



Exeter  
City Council

Environmental Health and Community Safety

# Enforcement Policy

Date: June 2020

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# 1 Introduction

- 1.1.1 This document sets out the general principles followed in relation to enforcement and prosecution across the Environmental Health and Community Safety service.
- 1.1.2 In this document 'enforcement' means action carried out in the exercise of, or against a background of, statutory enforcement powers. It includes not only formal enforcement action, such as the service of a notice or prosecution, but also the inspection of premises for the purpose of checking compliance with regulations and the provision of advice to aid compliance with statutory requirements.

## 1.2 Exeter City Council corporate objectives

- 1.2.1 As a service, we will contribute towards the Exeter City Council corporate strategy.
- 1.2.2 In doing so we will help to deliver the emerging Exeter Vision 2040, by providing services and developments that build on Exeter's growth and success and meet local communities' aspirations.
- 1.2.3 The service will focus on the three strategic programmes that address the current, major challenges facing the city, namely:
- Tackling congestion and accessibility
  - Promoting active and healthy lifestyles
  - Building great neighbourhoods
- 1.2.4 We will contribute to the aim of providing value-for-money services despite continuing central government budget reductions.
- 1.2.5 The work of the Environmental Health and Community Safety service will reflect and contribute toward the overall aim of Exeter to be a well-run council.

## 1.3 The role of the Environmental Health and Community Safety service

- 1.3.1 Our role is to protect individuals, communities, businesses and the environment of our area. We do this through education, guidance and enforcement, helping to promote and improve, health and our quality of life. We act for and on behalf of members of our community impacted by activities that cause harm. We also tackle rogue individuals / businesses that cause harm to our communities or economy.
- 1.3.2 We believe that carrying out these functions in a fair, consistent, independent and practical manner will help to promote a thriving local and national economy.
- 1.3.3 We are committed to these objectives in our approach to enforcement action, which is intended to:
- support and protect victims from the risk of harm from others

- ensure that we enforce the law in a fair, equitable and consistent manner
- assist businesses and others in meeting legal obligations without unnecessary expense or time
- A commitment to the 'polluter pays principle'
- focus on prevention rather than cure
- take firm action against those who flout the law or act irresponsibly

## 2 Enforcement activities

### 2.1 Responsibilities of the service

2.1.1 The Environmental Health and Community Safety service is responsible for the implementation of an extensive range of regulatory areas and enforcement powers. These include:

- Air pollution control
- Industrial pollution control
- Contaminated land
- Noise control
- Environmental crime, including fly-tipping
- Statutory nuisance
- Public health
- Occupational health and safety
- Food hygiene, safety & standards
- Housing adaptations
- Licensing of houses in multiple occupation
- Housing standards
- Empty homes
- Drinking water quality
- Pest and vector control
- Antisocial behaviour
- Licensing, e.g. premises providing regulated entertainment, selling alcohol, gambling premises, street traders, taxi/private hire drivers and operators and caravan sites

### 2.2 Aims of the Enforcement Policy

2.2.1 This Enforcement Policy aims to promote a fair, effective and consistent approach to regulatory inspection and enforcement which improves outcomes without imposing unnecessary burdens. The underlying principles we will follow to achieve this are set out in this policy.

### 2.3 Principles of enforcement

2.3.1 All enforcement actions undertaken by the Environmental Health and Community Safety service will follow the principles set out in the following guidance and legislation:

- a. Legislative and Regulatory Reform Act 2006
- b. Regulators Code (2014)

2.3.2 In this regard, we will:

- carry out our activities in a way that supports those we regulate to comply and grow

- provide simple and straightforward ways to engage with those we regulate and hear their views
- base our regulatory activities on risk
- where appropriate, share information about compliance and risk
- ensure that clear information, guidance and advice is available to help those we regulate to meet their responsibilities to comply
- ensure our regulatory activities will be carried out in a way which is transparent, accountable, proportionate, consistent and will be targeted at cases where action is needed.

