Devonshires

Housing Management Brief

Issue 26

In this issue...

Welcome

Welcome to another lockdown HM Brief! It is difficult to believe that it is a year since the first lockdown; but equally astonishing is how our social housing clients (and the Courts, to be fair) have adapted to the challenging work environment we have faced over the last year.

It certainly has not slowed down the rate of legislative and policy change in the housing world and developments in case-law, as evidenced by the contents of this bumper edition.

The breadth of topical issues we - and you – are faced with currently is remarkable and this edition hopefully gives you an insight into at least some of them.

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Changes to the Notices of Seeking Possession

Legal changes have had a significant impact on the rented sector during the pandemic. In particular the ability of Landlords to take possession proceedings and the notice they have to give have undergone numerous changes.

The Coronavirus Act came into force on 25 March 2020 and has made changes to the notice periods for landlords seeking possession of their property under section 83 of the Housing Act 1985 (Secure Tenancies) and sections 8 and 21 of the Housing Act 1988 (Assured and Assured Shorthold Tenancies). These notice periods were reviewed again on 29 August 2020 and new versions of the prescribed section 8 notice (Form 3) and section 21 notice (Form 6A) have also been published. It is important to ensure that the correct prescribed form is used and the correct notice period is given as failure to do this may mean the Court will not grant a possession order.

The current position is that from 29 August 2020 landlords would not be able to start possession proceedings unless they had given their tenant's six months' notice, save for in certain cases where exemptions apply. These are where possession is being sought on grounds of:

- Rent arrears, where the arrears are at least 6 months;
- serious anti-social behaviour;
- nuisance/annoyance; illegal/immoral use of property
- rioting;
- domestic abuse (social housing tenancies only);
- obtaining the tenancy by false statement;
- death of tenant (housing association landlords only);
- no right to rent in the UK;

It is important to check the notice period that applies when serving a notice, as the notice periods differ dependent on the ground relied upon and whether it is a secure or assured tenancy. It is also important to note that if the landlord relies on multiple grounds (but not the anti-social behaviour/nuisance and annoyance grounds) the notice period will be the higher of the grounds set out in the notice.

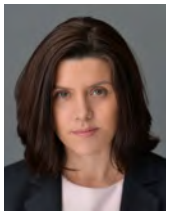
If the landlord serves a section 21 notice, it must give at least 6 months' notice of the fact that the landlord requires possession. Where a landlord gives a tenant a Section 21 notice after 29 August 2020, the notice will remain valid for an extended period of 10 months from the date it is given to the tenant.

When the legislation is due to expire

The current legislation is in place until 31 May 2021 and is being kept under review. It may not be surprising if these extended notice periods are retained for a longer period in order to offer protections to tenants and to manage the anticipated surge of cases being issued when the notices expire.

We would encourage officers to have a keen eye on the possible changes to legislation as this is prone to change during the pandemic and as we ease back into a form of normality and we will of course keep you updated through Devonshires e-flashes and webinars.

For more information, please contact Donna McCarthy.



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Debt Respite Scheme (Breathing Space)

From 4 May 2021, the Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020 is due to come into force.

The purpose of the Regulation is to give individuals in debt time to get advice and find appropriate debt solutions to problems they have without having the further pressure of enforcement action or letters pursuing them for that debt during the period.

Two types of breathing spaces are being introduced: a standard breathing space and a mental health crisis breathing space.

A standard breathing space is available to any person with a problem debt. It is only accessible through a debt advice provider authorised by the FCA to offer debt counselling or a local authority authorised to provide debt advice. The standard breathing space would be in force for 60 days, with a midway review between 25-35 days of the breathing space. Any ongoing or new enforcement action and contact should be paused during the period and interest and penalty charges cannot be applied during the period.

An individual can only apply for a standard breathing space once every 12 months and all contact should be via the debt advisor with the creditors. The debt advisor's role is to check for eligibility and appropriateness. It will only be available to those residing in England and Wales, who do not already have some kind of bankruptcy order in place i.e. a debt relief order or IVA. It also should not be granted where the individual would be able to pay off their debts with the help from budgeting or if they have some assets they would be able to sell.

Mental health crisis breathing spaces are for those individuals with a qualifying debt who are being treated for mental health issues. It would be applied for by those nominated as acting for the individual in crisis, and the evidence that the person is in mental health crisis can only be obtained from an "Approved Mental Health Professional". This is a defined term, a medical professional who is approved by the local social services authority to provide that service. Contact with the debt advisor would be via a nominated point of contact. A mental health crisis breathing space will last for so long as the tenant is being treated as is in crisis plus a further 30 days. There is no limit to how many times an individual can apply for a mental health crisis breathing space.

