

# Tenant Information Pack

For the Private Rented Sector – England

[www.landlords.org.uk](http://www.landlords.org.uk)



**KNOW**  
your rights



**UNDERSTAND**  
your responsibilities



**FOLLOW**  
the regulations

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# ■ Tenant Information Pack for the Private Rented Sector – England

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This free pack has been designed by the NLA to benefit both parties of the tenancy; it outlines what each party is obliged to do from the start of the tenancy and the on-going obligations. We hope that the information provided is useful and you have a good tenancy.

## **The Tenant Information Pack**

- The pack provides information for tenants in privately rented accommodation. It talks about your rented place, the tenancy, the landlord, and the responsibilities of you and your landlord.
- The pack is not part of your tenancy agreement but sets out important information that is relevant to you and your landlord. The pack contains a summary of legislation relevant to private tenants. Should you want more detailed legal information, or opinion, you should seek specialist advice. [www.landlords.org.uk](http://www.landlords.org.uk)

## **Why is the pack important?**

- The pack gives you clear information about private renting.
- The pack ensures that all tenants in privately rented homes receive the same information.
- It outlines obligations from all perspectives.

## **How does the pack work?**

- If you sign an assured or short assured tenancy, your landlord has provided this pack to make the tenancy as efficient as possible for both of you.

# ■ Your tenancy

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Your rights in privately rented housing depend on the type of tenancy agreement you have with your landlord. The following information provides a broad set of rules for the most common tenancies - assured and short assured tenancies. If there is any doubt, you should get legal advice to be certain of the type of agreement you have signed or are being asked to sign.

## **Assured Shorthold Tenancy**

The most common type of agreement in the private sector is a Assured Shorthold Tenancy, which has been available since 1989 and the default form of tenancy in the private-rented sector since 28 February 1997.

Your tenancy will most likely be an Assured Shorthold Tenancy if:

- The property is your main home
- The property is located in England and Wales
- You have exclusive use of all or part of the property
- The annual rent is less than £100,000

If any of the following points apply your tenancy is not an Assured Shorthold Tenancy:

- The annual rent exceeds £100,000
- The property is not your main home
- You share the property with the landlord or a member of his/her immediate family
- The tenant is a company
- You do not have exclusive use of any part of the property
- Your tenancy is tied to your employment or an agricultural holding
- There is no (or very little) rent payable

Your tenancy will usually specify an initial fixed term (often six or twelve months), after which it may be brought to an end, a new agreement (renewal) may be negotiated or it may become a statutory periodic tenancy.

If no alternative is specified in the contract and no action is taken by the landlord or tenant to end or renew the tenancy at the end of the fixed term it will continue as a periodic tenancy automatically.

## **1. Joint tenancies**

If you and your flatmates or housemates have a joint tenancy agreement, you will all have exactly the same rights and responsibilities. Legally this is known as being jointly and severally liable. This means you are all equally responsible for paying the rent and keeping to the terms of your tenancy agreement. If you want to end the tenancy, you will need to get the other joint tenants' permission first, because this will end the tenancy for everyone. However, if the other tenants do not want to move out, they can try to negotiate a new agreement with the landlord. It may also be possible to find a replacement tenant to take your place on the existing agreement. This can be accomplished by means of a Deed of Assignment. An example of a Deed of Assignment may be found here: [www.landlords.org.uk](http://www.landlords.org.uk)

## **Tenancy agreement**

The NLA recommends that a written tenancy agreement be provided, but this is not a legal requirement. Whether a written agreement is provided or not the terms should be discussed between you and the landlord or letting agent before you agree. Where there is any doubt you should seek legal advice.

In general, your tenancy agreement will include the following:

- The name and address of the landlord or agent (or both).
- The length of the tenancy, with start and end dates.
- Rent: amount due, when it is due, how it should be paid and how it may be increased in the future.
- Value of the deposit and which tenancy deposit scheme will hold the deposit.
- Who may occupy the property?
- Any condition or restrictions on the use of the property, for example about pets, guests or smoking.