## **2.4 Repeat offenders**

2.4.1 As a general principle, a specific, risk-based and proportionate approach to enforcement will be adopted for individuals or businesses that:

- a. repeatedly fail to comply with advice or legislative requirements, or
- b. continue to offend, or
- c. cause a disproportionate drain on the council's regulatory resources

2.4.2 This could result in an escalation of focussed enforcement activity to secure long-term compliance and reduce the regulatory burden.

## 3 Our approach

### 3.1 Overview

3.1.1 In line with the general principles set out in section 2, above, the enforcement approach used by the Environmental Health and Community Safety service will be decided on a case-by-case basis and will depend on various matters, including, but not limited to the following:

- the type and degree of risk to people or the environment
- the past history of the alleged offender
- the degree of confidence in the management of a business
- the consequences of non-compliance and the likely effectiveness of the various enforcement options

3.1.2 In deciding on the appropriate enforcement option, advice contained in relevant legislation, codes of practice, guidance documents and other council policies will be considered.

3.1.3 The level of enforcement action that may be taken varies from no action through to formal proceedings in court. The main types of action that can be considered are shown below.

### 3.2 Consistency in our approach

3.2.1 Environmental Health and Community Safety service staff will:

- be courteous, open, fair and consistent in enforcing the law
- show their official identification or give a business card when they visit
- give their name when speaking on the telephone
- answer enquiries as promptly as they can
- tell you if they are going to write following a visit: sometimes staff need to consult colleagues or others, seek further advice, or conduct further investigations

3.2.2 We will be consistent in our approach by following the criteria and guidance set down in relevant legislation and codes of practice. We will ensure that before considering prosecution, the case will be subject to independent review by a Senior Manager and the Council's Solicitor. We will always be objective to ensure our decisions are based on facts and evidence.

3.2.3 Every effort is made to ensure consistent enforcement standards between local authorities although local circumstances may preclude an entirely uniform approach on all issues.



3.2.4 In some instances the services covered by this policy may have shared responsibilities with another enforcement agency. In these circumstances we will liaise with that other agency to ensure effective coordination, to avoid inconsistencies and to ensure that any proceedings instituted are for the most appropriate offences.

### **3.3 Prevention**

3.3.1 We believe that the first step to regulation is to help prevent contravention of the law by raising awareness and promoting good practice by providing advice and education.

3.3.2 We provide written guidance on aspects of the law and are happy to discuss and explain requirements with our customers and members of the public.

3.3.3 We will seek to ensure that people understand their legal duties and obligations using all methods at our disposal including, but not limited to:

- media campaigns
- targeted newsletters
- mail shots
- training courses
- seminars on topical issues
- individual advice whilst carrying out inspections and as otherwise appropriate.

### **3.4 Inspections**

3.4.1 The Environmental Health and Community Safety service will, among other measures:

- Arrange and undertake routine inspections
- undertake unannounced inspections
- act on information received, or make enquiries about specific complaints
- Use intelligence and risk assessment to determine who to inspect and at what frequency
- Comply with appropriate codes of practice

### **3.5 Inspection frequency**

3.5.1 Subject to regulatory requirements, we will seek to concentrate our resources on those sectors, businesses or individuals whose activities impact most on the safety, health or well-being of the community at large, on vulnerable groups or individual people.

3.5.2 Factors that are taken into account include:

- national guidance determining inspection frequency
- the nature and history of the business, property, or person
- procedures and controls a business or individual has in place
- renewal date of any licence or permit
- local knowledge

### **3.6 Informal action**

3.6.1 Subject to the principles set out in sections 2 and 3.1 and relevant regulatory requirements, we will usually seek to resolve minor breaches of relevant regulations without issuing formal notices, or referring the matter to the courts.

3.6.2 This will usually be our first option when circumstances indicate that a minor offence may have been committed and we are confident that appropriate corrective action can and will be taken.

