



Better Homes for All

Checklist for Tenants

What your landlord needs to do / provide:

Your landlord has responsibilities they must adhere to, these include:

- Duty to check your right to rent – [see here for more information on what you will need to provide](#) to prove you have a right to rent a property in England
- Duty to provide information at the start of your tenancy including:
 - an Energy Performance Certificate for your home
 - a [gas safety certificate](#) (if your home has gas appliances)
- A copy of the latest [government guide: How to rent](#) - if you have an assured shorthold tenancy that started or was renewed on or after 1 October 2015
- Duty to protect your tenancy deposit
- Obligation to carry out repairs to the property

Some landlords are part of the Telford & Wrekin Landlord Accreditation Scheme and are signed up to meet a voluntary [code of conduct](#). To find out if your landlord is accredited [click here](#)

Your Responsibilities as a Tenant

As a tenant you also have responsibilities and obligations you must adhere to, these include:

Looking after your home

As a tenant you must:

- [report any repairs needed](#) to your landlord
- make sure your home is well ventilated (to help avoid condensation and damp)
- do minor maintenance (such as check smoke alarms are working, change light bulbs)
- dispose of your rubbish properly

- You must not damage internal decorations, furniture and equipment. You will have to pay for anything you have broken or damaged.
- You must not use unsafe appliances.

Ask for permission when it's needed

Check what your tenancy agreement says about when you need your landlord's permission.

This may be things such as:

- taking in a lodger
- making improvements to the home
- running a business from the home
- having pets in the home
- smoking in your home

Always put requests to your landlord in writing and keep a copy. Keep copies of any reply.

Keep to the rules of your tenancy

Check what your tenancy says, you could be evicted for breach of contract if you do not follow the rules of your tenancy, [see here for more information](#).

Landlord access

In accordance with the Housing Act 1988, your landlord or letting agent must notify you in writing at least 24 hours before they wish to enter your home. Standard tenancy agreements will state that the landlord should ask, in writing, to visit only at "reasonable times of the day",

You have the right to live in your home without unnecessary interference from your landlord. You have the right to stop your landlord coming into your home, unless you share your home with them.

Allow access to workers for repairs and maintenance – When the landlord needs professional work done in the property, he can authorise workers to come in and do the necessary repairs. They will need access to the property to do their work. [See here for more information](#). You must give your [landlord access to the property if repairs are needed](#).

Landlords have a right to enter the property in cases of emergency

In an emergency, your landlord or their representatives will need immediate access to your home. At such times, they do not need your permission to access the property. This is very rare and usually only happens when safety issues are at stake. For example:

- There is a fire in the property
- There is a smell of gas
- Flooding coming from the property
- There has been structural damage which urgently needs attention
- There is the suspicion of a violent or criminal incident

Take responsibility for behaviour

You should not behave in an antisocial or aggressive way towards your:

- neighbours
- landlord
- anyone employed by your landlord

If you are the tenant, you will be held responsible for the antisocial behaviour of anyone who lives with you or visits you. Your landlord can take steps to evict you for antisocial behaviour

Live in your home

You could lose your tenancy if:

- it is no longer your main home
- you rent out your home to someone else while you are away
- you don't pay the rent

Tell your landlord if you will be away from home for any length of time. For example if you are going into hospital, into prison or are caring for someone who lives somewhere else.

You must keep paying the rent while you are away.

Tenant passport

As a private tenant you can sign up for a free [TenantPassport](#) with our partner company [RentalStep](#). Your unique [TenantPassport](#) is a comprehensive and verified account of your rental history that you can share with any landlord or agent. To find out more [click here](#).

End your tenancy properly

You must end your tenancy properly if you want to move out. If you don't end, you will still be liable for rent. This applies even if you are no longer living there.

It is possible to end your tenancy immediately but only if the landlord agrees to this. Get their acceptance in writing.

You can't give notice if you are still in the fixed term of a tenancy, unless your tenancy agreement says you can.

Follow the link to our Telford Home Finder website for available properties within Telford and Wrekin and further tenant advice – [link here](#).

Useful contacts link – [Click here](#)

For further information and advice on housing please [see here](#).