## Ending your tenancy

If you have an **Assured Shorthold Tenancy** your tenancy agreement should specify the duration of the tenancy. At the end of that time, your tenancy will automatically revert to a statutory periodic tenancy unless:

- Your landlord gives you written notice that they want to end the tenancy;
- You leave at the end of the tenancy;
- Your tenancy agreement states what will happen at the end of the initial fixed term;
- You negotiate a new tenancy with your landlord.

### 1. If you want to leave

If you have an **Assured Shorthold Tenancy** it is important to consider the following:

- **Ending the tenancy at the end of the fixed term**

You may leave at the end of the fixed term without giving notice as there is no statutory requirement to do so. However, your tenancy agreement may include a clause requiring a set period of notice.

- **Ending the tenancy before the fixed term ends**

Your tenancy agreement should say whether or not you can end your tenancy before the fixed term ends, and how much notice you need to give. If your tenancy agreement does not mention this, you may find your landlord can still charge you rent until the fixed term ends, even if you need to move out before this.

### 2. When your landlord wants you to leave

If you have an **Assured Shorthold Tenancy** your landlord can give you notice in writing at least two months before the end of the initial fixed term or at any time afterwards that they want possession of the property. They can serve notices during the tenancy to coincide with the agreed termination date. If you do not vacate the property at this time, your landlord can start legal action against you.

To gain possession at the end of an Assured Shorthold Tenancy, or after it has reverted to a Statutory Periodic Tenancy where no breach of tenancy has occurred, your landlord must serve a Section 21 notice.

There is no prescribed form for this notice, but it must:

- be in writing.
- be at least two months long (or the amount of time between rent payments, whichever is longer).
- end on the last day of a rental period.
- state that it is being issued under Section 21 of the Housing Act 1988.

### **3. Breach of tenancy**

If you breach any terms of the tenancy, your landlord can seek possession using the grounds for regaining possession.

If your landlord wishes to end your tenancy because of a breach of its terms he/she must serve a Notice Seeking Possession under Section 8 of the Housing Act. This will specify the grounds upon which possession is being sought and the earliest date that court proceedings may begin.

## **Grounds for landlords regaining possession of their property**

There are 17 grounds a private landlord can use to evict an assured or short assured tenant. Grounds 1-8 are mandatory grounds: that is, if they are proved, a court must grant an order for possession. Grounds 9-17 are discretionary grounds: that is, even if they are proved, a court will grant a possession order only if they believe it is reasonable to do so. In summary, the grounds are:

### **1. Grounds on which court must order possession**

- Ground 1

Not later than the beginning of the tenancy the landlord gave notice in writing to the tenant that possession might be recovered on this ground or the court is of the opinion that it is just and equitable to dispense with the requirement of notice and (in either case) –

- (a) at some time before the beginning of the tenancy, the landlord who is seeking possession or, in the case of joint landlords seeking possession, at least one of them occupied the dwelling-house as his only or principal home; or

(b) the landlord who is seeking possession or, in the case of joint landlords seeking possession, at least one of them requires the dwelling-house as his or his spouse's only or principal home and neither the landlord (or, in the case of joint landlords, any one of them) nor any other person who, as landlord, derived title under the landlord who gave the notice mentioned above acquired the reversion on the tenancy for money or money's worth.

- Ground 2

The dwelling-house is subject to a mortgage granted before the beginning of the tenancy and –

- (a) the mortgagee is entitled to exercise a power of sale conferred on him by the mortgage or by section 101 of the Law of Property Act 1925; and
- (b) the mortgagee requires possession of the dwelling-house for the purpose of disposing of it with vacant possession in exercise of that power; and
- (c) either notice was given as mentioned in Ground 1 above or the court is satisfied that it is just and equitable to dispense with the requirement of notice;

and for the purpose of this ground "mortgage" includes a charge and "mortgagee" shall be construed accordingly.

