



Tenancy Rights

Regardless of whether you rent your property from a private or social landlord, you have certain rights - but also responsibilities - as a tenant. These vary according to the type of tenancy you have.

Private Tenants

As a tenant, you have the right to:

- live in a property that is safe and in a good state of repair
- be treated fairly regardless of disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- have contact details for the landlord
- live in the property undisturbed - the landlord or agent must provide at least 24 hours' notice to visit the property, at a reasonable time of day, unless there is an emergency
- be notified of a rent increase at least 28 days and no earlier than 90 days before implementation
- have any problems with water, electricity and gas supply dealt with by the landlord or managing agent
- see an Energy Performance Certificate (EPC) for the property
- be protected from unfair eviction and unfair rent
- have your deposit protected and returned to you when the tenancy ends - provided that the conditions are met for this
- have any general and emergency repairs carried out by the landlord, managing agent or their appointed person -this does not include repairs for damage caused by tenants

Additionally:

- The landlord may not change the locks without informing you and providing a new set of keys

You also have responsibilities as a tenant. Some of the main ones are:

- Provide documents for a right to rent check
- Pay your rent on time
- Look after your home
- Ask for permission when it's needed, for example:
 - To take a lodger or allow any other person not stated on your tenancy to live permanently at your home
 - To redecorate the property
 - To carry out any alterations, however small
 - To keep a pet (even if it's allowed by your tenancy agreement)
- Allow your landlord access
- Take responsibility for behaviour
- Keep to the rules of your tenancy
- Follow rules on smoking
- Live in your home - always notify your landlord or letting agent if you will be away for 30 days or more.
- End your tenancy properly

You can find more information on our **Private Tenants** web page.

The following organisations can offer advice on your rights as a tenant of private rented accommodation. Just click on the image to go to each website:

The Shelter logo, with the word 'Shelter' in a red, sans-serif font.

LIVING STABLE LIVES

Social Housing Tenants

If your landlord is a housing association or a local authority (council) then your rights and responsibilities will be set out in your Tenancy Agreement and/or Tenants' Handbook.

If you are a council tenant of Dacorum Borough Council, you should check your own Tenancy Agreement that you signed when you were allocated your current home, as well as following the advice in our [Tenants' Handbook](#)

If you need more information about your tenancy, the first point of contact will be your Housing Officer (Tenancy).