



Ministry of Housing,
Communities &
Local Government

Database of rogue landlords and property agents

User guidance for Local Housing Authorities



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1. Overview

1.1 Housing and Planning Act 2016

This guidance is intended as a practical guide for local housing authorities to help them use the database effectively and does not replace, supersede or supplement the provisions in Housing and Planning Act 2016. The duties and powers available to local housing authorities with regard to the database of rogue landlords and property agents (“the database”) are set out under the provisions in Chapter 3 of Part 2 of the Housing and Planning Act 2016 (“the Act”). The information that must be included in an entry on the database is described in the Housing and Planning Act 2016 (Database of Rogue Landlords and Property Agents) Regulations 2018¹.

1.2 Database functionality

- The database is a web-based portal, accessible through any modern browser.
- The database is operated by the Ministry of Housing, Communities and Local Government (MHCLG) and has been developed on the Department’s existing data collection platform - DELTA.

There are specific features available in the Rogue Landlords Database to deliver the requirements of the Act:

- **Entry editing and removal**
The ability for local housing authorities to make, edit and remove their own entries is open indefinitely and local housing authorities will be able to edit and remove their own entries.
- **Search**
A key feature of the database is the ability for users from any local housing authority to view entries created by other authorities. The database also incorporates a bespoke search function to allow users to search key data fields and to save searches.
- **Reporting**
The database has a report download feature which exports an extract of all data to CSV format to help analysis and monitoring.

1.3 Data that may be collected

The information held on the database must include the following:

- personal information (name, address, date of birth and National Insurance number (if any) of landlords and property agents);
- details of the properties they rent, let or manage; and
- details of banning orders; financial penalties and specified banning order offences.

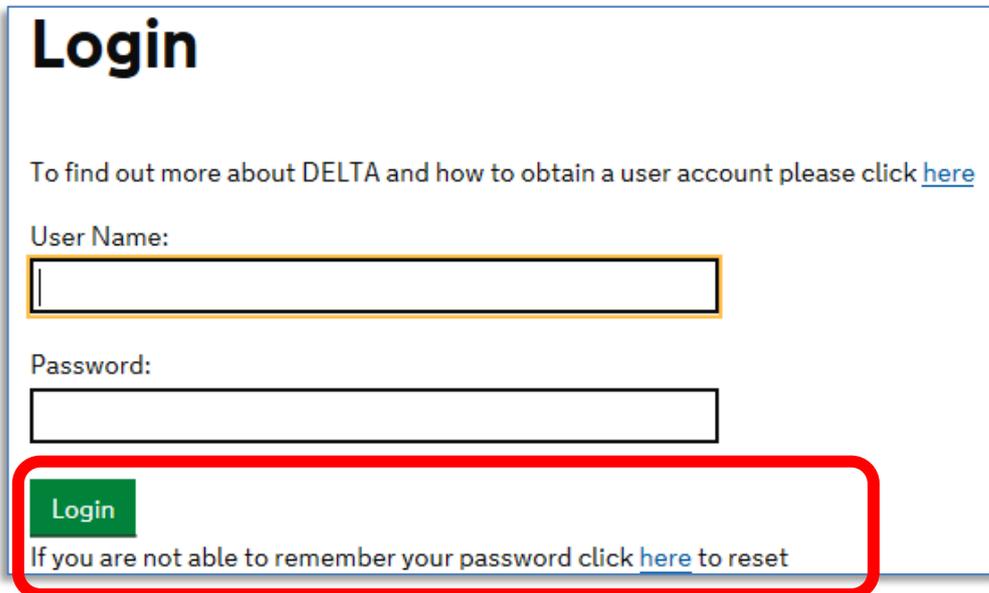
Additional information fields are also available to help identify and distinguish individual entries and provide more detail about the reason for making the entry.

Note: Please refer to the [separate statutory guidance and terms and conditions of use](#) and remember to abide by the stipulations in the Act and data protection legislation when handling data from the database.

¹ <http://www.legislation.gov.uk/ukxi/2018/258/contents/made>

2. User details

- Go to <https://delta.communities.gov.uk/login>



Login

To find out more about DELTA and how to obtain a user account please click [here](#)

User Name:

Password:

[Login](#)

If you are not able to remember your password click [here](#) to reset

If you need assistance with logging on and navigating the DELTA system, contact the DELTA Helpdesk on DELTA@tso.co.uk or call 0333 202 5084.