3.6.3 During inspections and following investigations about specific complaints, minor technical breaches will normally be dealt with informally by the officer giving information, advice or guidance

### **3.7 Warrants**

3.7.1 Where appropriate and necessary to carry out our regulatory function, an application to a magistrate's court may be made for a warrant to enter a property.

3.7.2 This may be necessary to gain entry to inspect, access records, access computers, disable equipment (for example an alarm), and to seize items.

3.7.3 Warrants may be executed in conjunction with other enforcement authorities.

### **3.8 Seizure**

3.8.1 Where deemed appropriate, and subject to regulatory requirements and guidance, the Environmental Health and Community Safety service may seize items as evidence, or to remove a specific risk.

### **3.9 Work in default**

3.9.1 Where a formal notice is not complied with and regulations allow, works required may be carried out by the Environmental Health and Community Safety service in default of the duty holder.

3.9.2 The Environmental Health and Community Safety service will seek to recover costs from the duty holder, including reasonable administration fees, where regulations allow.

3.9.3 We will usually seek to undertake works in default when work is required in the interest of public health, safety or the environment. Examples of where this might be appropriate are when:

- it is necessary to carry out the work in the public interest and/or the costs are not prohibitive
- there is a failure to carry out work covered by a statutory notice
- immediate action is required to address a threat to health, safety or the environment

3.9.4 The Council will exercise the option of placing a land charge on a property where relevant and appropriate.

### **3.10 Formal action**

3.10.1 Where regulations permit formal action including the issuing of fixed penalty notices, will normally be taken where:

- there is an absolute offence
- there is a threat to human health and/or the environment
- the breach is serious, or the circumstances exceptional

3.10.2 Wherever possible or requested, advice or guidance will be given in writing with a distinction made between legal requirement and recommendations.

3.10.3 An opportunity will be given to discuss the matter and any rights of appeal, complaint or further representation will be advised. This will not, however, be possible where immediate action is considered necessary.

### **3.11 Administrative charges for enforcement actions**

3.11.1 Where legal powers exist to recover some of the Council's costs, consideration will be given to their use.

3.11.2 The recovery of our costs will be limited to the extent of the costs incurred (full cost recovery) but not more. Therefore charging will not be punitive.

## **4 Legal Notices and Orders**

### **4.1 Overview**

- 4.1.1 Some legislation that we enforce provides for the service of legal notices or orders including fixed penalty notices and management orders. These can be served on individuals, businesses or other organisations requiring them to meet specific legal requirements, or imposing on them certain actions.
- 4.1.2 Where there is a designated appeal procedure for a notice, order or variation, the method of appeal and the time-scale for doing so will be provided alongside the notice.
- 4.1.3 The notice will explain what is wrong, what is required to put things right, and what the likely consequences are if the notice is not complied with.
- 4.1.4 The relevant legislation determines what course of action can be taken.
- 4.1.5 The legislation under which officers of the Environmental Health and Community Safety service are authorised are set out in the council's constitution.
- 4.1.6 Examples of the common types of notice/order available are set out below.

### **4.2 Improvement or Enforcement Notice**

- 4.2.1 Improvement and enforcement notices may be issued to remedy non-compliances or address certain hazards. Improvement notices will generally ask for something to be done within a certain timescale.

### **4.3 Prohibition, Suspension or Revocation Notice**

- 4.3.1 Prohibition, suspension or revocation notices or orders will generally be issued to seek to prohibit an activity where there is a risk of serious personal injury, or to prohibit the use of a property, or part thereof.

### **4.4 Abatement Notice**

- 4.4.1 Abatement notices are issued under the Environmental Protection Act 1990 to remedy a statutory nuisance.

### **4.5 Community Protection Notice**

- 4.5.1 Issued under the Anti-social Behaviour, Crime and Policing Act 2014, these notices are used to tackle a wide range of issues that have a negative impact on the quality of life of the community.

4.5.2 The Environmental Health and Community Safety service works closely with Devon and Cornwall Police and other agencies on community protection matters.

