

# Tenant Charter



Liverpool  
City Council

## Tenant Rights and Responsibilities

A tenancy doesn't just give you rights – it also brings responsibilities. It is important you stick to the rules to maintain your part of the tenancy agreement. If necessary, you should contact your landlord or seek advice as soon as possible if you have problems.

### **You have the right to:**

- Live in the property undisturbed
- Live in a property that is safe and in a good state repair
- Have a written agreement if you have a fixed-term tenancy of more than 3 years
- Have your deposit protected in an authorised tenancy deposit protection scheme
- Have your deposit returned when the tenancy ends
- Know who your landlord is
- See an Energy Performance Certificate for the property
- Have a copy of the annual Gas Safety Record
- Live in accommodation with all equipment, gas and electrical systems meeting the required safety regulations
- Receive reasonably prompt repairs and maintenance to damaged items
- To have a rent book if the rent is payable on a weekly basis
- Challenge excessively high charges
- Be protected from unfair eviction and unfair rent.

### **Your responsibilities:**

- You must take good care of the property
- Report any damage or repairs to your landlord
- Give your landlord access to the property to inspect or carry out repairs. Your landlord has to give you at least 24 hours notice and visit at a reasonable time of day, unless it's an emergency and they need immediate access
- Pay the agreed rent, even if repairs are needed or you are in dispute with your landlord
- Pay other charges as agreed with the landlord – these may include Council Tax or utility bills
- Repair or pay for any damage caused by you, your family or friends
- Consult with your landlord about making any alterations to the property, requesting written permission
- Not to cause a disturbance, nuisance or annoyance to neighbours
- Give the agreed amount of notice to your landlord if you wish to terminate the agreement and leave the property
- Notify your landlord as soon as possible if you become unemployed
- Smoking is not usually allowed in any parts of the building that are shared with other tenants.

**If you do not fulfil your responsibilities, your landlord has the right to take legal action to evict you.**

## Landlord Rights and Responsibilities

As a general rule, the property that is available to rent should be in a reasonable state of repair both internally and externally and able to withstand normal weather conditions and normal use by tenants and their visitors.

### **The Landlord has the right to:**

- Repossess the property when the tenancy ends by following the correct legal procedure
- Access the property by giving 24 hours notice
- Take legal action to evict the tenant for breach of the tenancy agreement and take back the property if it gets damaged

### **Landlords are responsible for:**

- Most repairs to the exterior or structure of a property
- Keeping the property free and safe from health hazards
- Keeping the electricity installation in safe working order

- Ensuring any furniture provided meets fire safety requirements
- Making sure that all gas and electrical equipment in the property has been safely installed and is maintained
- Following Fire Safety Regulations – checking that tenants have access to escape routes at all times
- Arranging an annual maintenance check of gas pipe work, appliances and flues if the property is connected to a mains gas supply
- Keeping gas safety inspection records for at least 2 years and giving copies of the record to existing tenants
- Providing the tenant with an Energy Performance Certificate
- Protecting a tenants deposit in an authorised tenancy deposit protection scheme
- Providing contact details – a landlord must give the tenant their name and a UK contact address.

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Landlord

Tenant