- Ground 3

The tenancy is a fixed term tenancy for a term not exceeding eight months and –

- (a) not later than the beginning of the tenancy the landlord gave notice in writing to the tenant that possession might be recovered on this ground; and
- (b) at some time within the period of twelve months ending with the beginning of the tenancy, the dwelling-house was occupied under a right to occupy it for a holiday.



- Ground 6

The landlord who is seeking possession or, if that landlord is a registered social landlord or charitable housing trust, a superior landlord intends to demolish or reconstruct the whole or a substantial part of the dwelling-house or to carry out substantial works on the dwelling-house or any part thereof or any building of which it forms part and the following conditions are fulfilled –

- (a) the intended work cannot reasonably be carried out without the tenant giving up possession of the dwelling-house because –
  - (i) the tenant is not willing to agree to such a variation of the terms of the tenancy as would give such access and other facilities as would permit the intended work to be carried out, or
  - (ii) the nature of the intended work is such that no such variation is practicable; or
  - (iii) the tenant is not willing to accept an assured tenancy of such part only of the dwelling-house (in this sub-paragraph referred to as “the reduced part”) as would leave in the possession of his landlord so much of the dwelling-house as would be reasonable to enable the intended work to be carried out and, where appropriate, as would give such access and other facilities over the reduced part as would permit the intended work to be carried out, or
  - (iv) the nature of the intended work is such a tenancy is not practicable; and
- (b) either the landlord seeking possession acquired his interest in the dwelling house before the grant of the tenancy or that interest was in existence at the time of that grant and neither that landlord (or, in the case of joint landlords, any of them) nor any other person who, alone or jointly with others, has acquired that interest since that time acquired it for money or money’s worth; and
- (c) the assured tenancy on which the dwelling-house is let did not come into being by virtue of any provision of Schedule 1 to the Rent Act 1977, as amended by Part I of Schedule 4 to this Act or, as the case may be, section 4 of the Rent (Agriculture) Act 1976, as amended by Part II of that Schedule. For the purposes of this ground, if, immediately before the grant of the tenancy, the tenant to whom it was granted, or if it was granted to joint tenants, any of them was the tenant or one of the

joint tenants of the dwelling-house concerned under an earlier assured tenancy or, as the case may be, under a tenancy to which Schedule 10 to the Local Government and Housing Act 1989 applied, any reference in paragraph (b) above to the grant of the tenancy is a reference to the grant of that earlier assured tenancy or, as the case may be, to the grant of the tenancy to which the said Schedule 10 applied. For the purposes of this ground “registered social landlord” has the same meaning as in the Housing Act 1985 (see section 5(4) and (5) of that Act) and “charitable housing trust” means a housing trust, within the meaning of the Housing Associations Act 1985, which is a charity, within the meaning of the Charities Act 1993.

## **2. Grounds on which court may order possession**

- Ground 9

Suitable alternative accommodation is available for the tenant or will be available for him when the order for possession takes effect.

- Ground 10

Some rent lawfully due from the tenant –

(a) is unpaid on the date on which the proceedings for possession are begun; and

(b) except where subsection (1)(b) of Section 8 of this Act applies, was in arrears at the date of the service of the notice under that section relating to those proceedings.

- Ground 11

Whether or not any rent is in arrears on the date on which proceedings for possession are begun, the tenant has not paid rent which has become lawfully due.

- Ground 12

Any obligation of the tenancy (other than one related to the payment of rent) has been broken or not performed.

- Ground 13

The condition of the dwelling-house or any of the common parts has deteriorated owing to acts of waste by, or neglect or default of, the tenant or any other person residing in the dwelling-house and, in the case of an act of waste by, or the neglect or default of, a person lodging with the tenant or a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant. For the purposes of this ground, “common parts”, means any part of a building comprising the dwelling-house and any other premises which the tenant is entitled under the terms of the tenancy to use in common with the occupiers of other dwelling-houses in which the landlord has an estate or interest.

