

## **LANDLORDS CHARTER**

**Swindon Borough Council expects landlords or property managers to comply with the following requirements:**

- To observe confidentiality of all clients, and to observe Swindon Borough Council's Equal Opportunities Policy Statement.
- To be courteous and polite to all clients.
- Provide a 6-month Shorthold Assured Tenancy agreement with a view to a longer term of tenancy if required.
- Supply an up to date, comprehensive inventory to tenant at time of sign up, and a copy of the inventory to Homeless Section within 7 working days of sign up.
- Complete a self-certification form for properties built after 1950, prior to the tenants' occupation.
- Ensure an up to date gas certificate from a Corgi registered installer covers gas appliances, this needs to be given to Homelessness Section prior to occupation.
- Co-operate with Swindon Borough Council Residential Services department, for inspection of properties built before 1950.
- Provide smoke alarms in property, in working condition as per supplier's guidelines.
- Provide clean, good quality accommodation in acceptable decorative order.
- Provide a good standard of floor coverings, and clean curtains or blinds.
- Inspect the property on a regular basis (giving the tenant 48 hours written notice) i.e. after one month, after three months, after six months and at three monthly intervals thereafter.
- Organise repair work promptly - provide tenant with a contact telephone number for any emergency.
- Report any other problems to the Accommodation/Finance Officer at Swindon Borough Council within office hours, Telephone No: 01793 464405.

- If properties are used by Homeless Section as temporary accommodation, landlords are required to serve Notice of Seeking Possession promptly and at the correct date if requested by the Tenancy Relations Officer of the Homeless Section.
- Take appropriate legal action to remove tenants if all other options have been exhausted.
- Purchase adequate buildings insurance cover.
- At the landlord's discretion, purchase insurance for carpets and curtains.
- Advise of any rent increase in writing and only after a reasonable period of time, e.g. 12 months.

**If the above requirements are not met, this could result in payment of invoices being delayed.**