What does this mean for landlords?

Rent is a qualifying debt so will be included within the debt covered by the standard or mental health crisis breathing space. The landlord will be notified by post,

email or letter left at their offices of the breathing space by the debt adviser at the start date of that breathing space.

As soon as the landlord receives this notification it should stop any ongoing enforcement action related to the debt and it should not send its usual communications to the tenant about the debt covered by the breathing space. The landlord can contact the tenant about all other matters to do with tenancy management and can also write to confirm that they have received the breathing space and what they will be doing about it. The landlord cannot serve a Notice of Seeking Possession on rent arrears grounds during the moratorium period.

The landlord should also look at the sums covered by the breathing space. If the figures are not correct then the landlord should inform the debt adviser of the correct sums owed.

Note that the moratorium period does not apply to existing attachment of earnings orders. However it will include enforcement action via agents, this includes the Department for Work and Pensions taking payments from Universal Credit via Third Party Deductions.

The landlord cannot enforce any existing judgment based on the debt covered by the breathing space without the permission of the Court that the case was heard in, nor would it be able to obtain a warrant or get default judgment.

If there are existing legal proceedings that have not yet concluded, those proceedings can continue once the landlord has notified the Court. The Court is able to send further notices and correspondence to the debtor in relation to the Court process but there should not be any hearings about the debt during that period. If a landlord already has a possession order based on the debt or money judgment then the Court should take all the necessary steps to ensure that any action to enforce doesn't progress during the moratorium period.

Landlords will no doubt be concerned about the potential disruption to rent arrears cases however may take some comfort from the fact that they will only be accessible via authorised debt professionals who will be obliged to assess the suitability and eligibility for those individuals and further that for standard breathing spaces at least the moratorium period is limited.

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Flexible tenancies appear decidedly inflexible following recent Court of Appeal decision

On 27 January 2021 the Court of Appeal handed down their decision in the case of **Croydon LBC v Kalonga [2021] EWCA Civ 77**.

Ms Kalonga was the flexible tenant of Croydon under a five year secure fixed term tenancy agreement. Croydon sought possession within the fixed term on Grounds 1 and 2 of Schedule 2 of the Housing Act 1985 relying on allegations of non-payment of rent and anti-social behaviour. The tenant defended the claim and argued that in order to terminate a flexible tenancy within the term rather than at the end of the term, the landlord had to do so under section 82(3) of the Housing Act 1985 using forfeiture.

This point was referred as a preliminary issue to the High Court where it was held that in order for a flexible tenancy to be terminated within the fixed term, there had to be a forfeiture clause in the tenancy agreement. In the absence of such a clause, the tenancy was not a fixed term tenancy "subject to termination by the landlord".

If there was a forfeiture clause, the tenancy could be terminated in the usual way during the term by relying on grounds for possession. Unfortunately for Croydon, it was held that the tenancy did not have such a clause and therefore the landlord would have to wait until the end of the fixed term to determine the tenancy.

Croydon appealed to the Court of Appeal. It was held that the words "subject to termination by the landlord" did on the face of it allow a landlord to terminate the tenancy by any lawful means, but that within the ambit of the statutory scheme, the tenancy must contain a forfeiture clause. In addition to having such a clause, the landlord needed to terminate the fixed term element of the tenancy using forfeiture rather than the usual possession process that councils are familiar with.

The implications of the decision are that any fixed term secure or flexible tenancy that doesn't contain a forfeiture clause, will not be capable of being terminated until the end of the fixed term. If the tenancy does contain such a clause, the landlord will need to serve a Section 146 notice to terminate the fixed term and bring forfeiture proceedings to recover possession. Whether or not the Court of Appeal's decision will be appealed is yet to be seen, but those local authorities affected by the decision will no doubt be hopeful of a further appeal.

Importantly, this decision only applies to fixed term secure or flexible tenancies granted by local authorities. However, Private Registered Providers with fixed term assured shorthold tenancy agreements need to ensure these tenancies include a provision allowing the tenancy to be brought to an end in the term by way of "re-entry, for forfeiture, for determination by notice or otherwise" to ensure that these do not fall foul of section 7(6)(b) of the Housing Act 1988.