- Ground 14

The tenant or a person residing in or visiting the dwelling-house-

(a) has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or

(b) has been convicted of –

(i) using the dwelling-house or allowing it to be used for immoral or illegal purposes, or

(ii) an arrestable offence committed in, or in the locality of, the dwelling-house.

- Ground 15

The condition of any furniture provided for use under the tenancy has, in the opinion of the court, deteriorated owing to ill-treatment by the tenant or any other person residing in the dwelling-house and, in the case of ill-treatment by a person lodging with the tenant or by a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

- Ground 16

The dwelling-house was let to the tenant in consequence of his employment by the landlord seeking possession or a previous landlord under the tenancy and the tenant has ceased to be in that employment. For the purposes of this ground, at a time when the landlord is or was the

Secretary of State, employment by a health service body, as defined in section 60(7) of the National Health Service and Community Care Act 1990, shall be regarded as employment by the Secretary of State.

- Ground 17

The tenant is the person, or one of the persons, to whom the tenancy was granted and the landlord was induced to grant the tenancy by a false statement made knowingly or recklessly by –

(a) the tenant, or

(b) a person acting at the tenant's instigation

# ■ Information about your property

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Your landlord must make sure the property is safe. The electricity supply, plumbing, water and heating systems should all be in good condition. If you have any concerns about the safety of any item in the property, you should speak with the landlord. It is important that you do not move into the property until the landlord has dealt properly with your concerns.

## **Gas safety**

If your property has a gas supply, your landlord must arrange for an annual Landlord Gas Safety Record to be carried out by a Gas Safe registered engineer. You should receive a copy of this certificate. If your landlord does not provide you with a safety certificate you can contact the Health and Safety Executive for advice.

If you know that your gas installations or pipework are defective, you must tell your landlord or letting agent. You must never use appliances that are condemned or unsafe.

## **Electrical safety**

Your landlord must make sure:

- the electrical system (e.g. sockets and light fittings) is safe
- all appliances they supply (e.g. cookers, kettles) are safe

The Electrical Safety Council suggest that the best way for landlords to comply with this is by having a registered electrician carry out an inspection and test of the electrical installation (known as an Electrical Installation Condition Report) and Portable Appliance Testing at suitable intervals. Speak with your landlord if you have any concerns about electrical safety as they should be able to provide you with information on the latest safety inspection. Alternatively, advice and guidance is available on the Health and Safety Executive website

## **Energy Performance Certificate**

An Energy Performance Certificate (EPC) shows a property's energy efficiency. It also highlights potential improvements that could save energy. On request, landlords must give prospective tenants (i.e. new tenants, not tenants who are simply renewing a lease) an EPC. However, if you rent only a single room in a larger property, your landlord need not provide an EPC. When advertising a property for rent, landlords must state its energy efficiency rating.

You can download a sample EPC from the energy saving trust:  
<http://www.energysavingtrust.org.uk/Insulation/Energy-performance-certificates>

## **Council Tax**

Your tenancy agreement will probably set out who is responsible to paying council tax. If you are unsure, your local council should be able to tell you about your responsibilities for council tax and give you information on the current rates. If you have signed a tenancy agreement for a room and not the entire property, check with your landlord if you are responsible for paying council tax.

If the property is occupied entirely by full-time students, you are exempt from council tax. You must apply to your local council's Revenues and Benefits department for your exemption.

## **Number of people who may live at the property**

Only those allowed to live at a property by the tenancy agreement should occupy it. If too many people live there, meaning it is overcrowded, the council may take steps to prevent the overcrowding continuing.

Houses or flats occupied by three or more unrelated persons forming two or more households are called houses in multiple occupation (HMOs). There may be restrictions on the number of individuals permitted to live in your property. In certain areas landlords are required to apply for planning permission and/or obtain a license for HMOs.

## HHSRS

The Housing Health and Safety Rating System (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales.

