristol City Council have confirmed that my landlord is aware of the Notice or Order because;

a) Bristol City Council received a response from landlord YES  NO

b) the tenants received a copy of the Improvement Notice YES  NO

c) the tenants received a copy of the Prohibition Order YES  NO

5. Bristol City Council have confirmed that my landlord;

a) has been issued with a Civil Penalty Notice YES  NO

b) has been prosecuted for a housing offence YES  NO

c) has been placed on the rogue landlord database YES  NO

## SECTION 4

This section is about the cost of making an application to the First-Tier Tribunal (Property Chamber) for an RRO. The initial fee for an RRO is £100 and this must be paid by cheque or postal order and sent with your completed application form.

1. Are you able to pay the £100 application fee? YES  NO

2. If you answered 'YES' to question 1, please give a date when you will be able to make the payment;

**Date:** .....

3. Do you have access to funds that could be paid back should your application be successful?

YES  NO

4. Are you currently receiving any financial help such as Housing Benefit or Universal Credit?

YES  NO

If you answered 'YES' to question 4, please click on the following link to the Governments website and a short questionnaire to check your eligibility for help with the cost of this application.

<https://www.gov.uk/get-help-with-court-fees>

**SECTION 5**

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**APPLICANT DECLARATION**

---

This section asks you to confirm the details you have given in your application and to declare that the information you have provided is true to the best of your knowledge. Please note, you are also giving your consent to the following;

- If you have requested a representative from Bristol City Council to act on your behalf in regards to this application
- If your initial RRO application fee of £100 was paid by Bristol City Council, by signing this declaration you are also agreeing to repay the full amount should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour
- You agree to pay Bristol City Council should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour. The sum of the fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. Please refer to page 5 of this pack for more detail.

**BEFORE SIGNING THIS DECLARATION YOU MUST ENSURE THAT YOU HAVE CHECKED ALL OF YOUR ANSWERS AND THAT YOU ARE ABLE TO PROVIDE THE DOCUMENTS TO SUBMIT WITH YOUR RENT REPAYMENT ORDER APPLICATION**

**APPLICANT**

I, *Mr/Mrs/Ms/Miss*.....

*Of (address)*.....

*Signature:*.....      *Date:*.....

Phone number:.....

**OFFICER OF BRISTOL CITY COUNCIL**

*Mr/Mrs/Ms/Miss*.....

*Of Bristol City Council*.....

*Signature:*.....      *Date:*.....

**Authority to Act on Behalf of Tenant(s) in application for a Rent Repayment Order**

I *Mr/Mrs/Ms/Miss* ..... *[Name of tenant]*

of ..... *[Address of tenant]*

authorise and give consent to *Mr/Mrs/Ms/Miss*.....

*[Name of representative]* to act on my behalf in the process of applying for a Rent Repayment Order to

reclaim rent paid at ..... *[Address RRO*

*application relates to and where tenant is/was living when the offence was committed].*

I request that those who it may concern provide my representative with all relevant information and to

discuss the details of my case including any necessary financial data.

**Signed:** .....

**Name:** .....

**Date:** .....

**Supplementary Evidence Sheet**  
**Using violence to gain entry**

**You must include this with your RRO  
Application Form**



**Supplementary Evidence sheet – 5 ‘Using Or Threatening Violence To Secure Entry’**

*Did you know...*

If you live in a privately rented house or flat and your landlord has used violence or threatened you with violence to gain access in to your home when they know you are inside and that you do not want them to get in, they may be breaking the law and might be made to repay up to 12 months of backdated rent payments if an application is made to the First-Tier Tribunal (Property Chamber) for a ‘Rent Repayment Order’

---

*This form will help to ensure that you have all the documents ready in order to make an application to the First-Tier Tribunal (Property Chamber) for a Rent Repayment Order*

**APPLICANT NAME** *Mr/Mrs/Ms/Miss*.....

**CURRENT ADDRESS** *(the address of where you live now)*.....

**CONTACT NUMBER(S)** .....

**PLEASE ANSWER THE FOLLOWING QUESTIONS TO SEE IF YOU ARE ELIGIBLE TO APPLY FOR A RENT REPAYMENT ORDER (‘RRO’)**

**ADDRESS OF PROPERTY RRO APPLICATION RELATES TO** *(If different from the address mentioned above)*

.....