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How to Keep In Touch While Working Remotely

If I have learned one thing over the past 12 months, it is the importance of keeping in touch, not just with friends and family but also with colleagues and clients. As well as making us feel a little more connected, I have also found that this is a great way to make sure that we keep our knowledge and our skills up to date.

At Devonshires, we have strived to achieve this through various initiatives to engage with our clients and keep people connected and, in particular, to ensure that officers at all levels are able to keep their legal knowledge up to date and perhaps learn something new too.

Over the past year we have embraced Zoom and Teams as a way to reach out and interact in a number of ways including:

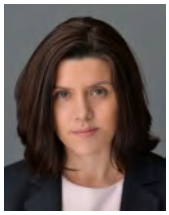
- Webinars: We have run an extensive Webinar programme covering topics such as dealing with shared ownership leases and how to comply with the Equality Act when managing tenancies.
- HMPL Building Blocks: We launched our Building Blocks programme to provide those new to social housing with a grounding on the basic legal principles.
- Virtual Coffee Breaks: We have run virtual coffee breaks and webinars via our InLaws programme which is designed for in-house solicitors in the social housing sector.
- Virtual Bespoke Training: We have continued to provide bespoke training to clients and are now offering full one day training programmes and workshops.
- Virtual Legal Surgeries: We have continued to host remote virtual online surgeries for our clients which they have found to be a really good way of bringing teams together.

Although this has been an extremely challenging time, we have found that by embracing the virtual world this has given us more ability to interact with our clients no matter where they are. It goes without saying that we have been blown away by the positive feedback that we have had to the sessions that we have run.

Although we can't wait to be able to catch up with many of you in person when the world returns to some semblance of normality, we will be keeping up all of our virtual learning, coffees and surgeries so as to keep in touch.

If you are not on our mailing list but would like to join to find out more about our upcoming webinars and updates as and when they are announced, please do sign up by clicking **here**, and we very much look forward to "seeing" you there.

For more information, please contact Donna McCarthy:



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Ask the Expert: Kris Kelliher

Q What public procurement regulations do we have to comply with now that the United Kingdom has left the EU, and are these likely to change in the future?

A The public procurement legislation in the UK is derived from EU Directives. These have been implemented in the UK by the Public Contracts Regulations 2015, the Utilities Contracts Regulations 2016 and the Concession Contracts Regulations 2016 (the Regulations).

"Contracting authorities" (which include local authorities and, since September 2004, Housing Associations / Registered Providers) must comply with the Regulations in procuring and awarding works, services and supply contracts with a value in excess of the specified financial threshold. For local authorities and Registered Providers this threshold is currently £4,733,252 for works contracts and £189,330 for services and supply contracts. These threshold are exclusive of VAT, and apply to the value of the contract over its term.

Where the Regulations apply to a contract, the contracting authority must advertise and tender it in a fair and transparent manner using one of the tendering procedures prescribed by the Regulations.

At the end of the Brexit transition period on 31 December 2020 some amendments to the Regulations came into force, by virtue of the implementation of the Public Procurement (Amendment etc) (EU Exit) Regulations 2020. The main amendment made was to remove the requirement on contracting authorities to advertise above threshold contracts in the Official Journal of the European Union (OJEU) and replace it with a requirement to advertise them in the new UK e-notification "Find a Tender" service instead.

Aside from that though, the Regulations have (for now at least) largely remained as they were prior to the end of the Brexit transition period. The principles underlying the public procurement regime have not substantially changed.

Contracting authorities are still required to follow one of the procedures prescribed by the Regulations to procure above threshold contracts, and must ensure that the process and tender evaluation is fair and transparent. A failure to do so could give an unsuccessful bidder grounds for legal challenge in the High Court.

So as things currently stand, it is very much "as you were" in terms of public procurement legislation in the UK. Despite Brexit, contracting authorities are still required to comply with the Regulations in tendering contracts which are subject to them. The only real difference is that contract advertisements must be placed in the UK Find a Tender service, rather than in OJEU.

However, change is on the horizon. On 15 December 2020 the Government published its long awaited Green Paper on proposed reform to the UK public procurement regime – "Transforming public procurement".