## Inventories

An inventory is a list of everything in the property that you are renting (for example, furniture, carpets and curtains, kitchenware) and its condition.

An inventory can help avoid a dispute over your deposit when you move out because it proves what state the property was in when you moved in. In particular, it can help if a dispute is lodged with a tenancy deposit scheme.

It is in your landlord's interest to provide an inventory because if you break or damage anything while you are living there, the inventory shows it was not broken before you moved in. On the other hand, if anything in the property is already damaged, the inventory proves you did not do it.

Your landlord or letting agent should give you an inventory. If they have not done so by the time you move in, ask for one.

In summary, here are the key things you should do:

- **Check the inventory before you sign it** – make a note of anything damaged, broken or worn. Make sure everything in the property is listed on the inventory, and that it lists nothing you cannot find in the property.
- **Make sure you and your landlord sign the inventory** – once you are sure the inventory is correct, both you and your landlord or letting agent should sign it.
- **Take photos**, then you can prove the state of the property when you moved in.
- **Store the inventory and your photos in a place where you can find them** in case you need to rely on them to get your deposit back.

## Fire safety

You can find out more about fire safety requirements for privately rented properties on the National Landlords Association website:

<http://www.landlords.org.uk>

Your landlord also has a general duty to keep your property fit for you to live in and to ensure it does not endanger your health. This includes ensuring there are no fire or other hazards in your home, such as loose wiring or dangerous stairs.

Property available for let must have an adequate means of escape in case of fire and, depending on its size, may require a level of fire detection and extinguishing equipment. A risk assessment under the **Housing Health and Safety Rating System** can be carried out by the Local Authority and work specified to minimise the risk.

Fire Authorities also have the power to ask landlords of **HMOs** to carry out a form of risk assessment themselves and works required.

If the property is a House in Multiple Occupation (**HMO**) which is subject to licensing, it must also comply with license conditions in relation to fire safety.



# ■ Licensable Houses of Multiple Occupation

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## **House in multiple occupation (HMO) licensing**

A Licensable HMO (House in Multiple Occupation) is a property of three or more storeys occupied by five or more tenants who are not members of the same household. HMO landlords must have a licence from the local council. This ensures that the property is managed properly and meets certain basic safety standards. You can find out more about HMOs on the Government website:

<https://www.gov.uk/private-renting/houses-in-multiple-occupation>

Some local authorities administer additional and selective licensing schemes which include other types of rented property. These vary considerably across the country.

To find out whether your property requires a licence, ask your landlord or contact your local council. Your council will have a list of all the licensed HMOs in their area.

# ■ Responsibilities of tenants and landlords

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This section covers your responsibilities and those of your landlord. Other parts of the pack cover your rights.

## **Tenant's main responsibilities**

You have certain responsibilities as a tenant. Please read your tenancy agreement for more specific information but the following list of responsibilities will apply to most tenancies.

- To occupy the property as your main home.
- To pay your rent in full and on time.
- To contact your landlord immediately if you are having difficulty paying the rent.
- Not to cause damage to the property, fixtures, fittings or furniture belonging to the landlord and not to allow members of your household or visitors to do so.
- To read and comply with your tenancy agreement as regards its policies on smoking in the property, keeping pets etc.
- Not to make alterations to the property without getting your landlord's written permission first.
- To report promptly the need for any repairs' to the landlord.
- Not to cause disturbance, nuisance or annoyance to neighbours and not to allow your visitors to do so.
- To allow the landlord access to the property to inspect it or carry out repairs after giving sufficient notice.
- To give your landlord written notice when you wish to end the tenancy.
- To maintain any communal areas if the maintenance is not included in your rent.
- To put out and bring in bins and recycling boxes for collection.

