

# RUGBY PRIVATE RENTERS' CHARTER

The **Rugby Private Renters' Charter** sets out standards the law demands from all private landlords and agents. If you rent a room, a flat or a house in the borough of Rugby, Rugby Borough Council and all partner organisations signed up to the charter aim to make sure your landlord meets the standards.

## YOU MUST BE TREATED FAIRLY

### LETTING

#### No discrimination

A landlord cannot discriminate against your nationality, race, religion, sexuality, disability or gender. However, you must give your landlord or agent proof of your legal right to live in the UK.



#### Letting agency fees

Lettings agents can charge you a fee. However, agents must clearly display all fees (including VAT) both in offices and on websites. You should not have to ask to see an agents' fees.



#### Money protection

Ask whether your letting agent belongs to a client money protection scheme. Money protection schemes protect money you pay to the agent as a deposit and rent – even if the agent closes down.



#### Complaints

Agents must be registered with an independent organisation for dealing with complaints. Your agent must display the logo of the independent organisation it has registered with to deal with complaints.



### OCCUPATION

#### Legal information

Your landlord or agent must give you a copy of the Government's How To Rent guide when you move into your home.

#### Deposit protection

Your landlord or agent must prove your deposit has been protected with one of the three authorised deposit protection schemes (Tenancy Deposit Scheme, MyDeposits or the Deposit Protection Service) within 30 days of taking your deposit.

#### Tenancy agreement

Your landlord or agent should provide you with a written tenancy agreement. The agreement must include the address of your room or flat, the length of the tenancy agreement, the amount you pay in rent, and the landlord or agent's name and contact address.

#### Moving out

If your landlord or agent wants you to move out, a strict legal process must be followed – and the process takes time. If your landlord or agent wants you to move out against your wishes, seek legal advice immediately.

## 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's convenient for you, unless it's an emergency. Your landlord must give you at least 24 hours' notice before visiting.



#### Reasonable repair

Your home must be safe and secure. 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. Visit the council's website – [www.rugby.gov.uk/mould](http://www.rugby.gov.uk/mould) - for tips on how to prevent damp and mould becoming a problem. If problems persist despite following our advice, contact your landlord.



#### Alarms

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



#### Electrical safety

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



#### Gas safety

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



The majority of private landlords and letting agents in Rugby already meet the standards set out in our Private Renters' Charter. However, if you have concerns about the state of a private rented property, contact the council's housing enforcement team on **(01788) 533857** or email [ept@rugby.gov.uk](mailto:ept@rugby.gov.uk)