.....

.....

## SECTION 1

**ADDRESS OF PROPERTY FOR RRO APPLICATION:** .....

.....

This section is about you, the people you live/lived with and the property you live/lived in. It is important that you give as much detail as possible and also provide any paperwork or documents that will support your answers. *(See attached guidance notes for more detailed information)*

1. I am;

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a) a tenant of a private landlord (not a council tenant) | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) living with 2 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) living with 4 other people that I am not related to   | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) living in the same property as my landlord            | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

2. The property I live in is;

- |                   |                              |                             |
|-------------------|------------------------------|-----------------------------|
| a) a shared house | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) a bedsit       | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) a flat         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) other          | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

3. I share amenities (kitchen/bathroom/toilet) with other's who live/lived in my house/flat;

- |                 |                              |                             |
|-----------------|------------------------------|-----------------------------|
| a) Kitchen      | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Bathroom     | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) WC or toilet | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

## SECTION 2

This section is about you & your landlord (or managing agent) and the type of agreement you have/had with them.

1. I lived at the above address; *(Please give actual date(s) from/to)*

**From:** ..... **To:** .....

2. a) My landlords name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

b) My Managing Agents name, address and contact details are;

**Name:** ..... **Tel:** .....

**Address:** .....

3. My landlord/Agent gave me;

a) a Tenancy Agreement YES  NO

b) a Lodger agreement YES  NO

c) I don't have a written agreement YES  NO

4. I pay my rent to; *(Please give full name(s) of any person(s) who collect rent payments)*

**Name:** ..... **Tel:** .....

**Address:** .....

5. The amount of rent I pay is;

**Amount: £**.....

6. I pay my rent by;

a) direct debit YES  NO

b) bank transfer YES  NO

c) cash payments YES  NO

d) Housing Benefit/Universal Credit (UC)

YES

NO

If you answered 'YES' to question d) Housing Benefit/UC please contact the Council's Private Sector Housing Team [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) or Tenancy Relations [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

7. I pay my rent;

a) every 4 weeks

YES

NO

b) once a month

YES

NO

c) every week

YES

NO

8. I can provide copies of receipts and/or bank statements showing my rent payments;

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

Date: .....

9. Do you have any other way of proving that you live at the house or flat? This could be mobile phone bills, electricity, gas or water bills or Council Tax letters; (These letters must have your name and the address of the property the RRO relates to)

YES

NO

If you answered YES, please provide details of all documents that you can use to prove you have lived at the property (use separate sheet if necessary);

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A series of horizontal dotted lines spanning the width of the page, intended for handwritten notes or a signature.

**SECTION 3**

This section is about the reason(s) for your RRO application and also the problems you have had (or are having) with your landlord where they have threatened you with violence or have used violence to gain access to your property. It is important that you are open and honest with your answers, and that you give as much detail as possible about the things that have happened (or are happening) to you and your family.

1. Has your landlord *(or someone your landlord is friends with or related to)* ever;

a) sent you abusive messages (texts, emails, letters) or verbally threatened you with violence?

YES                       NO

b) sent you threatening messages (texts, emails, letters) or verbally threatened to use violence on your home?

YES                       NO

c) attempted to get inside your property when you or your family were at home?

YES                       NO

If you answered 'YES' to any of the above, please provide details of *all* instances that it has happened to you. If you have evidence (letters or notes, photo, video) please include these along with the date/time(s) and also the names of any person(s) that witnessed the events below *(use a separate sheet if necessary)*

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## SECTION 4

This section is about the cost of making an application to the First-Tier Tribunal (Property Chamber) for an RRO. The initial fee for an RRO is £100 and this must be paid by cheque *or* postal order and sent with your completed application form.

1. Are you able to pay the £100 application fee? YES  NO

2. If you answered 'YES' to question 1, please give a date when you *will* be able to make the payment;

**Date:** .....

3. Do you have access to funds that could be paid back should your application be successful?

YES  NO

4. Are you currently receiving any financial help such as Housing Benefit or Universal Credit?

YES  NO

If you answered 'YES' to question 4, please click on the following link to the Governments website and a short questionnaire to check your eligibility for help with the cost of this application.