The Green Paper declares that Brexit "*provides an historic opportunity to overhaul our outdated public procurement regime*" and sets out a number of proposals for modernizing and simplifying the regime including:

- Removing the 350+ regulations governing public procurement and integrating the current regulations into a single, uniform set of regulations
- Overhauling inflexible and complex procedures, replacing them with three simple modern procedures
- Establishing a single digital platform for supplier registration that ensures they only have to submit their data once to qualify for any public sector procurement
- Allowing procuring authorities to include wider social benefits of the supplier, such as economic, social and environmental factors, when assessing who to award a contract to, while also still considering value for money
- Giving procuring authorities the power to properly take account of a bidder's past performance, allowing them to exclude suppliers who have failed to deliver in the past
- Reforming the process for challenging procurement decisions to speed up the review system and make it more accessible.

The proposed changes are currently being consulted on, and we are expecting the Government to produce a White Paper in due course setting out the legislative changes that will be made and the timetable for these.

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CPR 81: the new contempt of court rules

What Has Changed?

The new Civil Procedure Rule (CPR) 81 changed the procedure for contempt of court and applies to all applications on foot or those that commenced after 1 October 2020.

The changes come without any transitional measures pursuant to the Civil Procedure (Amendment No 3) Rules 2020.

The new CPR 81 replaces a total of 38 separate rules, 2 practice directions, and 1 guidance document from the Lord Chief Justice. It reduces the number of rules to just 10 alongside 4 new forms.

It is important to bear in mind that the changes to the procedural rules have not affected previous authorities as to the approach the Court should adopt towards penalty. The decision on sanction remains one entirely for the Court.

The Key Changes

There are changes to the terminology used, which is set out in CPR 81.2 (1). The parties are now referred to as 'claimant' and 'defendant' as opposed to 'applicant' and 'respondent'. The proceedings are to be referred to as a 'contempt application' as opposed to a 'committal application'.

The rule CPR 81.3 clearly sets out the process via which claimants are able to make a contempt application and whether they require the court's permission in doing so. The requirements and content needed of a contempt application are clearly set out in CPR 81.4, which must be followed.

It remains the case that, unless the court directs otherwise, every contempt application must be supported by an affidavit and served personally on the defendant. However, there are changes to the rules on service of a contempt application, which are set out in CPR 81.5. The provisions state where a legal representative for the defendant is on the record in the proceedings the contempt application and evidence in support may be served on the representative for the defendant unless the representative objects in writing within seven days.

The court now has a power to issue a bench warrant pursuant to CPR 81.7 to secure the attendance of the defendant at a directions hearing or at the substantive hearing. CPR 81.8 sets out the requirement for judges and advocates to be robed in all hearings of contempt proceedings, both in public and in private.

In addition, an amendment to CPR Part 32.14, which covers false statements, has been updated to make

clear that contempt proceedings may be brought against a person who makes a false statement in a document, prepared in anticipation of or during proceedings, and which is verified by a statement of truth, without an honest belief in the truth of such statement.

New forms have also been introduced including the N600 Committal Application which should be used for all applications as of 1 October 2020.

The new CPR 81 simplifies the procedure for bringing a contempt application and the changes should hopefully reduce the time and costs in bringing such applications.

Other Things to Consider

It should be noted that when it comes to penal notices careful consideration needs to be given when looking at the standard wording, which is set out in Annex 3 of the old Practice Direction 81. The standard wording is not replicated in the new CPR 81 but it may still be useful as long as it complies with the CPR 81.4 requirements.

Civil Justice Council Report on Anti-Social Behaviour and the Civil Courts

It is also worth bearing in mind that in July 2020, the Civil Justice Council published a report on Anti-Social Behaviour and the Civil Courts. The report suggested that some practices were unsatisfactory and required an immediate change, which is why we have seen the amendments introduced to CPR 81. It also highlighted the increase in ASB over the last year and went on to make a number of recommendations.

The report noted difficulties with positive requirements being contained in an injunction order (for example, a requirement to attend a drug dependency course or other positive action to do something). While this is possible, given the limited resources and practical difficulties associated with positive requirements, they are not frequently used and therefore injunctions can struggle to address the underlying behaviour.

The report also noted that that there were few local plans which focus on dealing with ASB without recourse to the courts (and on options for addressing underlying behaviour before an injunction is made). One recommendation included the introduction of a national framework to ensure that such local plans are in place.

This was also alongside the suggestion that a bespoke sentencing guideline be drafted along with mandatory judicial training to ensure that penalties imposed for breach of injunctions are proportionate.

A recommendation was made for the Civil Procedure Rule Committee to amend the Civil Procedure Rules to require judges to ensure that the defendant, at a first hearing of an application for an injunction, is aware of the potential availability of legal aid by replicating the requirements set out in PD 81 paragraph 15.6. To that end, CPR 81.4 was amended to reflect that.