## **Landlord's main responsibilities**

- To give you a contact name, address and phone number.
- To respect your right to peace and quiet in the property.
- To give proper notice before entering the property.
- To meet gas, electricity and other safety requirements in the property.
- To maintain the property's structure and exterior.
- To follow the correct legal procedures if they want you to leave.
- To have an Energy Performance Certificate for the property if it is to be marketed.
- To allow adaptations for disabled people, within reason. To take action to address any antisocial behaviour by their tenants in and around the property.
- To register any relevant deposit with an approved tenancy deposit scheme.

## **Role of letting agents**

If a letting agent acts for your landlord, they may be responsible for arranging your tenancy's day-to-day maintenance and repairs, and taking your rent payments. However, your contract is with your landlord. This is why your landlord's name and address must appear on your tenancy agreement.

Any legal action arising from your tenancy (for example, over the return of your deposit) would be raised against your landlord, not the letting agent. Also, your landlord is legally responsible for ensuring that all safety regulations are met.

## **Harassment and unlawful eviction**

If your landlord tries to physically remove you from the property without a court's permission, they are committing a criminal offence regardless of the circumstances. Your landlord must follow the formal legal process set out in section 1 of this pack to recover possession of their property.

If you do not leave voluntarily, the landlord must obtain a Warrant for Eviction from the Court. If the landlord obtains such a decree, the actual eviction must be done by Court Officers, not the landlord or their agents.

If your landlord has physically removed you from your rented home or threatened to do so, you should report the matter to the Police.

As a tenant of a privately rented property, the law protects you against harassment and unlawful eviction in two ways:

- by making harassment and unlawful eviction criminal offences, and
- by enabling you to claim damages through the courts.

The law against harassment applies to everyone living in residential property. This means the law protects you whether you have a full tenancy or some other right of occupation or occupancy agreement. It applies if your landlord personally harasses or evicts you unlawfully, or if somebody else does it for them. Related to this, your landlord has no right to use retained keys to enter the property without your permission, except in an emergency.

## Tenancy deposit schemes

The law requires all deposits taken on assured shorthold tenancies in England and Wales starting after 6 April 2007 to be protected in a government-authorised deposit protection scheme.

Landlords do not have to take a deposit, but if a deposit is taken it must be monetary and it must be protected in a government-authorised scheme. Landlords should not be beguiled into believing that they can circumvent the legislation by taking what amounts to a deposit in a different way. The courts are finding against landlords who spuriously claim not to have taken a deposit when in fact they have (more below).

- See more at: <https://www.landlords.org.uk/about-nla/tenancy-deposit-protection#sthash.KFiCeBcP.dpuf>

A tenancy deposit scheme is an independent third-party scheme approved by the Government to protect your deposit until the landlord needs to repay it at the end of the tenancy. The NLA recommends the **my|deposits** scheme. There are others; please check which one is being used.

## **1. How do tenancy deposit schemes work?**

All landlords who receive a deposit in relation to an Assured Shorthold Tenancy must comply with the tenancy deposit scheme regulations. Your landlord must give you information on the circumstances in which they may withhold your deposit and give you details of the scheme protecting it.

Once you pay the deposit to your landlord or letting agent, your landlord must register it with an approved deposit scheme. Your landlord must ensure the deposit remains protected with an approved scheme until it is due to be repaid after the end of the tenancy. You may apply to a Court for sanctions against your landlord for failing to comply with the regulations. If the Court decides your landlord has failed to comply, they can order the landlord to pay you up to three times the deposit amount in addition to returning it in full.

## **2. How will I (the tenant) get my deposit back at the end of a tenancy?**

At the end of the tenancy you can speak with your landlord directly about how much of the deposit should be returned, minus any deductions.

You should formally request the return of the deposit at the end of the tenancy agreement. Landlords should return the agreed deposit amount within 10 days.

After the deposit has been returned to the tenant, the landlord will need to unprotect the deposit, either online, by phone or by post.

The deposit protection scheme will advise the tenant that the deposit has formally been unprotected by the landlord.

If you cannot agree over the amount to be returned the landlord and tenant can use the free and impartial dispute resolution service provided by the tenancy deposit protection scheme used.

