

This guide sets out your key rights as a tenant and the responsibilities we each have in making sure your home is safe, well-managed, and somewhere you feel proud to live. It brings together our landlord duties, your protections under the law and regulations, and how we work together as partners in your tenancy.

Your rights

You have the right to:

1. A safe, well-maintained home.

We must meet the **Decent Homes Standard** and ensure your home is free from serious hazards under the **Landlord and Tenant Act 1985**, **Homes (Fitness for Human Habitation) Act 2018**, and **Awaab's Law**.

2. Health and safety protections

We are legally required to:

- Carry out **annual gas safety checks** and provide the certificate within 28 days of the check or provide the certificate before you move in, if you're a new tenant. (Gas Safety (Installation and Use) Regulations 1998).
- Complete **5-year electrical safety inspections** – currently voluntary but becoming mandatory under new government regulations from November 2025 (new tenancies) and May 2026 (existing tenancies). The new regulations will also mean we must complete high-priority remedial actions (C1, C2, F1) following any electrical safety inspection and provide the certificate within 28 days.
- Conduct **fire risk assessments** in all communal areas under the Regulatory Reform (Fire Safety) Order 2005 – reviewed annually. Act promptly on any remedial actions identified through assessments.
- Inspect individual **apartment entrance doors** annually if opening onto a communal escape route.
- Install and check **smoke, heat and carbon monoxide alarms** under the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Complete **legionella risk assessments** following Health and Safety Executive Approved Code of Practice L8 – including arrangements for regular flushing/temperate checks.
- Complete regular **asbestos management checks** (only Almond House).
- Complete 6-monthly **lift inspections** under LOLER (Lifting Operations and Lifting Equipment Regulations 1998).

We also complete a **Person-Centred Risk Assessment** with each resident to help identify any specific safety risks based on their individual needs, health, or living arrangements.

3. Fair and respectful treatment

You can expect:

- To be treated with respect and kindness by our staff and contractors.
- To have your concerns taken seriously.
- Not to be discriminated against in line with the Equality Act 2010.

4. Transparent communication and accountability

You will receive:

- Clear information about rent, service charges, repairs and safety checks.
- 28 days' notice of rent increases (Housing Act 1988).
- Be consulted on major changes.
- Easy to access information about your rights and responsibilities.
- Advance notice before we enter your home (minimum 24 hours' notice, unless an emergency).

5. Right to complain and be heard

We must comply with the **Housing Ombudsman Complaint Handling Code** and publish an annual Complaint Handling and Service Improvement Report. You have the right to:

- A two-stage complaint process.
- Escalation to the Housing Ombudsman.
- Be supported by an advocate.

6. Support and inclusion

If you have a disability or additional need, we will:

- Make any reasonable adjustments you need to how we communicate or deliver services to you.
- Work with occupational therapists to approve adaptations that help you live independently.
- Refer you to the council to apply for a Disabled Facilities Grant where applicable.

7. Right to Privacy and Data Protection

We are committed to protecting your personal information and handling it responsibly.

- We comply with the **UK General Data Protection Regulation (GDPR)** and **Data Protection Act 2018**.
- You have the right to access your data, request corrections, and understand how it is used.
- We publish a general **Privacy Notice** and a **CCTV Privacy Notice** (where applicable).
- For each new letting, we complete a CORE form and share the **CORE Privacy Notice**.
- Your information is only shared with trusted partners for lawful reasons, such as safeguarding or housing support. We never sell your data.

8. Safeguarding and the Care Act

We have a responsibility under the **Care Act 2014** to:

- Report safeguarding concerns.
- Work in partnership with social care and safeguarding boards.

We take a victim-led approach to safeguarding, listening, empowering and acting with care and confidentiality.

9. Appeal decisions that affect you

You have the right to:

- Challenge or appeal decisions that affect your tenancy, housing, or services.

2.0 Your responsibilities

We ask all tenants to:

1. Pay your rent and service charges on time.

If you're struggling, contact us as early as possible – we're here to help.

2. Take care of your home

Keep your home clean and in reasonable condition. Report repairs promptly. Let us know if you plan to be away from home for more than 28 days.

3. Request permission before making changes

For example, before:

- Redecorating.
- Installing a TV bracket.
- Changing a light fitting.

4. Allow access for safety checks and repairs

This includes:

- Annual gas safety inspection (if applicable).
- Fire door checks (including your front door if you live in an apartment and it opens into a communal corridor).
- Smoke/heat detector checks.
- Water temperature checks.
- Personal safety assessments completed by our housing and support team.

5. Use communal areas safely

Don't block corridors or fire exits or store scooters or belongings in communal areas. Be mindful of others.

6. Behave respectfully

Anti-social behaviour will not be tolerated. Respect staff and neighbours and report any incidents.

7. Give at least four weeks' notice, in the prescribed form if ending your tenancy

Ensure the property is empty, clean, and keys are returned. Pay any outstanding charges.

8. Keep us informed

Let us know if:

- Your contact details change.
- Someone moves in or out.
- Your health needs change, particularly if this means you will have difficulty evacuating your home in an emergency.

3.0 Where you can find more information

Tenant Handbook – Comprehensive guide to living in your home.

Tenancy Contract Pack – provided through stages of the pre-tenancy service.

Website - www.lacehousing.org for factsheets, contact details and service updates.

Factsheets – a range of factsheets and service standards are attached to relevant letters and available on our website. We can send these to you if required.

4.0 Contact us

We're here to help. If you need support, have a question, or want to raise a concern.

- Phone:
- Email:
- Website
- In person at one of our extra care schemes.

We can provide any part of this guide in large print, easy-read, or translated formats – just ask.