

FOI REF:	15225
RESPONSE SENT:	10/03/2025

Request

I am requesting the following information regarding the council's handling of Section 21 evictions under the Freedom of Information Act 2000:

- 1) Copies of any training materials or internal guidance given to staff regarding tenants facing a Section 21 eviction (no-fault eviction).
- 2) Any documents, emails, or communications instructing housing officers to advise tenants to remain in their property after they've been served a section 21 eviction, until formal eviction by bailiffs.
- 3) Any policies on whether leaving after a section 21 eviction but before formal eviction by bailiffs makes tenants ineligible for rehousing by the council.
- 4) The longest period a tenant served a section 21 eviction has been waiting for rehousing by the council.

Response

- 1) **We do not hold training materials given to staff regarding tenants facing a s21 eviction.**
- 2) **There are no documents, emails or communications instructing housing officers to advise tenants to remain in their property until eviction by bailiffs warrant as Winchester City Council do not take this approach and would not instruct customers in this way.**
- 3) **There are no policies to this effect.**
- 4) **There is one household where the s21 expired on 12 Dec 2024, they are not 'waiting' as such but have only recently engaged with the housing options team and are exploring their options.**

