

TENANCY ADVICE PACK

What do I need to know
as a **private tenant** and who can help?



www.rotherham.gov.uk/housing

INTRODUCTION

Most privately rented properties in Eastwood are subject to Rotherham Council's 'Selective Licensing' scheme. If you rent from a landlord registered within the scheme all the following items identified should be readily available. Should you choose to rent from an unregistered landlord you need to make sure that you satisfy yourself that all the safeguards suggested are in place for your safety and security.

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WHAT SHOULD I DO WHEN SIGNING UP FOR A TENANCY?

When you sign for a tenancy, there are many things you should consider beforehand. Things you should take into consideration are things like:

- **Locality** – is it in the right area for me?
- **Schools** – is there a school nearby for my children?
- **Has it got good transport links?**
- **Cost** – can I afford this property and all the bills?
- **Support network** – is it near family and friends who you can rely on?

Who are you renting the house from?

If it is a Landlord:

- Ask if they are a member of the National Residential Landlord Association (NRLA)?
- Ask if the property is licensed by Rotherham Council under its Selective Licensing scheme? <https://www.rotherham.gov.uk/landlordlicensing>
- View a number of properties and try to speak to other local tenants
- Ask for a copy of the government's 'How to Rent' guide by your landlord

If it is a Letting Agent:

- Check if the Agent is accredited with a National body such as: ARLA Propertymark, UKALA, Safeagent or RICS.
- Are they a member of one of the following redress schemes: The Property Ombudsman Limited or Property Redress Scheme?
- Are they a member of a tenancy deposit or client money protection scheme?
- Ask if they comply with the Tenant Fees Act 2019

Whoever you are renting from, you should make sure that the landlord or agent provides you with:

- A copy of your tenancy agreement
- A copy of the government's 'How to Rent' guide
- All gas and electricity safety certificates and user documents
- An energy performance certificate (EPC)

An inspection should be carried out to establish the condition of the property. Taking photos is advised. Once you have signed for a tenancy, you are then responsible for keeping the property in a good state of repair. Most properties come unfurnished so you are likely to need to get furniture for the property. Be careful about getting furniture for free / second hand as insects / bugs (such as bed bugs) can easily be transported in furniture and can cause issues.

You are also responsible for paying bills for the property (unless it is agreed in writing in your tenancy agreement).

You will need to contact the energy suppliers gas/electricity to put the bills into your name. It is the landlord's responsibility to inform the water suppliers of your details.

If you have a television you are responsible for getting a Television Licence. www.tvlicencing.co.uk

You also have to pay Council Tax to live at your property, so you will need to contact Rotherham Council to set up a Council Tax account. www.rotherham.gov.uk/council-tax



WHAT SHOULD I EXPECT FROM MY LANDLORD

Your landlord should inform you of what the rent is and what things are included in the rent (such as ground keeping, any bill and so on)

If you accept a tenancy, your landlord should give you a tenancy agreement (or licence agreement / contract) which is a contract between you and the landlord. The tenancy agreement should state:

- Your name and those of the other tenants and the property address
- Landlord's name and contact details
- Information about who can use the tenancy
- How long the tenancy is for, with start and end dates, and what the termination and renewal arrangements are
- How much your rent is, how often it is to be paid, what is included in the rent and when it will be reviewed
- How much notice you need to give to end your tenancy
- A receipt book / payment schedule from your landlord and receipts for ALL payments made for either rent or the bond
- How much deposit (sometimes called a bond) is to be paid.

The deposit is a payment to protect the landlord from any costs or unpaid rent that the tenant has incurred. If you pay the rent on time and maintain the property and its contents you should get this back at the end of the tenancy. For example: Mr A gives landlord £500 bond. Mr A damages the property causing £300 damage when he leaves, so the landlord will give Mr A £200 back from the bond when he leaves the property.

It is the landlord's responsibility to put your deposit into a protected scheme, provided by a third party called Tenancy Deposit scheme. You need to make sure this happens in case of dispute between you the tenant and the landlord.

