

The background of the entire page is dark blue and features several stylized, glowing blue coronavirus particles. These particles are spherical with numerous spike-like protrusions extending from their surfaces. They are scattered across the page, with some appearing larger and more detailed than others.

CORONAVIRUS (COVID-19)



HOUSING GUIDANCE FOR PRIVATE RENTED LANDLORDS AND TENANTS

April 2020



DfC

Department
for Communities
www.communities-ni.gov.uk

Guidance for landlords and tenants in the private rented sector on:

- **Measures relating to possession proceedings (notices seeking possession) as amended by the Coronavirus Act 2020.**
- **Court action on possession cases during the Coronavirus (COVID-19) outbreak.**
- **Property access and health and safety obligations in the context of Coronavirus (COVID-19) restrictions.**

This guidance is advisory. This guidance will be updated as the position evolves.

<u>INTRODUCTION FROM THE MINISTER FOR COMMUNITIES</u>	5
GENERAL GUIDANCE FOR PRIVATE RENTED SECTOR LANDLORDS AND TENANTS	
1. RENT, MORTGAGE PAYMENTS AND POSSESSION PROCEEDINGS	6
1.1 I am a tenant, should I stop paying rent during the outbreak?	8
1.2 What can I do if I cannot pay my rent, and fall into rent arrears / If my tenant cannot pay rent and falls into rent arrears?.....	8
1.3 Further help with housing costs	11
1.4 Prospective protections for tenants	11
1.5 What can I do about mortgage repayments?	12
1.6 As a landlord, should I stop charging rent during the outbreak?	12
1.7 I have a licence to occupy, am I protected by legislation?.....	12
2.WHAT RIGHTS DO I HAVE?	
2.1 Do I have to move if my landlord does not have a court order?	13
Court action on housing possession cases during the coronavirus outbreak	13
2.2 What does this mean for landlords and tenants in the private rented sector?	13
2.3 How does the prospective new private rented sector legislation interact with the courts suspending housing possession claims?	13
3. PROPERTY ACCESS AND HEALTH AND SAFETY OBLIGATIONS	15
PRIVATE RENTED TENANTS:	
3.1 I'm a student and am no longer living in my rented accommodation – do I still have to pay rent?	16
3.2 What does the COVID-19 outbreak mean for repairs in my home?	16
3.3 What if my boiler breaks, or something else happens which is an urgent risk to my health?	16
3.4 What about the risk of catching the virus, or if I am symptomatic?	18
3.5 My landlord wants access to my property to conduct viewings for sale or letting, do I have to let them in?	18
3.6 What if I have a move planned?	18
3.7 What should I do if I think I may have the virus?	19
3.8 Someone in my House in Multiple Occupation (HMO) has the virus, is my landlord obliged to remove them or find me another place to stay?	19
3.9 What should I do if I can no longer live at my previous accommodation and I have become homeless?	20

	Page
PRIVATE RENTED LANDLORDS	
3.10 What does the current situation mean for repairs to my property?	21
3.11 What about my legal obligations to provide regular gas safety inspections? Will I be prosecuted if I can't get access because I or my tenants are self-isolating?	22
3.12 What about the risk of catching the virus?	23
3.13 What about access to a property to conduct viewings or where a move is Scheduled.....	23
3.14 Someone in my House in Multiple Occupation has the virus, am I obliged to remove them or find my tenants another place to stay?	24
ANNEX	
Useful contact information and links to websites containing further advice	25

Introduction from the Minister for Communities, Deirdre Hargey MLA

During this unprecedented public health emergency the public health advice is clear. Stay home, Stay safe, Protect the NHS. We all must stay in our homes as much as possible. Many vulnerable people have been advised not to leave their homes at all. Tenants in the private rented sector must know their homes are safe and secure so they can protect their health and the health of their families.

The purpose of this guidance document is to provide you with information on your rights and obligations within the private rented housing sector. It sets out advice on what you should do if you are struggling to pay rent, what advice and financial assistance is available at this time, and what to do if emergency repairs are needed in your rented property. At this unprecedented time of crisis I want to underline my Department's guiding principles:

- **Landlords should not engage in possession proceedings at this time.**
- **Where possible tenants should pay their rent; landlords should work with tenants where difficulties arise.**
- **Tenants should continue work alongside their landlord to receive all the support they need to ensure their home remains safe and secure.**

I urge everyone to continue to follow these principles while observing the Public Health Agency guidelines, particularly around social distancing measures, at this time.

This is a time of uncertainty for everyone, however no-one should have the additional worry of the safety or security of their home at this time. That is why my officials continue to work on urgent legislation to provide additional protections for private rented tenants from eviction during the Covid-19 outbreak. The Lord Chief Justice's Office has also announced that courts will only be listing urgent matters, which is expected to include a deferral of most possession proceedings.

This is an evolving situation with new advice and information developed regularly. This guidance document will be kept up to date with any additional measures put in place to help and support the rented housing sectors during this difficult time.

I again offer my sincere thanks to all those across the housing sector, those in government, the statutory, community and voluntary sectors for all the vital support they are providing to our citizens at this time. I join with those right across government and our Health Service to urge everyone to stay safe and stay at home.

Deirdre Hargey MLA
Minister for Communities

GENERAL GUIDANCE FOR LANDLORDS AND TENANTS IN THE PRIVATE RENTED SECTOR IN RELATION TO:

SECTION 1. RENT, MORTGAGE PAYMENTS AND NOTICES SEEKING POSSESSION

The first two sections of this guidance provide information and advice which is applicable whether you live in or are a landlord in the private rented sector. Section 3 provides specific advice to private rented tenants and their landlords respectively.