<https://www.gov.uk/get-help-with-court-fees>

**SECTION 5**

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**APPLICANT DECLARATION**

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This section asks you to confirm the details you have given in your application and to declare that the information you have provided is true to the best of your knowledge. Please note, you are also giving your consent to the following;

- If you have requested a representative from Bristol City Council to act on your behalf in regards to this application
- If your initial RRO application fee of £100 was paid by Bristol City Council, by signing this declaration you are also agreeing to repay the *full amount* should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour
- You agree to pay Bristol City Council should your application for a rent repayment order be successful and the decision made by the First-Tier Tribunal (Property Chamber) is in your favour. The sum of the fee shall be dependent on the monthly rent level and the number of months RRO is being applied for. Please refer to page 5 of this pack for more detail.

**BEFORE SIGNING THIS DECLARATION YOU *MUST* ENSURE THAT YOU HAVE CHECKED ALL OF YOUR ANSWERS AND THAT YOU ARE ABLE TO PROVIDE THE DOCUMENTS TO SUBMIT WITH YOUR RENT REPAYMENT ORDER APPLICATION**

**APPLICANT**

I, *Mr/Mrs/Ms/Miss*.....

*Of (address)*.....

*Signature*:..... *Date*:.....

Phone number:.....

**OFFICER OF BRISTOL CITY COUNCIL**

*Mr/Mrs/Ms/Miss*.....

*Of Bristol City Council*.....

*Signature*:..... *Date*:.....

**Authority to Act on Behalf of Tenant(s) in application for a Rent Repayment Order**

I *Mr/Mrs/Ms/Miss* ..... *[Name of tenant]*

of ..... *[Address of tenant]*

authorise and give consent to *Mr/Mrs/Ms/Miss*.....

*[Name of representative]* to act on my behalf in the process of applying for a Rent Repayment Order to

reclaim rent paid at ..... *[Address RRO*

*application relates to and where tenant is/was living when the offence was committed].*

I request that those who it may concern provide my representative with all relevant information and to discuss the details of my case including any necessary financial data.

**Signed:** .....

**Name:** .....

**Date:** .....

LEAVE PAGE BLANK

# RR01- Application by Tenant or Local Housing Authority for a Rent Repayment Order

## Housing and Planning Act 2016

It is important that you read the notes below very carefully before you complete this form.

This is the correct form to use if you are (or were) an tenant of a residential property where a landlord has committed an offence to which Chapter 4 of Part 2 of the Housing and Planning Act 2016 applies and you wish to apply to the Tribunal for a rent repayment order under sections 41(1) and 41(2) of the Act.

This is also the correct form if you are a local housing authority where a landlord has committed an offence to which Chapter 4 of Part 2 of the Housing and Planning Act 2016 applies and, having given notice of intended proceedings, you wish to apply to the Tribunal for a rent repayment order under sections 41(1) and 41(3) of the Act.

Please note you should **NOT** use this form if the application relates to an offence under s72(1) or 95 (1) of the Housing Act 2004 committed before 6 April 2017 or is a continuing offence first committed before 6 April 2017.

**IMPORTANT NOTE:** The application must be made not later than 12 months after the date of the alleged offence. The Tribunal is not permitted to order payment of any amount in respect of any time falling outside the period of 12 months ending with the date of this application.

**A fee is payable for this application (see section 10 for Help with Fees).**

**Please send your completed application form and fee (if applicable), together with the appropriate documents listed in section 10 of this form to the appropriate regional Tribunal.** (See Annex of this form for regional office addresses). **Please do not send any other documents.** If and when further evidence is needed, you will be asked to send it in separately. However, the Tribunal is required to send a copy of your application to the other party/parties so please provide sufficient copies for each party.

**If you have any questions about how to fill in this form or the procedures the Tribunal will use please call the regional appropriate office.**

**If you are completing this form by hand please use BLOCK CAPITAL LETTERS.**

### 1. DETAILS OF APPLICANT (S)

Name:

Address (including postcode):

Address for correspondence (if different from above):

Telephone:

Day:

Evening:

Mobile:

Email  
address:

Fax:

Representative name and address, and other contact details: Where details of a representative have been given, all correspondence and communications will be with them until the Tribunal is notified that they are no longer acting for you.