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Spotlight on... Zoe McLean-Wells

How did you get into Law?

I knew from my teenage years that I wanted to be lawyer. I attended Leeds University to read Law and subsequently completed my Legal Practice Course at BPP Leeds. I joined Walker Morris LLP in 2010 as a trainee solicitor and qualified into their Housing Management and Litigation department in 2012. I moved to Devonshires in early 2021.

What do you enjoy about your current role?

I have only worked at Devonshires since early 2021, so am still finding my feet. I like the wide variety of work that the HMPL team undertake.

No two days are the same! I have already learnt so much and advised on aspects of law I had not previously considered. The client base is different to my previous firm. I am very much enjoying getting to know new clients and starting to understand their business needs.

What do you like to do outside of work?

At the moment, survive! Before COVID 19 gracefully gave us all a (hopefully) temporary new way of life I enjoyed travelling and taking my children out and about. I have found solace in yoga during the countless lockdown days and I am a keen, albeit distinctly average, runner.

Do you enjoy Leeds life?

I work in Devonshires Leeds office, or I will do once lockdown is over. I have worked in Leeds for the entirety of my legal career.

I love Leeds. The city has such vibrancy and is constantly evolving. It is a great place to work. COVID-19 has assisted the industry in understanding that physical location is no barrier to obtaining good legal advice and cultivating and maintaining solid client relationships. Notwithstanding this I hope to regularly visit London when restrictions ease and finally meet my new colleagues face to face!

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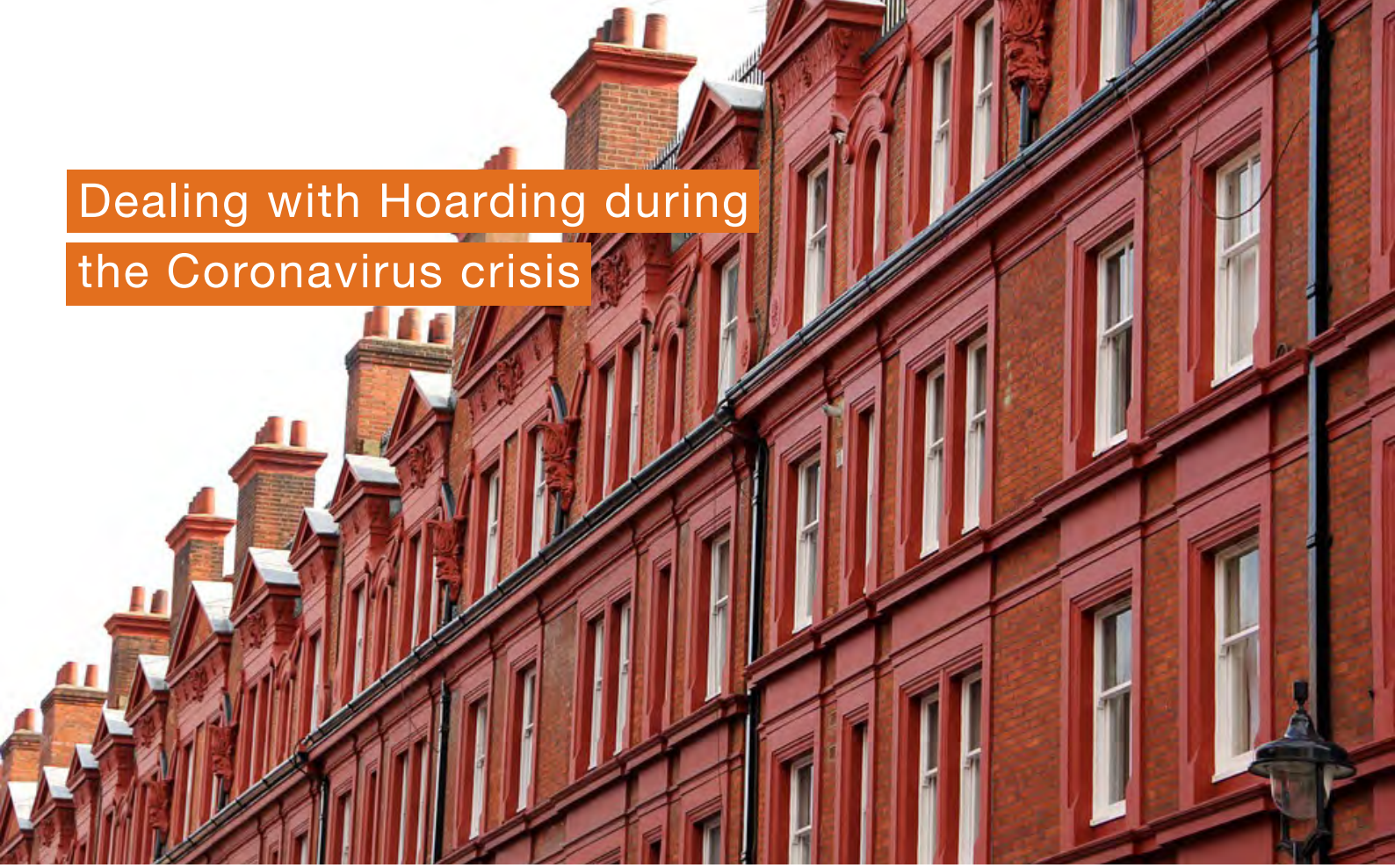