The purpose of this guidance document is to help landlords and tenants understand some of the measures put in place to protect the public during the COVID-19 outbreak. This includes understanding the implications of the [Coronavirus Act 2020](#) which is, in part, relevant to Northern Ireland, and the specific prospective new housing legislation in relation to the private rented sector which is being brought forward. This prospective legislation seeks to amend the law here in relation to revised arrangements aimed at preventing eviction. Further detailed guidance on the new law will be published once this legislation is operational.

The guidance seeks to outline the rights and obligations both of tenants and landlords, which may have changed in the current circumstances following the outbreak of COVID-19. The guidance also reflects sources of advice on accessing help with housing costs.

The new private rented sector legislation will mean that, until this emergency passes, most private rented landlords will not be able to start possession proceedings unless they have given their tenants twelve weeks' notice. Landlords are free to choose to give more than the mandatory twelve weeks' notice.

The Department has an agreement in place with all social housing landlords (Housing Executive and Housing Associations) that any social housing tenant facing difficulties paying rent during COVID-19 will not be evicted. The Department will continue to work with Housing Associations and the Housing Executive to help them keep tenants in their homes and to ensure that the welfare system can provide help to their tenants as quickly as possible. For the social rented sector, while the Housing Executive and Housing Associations have agreed not to commence possession proceedings for tenants who are struggling to pay rent due to COVID-19, the eviction arrangements for social rented sector otherwise remain as they were prior to the pandemic. Social rented tenants can find further guidance at the following links:

- Housing Executive: [https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-\(Coronavirus\)](https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-(Coronavirus))
- Housing Associations: <https://www.nidirect.gov.uk/contacts/housing-associations>

SECTION 2. COURT ACTION ON HOUSING POSSESSION CASES DURING THE CORONAVIRUS (COVID-19) OUTBREAK

As well as the provisions which will come into effect under the prospective new housing legislation, the Lord Chief Justice has announced the suspension of all but urgent court proceedings (meaning that in effect most housing possession cases have been adjourned) in the courts. The default position now is that most other matters will be adjourned by a judge without a hearing. In most cases the initial adjournment period will be one of eight weeks from 24th March 2020 (the date on which the guidance came into effect). The latest notices and directions from the Lord Chief Justice's Office in relation to the coronavirus pandemic are available at <https://judiciaryni.uk/coronavirus-covid-19>.

All landlords **should not** commence new notices seeking possession during this time unless it is absolutely unavoidable. Court applications for possession relating to anti-social behaviour will continue to be dealt with. It is essential that we work together in these unprecedented circumstances to keep each other safe.

SECTION 3. PROPERTY ACCESS AND HEALTH AND SAFETY

This guidance aims to support landlords and tenants in adopting a pragmatic, common-sense and sympathetic approach to issues that may arise in the current circumstances, providing protection for both tenants and landlords at this difficult time.

Tenants have a right to a decent, warm and safe place to live - it is in the best interests of both tenants and landlords to ensure that properties are kept in good repair and free from hazards, particularly during this time.

If you have a query specific to housing, you can call Housing Rights helpline on 028 90 245 640 (and select the correct option depending on whether you are seeking advice as a landlord or a tenant). The tenant helpline is open Monday to Friday between 9.30am and 4.30pm and the landlord helpline is open Monday to Friday from 9.30am - 2.30pm (opening hours extended to 4pm during the COVID-19 period). You can also get advice from Housing Rights advisers by email or chat. Go to www.housingadviceni.org/advice-email for help via email or chat.

SECTION 1: GENERAL GUIDANCE FOR PRIVATE RENTED SECTOR LANDLORDS AND TENANTS: RENT, MORTGAGE PAYMENTS AND POSSESSION PROCEEDINGS

This section provides some general advice for both tenants and landlords. Section 2 sets out the amended arrangements made by the Courts in respect of possession proceedings. Section 3 provides specific advice for private renters and their landlords.

1.1 I am a tenant: should I stop paying rent during the outbreak?

- All tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. A strong package of financial support is being made available to tenants, and where they can pay the rent as normal, they should do so. Tenants who are unable to do so should speak to their landlord at the earliest opportunity.
- In many cases the COVID-19 outbreak will not affect tenants' ability to pay rent. If your ability to pay will be affected, it's important to have an early conversation with your landlord. Rent levels agreed in your tenancy agreement remain legally due and you should discuss with your landlord if you are experiencing difficulty meeting your rent. Landlords and tenants should discuss issues as early as possible and should deal sympathetically with one another. The Housing Rights mediation service can assist in resolving any issues and can be accessed here: <https://www.housingrights.org.uk/news/housing-rights-mediation-during-coronavirus-crisis>
- We are aware that some tenancy agreements contain arrangements applicable to "late payments", for example where a fine or financial penalty is imposed in addition to the rent payments which are made at a date after the agreed date. Due to the COVID-19 outbreak many tenants and their landlords may have lost employment or may have had their employment suspended and may be having difficulty making some payments on time. Fees for late payment of rent may not be appropriate in the current circumstances and landlords are encouraged to waive such charges at this time. It is the Department's view that tenants and landlords should work together where delayed or late payments occur, and work to minimise additional costs to tenants at this difficult time. Letting agents will wish to assure themselves that any such fees are permissible under [the Commission on Disposals of Land \(Northern Ireland\) Order 1986](#).