The DELTA Helpdesk is available from 9am to 5.30pm Monday to Friday (excluding Bank Holidays).

3. Entry creation

How to: make an entry

1. Log on to DELTA and, at the welcome screen, select: **“Submissions”**

Welcome to DELTA

[DELTA](#) is MHCLG's data reporting system. [DELTA](#) is used to capture data for statistical purposes and to process grant claims and payments. [DELTA](#) replaces the previous Grants and Subsidies Payments System, LOGASNET, and statistical data capture tools such as Interform and Excel spreadsheets.

Submissions

For data providers to submit data for a statistical data collection or for grant payments. Collected data is also available to view and download from here.

2. Then select: **“Collection requests”**

DELTA Submissions Change password Logout

Collection requests Data store

ALPHA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > Submissions Test UserLeeds

Submissions

If you wish to view your collection requests and submit data for a statistical data collection or for the purposes of grant payments, then select 'Collection Requests'. If you have permission, you can view submitted data in the Data Store.

Collection requests Here data providers can view their collection requests and submit their data.

Data store In the Data Store you can search for submitted data and select records to edit, download or export.

3. You should see “Database of rogue landlords and property agents” under the list of collection requests you have been given permission to access.
4. Under the “**Actions**” heading select “**More**” and choose the option “**Provide data**” to access the data entry form:

List of collection requests

Show filters

Name	Description	Availability date	Submission deadline	Status	Actions
rogue-landlords-db-collection	Rogue Landlords DB Collection	Jan 01, 2017	Dec 31, 2050	Live	<div style="border: 1px solid #ccc; padding: 2px;"> More <ul style="list-style-type: none"> Provide data See submission </div>

The database entry form consists of three core elements:

a) Individual/Organisation details

Use this part of the form to record the personal details of the person about whom the entry relates.

b) Housing owned, let or managed

Use this part of the form to record information about the properties they own.

c) Offences

Use this part of the form to record the reason for making the entry.

4. Data entry form

a) Individual / Organisation details

In the field labelled: "Individual / Organisation"

- Select Individual for an individual landlord or agent.
- Then select Organisation for a company; partnership or any other body where appropriate.

Individual / Organisation details

* Date entry added dd/mm/yyyy

* Individual / Organisation
Individual

Person details

Title * Surname
Please select: Surname

Note: Selecting 'Organisation' allows you to also enter details of company officers who have not themselves been banned but whom the authority might want to monitor.

Note: Separate database entries should be created for company officers who have personally be banned; committed banning order offences or received two or more civil penalties.

- Select "No" if there are no company officer details to associate with the entry.

* Individual / Organisation Add company officer

Organisation Yes No

Click "**Add Another**" link below only if you have selected "**Organisation**" and want to add another "**Company Officer**"

[Add Another](#)

Note: In the 'Individual/Organisation details' section of the form, the button to "Add Another" is only to be used to add additional company officers to an entry. In all other instances, a new entry must be created for an additional person.

b) Housing owned, let or managed

This part of the form is to be used to add information about the housing that is owned, let or managed by the person the entry is being made about.

- Postcodes should be entered in the format: AB12 3CD.
- Enter Land Registry Number and the Unique Property Reference Number where known to help ensure the property can be robustly identified.

Housing owned, let or managed

* Address line 1	* Town
<input type="text"/>	<input type="text"/>
County	* Property Postcode
<input type="text"/>	<input type="text"/>
* Local authority area	Land Registry Number
Please select: <input type="text"/>	<input type="text"/>
Unique Property Reference Number	
<input type="text"/>	

Note: In this section of the form, use the “Add Another” option to enter details of additional properties.

c) Offences

This part of the form is used to specify the reason for making the entry. There are three options to choose from - use only one of these options per entry.

Offences

* Local authority area

Please select:

* Date for removal dd/mm/yyyy

* Reason for entry:

- Banning Order
- Banning Order Offence
- 2 or more Civil Penalties

Note: separate entries can be made for the same person - but each entry must be maintained and removed according to the period specified.

Reason for entry

Option 1: Banning order

Local housing authorities **must** make an entry for banned landlords.

- Indicate the length of ban in years and months. For example, a ban for two years, six months would be entered as 02/06.