Name:

Reference no. (if any)

Address (including postcode):

Telephone:

Day:

Mobile:

Email  
address:

Fax:

## 2. ADDRESS (including postcode) of SUBJECT PROPERTY

## 3. BRIEF DESCRIPTION OF PROPERTY (e.g.2 Bedroom flat in converted house with 6 flats)

#### 4. DETAILS OF RESPONDENT (S)

Name:

Address (including postcode):

Address for correspondence (if different from above):

Telephone:

Day:

Evening:

Mobile:

Email  
address:

Fax:

Representative name and address, and other contact details: Where details of a representative have been given, all correspondence and communications will be with them until the Tribunal is notified that they are no longer acting for you.

Name:

Reference no. (if any)

Address (including postcode):

Telephone:

Day:

Mobile:

Email  
address:

Fax:

**Note:** This form asks the applicant to provide the details of parties to the application. Additionally, the Tribunal needs to know the names and addresses of other people who may be significantly affected by the application such as other tenants or occupiers in the building. Please provide a list of the names and addresses of any such person(s). If this is not possible or is impractical, then a written statement should be provided with this application.

## 5. OTHER APPLICATIONS

Are you, or have you been involved in any other Housing and Planning Act 2016 application to the Tribunal or are you aware of any other application involving the same respondent or property as in this application? If so, please give details including the case reference number and the date of the decision (where relevant):

## 6. CAN WE DEAL WITH YOUR APPLICATION WITHOUT A HEARING?

If the Tribunal thinks it is appropriate, and all the parties and others notified of their right to attend a hearing consent, it is possible for your application to be dealt with entirely on the basis of written representations and documents and without the need for parties to attend and make oral representations. ('A paper determination').

Please let us know if you would be content with a paper determination if the  Yes  No Tribunal thinks it appropriate.

**Note:** Even if you have asked for a paper determination the Tribunal may decide that a hearing is necessary. Please complete the remainder of this form on the assumption that a hearing will be held. Where there is to be a hearing, a fee of £200 will become payable by you when you receive notice of the hearing date.

## 7. AVAILABILITY

If there are any dates or days we must avoid during the next four months (either for your convenience or the convenience of any witness or expert you may wish to call) please list them here.

Dates on which you will NOT be available:

## 8. VENUE REQUIREMENTS

Please provide details of any special requirements you or anyone who will be coming with you may have (e.g. the use of a wheelchair and/or the presence of a translator):

*Applications handled by the London regional office are usually heard in Alfred Place, which is fully wheelchair accessible. Elsewhere, hearings are held in local venues which are not all so accessible and the case officers will find it useful to know if you or anyone you want to come to the hearing with you has any special requirements of this kind.*

## 9. GROUNDS FOR MAKING THE APPLICATION

Chapter 4 of Part 2 of the Act confers power on the Tribunal to make a rent repayment order where a landlord has committed an offence to which the Chapter applies. The offences are; violence for securing entry eviction or harassment of occupiers; failure to comply with an improvement notice; failure to comply with a prohibition order; control or management of an unlicensed HMO; control or management of an unlicensed house; and breach of a banning order.

The Tribunal may make a rent repayment order if satisfied beyond reasonable doubt that a landlord has committed an offence (whether or not the landlord has been convicted).

Please give the grounds for making the application and details of the amount of repayment sought

## 10. CHECKLIST

Please check that you have completed this form fully and tick the boxes below as appropriate. Following receipt of your application you may be asked to provide a number of documents in support of your case. However, at this stage you **MUST** include the following documents and fee which are relevant to the application you are making.

### The Tribunal will not process your application until this has been done.

- If you are a tenant, evidence that you have paid periodical payments (e.g rent) in respect of occupation of the premises during the period in which it is alleged that such an offence has been committed.

If you are a local housing authority:

- (i) evidence that universal credit has been paid for rent in respect of occupation of the premises during the period in which it is alleged that such an offence has been committed.
- (ii) A copy of the of the notice of intended proceedings under section 42
- A crossed cheque or postal order for the fee of £100 (if applicable) is enclosed. Please put your name and address on the back of any cheque you send.

**DO NOT send cash under any circumstances. Cash payment will not be accepted.**

**Fees should be paid either by crossed cheque made payable to, or a postal order drawn in favour of, HM Courts and Tribunals Service.**

**Please note** where there is to be a hearing, a fee of £200 will become payable by you when you receive notice of the hearing date.

### Help with Fees

If you think you may be entitled to a reduced fee, the guide EX160A 'Apply for help with court, tribunal and probate fees' outlines how you can submit an application for Help with Fees.

