

GUIDANCE FOR COMPLETING THE EVICTION, HARASSMENT, EQUALITY ACT & FORFEITURE LETTERS

These letters are designed to help tenants and leaseholders respond clearly, calmly, and lawfully when facing:

- harassment
- illegal eviction
- Section 8 notices
- secure tenancy notices
- Equality Act issues
- forfeiture threats (leaseholders)

Each letter has a different purpose. This guidance explains how to complete them correctly.

1. Things You MUST Change in All Five Letters

These items must always be checked and updated so the letter matches your own situation.

A. Text in Square Brackets [like this]

Square brackets contain instructions for you.

You must:

- read the text inside the brackets
- decide if it applies to you
- remove the brackets and keep the words if it applies
- delete the entire bracketed section if it does not apply

Examples:

- [NAME OF LANDLORD] → replace with the landlord's name
- [mental health / physical health] → choose one
- [insert date] → write the real date
- [Add any other adjustments] → add your own or delete

Never leave brackets in the final letter.

B. Text in Blue (if shown in your version)

Blue text means:

- optional section
- review carefully
- keep only if it applies
- delete the whole section if it does not apply

This is especially important in:

- Equality Act sections
- Disrepair sections in the forfeiture letter
- Ground 1 / Ground 1A challenges
- Tribunal determination sections
- Lender notification
- Vulnerability sections

If the heading of a section is in blue with brackets, and it does not apply → delete the entire section, not just the heading.

C. Text in Italics

Italics are instructions, not part of the letter.

You must:

- remove the italics
- replace them with your own information
- or delete the instruction if it does not apply

2. How to Complete Lists in the Letters

Many sections contain lists, for example:

- harassment incidents
- breaches alleged by the landlord
- reasonable adjustments
- grounds of possession
- forfeiture protections

You must:

- read every item
- keep only the items that apply
- delete items that do not apply
- do not leave blank bullet points
- do not leave instructions inside lists

This ensures the letter reflects your real situation.

3. Sections That Only Apply to Some People

Some parts of the letters are optional.

Ask yourself: Does this apply to me?

If YES → keep it and remove brackets/instructions

If NO → delete the entire section

Examples:

Harassment Letter

- specific incidents
- clause numbers in your tenancy
- Information and Evidence specific to your situation

Section 8 Letter

- discrimination
- repairs
- Ground 1/Ground 1A

Secure Tenancy Letter

- vulnerability
- children in the household
- Kalonga fixed-term clause section

Equality Act Letter

- medical evidence
- children's vulnerabilities

- additional adjustments

Forfeiture Letter

- service charge arrears
- ground rent arrears
- disrepair allegations
- lender notification
- Equality Act

If a section does not apply, delete it completely.

4. Sections You MUST NOT Remove

These sections protect you legally and must stay in the letters:

- legal names of Acts
- Protection from Eviction Act 1977
- Protection from Harassment Act 1997
- Housing Act 1985/1988
- Equality Act 2010
- Article 8 ECHR
- tribunal determination requirements
- s.146 LPA 1925 (forfeiture)
- s.166 /s.167 CLRA 2002 (ground rent)
- s.81 HA 1996 (service charges)
- waiver of forfeiture
- request for reconsideration
- request for disclosure
- request for evidence
- request for remedy opportunity

**These are essential legal protections.
Do not delete them.**

5. Information You MUST Add Yourself

Every letter must include:

- **your full name**
- **your address**
- **your landlord's name and address**
- **the date of the letter**
- **your tenancy or lease start date**
- **your phone number**
- **your email**
- **the notice you received (if any)**
- **the incidents that happened (if any)**
- **your own circumstances (if relevant)**
- **any evidence you are attaching**

Without this, the landlord may ignore your letter.

6. When to Attach Documents

Attach documents only if relevant and if you have them.

Examples:

- **tenancy agreement**
- **lease**
- **notices served by the landlord**
- **medical evidence**
- **GP letters**
- **photos**
- **screenshots**
- **witness statements**
- **service charge demands**
- **ground rent notices**

- Evidence of harassment, unlawful eviction or other types of conduct leading to poor health

If you do not have the document → delete the reference to it.

Never send a letter like this [GP letter]. If you do not have a GP Letter, remove the brackets and the information inside them.

7. How to Send the Letters

You can send the letters by:

- email
- recorded delivery
- hand delivery (take a photo)

Always keep:

- a copy of the letter
- proof of sending
- proof of delivery

This protects you if the landlord denies receiving it.

8. Which Letter to Use and When

Letter 1 – Harassment & Illegal Eviction

Use if your landlord is:

- entering without notice
- threatening eviction
- interfering with services
- intimidating you
- trying to force you out

Letter 2 – Section 8 Challenge is for Assured Tenancies and Assured Shorthold Tenancies (From 1 May 2026)

Use if you have received a Section 8 notice dated after 1 May 2026.

Letter 3 – Secure Tenancy Challenge

Use if you are a council tenant with a secure tenancy and have received a Notice Seeking Possession or Notice to Quit.

Letter 4 – Equality Act Vulnerability Disclosure

Use if you or your children have:

- **disabilities**
- **mental health conditions**
- **physical health conditions**
- **vulnerabilities**

Letter 5 – Forfeiture Challenge (Leaseholders)

Use if you are a leaseholder and the freeholder:

- **alleges a breach of lease**
- **threatens forfeiture**
- **serves a Section 146 notice**

9. Extra Guidance for Community Use

These points help people with limited English:

- **keep sentences short**
- **use simple words**
- **ask someone to help read the instructions**
- **no legal knowledge is required**
- **perfect spelling is not required**
- **letters can be handwritten or typed**
- **letters can be sent by email or post**

10. Final Checklist Before Sending

Before sending your letter, check:

- **Have all brackets been removed?**
- **Have all instructions been deleted?**
- **Have you deleted sections that do not apply?**
- **Have you kept all legal sections?**
- **Have you reviewed every list and deleted items that do not apply?**

- **Have you added your own details?**
- **Have you attached the documents you mention?**
- **Does the letter read smoothly?**

If yes, your letter is ready.

If You Are at Risk of Losing Your Home: Practical Steps You Should Take

If you are facing eviction, forfeiture, or serious breaches of your tenancy or lease, it is important to act early and take practical steps to protect yourself.

- **Try to resolve rent arrears or breaches quickly.**
If you can: pay the arrears, agree a payment plan, remedy the breach, provide evidence, cooperate with inspections or repairs. This can prevent the landlord from continuing with possession proceedings.
- **Ask a family member or trusted person for temporary financial help**
- **Contact your local authority immediately. If you are at risk of homelessness, the council has legal duties to assess your situation, prevent homelessness where possible, help you secure alternative accommodation, and provide emergency housing if you are vulnerable or have children. You should tell them you have received a notice, you are at risk of losing your home, and you need homelessness prevention support.**
- **Seek independent housing advice. You can contact Shelter, Citizens Advice, or a housing solicitor.**