

## Resources for neighbours of privately rented property

### 1. Speak to the neighbour.

Many problems can be resolved directly by a quiet word. For some younger tenants this may be their first time away from the family home. They may not be aware there is a problem.

### 2. Contact the letting agent and/or landlord

Give them full details of any issue as it is unlikely they have been made aware of it by the tenants. Advise that you have already approached the tenants and what the outcome was. Ask them to contact their tenants and let you know the outcome.

### 3. Landlord Registration

Since 30th April 2006, all landlords letting property must apply to be registered.

Website [www.landlordregistrationscotland.gov.uk](http://www.landlordregistrationscotland.gov.uk)

Check if a rental property is registered and find the contact address for the landlord, either on the website, or by contacting the Landlord Registration Team. Report unregistered properties and/or issues where you believe the landlord may be breaking the law to:

Landlord Registration Team  
City of Edinburgh Council  
Level 3, Chesser House, 500 Gorgie Road  
Edinburgh EH11 3YJ  
Telephone: 0131 469 5293 Email: [landlordregistration@edinburgh.gov.uk](mailto:landlordregistration@edinburgh.gov.uk)

### 4. Houses in Multiple Occupation (HMO)

Landlords with three or more unrelated tenants require an HMO licence. Check this on the Landlord Registration website. Report unlicensed properties or concerns that the terms of any licence are being breached, to:

Private Rented Services  
3rd Floor, East Wing  
Chesser House, 500 Gorgie Road  
Edinburgh EH11 3YJ  
Telephone: 0131 469 5364 E-mail: [hmo@edinburgh.gov.uk](mailto:hmo@edinburgh.gov.uk)

### 5. Better Renting website [www.betterrentingscotland.com](http://www.betterrentingscotland.com)

This Scottish Government website hosts useful information including a section for neighbours and a leaflet to download for neighbours of HMO properties.

### 6. Anti-social behaviour

Information is on the Council website at [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk). The council have a published strategy for tackling anti-social behaviour. The definition includes excessive noise, neglect or abuse of property, dumping rubbish and dropping litter.

Council departments which can assist with anti-social behaviour:

- Environmental Warden Teams issue fixed penalties for littering and fly tipping.
- Community Safety Teams deal with neighbour to neighbour complaints.
- Environmental Health Night Team (EHNT) deal with night noise complaints
- Edinburgh Community Mediation Service (ECMS)

Antisocial Behaviour Helpline Telephone: 0131 529 7050 E-mail: [asb@edinburgh.gov.uk](mailto:asb@edinburgh.gov.uk)

### 6. The Police

When the police are called to attend, always take down an "incident number" and keep this in your records for reference and to back up evidence of recurring complaints.