

# Rent Repayment Orders

Justice For Tenants



# What is a Rent Repayment Order(RRO)?

The Tribunal forces a landlord to repay up to 12 months' rent to their tenant

This will soon be 24 months' rent



# RRO offences

## Protection from Eviction Act 1977

- Unlawful eviction (s.1(2))
- Harassment (ss.1(3)/(3A))

## Licensing breaches

- S.72(1) HA 2004 - HMO

## Non-compliance with LA notice

- Improvement Notice
- Prohibition Order



# What is an HMO?

- 3 or more people
- Not a single household
- A household is where everyone is related by blood or romantically



# How do I know if my property is licenced?

- Camden – Is there a 24-hour phone number?
- Check on Camden's website
- Contact [camdenrro@justicefortenants.org](mailto:camdenrro@justicefortenants.org)



# When do I apply?

- While you are living in the property
- Within 12 months of living in the property  
when the breach occurred



# Who do I take action against?

- Your landlord
- The property owner?



# Do I have to go to Court?

- Tribunal not Court
- 60% of cases resolve before a hearing
- “No fees” jurisdiction





# Will I win?

- 98.5% success rate



# What does it cost?

- JFT pays the Tribunal Fees
- Only pay a fee (30% plus VAT) if:
  - We win
  - The landlord pays



# How long does it take?

- Less than 4 months between the application and the hearing
- Average time is 2 months



# What do I need to do?

- Provide as much information and evidence  
as you can



# What is JFT's experience?

- Assist over 1,000 tenants per year with RROs
- Represented in more than half the successful outcomes there have ever been



# Other?

- JFT is a non-profit organisation
- The fee is set at the exact amount it costs to run the service



# Questions?

[camdenrro@justicefortenants.org](mailto:camdenrro@justicefortenants.org)