SUMMARY OF RESPONSIBILITIES

LANDLORD	TENANT
To give you a written agreement (licence/tenancy agreement/contract) and provide you with their contact details	Take good care of the property, inside and out - including getting rid of rubbish
To provide you with a property that's safe and in a good state of repair	Agreed with your landlord, when it is requested, times for access to the property to inspect it or carry out repairs
The landlord should fix the structure and exterior of the premises: drains, gutters and external pipes, water, gas pipes, electric wiring, basins, sinks, baths, toilets and fixed heaters (gas fires)	Pay the agreed rent, even if repairs are needed or you're in dispute with your landlord
The Landlord should not evict you without a very good reason	Pay other charges legally required charges only for example Council Tax or utility bills
The landlord should charge a reasonable amount for rent and this should not change without prior notice and only at agreed review times	Be considerate to neighbours
To return your deposit when the tenancy ends (unless you owe rent/money for damage)	Repair or pay for any damage caused by you, your family, friends and visitors

Further information can be found on the Council's 'Private Housing' webpages at www.rotherham.gov.uk/private-housing



RUBBISH/WASTE/BINS/RECYCLING/GARDENS

It is your responsibility to ensure that your rubbish is disposed of correctly. It is not acceptable to throw rubbish onto the street, even in bags, as this attracts rats and cockroaches. All rubbish should be put in a bag and in the correct bin.

Which bin should I use?

BLACK BIN	GREEN BIN	PINK LID BIN	BROWN BIN
Recyclable <ul style="list-style-type: none"> ✓ Plastic bottles ✓ Plastic pots, tubs and trays ✓ Glass bottles and jars ✓ Tins, cans and foil ✓ Metal aerosols (empty) 	Recyclable <ul style="list-style-type: none"> ✓ Paper and cardboard ✓ Newspapers and magazines ✓ Leaflets and junk mail ✓ Catalogues ✓ Envelopes and greetings cards (no glitter) ✓ Shredded paper (not bagged) 	Non-recyclable <ul style="list-style-type: none"> ✓ General waste ✓ Food waste ✓ Plastic bags and film ✓ Nappies and wipes ✓ Vacuum cleaner waste ✓ Pet bedding ✓ Paper cups and plates 	Recyclable <ul style="list-style-type: none"> ✓ Flowers and plants ✓ Garden prunings ✓ Grass cuttings ✓ Hedge clippings ✓ Twigs and thin branches ✓ Bark and wood shavings ✓ Plant compost (small amounts only) ✓ Real Christmas trees PAID FOR SERVICE
WHAT CANNOT BE PLACED IN YOUR BLACK BIN <ul style="list-style-type: none"> ✗ General waste ✗ Plastic bags and film ✗ Window or Pyrex glass or drinking glasses ✗ Crockery ✗ Light bulbs* ✗ Paint tins* 	WHAT CANNOT BE PLACED IN YOUR GREEN BIN <ul style="list-style-type: none"> ✗ Garden waste ✗ Drinks cartons and Tetrapak ✗ Wallpaper ✗ Items contaminated with food 	WHAT CANNOT BE PLACED IN YOUR PINK LID BIN <ul style="list-style-type: none"> ✗ Hot ashes ✗ Electrical items, batteries and light bulbs* ✗ Paint tins* 	WHAT CANNOT BE PLACED IN YOUR BROWN BIN <ul style="list-style-type: none"> ✗ Food waste ✗ Cardboard or paper ✗ Rubble, stone or bricks ✗ Turf and soil ✗ Large branches

Bins are provided to every property in Rotherham for your rubbish. You need to ensure that the bin is put out onto the street for emptying at the correct times (every two weeks). If you are unsure when you need to put your bin out, or if you need an additional green or brown bin, you can find out about this on Council website at:

www.rotherham.gov.uk/environment

As part of your tenancy you will be required to keep your garden/yard neat and tidy. It is not acceptable to dump waste/rubbish in your garden, back alley way or street.

