



Rent With Confidence Scheme

**What to expect from RRWC
Members**



Contents

What to expect from RRWC Members	3
Detailed Property Criteria	
Very good decorative repair and modernised	4
Decent Homes Standard	4
Energy Performance	4
Fire Safety	4
Refuse provisions	4
Hazards and Repairs	5
Furnishings and Appliances	5
Detailed Landlord Criteria	
Landlord Accreditation/Association	6
Property Checks	6
Repair Response Times	6
Right to Rent Checks	6
How to Rent Guide	6
Landlord Insurance	6
Good Character of Landlord	7
HMO Management Regulations	7
Consumer Protection Regulations	7
Manager and/or Owner Details	7
Detailed Management Criteria	
Long-Term Tenancy Agreements	8
Rent Increase	8
Tenancy Agreements	8
Tenant's applications	8
Gas and Electrical Safety	8
Inventory	8
Rent / Deposit Payments	9
Tenancy Deposit	9



What to expect from RRWC Members

RRWC provides you with available accommodation to rent in Reading which have been accredited by Reading Borough Council as providing good quality accommodation and management services.

By choosing to rent accommodation that is accredited by RRWC you can be assured that our members have all made a commitment to providing with good quality accommodation, service and managing your tenancy in a fair, honest, and legal manner as a priority. This guide explains the scheme criteria that our members have to meet before they are accepted onto the scheme and maintain throughout their membership.

We welcome your view about our members and would ask that you provide us with any feedback about the service you have received, good or bad.

We appreciate that very occasionally things may go wrong, and your experience may give rise to a complaint. You should first look to resolve any issues with our member directly, however, when communication between the two parties has broken down, landlords, managing agents and tenants of a property accredited on the RRWC Scheme can come directly back to us for advice and, potentially, informal mediation. All parties will have to demonstrate that they have exhausted all reasonable steps to resolve the matter before raising it through RRWC. Please note any advice we provide is intended as guidance only to attempt to assist in resolving a dispute amicably, only the courts can give an authoritative interpretation of the law.

RRWC is not an alternative dispute resolution approved body and we do not offer alternative dispute resolution (ADR). If you are interested in alternative dispute resolution, you can find an appropriate ADR approved body via the Chartered Trading Standards Institute website: <https://www.tradingstandards.uk/consumer-help/adr-approved-bodies/>

Further Advice

Individual civil advice about your tenancy may be available from Reading Citizens Advice Bureau: <https://rcab.org.uk/> - or Shelter: https://england.shelter.org.uk/housing_advice

Our members are accredited to a landlord association, you can find out more information about the services and support available to you from the association website to whom your landlord belongs:

[National Residential Landlord Association](#)

[British Landlords Association](#)

[Guild of Residential Landlords](#)



Detailed Criteria

Detailed Property Criteria:

Very good decorative repair and modernised

Landlords are required to ensure that their properties are in very good decorative repair throughout and have been modernised to a high standard.

Decent Homes Standard

Properties have to meet criterion [C and D of the Decent Homes Standard](#).

Energy Performance

Energy Performance Certificate (EPC) minimum standard of 'E for all properties and certificate provided to tenant at the beginning of their tenancy (The Energy Performance of Buildings (Certificates and Inspections) Regulations 2007) and to Reading Borough Council on request.

Fire Safety

All fire/heat/carbon monoxide alarms to be fitted and checked annually. You will be required to self-verify that the fire safety checks have been carried out.

Refuse provisions

- a. There should be adequate provisions for the storage of refuse and these areas should be kept in a clean and tidy condition. This does include providing an adequate supply of bins for both refuse and recycling that satisfy the requirements of each household.
- b. Waste and recycling information should be shared with all tenants. This includes providing information on which items are accepted in the current local authority recycling scheme, where the nearest bring bank is located and waste collection days.
- c. Any waste receptacles that are collected by the local authority should be clearly labelled with house and/or flat numbers. Recycling bins should also be stickered with relevant recycling information.

Hazards and Repairs

Properties are to be free of Category 1 and high Category 2 hazards as set out in the Housing Act 2004. We (Reading Borough Council) will use the HHSRS (Housing Health and Safety Rating System) to assess if a property contains a Category 1 or high Category 2 hazard.

Furnishings and Appliances

Landlords are required to ensure that all furnishings and appliances that they have provided to tenants are in good condition and proper working order.



Detailed Landlord Criteria:

Landlord Accreditation/Association

Landlords and managing agents are required to be members of an accreditation scheme e.g. National Residential Landlords Association (NRLA), or any other landlord association scheme.

Property Checks

Complete inspections of property conditions and keep a written record of the checks carried out for all properties. The recommended minimum is to check a property on 3rd month and the 9th month of the tenancy for a 12 month tenancy. (For longer or shorter tenancies, the frequency of inspections will alter depending on the length of the tenancy e.g. 6 month tenancy, inspect at 12 weeks).

