

Basic rights for private rental sector tenants

This fact sheet gives you some information about your rights as a tenant of a private landlord. This factsheet is created by TPAS Cymru in partnership with 6 Local Authorities. (Conwy, Denbighshire, Flintshire, Ynys Mon, Wrexham and Gwynedd).

We have created this factsheet after tenant requests for a factsheet covering basic rights for PRS tenant.

Here are some basic rights all private rental tenants have:

- All private tenants should be given a written Occupation Contract from their landlord by June 2023. This Contract can be a printout or sent online. This written Contract will tell you about your rights and responsibilities, and what the landlord can and can't do. You should sign the contract if you're happy with everything in it.
- If you haven't had an Occupation Contract from your landlord you should contact your Local Council for further information.
- Landlords must make sure your home is fit to live in e.g. have a smoke alarm fitted; that the electricity is safe.
- If your landlord wants you to leave their property they must give you a written notice to do so.
- Your Landlord cannot ask you leave just because you have complained that your home is in a poor state of repair. You must report repairs to your landlord.

For further information on a landlord's responsibility to ensure a home is 'fit for purpose,' please see the following information from the Welsh Government:

<https://www.gov.wales/fitness-homes-human-habitation-guidance-landlords-html>

Further information on your rights as a tenant under the new Renting Homes Act is available on the Welsh Government's Renting Homes' webpages (www.gov.wales/rentinghomes) or contact your landlord for more information.



The link to the Easy-Read version of your rights can be found here -
<https://www.gov.wales/sites/default/files/publications/2022-02/tenants-housing-law-changing-easy-read.pdf>



This document should have been given to you by your landlord at the start of your tenancy. It provides an overview of your rights and responsibilities as a tenant in Wales. You can read it online here -

https://rentsmart.gov.wales/Uploads/Downloads/00/00/01/84/DownloadFile_EN_FILE/TenantsGuideEN_06.23.pdf



This 'Tenant Checklist' provides a good checklist for tenants to go through.

You can view the checklist here - <https://bit.ly/40UBnch>

Rent Smart Wales Tenant Checklist

Organisations that can help Private Tenants

Did you know that there are people working in your local County Council (Local Authority) who can support you and give you advice if you are a private tenant? They want to hear from private tenants. Here are telephone numbers for the County Councils (Local Authorities) in North Wales:

- Flintshire: 01352 703777
- Conwy: (Current Number) 0300 124 0050 / (Number from December 2023) 0300 456 9545
- Denbighshire: 01824 708367
- Ynys Mon: 01248 752217
- Wrexham: 01978 292000
- Gwynedd: 01766 771000 (Ask for the Private Sector Housing team)

Here is some contact information of organisations who can give advice and information to tenants who rent from a private landlord:



Shelter Cymru:

Website <https://sheltercymru.org.uk/get-help/>

Urgent helpline: [08000 495 495](tel:08000495495) (Open 9am-4pm, Monday to Friday)

Webchat: <https://sheltercymru.org.uk/housing-advice/webchat/>

Local Citizens Advice

Offer benefits and debt advice, mainly telephone-based, sometimes casework support: but are currently very busy. You will need to contact the Citizens Advice in your own area.

Website: <https://bit.ly/2FIpoZ7>



Local Citizens Advice

cyngor ar
bopeth

citizens
advice

Telephone:

- 0808 278 7923 - Flintshire
- 0808 278 7933 - Denbighshire
- 0808 278 7922 - Gwynedd
- 0808 278 7932 - Ynys Môn/Anglesey
- 0300 330 1178 - Wrexham
- 01745 828705 - Conwy

Email:

- rhyl@dcab.co.uk
- denbigh@dcab.co.uk
- advicecyngor@caconwy.org.uk
- AngleseyCA@gmail.com



Rent Smart Wales

Private Landlords in Wales must be registered with Rent Smart Wales (RSW). RSW supports landlords or letting agents to comply with housing laws and policies. You can ensure your landlord is registered as a landlord and learn more about your rights and obligations as tenants through the RSW website.

Website: <https://rentsmart.gov.wales/en/tenant/>

Phone: 03000 133344