Banning Order

* Length of ban (YY/MM)

* Date ban commences (dd/mm/yyyy)

* Date ban ends (dd/mm/yyyy)

- Check the boxes to select one or more of the specified banned activities:

* **Banned activities:**

Letting housing in England

Engaging in English letting agency work

Engaging in English property management work

- Use the free-text fields to summarise other information about the ban:

Exceptions

Details of ban where it includes involvement in other bodies corporate

Information relating to HMO licences if applicable

A banning order may contain exceptions, for example;

- where there are existing tenancies and the landlord does not have the power to bring them to an immediate end, or
- to allow letting agents to wind down current business.

- Check the boxes for one or more of the banning order offences leading to the ban:

Banning Order Offences

Housing Offences

Protection from Eviction Act 1977

- Section 1(2), (3) and (3A) - Unlawful eviction and harassment of occupier

Option 2: Banning order offence

Local housing authorities **may** make an entry for a landlord or agent who has been convicted of a banning order offence.

- Indicate the duration for which the entry will be maintained in years and months. For example, an entry to be maintained for 3 years would be entered as 03/00.
- Record the start and end dates as notified in the decision notice.
- Specify one or more of the banning order offences listed.

*** Reason for entry:**

Banning Order

Banning Order Offence

2 or more Civil Penalties

Period specified in decision notice (YY/MM)

*** Start of period (dd/mm/yyyy)** *** End of period (dd/mm/yyyy)**

Banning Order Offences

Housing Offences

Protection from Eviction Act 1977

Section 1(2), (3) and (3A) - Unlawful eviction and harassment of occupier

Option 3: Two or more civil penalties

Local housing authorities **may** make an entry for a landlord or agent who has received two or more civil penalties for banning order offences within a 12 month period.

- Indicate the duration for which the entry will be maintained in years and months. For example, an entry to be maintained for 5 years, 10 months would be entered as 05/10.
- Record the start and end dates as notified in the decision notice (see page 6 for guidance on decision notices).

*** Reason for entry:**

Banning Order

Banning Order Offence

2 or more Civil Penalties

Period specified in decision notice (YY/MM)

*** Start of period (dd/mm/yyyy)** *** End of period (dd/mm/yyyy)**

- Specify the category of penalty and how many have been issued.
- Use the “Add Another” button to add different categories of penalties issued:

2 or more Civil Penalties

Civil Penalty	Number of penalties issued
Failure to comply with an Improvement Notice <input type="text"/>	2 <input type="text"/>
Failure to comply with a banning order <input type="text"/>	1 <input type="text"/>

[Add Another](#)

Note: The Act does not allow for single civil penalties to be recorded on the database so authorities will need to separately monitor the number of penalties issued before deciding to make an entry on the database.

Annex A - How to: *view entries*

All users of the database can view all entries made by any user.

1. Log on to DELTA and, at the welcome screen, select: **“Submissions”**

Welcome to DELTA

[DELTA](#) is MHCLG's data reporting system. [DELTA](#) is used to capture data for statistical purposes and to process grant claims and payments. [DELTA](#) replaces the previous Grants and Subsidies Payments System, LOGASNET, and statistical data capture tools such as Interform and Excel spreadsheets.

[Submissions](#) For data providers to submit data for a statistical data collection or for grant payments. Collected data is also available to view and download from here.

2. Select: **“Data store”**

Submissions

If you wish to view your collection requests and submit data for a statistical data collection or for the purposes of grant payments, then select 'Collection Requests'. If you have permission, you can view submitted data in the Data Store.

[Collection requests](#) Here data providers can view their collection requests and submit their data.

[Data store](#) In the Data Store you can search for submitted data and select records to edit, download or export.

In the Data store results page - all columns can be sorted by clicking on the column heading:

Data store

Download CSV

Show filters Search

Title	Coll. instance	Submitted by	Updated by	Date updated	Status	Action
rogue-landlords-database	rogue-landlords-database	Ministry of Housing, Communities and Local Government		Mar 28, 2018	saved	More ▼

Under the “**Action**” heading, select “**More**” and “**View form**”

Title	Coll. instance	Submitted by	Updated by	Date updated	Status	Action ▾
rogue-landlords-database	rogue-landlords-database	Ministry of Housing, Communities and Local Government		Mar 28, 2018	saved	<div style="border: 2px solid red; padding: 5px;"> More ▾ View form </div>

