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**Rent Repayment Guide for Tenants**  
[www.newham.gov.uk/rentrepaymentorders](http://www.newham.gov.uk/rentrepaymentorders)

## What is a Rent Repayment Order (RRO)?

A Rent Repayment Order (RRO) is an order made by the First-tier Tribunal (Property Chamber) for your landlord (or agent) to repay you (the tenant) up to 12 months' rent.

Under the Housing & Planning Act 2016 you have the right to apply for a RRO where your landlord or agent, have committed any of the following offences:

- Failed to get a valid property licence;
- Illegally evicted or harassed you;
- Used or threatened violence to enter your home;
- Failed to comply with an Improvement Notice served by the Council;
- Failed to comply with a Prohibition Order served by the Council; or
- Breached a Banning Order.

## What is an illegal eviction?

Unless a court appointed Bailiff attends the property to carry out an eviction, it is unlawful. Examples of illegal eviction can be if the landlord or agent:

- Changes the locks while you are away;
- Prevents you from using part of your home;
- Move other tenants into your home without your knowledge;
- Threatens or harasses you which forces you to leave your home;
- Throws you out by force or violence.

## What is harassment?

Harassment is defined under the Protection from Eviction Act 1977 as anything that the landlord or agent does to interfere with the peace and comfort of your home or persistent withdrawal of services that are required for the occupation of the premises.

Tenants have a legal right to 'quiet enjoyment' of their home and if the landlord/agent interferes, they are committing an offence. Examples of harassment could include:

- Switching off the utilities (gas, electric, water);
- Entering your home without your permission;
- Texting or sending inappropriate messages to you or on social media.



## Can I still apply if my rent was paid by Universal Credit or Housing Benefit?

No, you cannot claim any rent paid by Housing Benefit or Universal Credit, as only the local authority is authorised to make a claim for this. 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 a RRO based on and limited to, your own personal contribution towards your rent.

## How do I apply for an RRO?

You can apply for an RRO to the First-Tier Tribunal (Property Chamber). There is a fee of £100 payable for the application to HM Courts and Tribunals. If the case goes to a hearing, there is an additional fee of £200 when a notice of hearing is issued. However, if you are on certain welfare benefits and have less than £3,000 savings, then you may be eligible for assistance with the fees.

You can contact the HM Courts & Tribunal Service at:

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

Email: [London.Rap@justice.gov.uk](mailto:London.Rap@justice.gov.uk)

Telephone: 020 7446 7700

## What documents do I need to apply for a RRO?

You will need to complete the application form RRO1. The link is below:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/905819/rro1-eng.doc](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/905819/rro1-eng.doc)

You must have evidence you lived at the property (e.g. a Tenancy Agreement), proof you paid rent such as rent receipts, proof of the offence your landlord/agent has committed from the list above.

Types of evidence that can help prove that an offence/offences have been committed include:

- Videos/recordings of alleged harassment and or/eviction;
- Text messages/ emails or any other communication between you and the landlord/agent;
- Witness statements;
- If the Police have been involved a crime reference number and statement from the Police detailing their involvement;
- Evidence that the property does not have a property licence;
- The Council can assist by providing copies of paperwork such as any legal notices (e.g. Prohibition Order, Improvement Notices) and can give confirmation of the failure to license the property.

## Further assistance and useful links:

ORGANISATION	TELEPHONE	EMAIL OR WEBSITE
For further assistance with your application contact: London Borough of Newham Private Sector Housing Standards Tenancy Liaison Officers	020 3373 1950	<a href="mailto:TenancyLiaison@newham.gov.uk">TenancyLiaison@newham.gov.uk</a> <a href="http://www.newham.gov.uk/rentrepaymentorders">www.newham.gov.uk/ rentrepaymentorders</a>
Safer Renting	020 7358 7000	<a href="mailto:SaferRenting@ch1889.org">SaferRenting@ch1889.org</a>
Justice for Tenants	020 3476 6648	<a href="mailto:info@justicefortenants.org">info@justicefortenants.org</a>
Government Guidance - Rent Repayment Orders		<a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/606654/Rent_Repayment_Orders_guidance.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/606654/Rent_Repayment_Orders_guidance.pdf</a>
Shelter		<a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a>
Citizens Advice	020 7446 7700	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>