

# Tower Hamlets Private Renters' Charter

This charter sets out standards the law demands from all private landlords and agents. If you rent a room, a flat, or a house in Tower Hamlets, the council and every partner organisation signed up to the charter aims to make sure that your landlord meets those standards. Visit our website for details. Please note that if you share your landlord's home with them, you will not have all of these rights.

## 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 give your agent or landlord proof of your legal right to live in the UK.



#### Letting agency fees

Letting agents may still charge you a fee. But if they do, their fees including VAT must be displayed clearly in their offices and on their website. You shouldn't need to ask to see them.



#### 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.



#### 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.



### OCCUPATION

#### Permission to rent

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

#### Legal Information

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

#### 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.

#### 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.

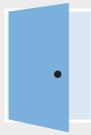
#### Moving out

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

## YOUR HOME MUST BE SAFE AND SECURE

#### 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.



#### Reasonable repair

Your home must be safe, and your landlord must make repairs to its structure in reasonable time.



#### Damp and mould

Your home should be free from problems with 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.



#### 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.



#### Electrical safety

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



#### Gas safety

If you have a gas supply, your landlord must give you a valid gas safety certificate when you move in. Every 12 months, a certified Gas Safe engineer must check your appliances.



**Most private landlords and agents in Tower Hamlets already meet the charter's standards. If they do not, find the best way to improve your situation and the most effective action to take against them at:**

[www.towerhamlets.gov.uk/privaterenterscharter](http://www.towerhamlets.gov.uk/privaterenterscharter)



Tower Hamlets  
**PRIVATE RENTERS'  
CHARTER**