Dealing with Hoarding during the Coronavirus crisis

Registered Providers have faced multiple difficulties in managing their stock as a result of the restrictions put into place to counter the pandemic. Situations where there were existing issues have been exacerbated by the restrictions which have created serious barriers to visiting properties and communicating with tenants face to face.

There has been some focus on the effects of anti-social behaviour upon neighbours but what about cases such as hoarding where the main person affected is the hoarder themselves and the property?

The biggest barrier to managing hoarding cases is the difficulties in getting access to assess the state of the accommodation and work out where the property may be on the clutter rating scale. If a resident claims that they have symptoms of coronavirus and are self-isolating then this is difficult to challenge.

Even where the landlord has good recent information about the state of a property and the tenant's unwillingness to engage, the legal remedies available to landlords are limited given the backlog on possession claims caused by the blanket stay on possession cases last year.
It is still possible however to get productive outcomes in hoarding cases, provided the landlord follows certain steps and knows what to ask for.

In July 2020 we were instructed in respect of a long-standing hoarding case. Possession proceedings had been issued in the autumn of 2019 as it was believed that the resident had abandoned the property.

In or around May 2020 the tenant returned to the property and neighbours reported he was sleeping in the doorway of the property. Following conversations with his support worker, it turned out that the reason he was sleeping in the doorway is because it was so full of hoarded belongings that he was unable to enter or use the property in any meaningful sense.

The bathroom and kitchen were unusable and unfortunately the resident had taken to defecating and urinating in the communal areas to the blocks. Not surprisingly, complaints were received from distressed residents and the cleaning staff of the block.

At that date there was no opportunity to revive the possession proceedings. A multi-agency meeting was held, and his support worker and the environmental health team had done their best to work with him but the resident did not accept that the state of the property was problematic and would not engage. Upon instruction, a solicitor's Letter Before Action was served upon him and a copy read to him by the housing officer and supplied

to his support worker who explained the consequences.

This was ignored and we duly applied for and obtained an Injunction at the first and only remote hearing. The judge recognised the seriousness of the situation, the impact upon his neighbours and indeed the resident himself and the fact that the client was indeed just trying to help him to live in his home safely.

The first term of the Injunction obtained was that the resident was asked to give access to our client and its contractors to empty the property, however as a safeguard to this in the event he did not do so giving a second term was granted which allowed the landlord to force entry with the agency to clear the property. That term was duly invoked, the property was subsequently cleared and is useable again. Happily that meant the proceedings for possession could be discontinued against him.

Even without the current backlog at the Courts, landlords should always do what they can to support and work with the hoarder and any support agencies as far as possible to clear the property with their agreement. If that doesn't work then a Letter Before Action needs to be sent.

Again, if the resident still refuses to engage then the landlord might apply for an Injunction on similar terms to that discussed above. Only if the tenant is obstructive and/or the hoarder fails in the long term to comply with the Injunction then possession proceedings should be considered and a Notice of Seeking Possession served as appropriate.

For more information, please contact Anna Bennett:

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Faces behind the Devonshires Team: What we've been up to...

