



LANDLORD COPY

Date

Dear

Property Address:

I am writing to complain about the conditions at the above property which I currently rent. I have listed below the matters I am complaining about and I am requesting that you contact me to outline how and when you intend to remedy them. I have kept a copy of this letter to show the Housing Standards Team at Flintshire County Council.

If I do not hear from you with a satisfactory answer, within 14 days of this letter I will contact the Housing Standards Team. Their contact details are:

Telephone: 01352 703440 or E-mail: ppadmin@flintshire.gov.uk

If I have to do this they may serve notice of intention to enter and inspect the property under the Housing Health and Safety Rating System.

As a landlord/letting agent you should already be aware of the Licencing Authority “[Rent Smart Wales](#)” created under the Housing (Wales) Act 2014. The Act requires all landlords to be a “fit and proper person”. You must be registered with Rent Smart Wales as a landlord or agent. Additionally, you (or the letting agent) must have a Licence granted by Rent Smart Wales to manage the property. Anyone who has action taken against them under the Housing Act 2004 may be refused registration and / or a license.

Also the [Renting Homes \(Wales\) Act 2016](#) came into force on 1 December 2022 and rental properties must be fit for human habitation before and during the tenant’s occupation. It is also a legal requirement that all previous tenancy agreements are changed to Standard Occupation Contracts by 30 May 2023.

My complaint relates to:

Yours faithfully

cc: Housing Standards Team
Community and Business Protection, County Hall Mold CH7 6NF
Or e-mail: ppadmin@flintshire.gov.uk



TENANT COPY

Date

Dear

Property Address:

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