## **4.6 Fixed Penalty Notice**

4.6.1 Fixed Penalty Notices may be used for specific offences to allow the discharge of liability where regulations permit.

4.6.2 Where there is a range of fines available, the Council will generally set the fine at the default level set by the government in the guidance.

## **4.7 Management Orders**

4.7.1 Housing legislation gives the council the ability in certain circumstances to take over management of dwellings. This power applies to the following dwelling types:

- Houses in multiple occupation (Interim and Final Management Orders)
- Empty properties (Empty Dwelling Management Orders)

4.7.2 Management Orders allow the council to completely take over the running of a property for a set period of time.

## **4.8 Banning Orders**

4.8.1 Banning Orders under the Housing and Planning Act 2016 ban a landlord or letting agent from undertaking certain activities with regard to letting and management. Applications for banning orders can be made if a landlord or agent has been convicted of certain offences (Banning Order Offences), these include (but are not limited to):

- Illegal eviction and harassment, and
- Certain Housing Act offences

## **4.9 Rent Repayment Orders**

4.9.1 Local authorities or tenants are able to apply for a Rent Repayment Orders against a landlord, seeking the return of up to 12 months' rent.

4.9.2 An application must be made to the First-tier Tribunal, who have the power to make a 'Rent Repayment Order' against a landlord for the following regulatory breaches:

- using violence to secure entry contrary to section 6(1) Criminal Law Act 1977
- unlawful eviction or harassment of occupiers contrary to sections 1(2), (3) or (3A) Protection from Eviction Act 1977
- failure to comply with an Improvement Notice or Prohibition Order (Housing Act 2004)

- operating a property without a licence (if the property requires a licence).

## 4.10 Simple Caution

- 4.10.1 The Simple Caution is an additional procedure for dealing with certain offenders in exceptional circumstances where a prosecution might otherwise be taken.
- 4.10.2 A Simple Caution may only be used where a prosecution could be properly brought.
- 4.10.3 Simple Cautions are not appropriate for more serious offences/offenders.
- 4.10.4 Simple Cautions may be considered in a case which ordinarily would meet the public interest test but where there are specific, personal and very exceptional circumstances that weigh firmly against it.
- 4.10.5 If a subsequent offence by the same offender is similar to that for which a Simple Caution has been administered, this may influence a future decision to prosecute.

## 4.11 Civil penalty (Housing offences)

- 4.11.1 The Housing and Planning Act 2016 amends the Housing Act 2004 to allow financial penalties (civil penalties), up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences.
- 4.11.2 A civil penalty can only be imposed as an alternative to prosecution. Therefore, the same criminal standard of proof is required for a civil penalty as for prosecution.
- 4.11.3 A civil penalty can be issued for each separate offence. For example, each breach of the Houses in Multiple Occupation Management Regulations, or failure to comply with an Improvement Notice.
- 4.11.4 In all cases, the council will in the first instance issue a notice of intent to impose a financial penalty. The notice of intent will set out:
- the amount of the proposed financial penalty
  - the reasons for proposing to impose the penalty; and
  - information about the right of the landlord to make representations.
- 4.11.5 The level of financial penalty will be based on a number of factors and the method used to determine this is set out in section 5, below.

## 4.12 Prosecution

- 4.12.1 Certain matters are prescribed in law as summary offences and only allow for prosecution to be taken.
- 4.12.2 The commencement of prosecution proceedings is a serious step that will only be taken after full consideration of the implications and consequences. However, in

certain circumstances prosecution may be appropriate without prior warning or recourse to the alternative methods of enforcement outlined above.