1.2 What can I do if I cannot pay my rent, and fall into rent arrears / if my tenant cannot pay rent and falls into rent arrears?

- Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. Tenants who are unable to do so should speak to their landlord as soon as possible.
- In order to respond to the COVID-19 outbreak it's important that landlords offer support and understanding to tenants who may start to see their income fluctuate.
- Having an early conversation between landlord and tenant can help both parties to agree a plan if tenants are struggling to pay their rent, although deferral of rent may not always be possible. This may include reaching a temporary agreement not to initiate possession action for a period of time and instead consider temporarily accepting a lower level of rent, or agree a plan to pay off arrears at a later date. Where a landlord does choose to serve notice seeking possession for rent arrears or has done so already, the notice period and any further action will be affected by legislation lengthening the notice period (see Section 1.3) and/or the suspension of possession claims (see Section 2).

- If a landlord and tenant agree a plan to pay off arrears at a later date, it is important they both stick to this plan, and that tenants talk to their landlord immediately if they are unable to comply.
- If a tenant is worried about being unable to pay their rent, or if landlords become aware of tenants who may be in difficulty, advice is available from specialist providers such as Housing Rights, Advice NI, and The Money Advice Service. There are links to these organisations websites in the Annex at the end of this document.
- If you are experiencing financial hardship, you may be able to access new funding; £500m has been made available to fund households who are experiencing financial hardship and are determined to take action to support people in need. More details on this a package of measures is available at <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19>
- Land and Property Service within the Department of Finance has published details on domestic rates deferral arrangements which is available here: <https://www.finance-ni.gov.uk/topics/property-rating/domestic-rating>.
- You can also find more information on Government support for employers and employees here: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- If you are worried about being evicted and not having anywhere else to go, you can contact Housing Rights (<https://www.housingadviceni.org/coronavirus-advice>) or the Housing Executive ([https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-\(Coronavirus\)](https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-(Coronavirus))) for further advice and information.
- If you fall into financial difficulties due to a change in your employment or earnings, for example, you may qualify for benefits including Universal Credit Find more information about Universal Credit at <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-and-benefits>
- Universal Credit Housing Costs may be paid directly to private landlords. More information for private landlords on setting up a direct payment of a tenant's housing costs to a landlord is available online at <https://www.nidirect.gov.uk/services/set-direct-payment-tenants-housing-costs-landlord> If your circumstances change and you no longer received Universal Credit, you should inform your landlord on any such change to your claim in order that they are aware of any potential delay in payment.
- If you or your tenant receives Universal Credit, the housing costs element may be paid directly to you. When a new UC claim is made arrangements for direct payment are normally set up. If this has not already been set up, the Department for Communities will contact the landlord directly to ask for your bank account details to set up this direct payment. You should not need to do anything until the Department contacts you.
- A multi-billion COVID-19 (Coronavirus) Job Retention Scheme has been announced to help workers, of any employer, to keep their jobs. The scheme, which covers employees here, means that the government will pay up to 80% of the worker's monthly wages, up to a limit of £2,500. This will be backdated to 1st March and will be initially open for 3 months; it will be extended if necessary.

- The Treasury announced a similar scheme which will assist self-employed and freelancers (including gig economy workers and those on zero-hours contracts) and this will apply here as well. This provides self-employed people earning under £50k per annum, with a grant of 80% of their average profit for 3 months up to a max of £2,500. An amendment has been made to the legislation to provide for this scheme. It will however be subject to tax and national insurance contributions, and will not be disregarded for benefit purposes. This is similar to the employee retention scheme but is specifically for the self-employed and freelancers. It is worth noting that at the maximum rate this broadly equates to a per annum income/salary of £30,000. This support scheme, which will be implemented by HMRC, will cover the three months to May. It will be paid in a single lump sum instalment covering all 3 months, and will start to be paid at the beginning of June. In the interim the self-employed will be eligible for Universal Credit and for Discretionary Support. The Treasury continues to refine these arrangements and further updates can be reviewed on their website <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19#history>
- On 17 March 2020, a three-month mortgage payment holiday was announced for those who are in difficulty due to COVID-19, and extended it to buy-to-let landlords on 18 March. On 19 March, a three-month moratorium began on residential and buy-to-let possession action, meaning that no homes will be repossessed during this period.
- These measures will help prevent both homeowners and landlords from facing unaffordable bills or repossession if they can't work, or if their tenants can't pay rent, during this period. Home owners experiencing financial difficulties meeting mortgage repayments because of COVID-19, may be entitled to a mortgage holiday for 3 months. Anyone experiencing financial difficulty with their mortgage should contact their lender as soon as possible to discuss their circumstances and what support might be available. Information about the financial support available for people affected by COVID-19 can be found on the Money Advice Service on the website www.moneyadviceservice.org.uk.
- Regardless of this legislation, where tenants have difficulty paying rent over this period, we ask that landlords do not issue a notice seeking possession, particularly given that the tenant or someone in their household may be sick or facing other hardship due to COVID-19.
- Private landlords may be able to avail of assistance available to small businesses in response to the COVID-19 outbreak. The Department for the Economy is taking the lead on managing these interventions and further information can be accessed on their website <https://www.economy-ni.gov.uk/> .
- During the current period, the Lord Chief Justice has said that applications to suspend orders for possession should be prioritised, and that judges dealing with any possession claim must have in mind the public health guidance and should not make an order that risks impacting on public health: <https://www.judiciary.uk/announcements/coronavirus-covid-19-message-from-the-lord-chief-justice-to-judges-in-the-civil-and-family-courts/>

