

Q2 – Yr 2 Case Study 1

A client came to outreach for advice on problems they were having with their landlord who was threatening them with eviction.

The client had been living at their current address for 2 years without a tenancy agreement and without their bond being protected in the Tenancy Deposit Scheme. There were also issues with the electric meter in the property which was a private meter installed by the landlord.

The client was being threatened with eviction as the landlord accused them of tampering with the electric meter as it showed a credit of over £1,000 which the client denied. During these accusations the landlord made threats of violence to the client, the landlord was with another man while making these threats and the client felt extremely intimidated and scared. They were also afraid to return back to their flat in case the landlord was there. In the end, the client was told they had to be out of their flat by that weekend. The client worked full-time and was never behind on paying rent and had no history of problems with the landlord before.

Citizens Advice was able to reassure the client that they could not be evicted from their home without proper notice given by the landlord – any other eviction is illegal and the client was advised to call the police if the landlord came round to the flat to carry out an eviction.

Citizens Advice kept in close contact with the client's family to ensure the client wasn't evicted over the weekend and found out the police were contacted due to genuine concerns about being evicted. The client was advised how to get their meter checked as this was the cause of the dispute and following a call out from both the police and Meter Plus Reserve it was confirmed the meter had not been tampered with.

The client was also advised that their landlord must use the Tenancy Deposit Scheme to protect the £250 deposit they paid to the landlord when they first moved in and was given a letter to send to the landlord requesting this be done or court action may be taken.

The outcome of the advice and support given by Citizens Advice was that the client was not evicted by the landlord and has stopped being harassed by the landlord. The client now has a new tenancy agreement, and following the inspection of the electric meter a new one is being installed in the flat. Finally, the landlord has now put the client's £250 deposit in a Tenancy Deposit Scheme.

All this has resulted in the client being able to feel safe and secure in their own home and has provided them with valuable knowledge on their housing rights.