This will call up a read-only summary of the entry which can be exported as a PDF (see the example below):



rogue-landlords-database

Individual / Organisation details

Date entry added dd/mm/yyyy

14/02/2018

Individual / Organisation

Organisation

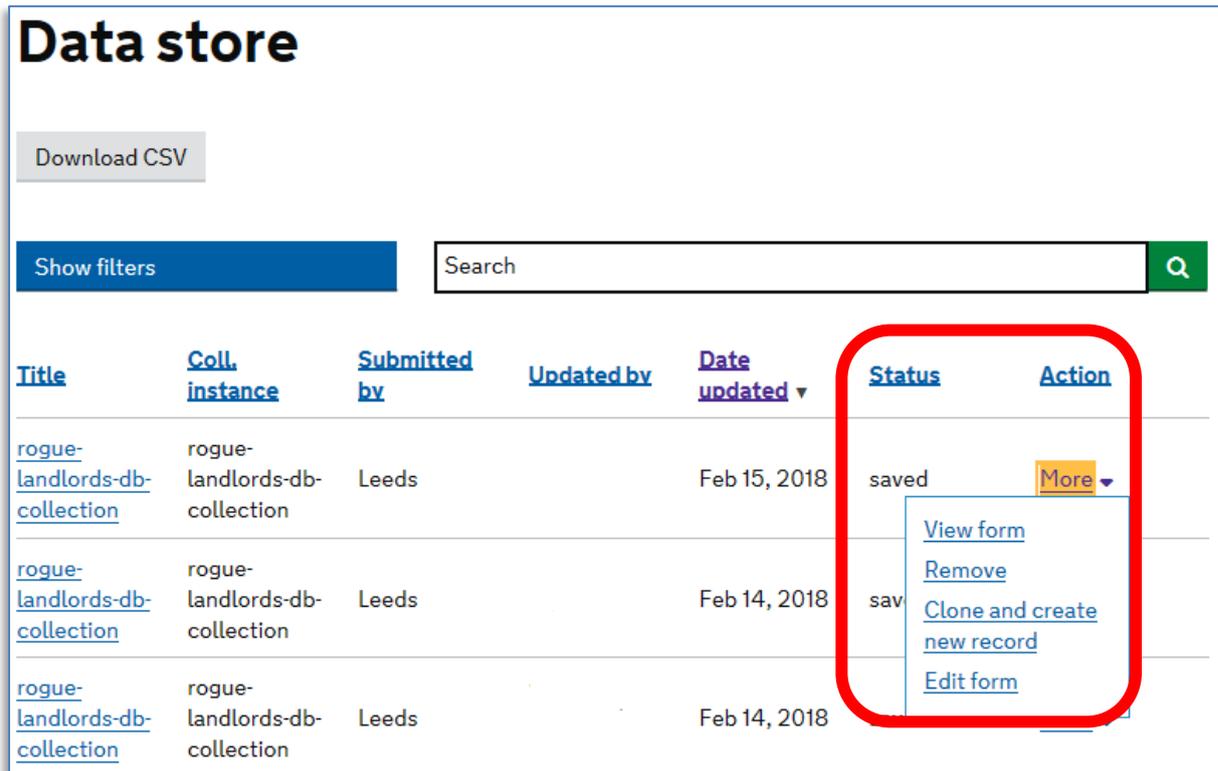
Add company officer

Yes No

Annex B - How to: *edit entries*

Local housing authorities may edit entries they have created. Use this feature only to correct / update information relating to the entry. New entries should be created separately.

Go to the Data store page. Under the “**Action**” heading, select “**More**” and “**Edit**”