1.3 Further help with housing costs

- Additional measures have been put in place to help tenants and home owners to access relevant help with housing costs through social security benefits during the COVID-19 outbreak. Further information on relevant benefits and who to contact can be accessed on the NI Direct Website: <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-and-benefits>.
- The Housing Executive's website also provides useful information on Housing Benefit and Universal Credit housing costs element, with guidance for new applicants. This information can be accessed here: [https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-\(Coronavirus\)](https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-(Coronavirus)). Households receiving Housing Benefit and Universal Credit may be able to receive additional discretionary housing payments <https://www.nihe.gov.uk/Housing-Help/Housing-Benefit/More-help-with-paying-your-housing-costs>.
- The basic rate of Universal Credit will be increased by over £80 a month from April 2020. This will be of benefit to all claimants, including those who are owner-occupiers.
- An increase in Local Housing Allowance rates from 1 April 2020 will provide additional financial support for private tenants in receipt of Housing Benefit or the housing costs element of Universal Credit.
- The Discretionary Support Scheme is available to address customer needs in extreme, exceptional or crisis situations where there is significant risk to the health, safety or well-being of the person or a member of the person's immediate family. This includes the award of grants to assist with short-term living expenses. Discretionary Support is available to people in employment provided their income does not exceed the annual, which increased to £18,137 from 1 April 2020.
- In response to the COVID-19 pandemic the Department has made changes to the Discretionary Support scheme. This includes the introduction of a specific short-term living expenses grant where an individual or any member of their immediate family is diagnosed with COVID-19 or is advised to self-isolate. Additionally, the rate at which living expenses awards are calculated and the period for which they can be paid have been enhanced to increase the financial support that can be awarded.
- Those people claiming Universal Credit may apply for advances of up to 100 per cent of their expected Universal Credit award from day one of their claim, repayable on award of Universal Credit. In addition new Universal Credit claimants in Northern Ireland can apply for support from the Universal Credit Contingency Fund. The purpose of this fund is to make emergency payments where hardship occurs as a result of difficulties which are not due to any fault on the part of the claimant. All payments from the Contingency Fund are in the form of non-repayable grants and are calculated on the basis of the standard allowance for any adults in the household and the child element if appropriate. It will not include an amount towards housing costs.
- Further information on Discretionary Support and the Contingency Fund are available here: <https://www.nidirect.gov.uk/articles/extra-financial-support>

1.4 Prospective protections for tenants

- A Bill is progressing through the Assembly which intends to protect most tenants in the private rented sector by putting measures in place that say where landlords do need to issue notices seeking

possession, the notice period must be for not less than twelve weeks. Landlords can choose to give a longer notice period. Further detail on this legislation will be published in due course.

- With regard to current proceedings, the Lord Chief Justice has written to the judiciary urging to prioritise applications to suspend orders for possession and not to make any order that risks impacting on public health. Landlords are asked not to commence or continue eviction proceedings during this challenging time without a very good reason to do so.

1.5 What can I do about mortgage repayments?

- Mortgage lenders have agreed to offer payment holidays of up to three months where this is needed due to Coronavirus-related hardship, including for buy-to-let mortgages. The sum owed remains and mortgages continue to accrue interest during this period. The Financial Conduct Authority has published guidance to financial institutions, and guidance for consumers in relation to mortgage advice and assistance during the COVID-19 outbreak, available here: <https://www.fca.org.uk/consumers/mortgages-coronavirus-consumers>.
- If a rented property is mortgaged by the landlord they should discuss this with their lender who may be able to exercise forbearance. This may be particularly helpful in circumstances where their tenant is struggling to pay rent due to COVID-19. Where a private landlord obtains a mortgage holiday under these new arrangements they should apply the same approach to tenants who are struggling to meet rental commitments during the current time.

1.6 As a landlord, should I stop charging rent during the outbreak?

- There is no 'one-size fits all' approach, as each tenant's circumstance is different and some tenants will be more impacted than others in terms of their ability to pay than others. It is important for landlords to be flexible and have a frank and open conversation with their tenants at the earliest opportunity, to allow both parties to agree a sensible way forward.
- Landlords are not required to stop charging rent during the outbreak. While tenants who are able to pay rent as normal should continue to do so, some may be facing difficulties doing so at this time.

1.7 I have a licence to occupy, am I protected by legislation?

- Landlords of those on licences to occupy are advised to follow the same guidance and to work with renters who may be facing hardship as a result of the response to COVID-19. If you do not know whether you have a licence or a tenancy you should seek independent advice.
- Government has put in place an unprecedented support package to help prevent people getting into financial hardship or rent arrears, including support for business to pay staff salaries, as well as important changes to statutory sick pay and the benefits system.

SECTION 2: WHAT RIGHTS DO I HAVE?

2.1 Do I have to move if my landlord does not have a court order?

- Landlords should not issue new notices seeking possession at this time. The adjournment of all but urgent matters coming before the Courts here, including most housing possession claims, came into effect on 24th March 2020. This means that existing notices seeking possession cannot progress. If you are a tenant you cannot be forced to leave your home without a court order.
- A landlord cannot use violence or threat of violence to evict someone.

Note: if you require advice on individual cases, or you are worried you may have been illegally evicted, you should contact a free, impartial advice service such as Housing Rights or Advice NI.

