

Appendix H: Consultation Summary of Responses

Renters Rights Act – Policy Changes

Cabinet Meeting: 14 April 2026

General/Formatting:

Noted: that there were various numbering formatting amendments and corrections needed to the corporate statement of enforcement and civil penalty policy.

Noted: within each policy document where grammar and typos have been highlighted and corrected.

Comment: uniform the citation of legislation within the documents. Amended.

To be noted: the changes made to the corporate statement of enforcement policy and appendix G & B, were completed using the version downloaded from NHDC website. The PDF version was converted to a word document which caused issues with the formatting, hence why the document has been separated into appendices B, C and D, and the rest of the appendices are omitted as these are not being changed.

Corporate Statement of Enforcement Policy

Noted: insert of 'adopted' to the front page.

Noted: inserted paragraph to section 17 in relation to publicising enforcement outcomes.

Comment: Appendix G: Access to Housing. Where reference is made to 'landlord legislation' within this section it should also be defined. Inserted: paragraph to define the 'landlord legislation'.

Appendix B Environmental Health

Comment: Why have the five priorities under section 3.1 been removed? Answer: We have removed the priorities as we have no control over them and they could regularly change. It is enough to state that we will adhere to them so that we don't have to continually update our policy should the Officer of Product Safety change them.

Comment: Why has the section on officer safety been removed? Answer: Officer safety is managed in line with our lone worker protocols and risk assessments; it is not necessary to cover it in the enforcement policy also.

Comment: At 10.2.2, why have the first two areas of focus been crossed out? Answer: it is because the EH service doesn't have any contribution to these strategy areas, so we have taken them out and left the areas which we do contribute to. We have amended the first line to reflect that.

Comment: Has the Protection from Eviction section been deleted because the Renter's Rights Bill has completely changed this? Answer: The Renters Right Act introduced the duty to enforce the 'landlord legislation' in its area, which includes unlawful eviction under the protection from eviction act – previously it was just a power. So, I have deleted this para and combined it under the RRA para, plus further detail on principles and approach to RRA and unlawful eviction is covered in the new Housing Authority Enforcement Policy.

Comment: section 9.3.12: District is not a defined term (unless you think it should be).
Inserted: deleted 'District' and amended to 'North Hertfordshire'.

Civil Penalties Policy for RRA

Comment: section 1.3 should 'corporate landlord' be a defined term. It is not defined in law. It is just a term for the policy. Decision was to keep the term in lower case.

Comment (x2): need to define the meaning of 'breach' and 'offence' within the context of civil penalties under the Renters' Rights Act 2025 and other housing legislation. Inserted: section 1.5 the definition of 'breach' and offence' as it is defined in the civil penalty under the Renters' Rights Act 2005 and other housing legislation statutory guidance.

Noted comment: *'Agree that section 4 onwards should be in an appendix'* – this will be considered in future amendments of the policy.

Housing Authority Enforcement Policy

Comment: section 4.3.1 'where section 118 Renters' Rights Act 2025 permits council officers to enter business premises if it is necessary for the production or seizure of documents under s122 and s123, this power will be exercised. This power will be exercised without a warrant.' Question was whether this should be 'can be' or 'will be'.
Decision: section 118, is about entering business premises without a warrant, so this should remain as will be. Section 120 is about entering business premises with a warrant.

Inserted replacement of section 6.8.2. Amended version clarifies that it is the Tribunal who determines the level of fine. The previous paragraph was unclear and could have been read that the Councils directed the final Tribunal's determination.