You can submit your Help with Fees application online at [www.gov.uk/help-with-court-fees](http://www.gov.uk/help-with-court-fees) or by completing the form EX160 'Apply for help with fees'. You can get a copy of the 'Apply for help with fees' form online at [www.gov.uk/government/publications/apply-for-help-with-court-and-tribunal-fees](http://www.gov.uk/government/publications/apply-for-help-with-court-and-tribunal-fees) or from your regional tribunal office.

If you have completed an online application for Help with Fees please enter the reference number you have been given here.

H	W	F	-				-			
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If you have completed form EX160 'Apply for Help with Fees' it must be included with your application.

The 'Apply for help with fees' form will not be copied to other parties.

## 11. STATEMENT OF TRUTH

The statement of truth must be signed and dated.

I believe that the facts stated in this application are true.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

## ANNEX: Addresses of Tribunal Regional Offices

### NORTHERN REGION

HM Courts & Tribunals Service

First-tier Tribunal (Property Chamber) Residential  
Property, 1<sup>st</sup> Floor, Piccadilly Exchange, Piccadilly  
Plaza, Manchester M1 4AH

**Telephone:** 01612 379491

**Fax:** 01264 785 128

**This office covers the following Metropolitan districts:** Barnsley, Bolton, Bradford, Bury, Calderdale, Doncaster, Gateshead, Kirklees, Knowsley, Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, Oldham, Rochdale, Rotherham, St. Helens, Salford, Sefton, Sheffield, Stockport, Sunderland, Tameside, Trafford, Tyneside (North & South), Wakefield, Wigan and Wirral.

**It also covers the following unitary authorities:** Hartlepool, Middlesbrough, Redcar and Cleveland, Darlington, Halton, Blackburn with Darwen, Blackpool, Kingston-upon-Hull, East Riding of Yorkshire, Northeast Lincolnshire, North Lincolnshire, Stockton-on-Tees, Warrington and York.

**It also covers the following Counties:** Cumbria, Durham, East Cheshire, Lancashire, Lincolnshire, Northumberland, North Yorkshire and West Cheshire.

### MIDLAND REGION

HM Courts & Tribunals Service

First-tier Tribunal (Property Chamber) Residential  
Property, Centre City Tower, 5-7 Hill Street,  
Birmingham, B5 4UU

**Telephone:** 0121 600 7888

**Fax:** 01264 785 122

**This office covers the following Metropolitan districts:** Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

**It also covers the following unitary authorities:** Derby, Leicester, Rutland, Nottingham, Herefordshire, Telford and Wrekin and Stoke-on-Trent.

**It also covers the following Counties:** Derbyshire, Leicestershire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire and Worcestershire.

### EASTERN REGION

HM Courts & Tribunals Service

First-tier Tribunal (Property Chamber) Residential  
Property, Cambridge County Court, 197 East Road  
Cambridge, CB1 1BA

**Telephone:** 01223 841 524

**Fax:** 01264 785 129

**DX** 97650 Cambridge 3

**This office covers the following unitary authorities:** Bracknell Forest, West Berkshire, Reading, Slough, Windsor and Maidenhead, Wokingham, Luton, Peterborough, Milton Keynes, Southend-on-Sea and Thurrock.

**It also covers the following Counties:** Bedfordshire, Berkshire, Buckinghamshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Northamptonshire, Oxfordshire and Suffolk.

### SOUTHERN REGION

HM Courts & Tribunals Service

First-tier Tribunal (Property Chamber) Residential  
Property, Havant Justice Centre, The Court House,  
Elmleigh Road, Havant, Hants, PO9 2AL

**Telephone:** 01243 779 394

**Fax:** 0870 7395 900

**This office covers the following unitary authorities:** Bath and Northeast Somerset, Bristol, North Somerset, South Gloucestershire, Bournemouth, Plymouth, Torbay, Poole, Swindon, Medway, Brighton and Hove, Portsmouth, Southampton and the Isle of Wight.

**It also covers the following Counties:** Cornwall and the Isles of Scilly, Devon, Dorset, East Sussex, Gloucestershire, Hampshire, Kent, Somerset, Surrey, West Sussex and Wiltshire.

