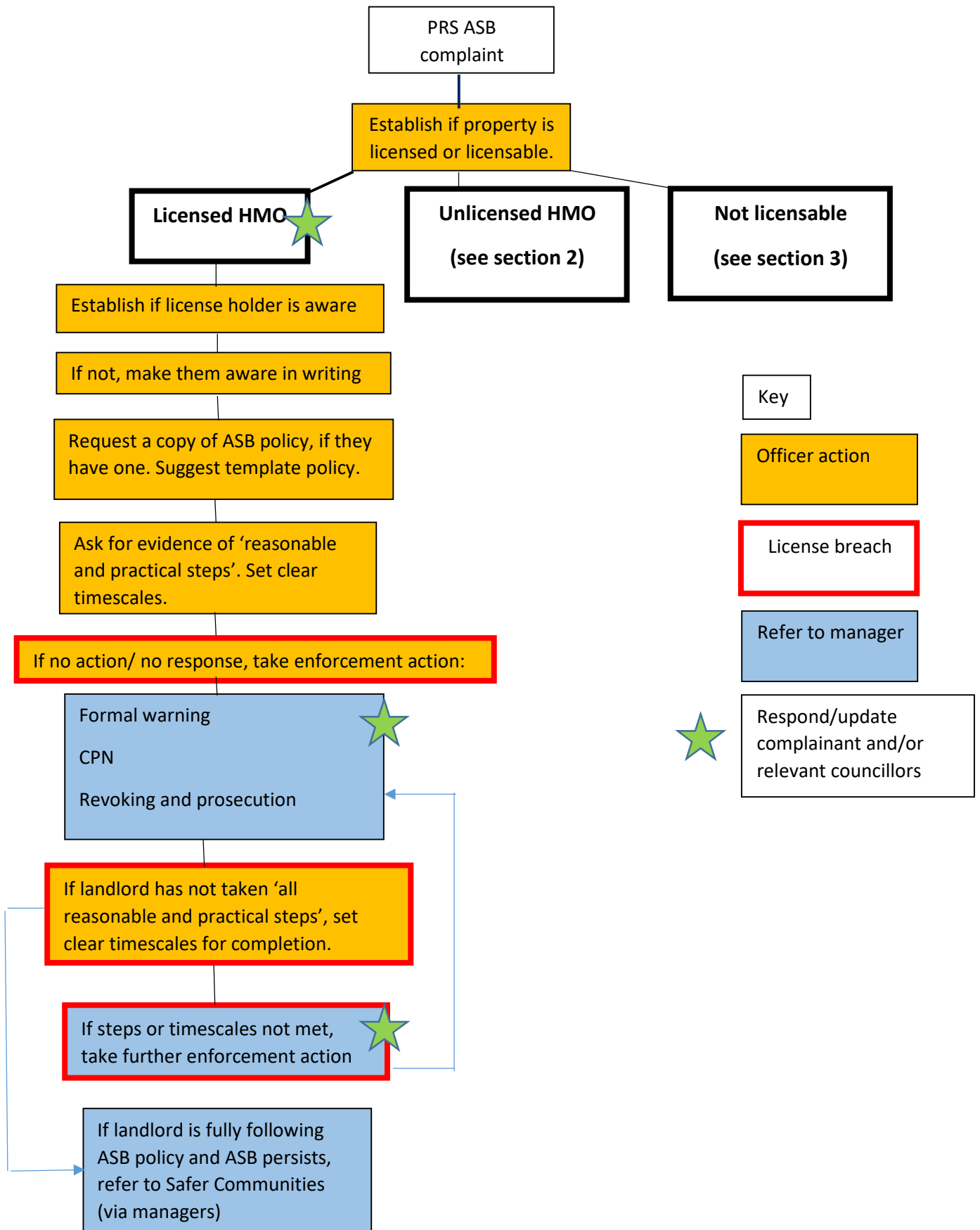


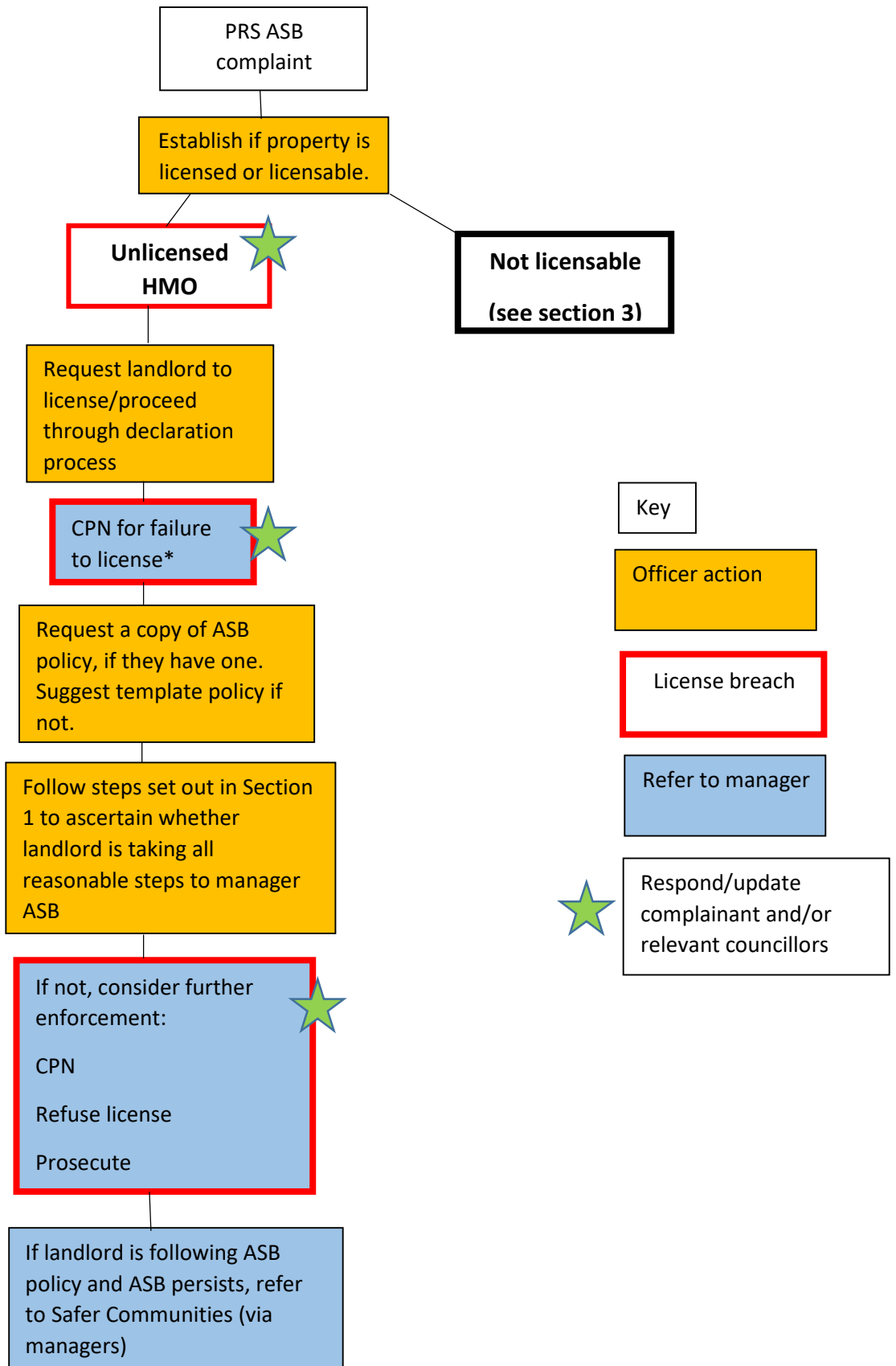
Lewisham Licensing and Housing Enforcement team

Anti-social behaviour (ASB) complaint handling process map