COURT ACTION ON HOUSING POSSESSION CASES DURING THE CORONAVIRUS OUTBREAK

- In addition to the measures in legislation set out above, the Lord Chief Justice has indicated that only urgent matters will be addressed by way of a court hearing until further notice, meaning that possession claims will be delayed from progressing.
- The suspension will apply from 24th March 2020 (the date of the Lord Chief Justice's announcement), to all non-urgent court matters. This is expected to include residential possessions proceedings.
- This action is in line with public health advice, which has advised against non-essential movement in response to coronavirus. <https://www.publichealth.hscni.net/news/covid-19-coronavirus>

2.1 What does this mean for landlords and tenants in the private rented sector?

- Landlords and renters should delay action around moving to a new home while emergency measures are in place to fight coronavirus, following social distancing advice available on the Public Health Agency's website.
- If you have already been issued with notice of your landlord's intention to seek possession of the property, or if you are issued notice during this period, your landlord will not be able to take action through the courts to make you move.
- For landlords, this will mean not expecting tenants to move even where you have already issued notice of your intention to regain possession of the property, or if you go on to issue notice for any reason during the next three months.

2.3 How does the prospective new private rented sector legislation interact with the courts suspending housing possession claims?

- As outlined above, the Lord Chief Justice of Northern Ireland has announced that with effect from Thursday 26 March 2020 all court business is to be consolidated in The Royal Courts of Justice, Laganside Courts, Lisburn, Dungannon and Derry/Londonderry Courthouses and only urgent matters will be addressed by way of a court hearing until further notice. The form of the hearing will be determined by the relevant judge. Application for an urgent hearing must be accompanied by the relevant form (<https://judiciaryni.uk/coronavirus-covid-19>) All other matters will be determined by a judge without a hearing. This guidance reflects the restrictions announced on 23 March 2020.

- This means that housing possession claims in the court system will be postponed, this means landlords will not be able to progress any claims where they have already issued a notice seeking possession.
- This new measure applies to cases currently in progress and cases where a landlord or mortgage company has already commenced possession proceedings on expiry of a notice seeking possession.

SECTION 3: PROPERTY ACCESS AND HEALTH AND SAFETY OBLIGATIONS

Everyone is asked to do all they can to help stop coronavirus spreading and has published advice on maintaining strict separation from others wherever possible during this unprecedented time. You can see the latest guidance on Coronavirus here <https://www.gov.uk/coronavirus>.

We are committed to helping to ensure that everyone renting their home has a safe and decent place to live.

As part of the effort to respond to the COVID-19 outbreak it is vital that landlords, tenants and Councils work together to keep rented properties safe. We continue to support the positive partnership between landlords and tenants which underpins all well-functioning tenancies.

It has never been more important that landlords and tenants take a pragmatic, common-sense approach to resolving issues. Tenants should let their landlords know early if there is a problem and landlords should take the appropriate action. Landlords and tenants should keep a record of attempts made to have urgent work undertaken and, where this fails, this record can be brought to the attention of relevant Council officials as required.

We understand current restrictions may prevent routine and obligatory inspections. While resources are stretched, a pragmatic approach to enforcement from Councils should be taken. This should mean that tenants who are living with serious hazards that a landlord has failed to remedy can still be assured of statutory support. Councils have indicated that new arrangements are being put in place to ensure that enforcement provisions can still be carried out while observing social distancing guidelines. Landlords and tenants in the private rented sector can continue contacting their local Council regarding enforcement issues. Landlords should also know they should not be unfairly penalised where COVID-19 restrictions prevent them from meeting some routine obligations.

PRIVATE RENTED TENANTS

3.1 I'm a student and am no longer living in my rented accommodation – do I still have to pay rent?

- All tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. Where tenants can pay the rent as normal, they should do so. Tenants who are unable to do so should speak to their landlord at the earliest opportunity. Section 1 of this guidance provides further detail on having a conversation with your landlord if you are having difficulty paying rent. The Department for the Economy is responsible for matters relating to student finance. More information can be found on their website: <https://www.economy-ni.gov.uk/articles/higher-education-student-finance>. The Department for Communities does not provide student funding, including hardship funding.
- Further Education institutions may be able to provide support through student support funds or student hardship funds. Information for students of Queens University Belfast is available here <https://www.qub.ac.uk/Study/Feesandfinance/LoansandFinancialSupport/> and Ulster University advice is available here <https://www.ulster.ac.uk/alumniandsupporters/support/student-fund/student-hardship-grants> Students at Further Education Colleges may obtain more information here <https://www.nidirect.gov.uk/articles/support-funds>.

3.2 What does the COVID-19 outbreak mean for repairs in my home?

- Landlords' repair obligations have not changed. Tenants have a right to a decent, warm and safe place to live – and it is in the best interests of both tenants and landlords to ensure that properties are kept in good repair and free from hazards.
- Good management requires regular review and maintenance of a property, but planned inspections may be more difficult at this time. However, that is no reason to allow dangerous conditions to persist. Where possible inspections of properties should be postponed unless in relation to emergency repairs.
- We are encouraging tenants to inform landlords early and engage constructively in the event that they encounter any issues with the condition of the property. Technological solutions such as smartphones can be used to reduce the need for in-person inspections of property issues.
- However, in these unprecedented times tenants and landlords should take a pragmatic, common-sense approach to non-urgent issues which are affected by COVID-19 related restrictions. At all times the health and safety of the tenant, landlord and any tradesperson must be prioritised.