The Council reserves the right to request copies of the inspection reports.

Repair Response Times

Adhere to target response times - emergency works to be responded to within 24 hours. Emergencies include (but are not limited to); no running water, no hot water, blocked drains, collapsed ceilings, fire, flooding, gas leak.

Respond to all other requests within 5 working days and aim to resolve emergencies within 3 days and non-emergencies within 28 days where possible.

Right to Rent Checks

Prior to letting property landlords or their agents must check prospective tenant has the right to stay in the UK.

A landlord or its agent must comply with the “Right to Rent” checks found at: www.gov.uk/rightto-rent-checks.

How to Rent Guide

At the outset of each tenancy, including renewals, the ‘How to Rent’ guide must be provided to all tenants. For more information: <https://www.gov.uk/government/publications/how-to-rent>

Landlord Insurance

The landlord must have the required landlord insurance in place - adequate insurance including public liability insurance/ landlord insurance (minimum 5 million pounds) and building insurance for full reinstatement value for a wide range of perils.

Good Character of Landlord

In order to become a member of the RRWC Scheme, landlords must sign a declaration stating they are a fit and proper person;

The landlord must not:

- Have any conviction for illegal eviction or harassment of tenants in the last 7 years.
- Have any conviction for violence towards any persons in the last 7 years.
- Have any conviction for mortgage, Housing Benefit or Council Tax fraud or breach of grant conditions within the last 3 years.
- Fail to comply with any statutory notice or Housing in Multiple Occupation requirements resulting in prosecution or works being carried out in default in the last 3 years.
- Breach any laws relating to housing, public health or environmental health which would indicate the unsuitability of the applicant under the scheme.
- Have any conviction for non-compliance of a Planning Enforcement Notice relating to a residential property within the last 3 years.
- Unlawfully discriminate on the grounds of sex, colour, race, ethnic or national origins or disability.
- Have any convictions which would indicate the unsuitability of the landlord under the scheme.

HMO Management Regulations

All HMO properties should comply with the HMO Management Regulations. You should already be aware of these but if you require further information then take a look at the following link - <https://www.reading.gov.uk/housing/private-renting/houses-in-multiple-occupation-hmos/>

Consumer Protection Regulations

All landlords must comply with the Consumer Protection Regulations (CPR's). You can find out further information regarding these here: [CPR Quick Guide](#)

Manager and/or Owner Details

The landlord must supply their or their agent's contact details to each new tenant.



Detailed Management Criteria:

Long-Term Tenancy Agreements

Agree to provide long-term tenancy agreements to those tenants who request it; subject to the prospective tenants being suitable and where a property is available (e.g. 2 year tenancy). Tenants who are suitable would be those who pass the affordability and reference tests carried out by landlords, letting and management agents.

Please note that if your landlord wants to increase the rent within the fixed term period then the tenancy agreement must contain a rent review clause. Rent review clauses which propose a large rent increase or are too vague should be avoided as there are likely to be viewed as an unfair term. It should be clearly set out at the point of signing a tenancy agreement what any rent increase would be.

Rent Increase

There is to be no rental increase within a fixed-term tenancy of 12 months or less.

Tenancy Agreements

Supply a written tenancy agreement to every new tenant at the beginning of their tenancy, detailing the terms and conditions of their tenancy.

Tenant's applications

The landlord must consider all tenants applications prior to completing a financial affordability procedure.

Gas and Electrical Safety

Annual gas safety checks to be undertaken by a gas safe registered installer (Gas Safety (Installation and Use) Regulations 1994 and certificates to be provided to tenants and Reading Borough Council on request.

Electrical checks and certificates to be provided to Reading Borough Council every 5 years and carried out by a member of the NICEIC, ELECSA, NAPIT, BSI or BRE competent persons scheme under Part P.

Inventory

Provide a written and recorded inventory for both check-in and check-out to tenants.

Rent / Deposit Payments

Will only charge tenants a deposit up to a maximum of five weeks in accordance with the Tenant Fees Act 2019.

Tenancy Deposit

Landlords or their agents must ensure that all new tenancy deposits are protected in one of the statutory tenancy deposit protection schemes within 30 days of receiving the deposit. Within the same 30 day time limit, the landlord or its agent must provide the tenant, or any other third party that has paid the deposit on the tenant's behalf, with the Prescribed Information about the deposit where it has been lodged together with a copy of the certificate/receipt of Deposit Protection. The Prescribed Information about the deposit must be re-served on the tenant or relevant third party where a new tenancy is created. For further information, please see: <https://www.gov.uk/tenancy-deposit-protection>.