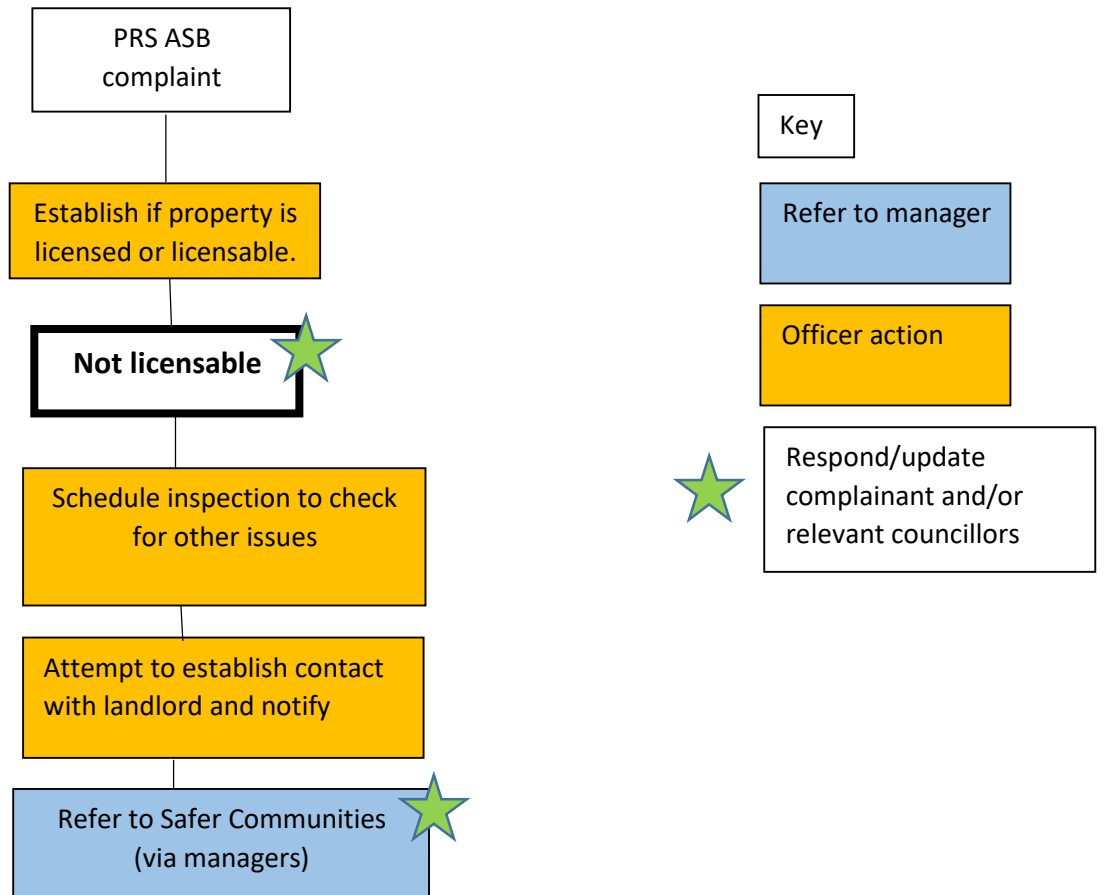
Section 1 – licensed HMOs



Section 2 – unlicensed HMOs



Section 3 – property not currently licensable



*As set out above, new standard letters for landlord communication will be produced