

Tower Hamlets Private Renters' Charter

Tower Hamlets council, its partners, and every organisation signing this charter are here to ensure that these basic rights are respected. This charter sets out the standards that all private landlords and agents must meet - whether you rent a room, a flat, or a house. Please note that if you share your landlord's home with them, you may not have some of these rights – check our website and get advice.

YOU MUST BE TREATED FAIRLY

LETTING

No discrimination

It is against the law to discriminate against your nationality, race, religion, sexuality, disability or gender. However, you have to provide proof that you have a right to live in the UK.



Letting agency fees

Until letting agency fees are banned, they must be displayed clearly in agents' offices and websites – you shouldn't have to ask to see them.



Complaints

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



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 and rent - even if the agent closes down.



OCCUPATION

Legal Information

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

Deposit protection

Your landlord must protect your deposit with 1 of 3 schemes, and provide you with proof, within 30 days of taking your deposit money. (TDS, DPS, my deposit logos).

Tenancy terms

Your tenancy terms 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.

Tenancy agreement

Good landlords/agents will provide a written tenancy agreement. At a minimum, they must put in writing the address of the room or flat, length of the agreement, the rent you will pay 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 out, get immediate advice.

Permission to rent

Check that your landlord has the necessary permission to rent. You can check what permission they need on our website.

YOUR HOME MUST BE SAFE AND SECURE

Alarms

Your home must have a working smoke alarm on every floor. If you have a gas supply, decent landlords also provide carbon monoxide alarms.



Reasonable repair

Your home must be safe, and its structure must be kept in reasonable repair.



It's your home!

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



Gas safety

If you have a gas supply, you must be given a valid gas safety certificate when you move in. Then every 12 months, a certified Gas Safe engineer must check your appliances.



Electrical safety

The wiring and any electrical items supplied with your home must be safe.



Damp and mould

Your home should be free from damp and mould problems.



All decent landlords and agents in Tower Hamlets make sure that the Charter's standards are met. If not, tell an organisation signed up to this Charter. We all promise to find the best way to improve your situation and the most effective action against landlords or agents who break the rules.

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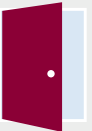
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