## **Antisocial behaviour – tenant and landlord obligations**

### **1. Tenants**

Everyone has the right to live safely and peacefully without worrying about being annoyed or harassed. Antisocial behaviour means behaviour that causes or is likely to cause fear, alarm or distress. If you act in a way that causes nuisance or annoyance and stops people enjoying the peaceful occupation of their home, this may be considered antisocial behaviour.

These actions include, but are not limited to:

- persistent, excessive noise;
- verbal or physical abuse of neighbours;
- racial or sexual harassment;
- vandalism in the neighbourhood or damaging neighbours' property; or
- drug abuse or selling drugs.

You are also responsible for the behaviour of family or friends visiting your property. Your landlord may take action against you if you have broken a clause in the tenancy agreement which refers to antisocial behaviour.

If you are affected by other people's antisocial behaviour, you should keep a written record of the incidents, with dates and times. Depending on the seriousness of the situation and how badly it affects you, you should contact the Police or your Local Authority. Your local council's Antisocial Behaviour Team should also be able to give you more information on these issues.

## **2. Landlords**

Landlords also have a responsibility to prevent their tenants behaving in an antisocial way in and around their homes. This means that if tenants are acting in a way that causes or is likely to cause alarm, distress, nuisance or annoyance to anyone living near their home, the landlord must take action. Steps landlords can take include:

- investigating complaints about their tenants' behaviour;
- writing to tenants to explain that their behaviour is causing concern and asking them to modify it;
- giving advice on noise reduction;
- asking the council to apply for an Antisocial Behaviour Order for the tenants;
- ending the tenancy.

If a landlord's attempts fail, they can ask the council for help to address the antisocial behaviour.

# ■ Further advice and support

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## General advice

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### **Citizens Advice**

Gives you details of your local Citizens Advice Bureau which can help with money, legal, consumer and other problems.

Tel: 08444 772020

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Energy Saving Trust**

Gives independent help and advice on how to save energy in the home.

Tel: 020 7222 0101

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### **Office of the Gas and Electricity Markets (Ofgem)**

Protects the interests of gas and electricity consumers.

Tel: 020 7901 7000

[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

## Safety advice

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### **Gas Safe Register**

Offers gas safety advice and can take action to ensure that gas appliances in your property are safe.

Tel: 0800 408 5500

[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

### **Health and Safety Executive**

Provides a range of health and safety advice.

Tel: 030 0003 1747

[www.hse.gov.uk/contact](http://www.hse.gov.uk/contact)

### **Electrical Safety Council**

UK charity that provides electricity safety advice for the home.

Tel: 020 3463 5100

[www.esc.org.uk](http://www.esc.org.uk)

# Landlord and letting agent representatives

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## **National Landlords Association (NLA)**

An association for private landlords in the UK.

Tel: 020 7840 8900

[www.landlords.org.uk](http://www.landlords.org.uk)

## **UK Association of Letting Agents (UKALA)**

An association for registered letting agents.

Tel: 020 7820 7900

[www.ukala.org.uk](http://www.ukala.org.uk)

## **The Association of Residential Letting Agents (ARLA)**

An association for registered letting agents.

Tel: 0845 250 6001

[www.arla.co.uk](http://www.arla.co.uk)

## **The National Approved Letting Scheme (NALS)**

An independent licensing scheme for lettings and management agents.

Tel: 01242 581 712

[www.nalscheme.co.uk](http://www.nalscheme.co.uk)

## **The Royal Institution of Chartered Surveyors (RICS)**

A global property professional body for Chartered Surveyors.

Tel: 0870 333 160

[www.rics.org/uk/](http://www.rics.org/uk/)





# Encouraging Renting

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## **National Landlords Association (NLA)**

22-26 Albert Embankment  
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SE1 7TJ

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Tel: 020 7840 8900

Web: [www.landlords.org.uk](http://www.landlords.org.uk)