Rubbish just 'put out' is classed as fly tipping, if you are found to be doing this you are likely to be fined.

EXAMPLE BILLS, TENANCY AGREEMENTS AND STATEMENTS

Example Gas/Electric Bill

The screenshot shows an Npower gas statement for the period from 15th November 2019 to 15th December 2019. The bill amount is £109.00. Below the bill, there is a section titled 'Could you pay less?' which provides information on how to check for better rates and offers a 'Pay less' button. The document also includes contact information for Npower and details about the meter and supply.

Example Water Bill

The screenshot shows a Yorkshire Water bill for the period from 1st January 2020 to 31st January 2020. The bill amount is £107.30. The document includes details about the meter, the supply, and the bill payment options. It also provides contact information for Yorkshire Water and a section for 'How to pay your bill'.

Example Television Licence

The screenshot shows a TV Licensing renewal notice. It states that the TV Licence expires on 31 January 2020. The notice provides information on how to renew the licence, including the cost of £126.50 and the payment due date of 31 January 2020. It also includes contact information for TV Licensing and a section for 'Pay the easy way with Direct Debit'.

Example Council Tax

The screenshot shows a Newcastle Under Lyme Council Tax Bill for the period from 1st April 2016 to 31st March 2017. The bill amount is £126.50. The document includes details about the property, the council, and the payment options. It also provides contact information for the council and a section for 'You can manage your Council Tax account online'.

Example Tenancy Agreement

The screenshot shows an Assured Shorthold Tenancy Agreement form from the National Residential Landlords Association (NRLA). The form includes sections for 'This Agreement is dated', 'The Agreement is made between', 'The Agreement is made at', 'The Agreement is made for', and 'The Agreement is made by'. It also includes a section for 'Section A - Main Terms of the Tenancy Agreement' and a section for 'Service Address of the Landlord'.

Example Rent Book

The screenshot shows a Rent Payment book with two pages. Each page has a table with columns for 'Date', 'Amount', and 'Balance'. The tables are currently empty, with only the headers filled in.

ADVICE AND ASSISTANCE CONTACT DETAILS

Below is a list of contact numbers you may need:

Suppliers:

British Gas – 0333 202 9802

NPower – 0800 073 3000

Yorkshire Water – 0345 1242424

Television Licensing – 0300 790 6165

Benefits:

Rotherham Council for Council Tax – 01709 382121

Department for Work and Pensions/Job Centre Plus – 0345 608 8545

Universal Credit – 0800 28 5644

Child Benefit – 0300 200 3100

Tax Credits – 0345 300 3900

Personal Independence Payments – 0800 121 4433

Other:

Rotherham Council for Waste/Rubbish – 01709 336 003

Rotherham Council for Pest Control – 01709 336003

Rotherham Hospital – 01709 820000

Remember to register at a local Doctors

Citizens Advice Bureau – 0344 411 1444

LOCAL PLACES OFFERING SUPPORT

If you require support with any issues you may have, please feel free to call in to our drop in services.

The Clifton Learning Partnership team are available on:

Tuesdays – 9.30am – 11.30am • **Thursdays** – 9am – 11am

We are based at Zone 1 – Erskine Road, Eastwood, Rotherham



Other services offering support:

REMA – The Unity Centre, St Leonards Road

Rush House – 18 -19 Lindum Terrace, Doncaster Road
(drop in Friday 9 -11am)

What if I become homeless, who do I turn to for help?

If this does happen, you should contact Rotherham Council Key Choices Team who will support you to find alternate accommodation. They are based at Riverside House.

www.rotherham.gov.uk/private-housing

Tel – 01709 336009/Out of hours 07748143170.

Other support services are:

Street Link – www.streetlink.org.uk

Shelter Helpline – 0808 800 4444

Shelter Emergency Helpline – 0808 1644 660

Shiloh – 15 Station Road, Rotherham 01709 559 504