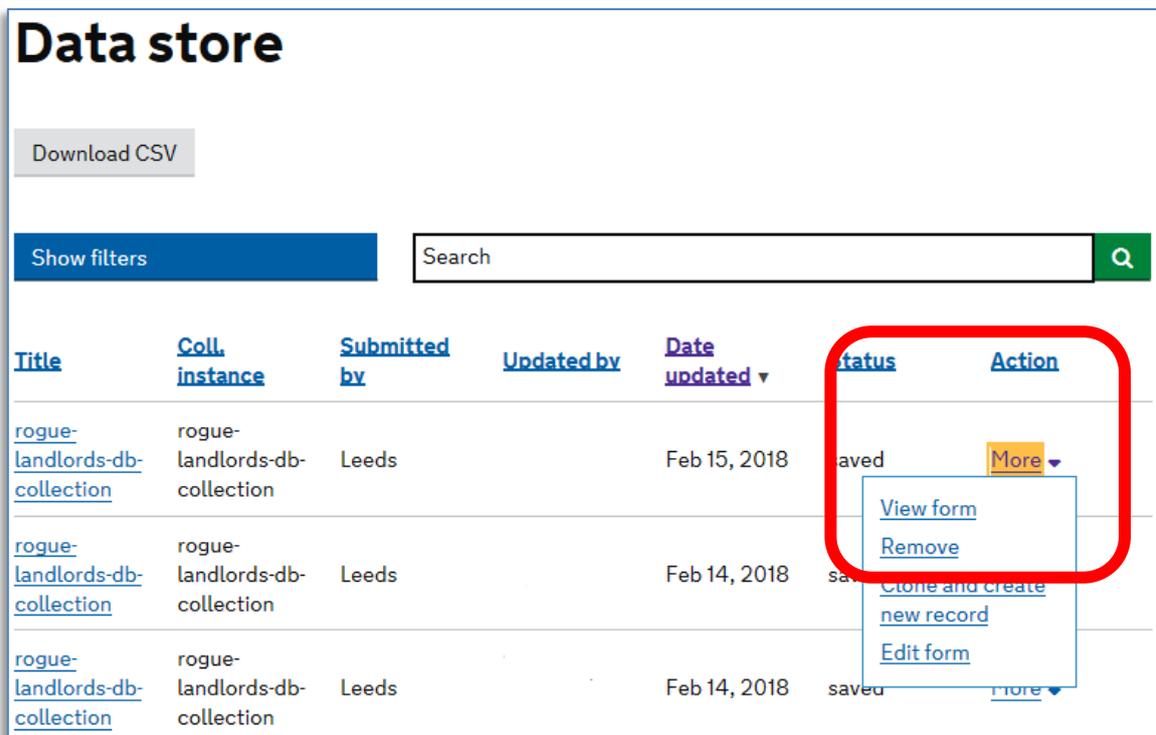
The screenshot shows the 'Data store' interface. At the top left is a 'Download CSV' button. Below it is a 'Show filters' button and a search bar with a magnifying glass icon. The main content is a table with the following columns: Title, Coll. instance, Submitted by, Updated by, Date updated, Status, and Action. The table contains three rows of data for 'rogue-landlords-db-collection'. The 'Action' column for the first row has a 'More' dropdown menu open, which is highlighted with a red rounded rectangle. The dropdown menu contains the following options: View form, Remove, Clone and create new record, and Edit form.

Title	Coll. instance	Submitted by	Updated by	Date updated	Status	Action
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 15, 2018	saved	More ▾ View form Remove Clone and create new record Edit form
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 14, 2018	sav	
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 14, 2018		

Annex C - How to: *remove entries*

Local housing authorities are responsible for maintaining the entries they make and must remove the entries when the specified period for retention has elapsed. For banning orders, this is the period of the ban. For banning order offences or two or more civil penalties, this is the period specified in the decision notice issued by the authority.

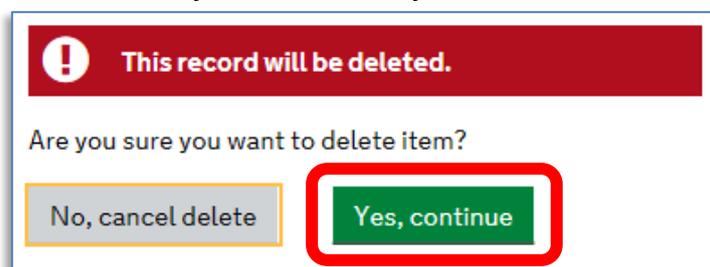
Go to the Data store page. Under the “**Action**” heading, select “**More**” and “**Remove**”



The screenshot shows the 'Data store' interface. At the top left is a 'Download CSV' button. Below it is a 'Show filters' button and a search bar. The main content is a table with columns: Title, Coll. instance, Submitted by, Updated by, Date updated, Status, and Action. Three rows of data are visible, all for 'rogue-landlords-db-collection' from Leeds, submitted on Feb 15, 2018, Feb 14, 2018, and Feb 14, 2018. The 'Action' column for the second row is expanded, showing options: View form, Remove, Clone and create new record, and Edit form. The 'More' button and the 'Remove' option are highlighted with a red box.

