

Renting a property from a private landlord

Durham County Council's Housing Solutions provide practical help and support for people with tenancy issues.

Your landlord MUST:

- Secure any cash deposits in a Government backed scheme
- Provide you with a copy Energy Performance Certificate
- Carry out an annual gas safety check on your home and provide you with a Gas Safety Certificate
- Make sure you have working smoke detectors at the start of your tenancy
- Carry out repairs in a timely manner
- Issue legal notices if they wish to increase your rent

Your landlord MUST NOT:

- Let themselves into your home without your permission, or a court order (except in an emergency)
- Rent out properties that could injure or harm you or your visitors
- Open your post
- Take your bank cards or withdraw your cash
- Discuss your rental account with anyone other than you or your guarantor



If you're having trouble, we may be able to advise or put you in touch with other agencies that can help. We may even be able to find you alternative accommodation if required.

All reports will be treated in confidence.

Contact our Housing Advice Line on 03000 268 000 or privatesectorhousing@durham.gov.uk

If you are concerned about a vulnerable adult who is at risk of neglect or abuse and lives in County Durham, call Social Care Direct on **03000 267 979**.

If you are concerned that an adult is being neglected or abused call:



Social Care Direct
03000 26 79 79



County Durham
SAFEGUARDING ADULTS
INTER-AGENCY PARTNERSHIP

www.safeguardingdurhamadults.info

Working with The Safe Durham Partnership *Altogether safer*