- 4.12.3 The decision to bring prosecution proceedings will have regard to the evidential and public interest tests set down in the Code for Crown Prosecutors.
- 4.12.4 Regard will also be had to any statutory guidance or codes of practice issued by relevant agencies; government or otherwise.
- 4.12.5 In line with the principles outlined in this policy, the following public interest factors will be taken into account when deciding whether or not to prosecute:
  - effect of the offence or action
  - foreseeability of the offence or the circumstances leading to it
  - intent of the offender, individually and/or corporately
  - history of offending, including regulatory non-compliance
  - attitude of the offender
  - deterrent effect of a prosecution, on the offender and others
  - personal circumstances of the offender

## 5 Civil penalty decisions

### 5.1 When to prosecute and when to consider a civil penalty

- 5.1.1 The decision of whether to prosecute or issue a civil penalty will be decided on a case by case basis.
- 5.1.2 In deciding, the council will act in line with statutory guidance (*“Civil penalties under the Housing and Planning Act 2016”, Ministry of Housing Communities and Local Government*).
- 5.1.3 The principles applied to this decision will be as follows:
- A civil penalty will be considered as an appropriate course of action in all cases where the evidential and public interest tests set down in the Code for Crown Prosecutors are met, but;
  - Prosecution may be the most appropriate option where the offender has committed similar offences in the past, or where an offence is particularly serious.

### 5.2 Determining an appropriate penalty

- 5.2.1 This section sets out guidance as to how the Council will determine the level of financial penalty in individual cases, once the decision to impose a financial penalty has been made.
- 5.2.2 In line with statutory guidance, the following factors will be taken into account when determining the level of civil penalty:
- Severity of the offence
  - Culpability and track record of the offender
  - The harm or potential harm caused
  - Punishment of the offender
  - The deterrent effect; on both the offender and others
  - The removal of financial benefit that the offender may have obtained as a result of the offence
- 5.2.3 To ensure that decisions made with regard to culpability and harm are consistent across Environmental Health and Community Safety; and are fair, appropriate and reasonable for the seriousness of the offence, reference has been made to the Sentencing Council guidance for Health and Safety and Food Safety offences.
- 5.2.4 With regard to harm, reference has also been made to the Housing Health and Safety Rating System Operating Guidance (the Operating Guidance).

### 5.3 Culpability and harm



5.3.1 Culpability categories are defined as follows:

**a. Very high**

- Where the offender intentionally breached, or flagrantly disregarded, the law or
- has a high public profile and knew their actions were unlawful

**b. High**

- Actual foresight of, or wilful blindness to, risk of offending but risk nevertheless taken

**c. Medium**

- Offence committed through act or omission which a person exercising reasonable care would not commit

**d. Low**

- Offence committed with little fault, for example, because:
  - significant efforts were made to address the risk although they were inadequate on this occasion
  - there was no warning/circumstance indicating a risk
  - failings were minor and occurred as an isolated incident

5.3.2 Harm is defined in the Operating Guidance as follows:

5.3.3 *“Harm is an adverse physical or mental effect on the health of a person. It includes, for example, physical injury, and illness, condition, or symptom whether physical or mental. It also includes both permanent and temporary harm”*

5.3.4 Harm categories are defined as follows:

**a. Category 1 – High Likelihood of Harm**

- Serious adverse effect(s) on individual(s) and/or having a widespread impact
- High risk of an adverse effect on individual(s) – including where persons are vulnerable

**b. Category 2 – Medium Likelihood of Harm**

- Adverse effect on individual(s) (not amounting to a Category 1, above)
- Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect
- The Council and/or legitimate landlords or agents substantially undermined by offender’s activities
- The Council’s work as a regulator to address risks to health is inhibited
- Consumer/tenant misled

### c. Category 3- Low Likelihood of Harm

- Low risk of an adverse effect on individual(s)
- Public misled but little or no risk of actual adverse effect on individual(s)

5.3.5 The table below gives the starting points, minimum and maximum financial penalties for each harm category and level of culpability.

