

Our Tenant Code

Private Lettings Service

We expect our landlords to be high quality and provide you with a great property to make your home. In exchange, we also expect our tenants to comply with our tenant code.

By following the simple steps below, we can ensure that your tenancy is managed correctly and any issues are fixed before they get the chance to become problems.

When you move in:

- *Tenancy terms* – knowing the terms of your tenancy (fixed term, notice to quit, pets).
- *Utilities and bills* – notify suppliers and set up your accounts, including council tax.
- *Insurance* – we recommend you buy contents insurance to protect your belongings.
- *Wise up* – spend 20 minutes reading the information and getting to know the area.

During your tenancy:

- *Treat it as your home* – damage will need to be rectified and gardens need to be maintained. You need to make sure the property is returned the same way you find it.
- *Pay your rent on time* – if for any reason you struggle to make a payment, please contact us. We can work together on putting a plan in place.
- *Maintenance* – report issues, however big or small, to either us or your landlord. Something that may seem small could cause larger repair later down the line.
- *Neighbourhood issues* – report anything of concern to us. We will work with you to resolve any disputes or complaints.
- *Change of circumstances* – if you have any changes, please let us know.
- *Decoration* – if you would like to change any décor in the property, we ask that you contact us for approval or inform us if it has been approved prior.
- *Visitors* – they are your responsibility, it's in your interest to make sure they respect your home.

Ending your tenancy:

- *End of fixed term* – on approach of the end of your fixed term, your tenancy either rolls onto a monthly rolling or an extension. Please be available for negotiations.
- *Ending your tenancy* – first check your notice period on your tenancy agreement and then send an email telling us you wish to vacate and the date you intend to return the keys.
- *Landlord eviction* – occasionally landlords need to regain possession. We will give you support throughout the process, so please read any information you are given.

Please ASK – if you have questions or are unsure at any point, please get in touch.

Contact us...

by telephone: 0300 300 8600

by email: lettings@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk