

TENANTS' RESPONSIBILITIES

- Don't leave your home empty for long periods
- Keep up to date with your rent
- Pay your bills and service charges
- Take care of your home and report repairs

As a tenant, you are responsible for:

- a) looking after internal decorations, furniture and equipment. This doesn't include 'fair wear and tear' – if the carpet becomes a little thin, it's fair wear and tear, but if you burn a hole in it, you will probably have to pay for the damage
- b) not using unsafe appliances
- c) reporting any repairs needed or other problems that you are aware of
- d) minor maintenance (such as checking smoke alarms are working, changing light bulbs, etc).
- e) repairing or replacing anything you've broken or damaged - keep receipts for this, in case there is any dispute at the end of your tenancy
- f) disposing of your rubbish properly
- g) sticking to the terms in your tenancy agreement regarding smoking, pets, parking, gardening etc.
- h) heating the property adequately, particularly during winter to avoid frozen and burst pipes, and making sure it's kept well ventilated, to help avoid condensation and dampness.
- i) be responsible for your household and visitors

- Be a good tenant and neighbour
- Follow rules on smoking
- Ask permission when it's needed
- End your tenancy properly

LANDLORDS' RESPONSIBILITIES

- must protect your deposit
- should not disturb tenants
- must not harass you
- must carry out most repairs

Landlords are responsible for most repairs to the exterior or structure of a property. This means that problems with the roof, chimneys, walls, guttering and drains are the responsibility of the landlord. Landlords are also responsible for keeping the equipment for supplying water, gas and electricity in safe working order.

- must meet safety standards
 - a) get a gas safety certificate for every gas appliance they provide
 - b) ensure that any necessary work identified by gas engineers is carried out
 - c) ensure furniture meet fire safety standards
 - d) ensure electrical equipment provided is safe.
 - e) Landlords of certain buildings that are occupied by more than one household (known as HMOs) have extra legal obligations to provide adequate fire precautions and means of escape from fire.
- must follow the rules on rent
- must give tenants certain information

All landlords have to give their tenants their name and a contact address in England or Wales. If the property is managed by a letting or property agent, they also provide tenants with the landlord's full name and address if tenants request it.
- Must follow the correct procedure when they want you to leave