

Know Your Rights When Renting

You must be treated fairly

LETTING

No discrimination

It is against the law to discriminate against your nationality, race, religion, sexuality, disability or gender. You do though have to provide proof of your legal right to live in the UK.



Money protection

Ask whether your letting agent belongs to a client money protection scheme. These schemes protect any money you pay to the agent as deposit or rent - even if the agent closes down.



Complaints

Agents must register with an independent organisation for dealing with complaints. The logo of the complaints redress scheme they belong to must be displayed.



MOVING IN

Permission to rent

Your landlord must have permission to rent. You can check what permission they need on our website.

Deposit protection

Within 30 days of taking your deposit, your landlord must prove to you that they have protected it with one of the three authorised schemes: DPS, TDS, or My Deposits.

Fair tenancy

Your tenancy must be fair and understandable. You shouldn't be hit with surprise fees.

Rent increases

Your rent should not go up during the fixed period of your tenancy.

Legal Information

Your landlord or agent must give you the government's latest 'How to Rent' booklet when you move in.

Tenancy agreement

Good landlords and agents give you a written tenancy agreement. The law says they must put in writing the address of your room or flat, the length of the agreement, the rent, and the landlord's name and contact address.

Moving out

Landlords must follow a strict legal process if they want you to move out – and that process takes time. If your landlord or agent wants you to move against your wishes, you should get immediate advice.

Your home must be safe and secure

It's your home!

The landlord or agent must not disturb or harass you. They can only visit when convenient for you and, unless it's an emergency, must give at least 24 hours' notice.



Reasonable repair

Your home must be safe and your landlord must make repairs in reasonable time and maintain any appliances provided. You mustn't make unauthorised repairs or alterations.



Damp and mould

Your home should be free from damp and mould. See our website for tips on preventing it becoming a problem and what your landlord must do if that's not possible.



Electrical safety

The wiring and any electrical items supplied with your home must be safe. Landlords must provide an electrical safety certificate for any tenancies after 1 July 2020.



Alarms

Your home must have a working smoke alarm on every floor. If you have solid fuel heating, your landlord must also fit a carbon monoxide detector.



Gas safety

If you have a gas supply, your landlord must give you a valid gas safety certificate when you move in. A Gas Safe engineer must check your appliances every year.

