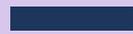
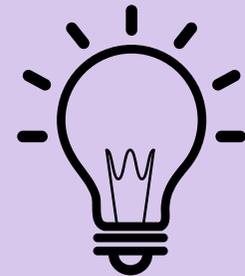
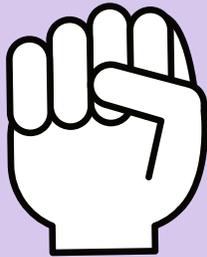


KNOW YOUR RIGHTS



A GUIDE TO YOUR RIGHTS AS A TENANT IN SCOTLAND





FIRST TIME RENTERS

NEED TO KNOW



References:

You might need to provide some from previous residencies



Guarantors:

You may need to provide one if you have no references, low income or bad credit. They act as your guarantee and are responsible for any areas or charges if you do not pay them



Fees:

Your landlord/letting agent cannot ask you for more than your first months rent and deposit



TENANCY AGREEMENTS

YOUR LEASE



Your tenancy agreement is open ended, your landlord cannot give you a date by which you have to leave



You should receive a written tenancy agreement. If your landlord does not offer one, ask for this document



Your Rights:

If there are parts of your tenancy agreement that you do not understand, find someone who can explain it to you. This could be a trusted family member or someone at citizens advice or another organisation

THE DETAILS



Ending Your Lease:

Your tenancy agreement will tell you how much notice to give your landlord. It is usually 28 days



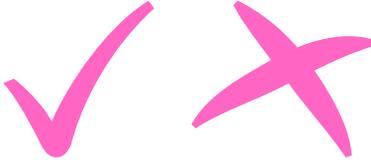
Payment:

It will tell you how much your rent is and how your landlord wishes to receive it. It is legal to pay in cash, but ask for a receipt every time



Responsibilities:

Your lease tells you what bills you are responsible for, for example gas, electricity and council tax. It lays out what your landlord is responsible for as well.



LIVING STANDARDS

NEED TO KNOW



Tolerable Standard:

- Proper ventilation
- Natural light
- Heating or thermal insulation
- Electrical supply must meet safety regulations
- Hot and cold water



Intolerable Standard:

- Mould
- Dampness
- High levels of condensation
- Structural instabilities
- Inadequate drainage



Your Rights:

Your landlord must ensure your home meets the tolerable living standards



PRIVACY AND COMMUNICATION

NEED TO KNOW



Contact:

Your landlord must give you a 48 hour notice to enter your home, or have a repairman or someone else enter your home



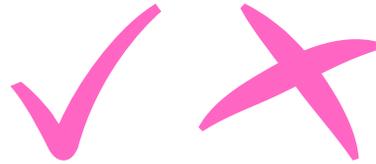
Getting in Touch:

Your lease will tell you how to contact your landlord, this could be phone, email or post. You should expect them to reply in a reasonable time frame



Your Rights:

If your landlord wishes to visit your home at a time unsuitable for you, you have the right to refuse entry- however, this may delay your repairs



ACCESSIBLE HOMES

NEED TO KNOW



Reasonable Accommodation:

Your landlord has to accommodate you, this may include providing wheelchair ramps, accessible furnishings, tenancy agreements in large print or Easy Read



Service Dogs:

Your landlord cannot evict you because of your service dog, or deny your application because of a no pets clause. UK law only recognises dogs as service animals



Your Rights:

It is illegal for your landlord or letting agent to discriminate against you because of a physical or intellectual disability



FURNISHINGS AND REPAIRS

NEED TO KNOW



Your Landlord's Responsibility:

- Major repairs to your home and furnishings which came with the flat
- Repairing wear and tear
- Ensuring exteriors are in reasonable conditions
- Gas equipment being inspected and registered by a gas engineer
- Installing smoke detectors



Your Responsibility:

- Reporting any damage to the landlord as soon as possible
- Regular garden maintenance
- Repairs regarding decorations
- General cleanliness
- Minor maintenance



Your Rights:

- Your landlord cannot make you pay for major repairs to your home, even if they have added a clause to your agreement



MOVING OUT

DEPOSITS



Legal Charges:

- Charges for cleaning and repairs can be deducted from your deposit
- You only have to return the flat in the same condition as it was at the start – taking general wear and tear into account



Illegal Charges:

- Deductions should not be enacted for minor damage expected from normal use, or to fully replace items that are coming to the end of their natural life



Settling Disputes:

- All disputes can be settled by an adjudicator from your deposit scheme
- All three parties have to agree on the deductions before the money is released

FINDING A NEW FLAT



Where to Look:

- Property listings are usually online through website such as: Right Move, Zoopla, Gum Tree, Lettingweb, etc.
- Applications for council housing are done through local councils



Landlord Checks:

- When you find a flat you should check that the landlord is registered with the local council
- Landlords must provide the properties EPC rating



Your Rights:

- Do not pay any fees outside of rent or the deposit for credit checking, administrative work, etc. these are illegal
- Check that the deposit is secured, inventory taken etc.



THE EVICTION PROCESS

REASONS FOR EVICTION



1. Your landlord may want to sell, refurbish, live in or change the purpose of the property
2. You were housed by your employer and stopped working for them



3. You may have violated your lease
4. Got into consecutive months of rent arrears
5. Committed illegal or anti-social acts in your home



6. Your landlord's registration is revoked
7. Your home loses HMO status
8. Your home becomes overcrowded
9. Your home is repossessed

NEED TO KNOW



Legal:

If your landlord threatens you with eviction, they need a court order and a legal reason to do it



Eviction Hearing:

When you are sent a notice to attend an Eviction Hearing you must go to plead your case. If they rule to evict you, you will be given between 14-84 days notice



Your Rights:

You are entitled to seek legal advice from solicitors, organisations, charities and advocacy workers



WHO TO CONTACT

HELPING MARGINALISED GROUPS:



0131 247 1400
 info@housingoptions.scotland.org.uk

ADVOCACY ORGANISATIONS:



01324 633 321
 info@centraladvocacypartners.org.uk



Scottish Independent Advocacy Alliance

0131 510 9410
 enquiry@siaa.org.uk

HOUSING CHARITIES:



0808 800 4444
 info@shelter.org.uk



0141 427 8200
 info@turningpointscotland.com



0141 353 2220
 home@positiveactionh.org