Nick Billingham, Partner:

"As usual at this time of year I am fielding a lot of enquiries about rent increases for April…"

Donna McCarthy, Partner:

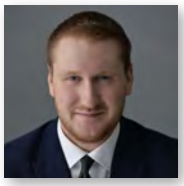
"I've been advising on a number of interesting matters including consultation of residents in a sheltered housing scheme and advising a client in respect of a CQC investigation relating to alleged provision of unsafe care and treatment"

Anna Bennett, Solicitor:

"On top of the usual case load of possession, injunction, disrepair and leasehold queries I have been busy rolling out the Building Blocks webinars - if you missed these in the autumn then they are being re-run so please do book a place"

Amirah Adekunle-Fowora, Paralegal:

"I've been working alongside Anna on an application brought by a long lessee against the lessor as to whether service charges are payable and whether the costs are reasonable, which is to be heard in the First Tier Tribunal in April 2021, and preparing for a few committal hearings where the Defendant has breached an Injunction Order against them."



Lee Russell, Partner:

"I have been busy with all things fire safety and dealing with some tricky disputes with freeholders along with assisting on some CQC regulatory obligations."

Tom Molony, Paralegal:

"I have been busy dealing with a number of possession and disrepair claims. I'm also currently working on an anti-social behaviour injunction case."

Samantha Grix, Solicitor:

"I've been working on a data protection review for an organisation advising on the rights and liabilities contained in contracts with their partners, and advising on a relief from forfeiture claim by a third party."

Billy Moxley, Paralegal:

"I am currently dealing with several access injunctions due to tenant's failure to provide access to property for works and gas safety checks."

Zoe McLean-Wells, Solicitor:

"I have been very busy working on a number of advice notes in relation to interpretation of leases on a wide range of points from surface water drainage to Heat Interface Units (HIUs)."

Ikram El-Ahmadi, Paralegal:

"I've been assisting on many disrepair cases and drafting interesting antisocial-behaviour injunctions, as well as exploring other areas within property litigation including Brexit changes to procurement rules, data protection and coroner cases"

Rebecca Brady, Chartered Legal Executive:

"I recently obtained and executed a possession order against trespassers who had squatted in an empty property in North London. I have also enjoyed researching the effect of the UK leaving the EU on the housing sector in preparation for some training that I am giving to a client."

HMPL Building Blocks Webinar Programme- Spring/Summer 2021

Devonshires Housing Management and Property Litigation Building Blocks Webinar programme is back due to popular demand! These webinars are aimed at those at the beginning of their careers in tenancy and leasehold management and are suitable for anyone wanting to learn the basics of housing law and how it relates to their day to day job.