**LONDON REGION**

HM Courts & Tribunals Service  
First-tier Tribunal (Property Chamber) Residential  
Property, 10 Alfred Place, London WC1E 7LR

**Telephone:** 020 7446 7700

**Fax:** 01264 785 060

DX 134205 Tottenham Court Road 2

**This office covers all the London boroughs.**

## **Additional guidance notes to help complete RRO1**

### **1. DETAILS OF APPLICANT (S)**

You are the 'Applicant' this section is about you.

Write your full name, the address you're living at now and your contact details in the boxes provided.

### **2. ADDRESS (including postcode) of SUBJECT PROPERTY**

This is the address of the property that you are making the claim about. (This may be the property you're living in now, but this box must be completed)

### **3. BRIEF DESCRIPTION OF PROPERTY (e.g.2 Bedroom flat in converted house with 6 flats)**

Explain what type of property it is here

### **4. DETAILS OF RESPONDENT (S)**

The 'Respondent' is the person you are claiming against. (Your landlord or agent, the person you paid rent to).

It is important that you complete all boxes with the landlord or agents most up to date contact details.

### **9. GROUNDS FOR MAKING THE APPLICATION**

This section is where you must explain why you are making this RRO application against your landlord or agent. You also need to consider the amount of rent you are looking to reclaim back and write this here.

You can use the 'Supplementary Evidence Sheet' you completed earlier to help you.

Example-

The grounds for making this RRO application are because;

- I was Illegally Evicted by my landlord or,
- I was living in an unlicensed property and my landlord failed to apply for a licence or,
- My landlord used violence to gain entry into my home.

Please see supplementary evidence sheet for detail.

### **10. CHECKLIST**

You must send evidence of the rent you have paid with this application (bank statements, receipts, emails, texts).

The dates of those payments must cover the time you lived at the property that your landlord/agent committed the offence for which this RRO application relates to.

### **11. STATEMENT OF TRUTH**

You must sign and date the 'Statement of Truth' as your declaration of honesty



## **BRISTOL CITY COUNCIL**

### **Tenancy Relations**

0117 35 21600

[www.bristol.gov.uk/tenancyrelations](http://www.bristol.gov.uk/tenancyrelations)  
[tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

### **Private Sector Housing/Environmental Health Team**

0117 35 25010

[www.bristol.gov.uk/privaterenting](http://www.bristol.gov.uk/privaterenting)  
[private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk)

### **Property Licensing Team**

0117 35 21846

[www.bristol.gov.uk/licences-permits/property-licences](http://www.bristol.gov.uk/licences-permits/property-licences)

### **Housing Advice & Homelessness**

0117 35 26800

[www.bristol.gov.uk/housing/homeless-or-at-risk-of-being-homeless](http://www.bristol.gov.uk/housing/homeless-or-at-risk-of-being-homeless)

### **Acorn**

07432 473293

[bristol@acorncommunities.org.uk](mailto:bristol@acorncommunities.org.uk)  
[www.acorntheunion.org.uk](http://www.acorntheunion.org.uk)

### **Citizens Advice Bureau (CAB)**

03444 111444

[www.bristolcab.org.uk](http://www.bristolcab.org.uk)

### **Avon & Bristol Law Centre**

0117 924 8662

[www.ablc.org.uk/advice](http://www.ablc.org.uk/advice)  
[mail@ablc.org.uk](mailto:mail@ablc.org.uk)

### **Shelter**

0300 330 1234

[www.england.shelter.org.uk](http://www.england.shelter.org.uk)  
[info@shelter.org.uk](mailto:info@shelter.org.uk)

### **HM Courts & Tribunals Service (Southern Region)**

01243 779 394 [www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber](http://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber)

HM Courts & Tribunals Service/First-tier Tribunal (Property Chamber) Residential Property

Havant Justice Centre

The Court House

Elmleigh Road

Havant

Hants, PO9 2AL

**This office covers the following unitary authorities:** Bath and Northeast Somerset, **Bristol**, North Somerset, South Gloucestershire, Bournemouth, Plymouth, Torbay, Poole, Swindon, Medway, Brighton and Hove, Portsmouth, Southampton and the Isle of Wight. **It also covers the following Counties:** Cornwall and the Isles of Scilly, Devon, Dorset, East Sussex, Gloucestershire, Hampshire, Kent, Somerset, Surrey, West Sussex and Wiltshire.