3.3 What if my boiler breaks, or something else happens which is an urgent risk to my health?

- Landlords' repair obligations have not changed.
- Where reasonable, safe for you and in line with other Government guidance, we recommend that you only allow Council officials, landlords or contractors access to your property in order to inspect or undertake emergency repairs.

- Emergency repairs are those which will affect your ability to live safely and maintain your mental and physical health in your home. To be treated as an emergency the fault must carry the risk of immediate injury to people or major damage to property. Examples of emergency repairs are:
 - escape of gas or fumes
 - electrical fittings in contact with water
 - live or bare electric wiring
 - sewage overflowing into the home
 - outside doors that need secured
 - burst storage tanks, cylinders or pipes
 - failure of all lights or all power
 - failure of heating systems in severe weather and where no alternative is available
 - failure of all communal lighting
 - household cannot heat water
 - blocked drains
 - shower or bath not working (if it is the only one in the property)

- Work carried out in people's homes, for example by tradespeople carrying out repairs and maintenance, can continue, provided that the tradesperson is well and has no symptoms. Again, it will be important to ensure that Public Health Agency guidelines, including maintaining a two metre distance from any household occupants, are followed to ensure everyone's safety.

- No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the tradesperson is willing to do so. In such cases, the Public Health Agency website can provide advice to tradespeople and households.

- You should take sensible precautions to keep yourself safe when tradesmen or contractors are visiting the property. See the guidance here: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults> and here <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people>.

- You should take additional measures such as ensuring tradesmen or contractors remain in separate rooms during any visits. You should also follow Government advice on hygiene and cleanliness before, during and after visits. Wherever possible avoid all direct contact between residents and visitors to the property.

- The Health and Safety Executive Northern Ireland (HSENI) has produced general guidance for the period of the COVID-19 outbreak which is available here <https://www.hseni.gov.uk/articles/covid-19-frequently-asked-health-and-safety-questions>. The HSENI advice provides specific advice to landlords around meeting their statutory gas safety obligations.

- No work should be carried out by a tradesperson who has coronavirus symptoms, however mild.

- You must continue to meet your legal and contractual obligations as a tenant, including paying rent where you are able to. See Section 1 of this guidance if you are experiencing difficulties paying your rent.

3.4 What about the risk of catching the virus, or if I am symptomatic?

- You must follow sensible precautions to keep yourself safe when contractors or others are visiting your property, as outlined in public health guidance found here www.gov.uk/coronavirus
- Where an emergency repair is critical to your health and safety (see above), you should take additional measures such as remaining in separate rooms during any visits and following Government advice on hygiene and cleanliness before, during and after visits.
- You do not need to have direct contact with anyone visiting your property to carry out repairs.

3.5 My landlord wants access to my property to conduct viewings for sale or letting, do I have to let them in?

- Government has advised against home moves wherever possible. Therefore, home buyers and renters should delay moving to a new home while emergency measures are in place to fight coronavirus. This means that **no one should visit the property to conduct viewings, or anything else which is not urgent and health and safety-related.**
- If moving is unavoidable, for example where structural issues impact the health and safety of the occupant(s), and it is not possible to delay a move, people must follow advice on maintaining strict separation to minimise the spread of the virus.
- Access to a property should only be considered when there are serious and urgent issues such as those set out above (Section 3.3). **No viewings should be carried out in any household which is self-isolating or where an individual is being shielded.**
- Anyone with symptoms, self-isolating or shielding from the virus, should follow medical advice and not move home for the time being. Any move should be delayed accordingly. **No viewings should be carried out in any household which is self-isolating or where an individual is being shielded.**
- Where there is absolutely no alternative to a move, all those involved should follow Government guidance here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- You should also consider the guidance on cleanliness and hygiene for non-medical locations here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings> and the Public Health Agency guidance for Northern Ireland here: <https://www.publichealth.hscni.net/news/covid-19-coronavirus>
- Landlords and renters should therefore delay viewings for sale or letting while emergency measures are in place to fight Coronavirus.
- You and your landlord should follow the Government's latest guidance necessary to help stop the spread of the virus which you can find here <https://www.gov.uk/coronavirus>

3.6 What if I have a move planned?

- Government has advised against home moves. Advice is available here: <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19>

[19-outbreak](#) Landlords should therefore refrain from completing house sales at this time in line with Government guidelines.

- Home buyers and renters should delay moving to a new home while emergency measures are in place to fight coronavirus.
- If moving is unavoidable, for example if your home becomes structurally unsafe and cannot be repaired safely, or for contractual reasons it is impossible to delay, people must follow advice on maintaining strict separation to minimise the spread of the virus.
- Anyone with symptoms, self-isolating or shielding from the virus, should follow medical advice and not move home for the time being.
- Where moves do need to go ahead, all those involved should take care to follow Government guidance here: <https://www.gov.uk/coronavirus> and the Public Health Agency guidance for Northern Ireland <https://www.publichealth.hscni.net/news/covid-19-coronavirus> .

3.7 What should I do if I think I may have the virus?

- You should follow government guidance on self-isolation, which you can find here: <https://www.publichealth.hscni.net/sites/default/files/2020-02/COVID-19%20Self-isolation%20270220.pdf>
- You should tell anyone you share the property with immediately, so that they can take appropriate action and make informed decisions regarding shared areas and access to the property. If your landlord needs to arrange a visit to the property for urgent health and safety reasons, you should also inform them and agree to take sensible precautions.