Title	Coll. instance	Submitted by	Updated by	Date updated	Status	Action
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 15, 2018	saved	More
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 14, 2018	saved	View form Remove Clone and create new record Edit form
rogue-landlords-db-collection	rogue-landlords-db-collection	Leeds		Feb 14, 2018	saved	More

Select “**Yes, continue**” if you are sure you want to delete the entry.



The dialog box has a red header with a warning icon and the text 'This record will be deleted.' Below the header is the question 'Are you sure you want to delete item?' and two buttons: 'No, cancel delete' and 'Yes, continue'. The 'Yes, continue' button is highlighted with a red box.

Note: In accordance with the Act, entries removed from the database are deleted completely and no record is retained by MHCLG other than in an anonymised format.

Annex D - How to: *search for entries*

The DELTA application has a built in 'global' search function, but we recommend using the bespoke searchable fields which have been configured specifically to help find entries in the database.

Go to the **Submissions** page. Select **“Collection requests”**

Submissions

If you wish to view your collection requests and submit data for a statistical data collection or for the purposes of grant payments, then select 'Collection Requests'. If you have permission, you can view submitted data in the Data Store.

[Collection requests](#) Here data providers can view their collection requests and submit their data.

[Data store](#) In the Data Store you can search for submitted data and select records to edit, download or export.

You should see **“Database of rogue landlords and property agents”** under the list of collection requests you have been given permission to access.

List of collection requests

Show filters Search instances

Name	Description	Availability date	Submission deadline	Status	Actions
rogue-landlords-database	Database of rogue landlords and property agents	Apr 05, 2018	Dec 31, 2050	Future	More

Under the **“Actions”** heading select **“More”** and choose the option **“See submission”**

List of collection requests

Show filters Search instances

Name	Description	Availability date	Submission deadline	Status	Actions
rogue-landlords-database	Database of rogue landlords and property agents	Apr 05, 2018	Dec 31, 2050	Future	More Assign to Open testing center See submission

This will call up the Data store page and show the configured searchable fields:

The screenshot shows the 'Data store' interface. At the top left is a 'Download CSV' button. Below it is a 'Hide filters' section containing a 'Collapse All' link and a 'Filter actions' dropdown. Two filters are listed: 'Dataset rogue-landlords' and 'Collection rogue-landlords-database', each with a close button (X). A red box highlights the 'Searchable fields' section, which is currently collapsed. Below this is the 'Datasets' section. On the right side, there is a search bar with the placeholder text 'Search' and a magnifying glass icon. Below the search bar is a table header with columns: 'Title', 'Coll. instance', 'Submitted by', 'Updated by', 'Date updated', 'Status', and 'Action'. A blue message box below the header contains an information icon and the text 'Nothing to see here.'

Select the arrow on the 'Searchable fields' bar...

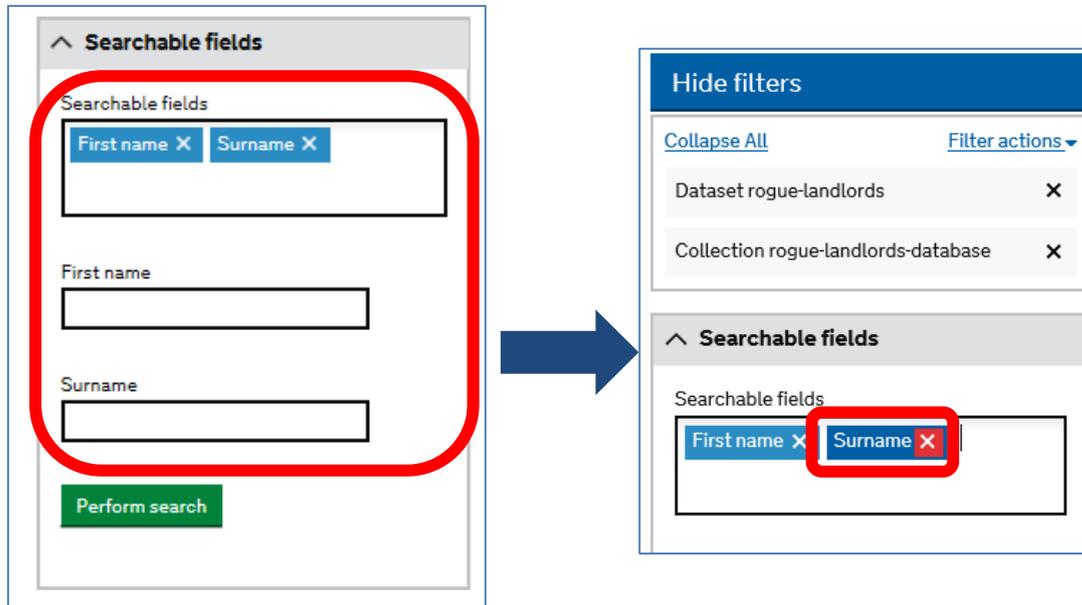
This close-up shows the 'Searchable fields' section expanded. It features a search input field with the placeholder text 'Select the field'. Below the input field is a green 'Perform search' button. A red box highlights the arrow icon on the left side of the 'Searchable fields' header.