Disrepair - An Introduction to the Law and Procedure in Disrepair cases

8 April 2021

11.00 - 12.00 with Q&A

An Introduction to Tackling Non-Occupation

29 April 2021

11.00 - 12.00 with Q&A

An Introduction to Tackling Anti-Social Behaviour

20 May 2021

11.00 - 12.00 with Q&A

Leasehold Management - An Introduction to Service Charges & S20 Consultation

10 June 2021

11.00 - 12.00 with Q&A

Leasehold Management - An Introduction to Breach of Lease

1 July 2021

11.00 - 12.00 with Q&A

Leasehold Management - An Introduction to Shared Ownership

22 July 2021

11.00 - 12.00 with Q&A

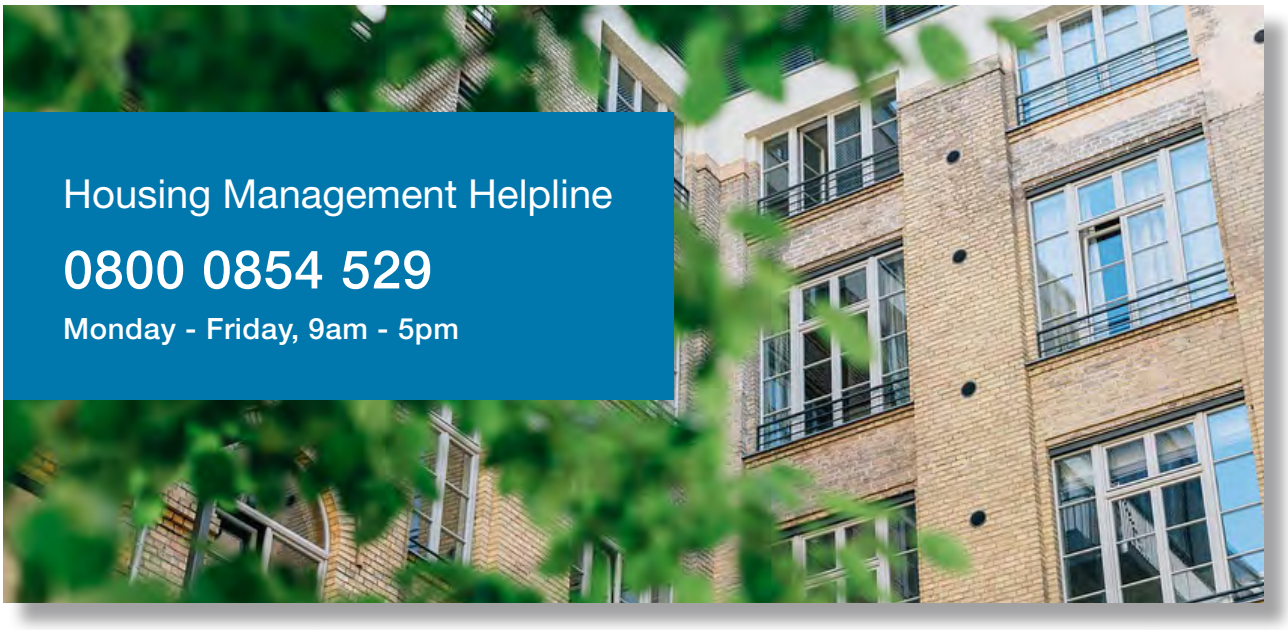
How to Book

If you are signed up to our mailing list, invitations outlining the programme and speaker details will be issued for each webinar with a registration link. Once your place has been confirmed, you will receive the link for the webinar which you will use on the day to access it.

If you are not signed up to our mailing list, and you want to hear more about our Building Blocks programme, or any of our other future HMPL webinars, articles and updates, make sure to join! **Click here** to sign up.

Helplines:

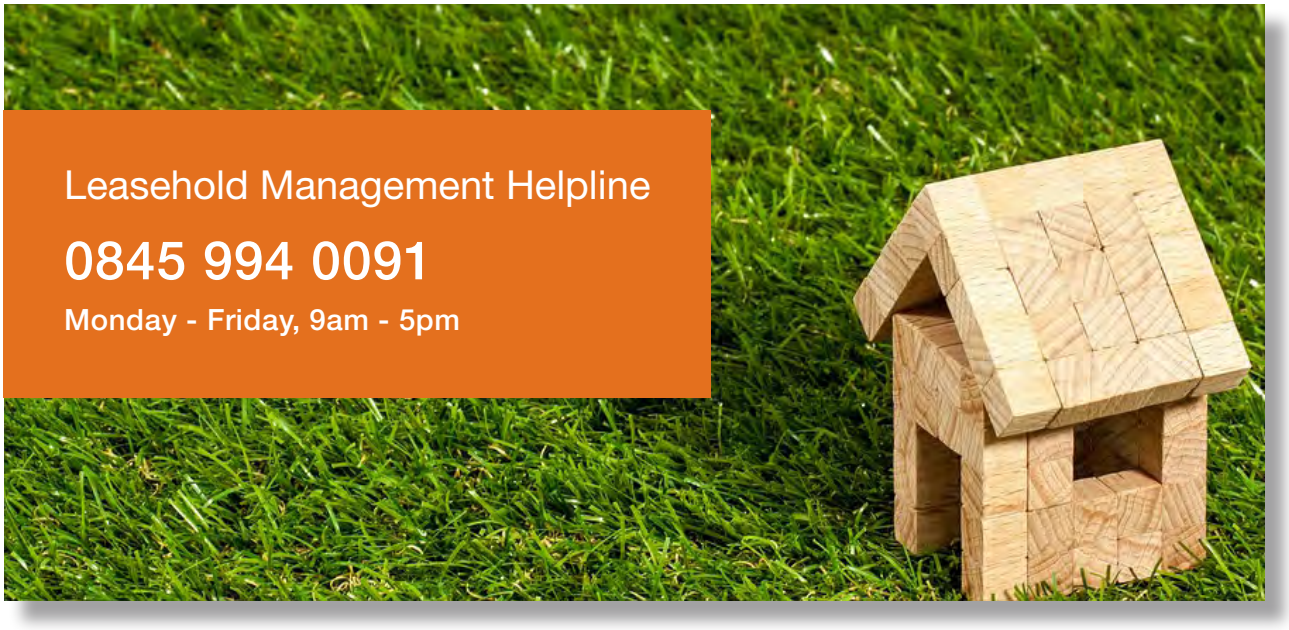
Why not give us a call?



Housing Management Helpline

0800 0854 529

Monday - Friday, 9am - 5pm



Leasehold Management Helpline

0845 994 0091

Monday - Friday, 9am - 5pm

Devonshires