

Information for leaseholders to pass on to sublessees

This section of the document contains information that is intended for tenants who are renting from a Tower Hamlets Homes leaseholder. Leaseholders should pass this section onwards of this document to the sublessee(s).

Welcome to your new home

Tower Hamlets Homes (THH) is an award winning ALMO (Arm's Length Management Organisation) and not-for-profit company set up in 2008 to deliver high quality housing services for residents living in over 21,600 homes in East London. This includes over 11600 tenanted homes and over 10000 leasehold and freehold homes.

Tower Hamlets council owns the homes and THH manages the tenancies and leases for them. Tenants are still council tenants and leaseholders are still council leaseholders.

Your landlord is a leaseholder, which means that they bought your current home from the council under the Right to Buy scheme or from a previous council leaseholder. Leaseholders are responsible for any internal repairs or decorations, and THH is responsible for the structure and upkeep of the block, as well as any communal areas.

Please contact your landlord about any repairs, both internally and externally. In the case of the latter, they are responsible for passing any information on to THH.

However, in an emergency, you can contact us by calling **020 7364 5015** in order to report a communal repair, case of anti-social behaviour, or other issue related to your block.

THH asks that you respect your neighbours by not causing nuisance. This includes avoiding playing music or watching television at an unreasonable volume, throwing loud parties, using the property for illegal purposes, or obstructing communal areas with any items, including rubbish. The council's website provides local information about waste collection, and about the free offer to remove large unwanted items, including furniture. To find out more, visit www.towerhamlets.gov.uk

Some THH neighbourhoods have residents' associations, which give a voice to communities and hold events where you can meet your neighbours. To find out whether there is a group operating in your area, please visit the TRA page on our website www.thh.org.uk. If you would like to keep up to date with events and opportunities across the borough, please subscribe to the THH eNewsletter by following this link www.surveymonkey.co.uk/r/PVDGCN3

Tower Hamlets Private Renters Charter

The Tower Hamlets 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 Tower Hamlets, the council and every organisation signed up to the charter aims to make sure that your landlord meets those standards.

Charter Standards

Most landlords and agents in Tower Hamlets already meet these legal standards. If your landlord or agent does not, you can contact any of the organisations signed up to the Charter. All organisations signed up to the charter promise to find the best way to improve your situation - and the most effective action to take against landlords or agents who break the rules.

Account 3

Birkbeck Street, Bethnal Green, E2 6JY
Tel: 020 7739 7720

Bromley by Bow Centre

St Leonards Street, Bromley by Bow, E3 3BT
Tel: 020 8709 9700

Citizen's Advice Bureau

32 Greatorex Street, Whitechapel, E1 5NP
Tel: 020 7247 1050

Legal Advice Centre

104 Roman Road, Bethnal Green, E2 0RN
Tel: 020 8980 4205

Praxis Community Projects

Pott Street, Bethnal Green, E2 0EF
Tel: 020 7729 7985

Shelter

Call Shelter's London Public Advice Line to find your local advisor.
If you're under 25: 0330 053 6091. If you're over 25: 0344 515 1540

Tower Hamlets Law Centre

789 Commercial Road, E14 7HG
Tel: 020 7538 4909

Toynbee Hall

52 Old Castle Street, Spitalfields, E1 7AJ
Tel: 020 7392 2953

Housing Options

Private Housing Advice Service, Albert Jacob House, 62 Roman Road, E2 0PG
Tel: 020 7364 3558

Tower Hamlets Private Renters' Charter is endorsed and backed by the following organisations. They all are committed to making sure that private renters live in homes that are safe and secure, and that landlords and agents treat tenants fairly under the law.

- ARLA Propertymark
- Deposit Protection Scheme
- Generation Rent
- My Deposit
- Ombudsman Services
- Renters' Rights
- Residential Landlords Association
- Tenancy Deposit Scheme
- The Property Ombudsman

The Private Renter's Charter is available in the following languages: Bengali, Cantonese, English, Italian, Lithuanian, Mandarin, Polish, Romanian, Somali, Spanish and Turkish. Visit www.towerhamlets.gov.uk to download.

*Private Renters' Charter attached

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



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/privaterenterscharterPermission



Tower Hamlets
**PRIVATE RENTERS'
CHARTER**