3.8 Someone in my House in Multiple Occupation (HMO) has the virus, is my landlord obliged to remove them or find me another place to stay?

- Nobody can be removed from their home because of the virus.
- HMO Landlords are not obliged to provide alternative accommodation for tenants if others in the property contract the virus.
- If you are living in accommodation which you share with other people, or share facilities with other people, you should follow current Public Health Agency guidance.
- The Housing Executive is working closely with the Department for Communities, Public Health Agency, Department for Health and local homeless providers to ensure the protection of the most vulnerable. It is working to ensure those who are homeless or are worried about becoming homeless can access the necessary advice and support and to ensure temporary accommodation is made available if required.
- You can find Government guidance on cleaning your home to minimise the risk of infection here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

- And on what to do if you are in a shared home with someone who may have the virus here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

3.9 What should I do if I can no longer live at my previous accommodation and I have become homeless?

- Households should seek, where it is possible and safe to do so, to continue to reside in their current accommodation, even in the short term. Where this is not possible and you are already homeless or you are worried about becoming homeless please ring the dedicated Housing Executive Homelessness line on 03448 920 908 as soon as possible. During normal working hours you will be referred to a Housing Advisor.
- The Housing Executive also provide an emergency out-of-hours service after 5pm, at the weekend and on bank holidays. If you are having to leave accommodation, you should seek alternative accommodation, or get in touch with the Housing Executive regarding temporary accommodation where possible.

PRIVATE RENTED LANDLORDS

3.10 What does the current situation mean for repairs to my property?

- Landlords' repair obligations have not changed. Tenants have a right to a decent, warm and safe place to live – and it is in the best interests of both tenants and landlords to ensure that properties are kept in good repair and free from hazards.
- Good management requires regular review and maintenance of a property, but we understand that planned inspections may be more difficult at this time. However, that is no reason to allow dangerous conditions to persist. Where possible inspections of properties should be postponed unless in relation to emergency repairs.
- Tenants should inform landlords early and engage constructively in the event that they encounter any issues with the condition of the property. Technological solutions such as smartphones can be used to reduce the need for in-person inspections of property issues.
- Where reasonable and safe for you, and in line with other Government guidance, you should make every effort to review and address issues brought to your attention by your tenants, and keep records of your efforts. You can find further guidance on visiting properties to make repairs at Section 2 here <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance> and here: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others#going-to-work>
- However, in these unprecedented times tenants and landlords should take a pragmatic, common-sense approach to non-urgent issues which are affected by COVID-19 related restrictions.
- Inspectors or maintenance workers can still visit blocks of flats and multi-occupied properties for essential or urgent work such as inspecting and testing fire alarm and emergency lighting systems.
- Emergency repairs are those which will affect your ability to live safely and maintain your mental and physical health in your home. To be treated as an emergency the fault must carry the risk of immediate injury to people or major damage to property. Examples of emergency repairs are:
 - escape of gas or fumes
 - electrical fittings in contact with water
 - live or bare electric wiring
 - sewage overflowing into the home
 - outside doors that need secured
 - burst storage tanks, cylinders or pipes
 - failure of all lights or all power
 - failure of heating systems in severe weather and where no alternative is available
 - failure of all communal lighting
 - household cannot heat water
 - blocked drains
 - shower or bath not working (if it is the only one in the property)

- Tenants and landlords should work together during the ongoing COVID-19 outbreak to maximise compliance with Public Health Agency requirement around essential services and social distancing measures, taking into account that rented properties need to remain in a habitable condition.
- Private landlords in Northern Ireland can call to receive Landlord Advice on 028 9024 5640 and choosing option 5. Lines are open Monday to Friday, from 9.30am to 2.30pm (extended to 4pm during the COVID-19 period).

3.11 What about my legal obligations to provide regular gas safety inspections? Will I be prosecuted if I can't get access because I or my tenants are self-isolating?

- Landlords must provide tenants with all necessary gas safety and any other relevant certification at the beginning of a tenancy (and carry out all scheduled inspections and tests where required). Where inspections have already been carried out, documents can be provided by post or in some circumstances it may be possible to provide digital copies.
- All landlords, including private landlords in Northern Ireland are generally required to comply with gas safety checks as required under the [Gas Safety \(Installation and Use\) Regulations \(Northern Ireland\) 2004](#). Regulation 36 sets out the duties in respect of landlords which require that every landlord must ensure that relevant gas fittings and flues are maintained to a safe condition.
- The Health and Safety Executive for Northern Ireland (HSENI), within the Department for the Economy (DfE) is responsible for the legislation governing gas safety measures. DfE has advised that:
 - The purpose of a gas safety check is to make sure gas appliances are safe for continued use. There are three main risks which can arise from having an unsafe gas appliance, i.e. gas leaks, fires and explosions, and carbon monoxide poisoning.
 - Gas Safety Checks are therefore still to be carried out where practicable.
 - The Health and Safety Executive for NI (HSENI) do note that there are situations where it may not be practicable to carry out a gas safety check where someone is self-isolating for 14 days, or where there are over 70's and vulnerable groups being advised to self-isolate for up to 12 weeks. However, in these cases, the gas safety check must be carried out as soon as reasonably practicable following this period and HSENI will expect landlords to demonstrate they have taken all reasonable steps in such circumstances.
 - HSENI is prepared to recognise, on a temporary basis, annual gas safety checks that are carried out any time from 10 to 12 calendar months after the previous check and still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check. Landlords are encouraged to arrange annual gas safety checks as early as possible, as a contingency against tenants being in self-isolation for a period of 14 days - the two-month period to carry out annual gas safety checks should provide adequate resilience in most situations.
- Accordingly, landlords should make reasonable efforts, in line with the above advice, to abide by existing gas safety regulations, complying with the Public Health Agency guidelines on social

distancing. Where a landlord cannot comply they must demonstrate they have taken all reasonable steps to comply with the law.