	Starting point	Range	
		Min	Max
<b>Low culpability</b>			
Harm category 3	£ 50	£ 25	£ 175
Harm category 2	£ 125	£ 50	£ 350
Harm category 1	£ 300	£ 125	£ 750
<b>Medium culpability</b>			
Harm category 3	£ 350	£ 175	£ 750
Harm category 2	£ 1,000	£ 350	£ 2,000
Harm category 1	£ 2,500	£ 750	£ 4,500
<b>High culpability</b>			
Harm category 3	£ 1,000	£ 500	£ 2,250
Harm category 2	£ 3,000	£ 1,000	£ 5,500
Harm category 1	£ 6,250	£ 2,500	£ 12,500
<b>Very high culpability</b>			
Harm category 3	£ 2,500	£ 1,250	£ 4,500
Harm category 2	£ 6,250	£ 2,500	£ 12,500
Harm category 1	£ 15,000	£ 6,250	£ 30,000

## 5.4 Other factors taken into account

- 5.4.1 In line with statutory guidance, and for consistency with the principles of this enforcement policy, certain factors will be taken into account to determine the appropriate financial penalty within each range.
- 5.4.2 In particular, relevant recent convictions are likely to result in a substantial upward adjustment. In some cases, having considered these factors, it may be appropriate to move outside the identified category range.
- 5.4.3 The lists below contain factual elements that provide some context to the offence and factors relating to the offender. These lists are not exhaustive and each case will be judged on its merits.
- 5.4.4 Factors increasing seriousness may include:

- Previous convictions, having regard to
  - a. the nature of the offence to which the conviction relates and its relevance to the current offence; and
  - b. the time that has elapsed since the conviction

5.4.5 Other aggravating factors may include:

- Whether the offender was motivated by financial gain
- Deliberate concealment of illegal nature of the activity
- Established evidence of wider/community impact
- Obstruction of justice
- Record of providing substandard accommodation
- Record of poor management or not meeting legal requirements.
- Refusal of free advice and/or training

5.4.6 Factors reducing seriousness or reflecting personal mitigation may include:

- No previous convictions or no relevant/recent convictions
- Steps voluntarily taken to remedy problem
- High level of co-operation with the investigation, beyond that which will always be expected
- Good record of maintaining property
- Self-reporting, co-operation and acceptance of responsibility
- Good character and/or exemplary conduct
- Mental disorder or learning disability, where linked to the commission of the offence
- Serious medical conditions requiring urgent, intensive or long-term treatment
- Age and/or lack of maturity where it affects the responsibility of the offender
- Sole or primary carer for dependent relatives

5.4.7 The financial penalty should meet, in a fair and proportionate way, the objectives of punishment, deterrence and the removal of gain derived through the commission of the offence; it should not be cheaper to offend than to take the appropriate precautions.

5.4.8 The final test will always be to ensure that the proposed level of financial penalty is proportionate to the overall means of the offender, with regard to assets and income from all sources.

5.4.9 In this regard, the Council may increase or reduce the proposed fine reached during the process outlined above, if necessary moving outside of the range in the above table.

## **5.5 Additional actions**

- 5.5.1 In all cases, in line with appropriate regulations and guidance, and the principles outlined in this policy, the Council will consider whether to take additional action. Such action may include (but is not limited to) works in default and Interim Management Orders.
- 5.5.2 However, the Council cannot take a prosecution case for the same conduct as is the subject of a financial penalty notice.

## **5.6 Recording the decision**

- 5.6.1 The officer making a decision about a financial penalty will record their decision giving reasons for coming to the amount of financial penalty that will be imposed.

## 6 Electrical safety – new regulations

### 6.1 Overview

- 6.1.1 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 01 June 2020.
- 6.1.2 The regulations apply to all new private sector housing tenancies from 01 July 2020 and all existing private sector housing tenancies from 01 April 2021.
- 6.1.3 Private landlords have duties to ensure electrical installations are tested regularly and any remedial works identified are carried out.
- 6.1.4 Where an officer has reasonable grounds to believe that a private landlord is in breach of certain duties under the regulations, the authority must serve a remedial notice on the private landlord.
- 6.1.5 Where urgent remedial action is required, as indicated in an electrical inspection report, and the Environmental Health and Community Safety service are satisfied on the balance of probabilities that a private landlord has breached their duty to undertake remedial or investigative work, we may, with the consent of the tenant or tenants of those residential premises, arrange for an authorised person to take the urgent remedial action.
- 6.1.6 If the Environmental Health and Community Safety service are satisfied, beyond reasonable doubt, that a private landlord has breached a duty under regulation 3, we may impose a financial penalty (or more than one penalty in the event of a continuing failure) in respect of the breach (see section 5 for details).