...and click in the 'Searchable fields' box to call up the list:

This close-up shows the list of searchable fields. The list includes: 'Organisation name', 'Surname', 'First name', 'Date of birth (dd/mm/yyyy)', 'NI Number', 'Personal Postcode', 'Property Postcode', and 'Unique Property Reference Number'. A red box highlights the entire list area.

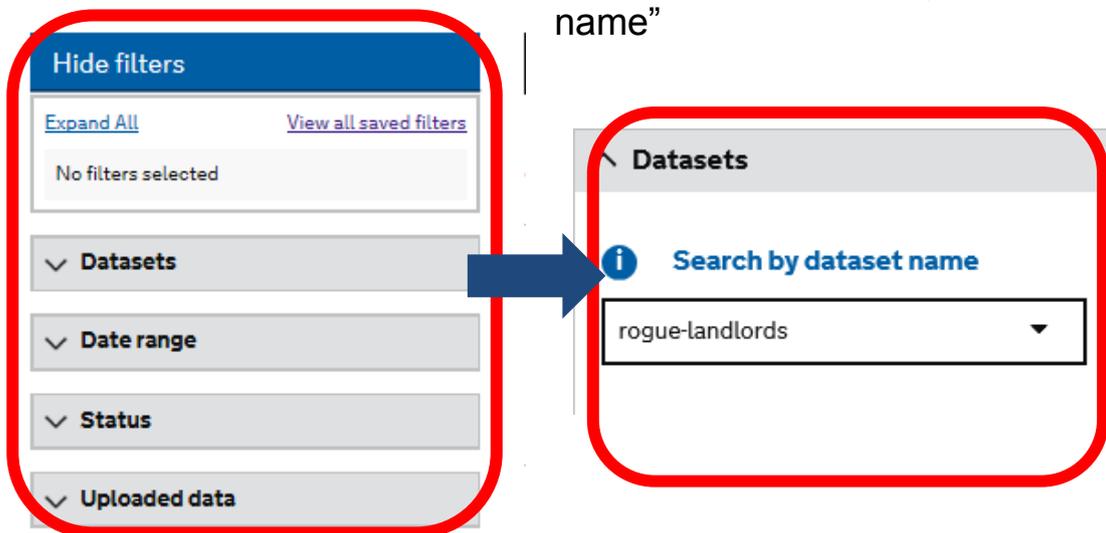
The 'Searchable fields' can be combined - for instance if you want to specify a first name and surname to search for:

Be sure to remove any selected fields if you want to change your search parameters:



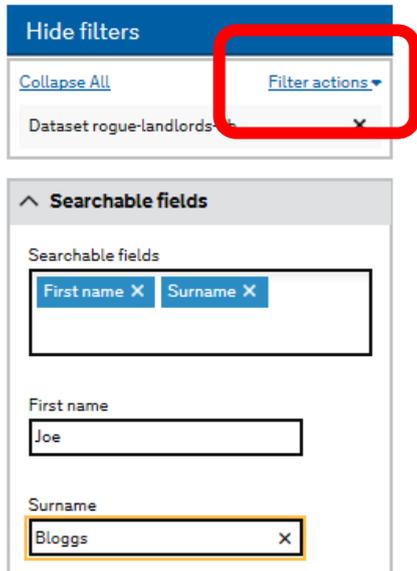
Note: If, when you access the Data store, you find the 'Searchable fields' are missing from the list of filters...

