

LANDLORDS RENTAL CHARTER



The Hammersmith & Fulham Council values the private rented sector and it's important role in providing decent, warm, safe homes. We believe that working together with landlords we can improve the choice for borough residents and landlords alike.

LANDLORD / AGENT COMMITMENT I will-

- Advertise my property honestly and in accordance with the law
- Be clear about all fees that tenants will have to pay
- Provide tenants with a clear written tenancy agreement and agree an inventory
- Ensure any deposit is kept safe and released in accordance with the law
- Provide safe, warm and energy efficient homes that meet minimum standards (Appendix 1)
- Provide an Energy Performance Certificate (EPC) and, if there is a gas appliance, a current Landlord's Gas Safety Record
- Provide tenants with contact details, including a telephone number they can use in case of an emergency
- Be proactive in maintaining my property to keep it safe and in good repair
- Let my tenants know how they can report repairs and respond promptly
- Provide my tenants with a clear means of making and fairly dealing with complaints
- Respect my tenant's privacy and give advance notice of visits
- Ensure tenants are aware of the standards of behaviour they should follow and how they will be dealt with if they fail to meet such standards
- Ensure tenants place their rubbish out on the right day for collection
- Provide clear instructions on what they should do at the end of a tenancy
- Keep up to date with the law on housing
- Provide security of tenure
- Provide a copy of landlord's Insurance
- Protect tenants harassment or illegal eviction
- Meet best practice on Living Rents
- Letting and property management agents must join a tenant's redress scheme

Hammersmith & Fulham Council

Landlord(s)/Agent

Signature:

Signature:

Date:

Expiry date

Appendix 1: Minimum Accommodation Standards

Hammersmith & Fulham Council expect all privately rented accommodation in the borough to be safe, free from hazards and in good repair.

The following are minimum standards which privately rented properties should meet. Landlords letting Houses in Multiple Occupation must comply with the borough's standards:

[Hammersmith & Fulham HMO standards \(pdf\)](#)

Security

- Access doors to premises must have suitable locks and windows in accessible locations must be provided with suitable window locks.

Condensation - Control & Prevention

- Adequate permanent ventilation must be provided to all habitable rooms. In particular, fixed mechanical ventilation is to be provided to kitchens and bathrooms.
- If condensation is a result of cold bridging, effective insulation must be installed in addition to the provision of adequate ventilation and efficient heating.

Damp

- The building must be free from damp.

Heating & Thermal Comfort

- An efficient heating system which is affordable to run, controllable by the tenant and available at all times, must be provided. The space heating must be fixed – portable, plug-in appliances are not acceptable. The system must be capable of efficiently maintaining 21oC in living areas and 18°C in sleeping rooms when the outside temperature is -1oC. In most cases, a suitable heating system will comprise full gas central heating which is modern (under 12 years old) and programmable, with Thermostatic Radiator Valves (TRVs).
- Where there is a loft present, a minimum of 200mm loft insulation is required. If new loft insulation is required, a thickness of 270 mm is required to meet current Building Regulations.

Windows

- Windows must be in good working order and open and shut properly.
- Single glazed windows must have suitable and effective draught proofing.
- Restrictors to be fitted to all windows above ground level to restrict opening to 100mm.
- Low level glazing (within 800mm of floor level) must be impact resistant.

Kitchen, Bathroom and WC Facilities

- All cooking units and sanitary facilities and appliances must be in reasonable repair and good working order.

Staircases and Balconies

- Steps and stairs must have level, even treads and provide adequate friction.
- All staircases must have suitable handrails at the height of 900-1000mm.
- and landings with a drop of 600mm or more must have guarding with maximum opening of 100mm and designed to prevent climbing. The height of the guarding shall be 900mm.
- Balconies must be properly constructed and guarded. The guarding must have maximum openings of 100mm and designed to prevent climbing. The height of the guarding shall be 1100mm.

Gas and Electric

- A gas safety certificate must be provided annually by GAS SAFE engineer – legal requirement

- A check of the electrical installation should be carried out every 5 years and interim checks carried out on an annual basis and/or at a change of tenancy. An electrical test certificate must be provided by a competent person e.g. NAPIT or NICEIC.
- Sufficient electrical sockets must be provided to prevent the inappropriate use of extension leads and avoid overload (see Fire Safety).

Rubbish

- Provide adequate storage for rubbish for the number of tenants or pay for additional collections
- Make sure tenants know what day to put the rubbish out for collection

Fire Safety

- Shared flats/houses and bedsits in converted houses must conform to certain standards of fire protection. Such premises are classified as 'Houses in Multiple Occupation' (HMOs). These are defined as premises occupied by persons who do not form a single household'. If the premises is an HMO there must be adequate provision for means of escape in case of fire. (See website link at the end of this guidance).
- As a minimum in rented properties, the following requirements for fire apply:
- Mains wired smoke detectors must be fitted to the ceiling of the dwelling hallway/landings (one per floor, interlinked). In some properties, including converted buildings and HMOs, a more comprehensive fire detection system may be required.
- Flat entrance doors (within converted properties) must be of half hour fire resistant construction and fitted with suitable self-closing devices.
- All kitchens must have close fitting doors and in HMOs these must be fire resistant.
- Key only operated mortice lock to flats, houses and HMOs are not acceptable as they compromise escape in case of fire. As an alternative, locks with an internal thumb turn are acceptable.
- All kitchens must be provided with suitably fixed fire blankets conforming to BS 1869:1997
- All fire escape routes and communal areas must be kept free of obstructions.

Lighting

- The dwelling should have adequate natural and artificial lighting in all habitable rooms and adequate artificial lighting to all other such as circulation areas, bathroom and kitchens.

Crowding & Space in Dwellings (Non HMOs)

- Depending on gender mix, a one household/family dwelling comprising one bedroom is suitable for up to two people regardless of age, two bedrooms for up to four people, three for up to six people and four for up to seven people.

Crowding & Space in HMOs

- For space standards in HMOs, please refer to [Hammersmith & Fulham HMO standards \(pdf\)](#)

Pests and Vermin

- Landlords (not the tenants) are responsible for eradicating pest/vermin infestations in properties they rent, including mice, rats, bedbugs and cockroaches. Any infestation must be properly treated and any gaps/holes which allow the ingress of vermin must be filled.

Asbestos

- Landlords have a legal responsibility to manage risks associated with any asbestos present in rental properties. Where a problem of asbestos is identified or suspected, the landlord must seek specialist advice from an asbestos surveyor or a licensed contractor