## **7 Other regulatory tools**

### **7.1 Overview**

7.1.1 In addition to enforcement powers outlined above, other actions and initiatives involving cross-authority working are available to, and used by, the Environmental Health and Community Safety Service. These include, but are not limited to, those listed below.

### **7.2 Primary and Home Authorities**

7.2.1 A Local Authority may act as a Primary or Home Authority. These agreements promote a consistent enforcement approach across different local authority areas. The Environmental Health and Community Safety service will liaise with other authorities as and when required, and checks will be made prior to any formal action, unless in emergency situations.

### **7.3 Rogue Landlord Database**

7.3.1 In April 2018 the Government introduced a database of rogue landlords and letting agents, with local authorities having responsibility to maintain it. The register not only includes details of landlords and letting agents who have been served with Banning Orders but also those who have been convicted of a Banning Order Offence.

7.3.2 Environmental Health and Community Safety leads the Rogue Landlord Group, consisting of internal council teams and external partners. The Rogue Landlord Group communicates and meets as necessary to make decisions about landlords and agents who potentially meet the criteria.

## 8 Contacting the Council

- 8.1.1 This policy document is available on request at the Civic Centre and on the City Council web site. A summary leaflet on the enforcement of food safety and health and safety legislation is provided during routine inspections.

Exeter City Council  
Civic Centre  
Paris Street  
Exeter  
EX1 1RQ

**Telephone:** 01392 265147

**Email:** [environmental.health@exeter.gov.uk](mailto:environmental.health@exeter.gov.uk)

**Website:** [www.exeter.gov.uk](http://www.exeter.gov.uk)

We will make this policy available on tape, in Braille, large type, or in another language on request.

**If English is not your first language and you need help,  
we may be able to help you. Please contact us.**

إذا لم تكن الانجليزية لغتك الأم واحتجت الى بعض المساعدة في ملء النموذج فقد يكون بمقدورنا  
مساعدتك. يرجى الاتصال بـ ....

যদি ইংরেজী আপনার প্রথম ভাষা না হয় এবং ফর্ম ভরতে আপনার সাহায্যের প্রয়োজন হয়,  
আমরা আপনাকে সাহায্য করতে পারি। অনুগ্রহ করে যোগাযোগ করুন...

如果您的母語不是英語並且在填表時遇到任何困難，或許我  
們會對您有所幫助。請和我們聯繫....

જો અંગ્રેજી તમારી પહેલી (માતૃ) ભાષા નહીં હોય અને આ ફોર્મ ભરવામાં તમને સહાય જોઈતી  
હોય તો, અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સંપર્ક કરો ....

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਫਾਰਮ ਭਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ  
ਮੁਮਕਿਨ ਹੈ ਕਿ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕੀਏ। ਕਿ੍ਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ ....

Haddii Ingiriisigu aanu ahayn afkaaga koobaad una baahan tahay in lagaa gargaaro  
buuxinta warqada, waxa dhici karta inanu ku caawino. Fadlan la xidhiidh...

اگر انگلش آپ کی مادری زبان نہیں ہے اور آپ کو اس فارم کو پُر کرنے میں مدد کی ضرورت ہے تو ہم آپ کی مدد کر سکتے ہیں۔  
براہ مہربانی رابطہ قائم کریں: .....

Nêu Anh ngữ không phải là ngôn ngữ chính của quý vị và quý vị cần được trợ  
giúp để điền mẫu đơn này, chúng tôi có thể giúp đỡ. Vui lòng liên lạc với ...