...call up the 'Searchable fields' by clicking on the 'Datasets' bar and specifying "rogue-landlords" in the field labelled "Search by dataset name"

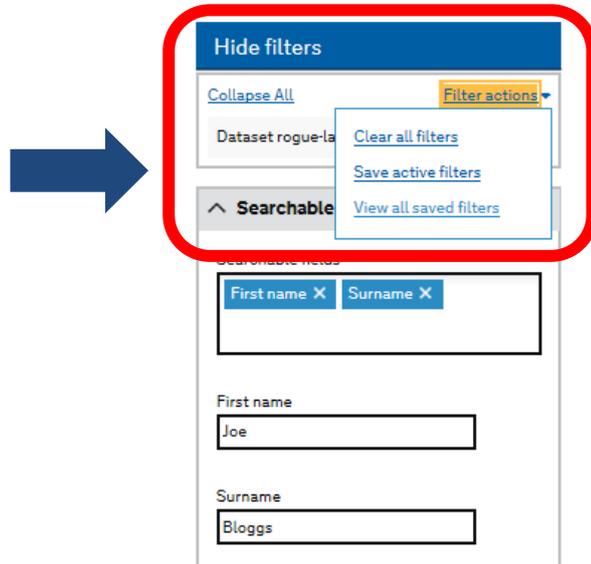


Annex E - How to: save searches

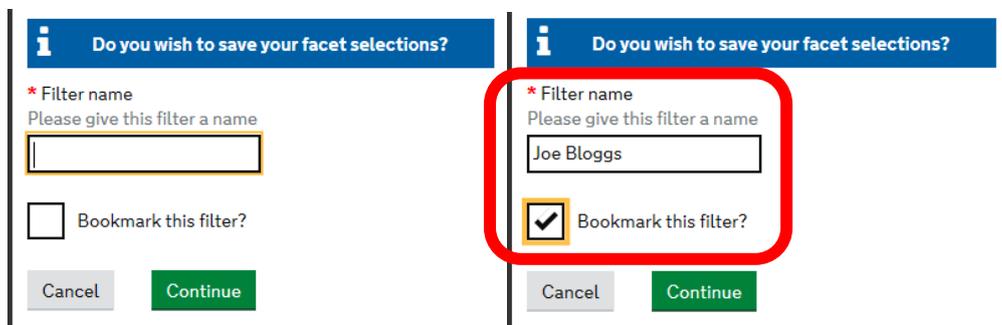
If you have a preferred or frequent search format, you can save it:



Select “Filter actions” - then, from the options, select “Save active filters”:

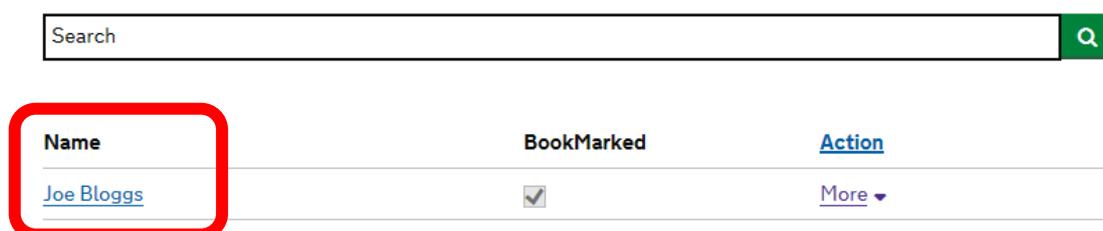


You will be prompted to name the search:



To call up your saved search - select “View all saved filters” from the options under “Filter actions” (see image at top of page) and select your search from the list:

Saved Filters



Annex F - How to: *use the global search*

The global search on the Data store screen can be used to search individual search terms.

Data store

Download CSV

Show filters

<u>Title</u>	<u>Coll. instance</u>	<u>Submitted by</u>	<u>Updated by</u>	<u>Date updated</u>	<u>Status</u>	<u>Action</u>
rogue-landlords-database	rogue-landlords-database	Ministry of Housing, Communities and Local Government		Mar 28, 2018	saved	More ▼

... but will not return results for combined terms. If you want to specify a full name - use the 'Searchable fields' option in Annex D - How to: *search for entries* (see page 20).

Show filters

<u>Title</u>	<u>Coll. instance</u>	<u>Submitted by</u>	<u>Updated by</u>	<u>Date updated</u>	<u>Status</u>	<u>Action</u>
i Nothing to see here.						

Annex G - How to: *run a report*

In the Data store screen, select the “Download CSV” button to download a spreadsheet report of all database entries:

Data store