- The Health and Safety Executive Northern Ireland (HSENI) has produced general guidance for the period of the COVID-19 outbreak which is available here <https://www.hseni.gov.uk/articles/covid-19-frequently-asked-health-and-safety-questions>. The HSENI advice provides specific advice to landlords around meeting their statutory gas safety obligations.
- If landlords are not able to gain access to the property due to restrictions in place to tackle COVID-19, or are not able to engage a contractor to carry out the necessary work, we recommend you document your attempts to do so and all correspondence with your tenants. Landlords may also want to provide other evidence they have that the installation, appliance or flue is in a good condition while they attempt to arrange works. You can read the latest guidance for landlords and Gas Safe engineers and inspectors here <https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/>

3.12 What about the risk of catching the virus?

- You must follow sensible precautions to keep yourself safe when you or contractors or others are visiting the property, as outlined in Public Health Agency guidance here: <https://www.publichealth.hscni.net/news/covid-19-coronavirus>
- You should take additional measures such as ensuring contractors and tenants remain in separate rooms during any visits and following Government advice on hygiene and cleanliness before, during and after visits.
- Avoid all direct contact between residents and visitors to the property. Landlords and tenants alike should ensure that **no one should visit the property to conduct viewings, or anything else which is not urgent and health and safety-related.**

3.13 What about access to a property to conduct viewings or where a move is scheduled?

- Government has advised against home moves wherever possible. Therefore, home buyers and renters should delay moving to a new home while emergency measures are in place to fight coronavirus. This means that **no one should visit the property to conduct viewings, or anything else which is not urgent and health and safety-related.**
- If moving is unavoidable, for example where structural issues impact the health and safety of the occupant(s), and it is not possible to delay a move, people must follow advice on maintaining strict separation to minimise the spread of the virus.
- Anyone with symptoms, self-isolating or shielding from the virus, should follow medical advice and not move home for the time being. Any move should be delayed accordingly.

Where there is absolutely no alternative to a move, all those involved should follow Government guidance here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay->

[at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection](#) and here <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people>.

- You should also consider the guidance on cleanliness and hygiene for non-medical locations here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings> and the Public Health Agency guidance for Northern Ireland here: <https://www.publichealth.hscni.net/news/covid-19-coronavirus>

3.14 Someone in my House in Multiple Occupation has the virus, am I obliged to remove them or find my tenants another place to stay?

- Nobody can be removed from their home because of the virus.
- Landlords are not obliged to provide alternative accommodation for tenants if others in the property contract the virus.
- The Government has issued specific guidance on what to do if someone in your household has contracted the virus, including self-isolating the whole household for 14 days. You can find that guidance here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- You may wish to direct your tenants to Government guidance on cleanliness and hygiene for non-medical locations here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

ANNEX

Useful contact information and links to websites containing further advice and guidance

Department for Communities	https://www.communities-ni.gov.uk/publications/repairs-guide-private-landlords-and-tenants
Northern Ireland Housing Executive	https://www.nihe.gov.uk/My-Housing-Executive/Advice-for-Housing-Executive-Tenants/Covid-19-(Coronavirus)
Housing Associations	https://www.nidirect.gov.uk/contacts/housing-associations
Public Health Agency	https://www.publichealth.hscni.net/news/covid-19-coronavirus
Housing Rights (Advice for tenants, landlords and homeowners)	https://www.housingadviceni.org/advice-private-tenants/coronavirus (advice for private rented tenants) https://www.housingadviceni.org/advice-housing-executive-tenants/coronavirus (advice for NIHE and Housing Association tenants) https://www.housingadviceni.org/advice-landlords/coronavirus (Landlord advice)
Tenancy Deposit Scheme	https://www.tdsnorthernireland.com/covid-19/
Court Service NI	https://www.justice-ni.gov.uk/coronavirus-covid-19-court-business-continuity-arrangements
Money Advice Service	https://www.moneyadviceservice.org.uk/en/categories/coronavirus
Advice and information on mental wellbeing and health	https://www.nidirect.gov.uk/articles/coronavirus-covid-19-taking-care-your-mental-health-and-wellbeing https://www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing

Housing Rights

If you have a query specific to housing, you can call Housing Rights helpline on 028 90 245 640 (and select the correct option depending on whether you are seeking advice as a landlord or a tenant). The tenant helpline is open Monday to Friday between 9.30am and 4.30pm and the landlord helpline is open Monday to Friday from 9.30am - 2.30pm (opening hours extended to 4pm during the Covid19 period).

You can also get advice from Housing Rights advisers by email or chat. Go to www.housingadviceni.org/advice-email for help via email or chat.

COVID-19 Community Helpline

A freephone helpline to help those in vulnerable groups to access information, advice and guidance in relation to COVID-19 is open 9.00 am to 5.00pm, seven days a week. The helpline is local to Northern Ireland, and is managed by Advice NI. You can contact the helpline by calling the freephone number: 0808 802 0020. You can also get in touch by email and text message. Email: covid19@adviceni.net or text: ACTION to 81025