Private Renting Tenant Guide





# Renting Privately in Guildford and surrounding areas

Finding affordable rented properties in the Guildford area can be difficult, but it is not impossible. The following information will help you find potential properties. You might find somewhere immediately; equally you may also have to make a lot of calls, so be prepared and be persistent.

You will generally find rents are lower in surrounding areas such as Aldershot, Ash and Woking. However, please be aware that moving outside the Guildford Borough area *may* affect your housing application. Please talk to the Council’s Housing Advice team before committing yourself to a property.

## Letting Agents vs. Private Landlords

How you find your property will depend upon both availability and your circumstances. These are the major differences between using a letting agency and dealing directly with a landlord:

## Letting Agents

* will require you to have a guarantor (in most cases)
* will ask you to pay a holding fee, equivalent to one weeks rent) before referencing takes place - please be aware that this may not be returned if you do not proceed with the let
* will require a deposit of 5 weeks rent.
* will require the balance of one month’s rent before the tenancy starts.

## Private Landlords

* + will not normally require a guarantor
	+ may ask for a holding fee equivalent to one weeks rent
	+ will usually require a deposit of 5 weeks rent
	+ will require the balance of one month’s rent before the tenancy starts.

## What is a guarantor?

A guarantor is somebody who will sign your tenancy agreement guaranteeing that you will pay your rent. They will normally be credit referenced before they are accepted as your guarantor. They will need to earn 30 to 36 times the monthly rent per year and may need to be a homeowner. Please check with the agent what their requirements are.

# Can I afford it?

## Set up costs

* if letting with an agent you will need to pay the equivalent of one weeks rent as a holding fee
* you will have to pay a deposit of usually five weeks rent (please also see ‘Tenancy Deposit Protection’)
* before the tenancy starts you will need to pay the balance of the first month’s rent.

## Other costs that you will need to consider

* will you need a van to move your furniture?
* do you need to buy any additional furniture or white goods?
* you will have to pay for utilities (gas, electric, water rates)
* you will have to pay for a television license
* you will have to pay council tax (there may be some assistance towards this if your income fulfils the requirements).

## It is important not to pay a holding fee until you are sure you want to take the property and you know you can afford the rent. If you change your mind, you could lose your holding deposit.

Once you pay a holding deposit the letting agent will stop advertising the property to other people.

# Tenancy Deposits

## What is a tenancy deposit scheme?

From 6 April 2007, all deposits taken by landlords under Assured Shorthold Tenancies (ASTs) in England and Wales must be protected by a tenancy deposit protection scheme. Landlords must not take a deposit unless it is dealt with under a tenancy deposit scheme. To avoid disputes going to court, each scheme is supported by an alternative dispute resolution service (ADR).

## Before paying a deposit:

* always make sure you, or a reliable contact, has viewed the property with an agent or landlord before agreeing to rent a property
* don’t be rushed or pressured into making a decision. Only transfer funds when you’re satisfied a genuine property, safety certificates (gas safety and EICR – electrical safety) and valid contract are in place
* only pay for goods or service by bank transfer if you know and trust the person. Payments via bank transfer offer you no protection if you become a victim of fraud
* once you’ve paid your deposit, you can check whether it’s protected by entering your tenancy deposit certificate code on the Tenancy Deposit Scheme website ([www.tenancydepositscheme.com](http://www.tenancydepositscheme.com/)).

## How does Tenancy Deposit Protection work?

Landlords are able to choose between two types of scheme: a custodial scheme and an insurance-based scheme.

## What is the Custodial Scheme?

* the tenant pays the deposit to the landlord
* the landlord then pays the amount of deposit into the scheme. This must be done within 30 days of receiving the deposit
* within 30 days of receiving a deposit, the landlord must give the tenant the prescribed information about the scheme being used. This must be accompanied by the scheme leaflet
* at the end of the tenancy, if the landlord and tenant agree how the deposit should be divided, they will tell the scheme which returns the deposit, divided in the way agreed by both parties
* if there is a dispute, the scheme will hold the amount until the dispute resolution service or courts decide the dispute
* no fee is payable.

## Insurance-based schemes

* the tenant pays the deposit to the landlord
* the landlord retains the deposit and must register it with the scheme within 30 days of receipt and pays a fee to the scheme administrator - the key difference to the custodial scheme
* within 30 days of receiving a deposit, the landlord must give the tenant prescribed information about the scheme being used and the tenancy. This must be accompanied by the scheme leaflet
* at the end of the tenancy, if the landlord and tenant agree how the deposit should be divided, the landlord returns all or some of the deposit
* if there is a dispute, the landlord must hand over the disputed amount to the scheme for safekeeping until the dispute is resolved
* if for any reason the landlord fails to comply, the insurance arrangements will ensure the return of the deposit to the tenant if they are entitled to it.

***Example:*** a tenant pays a deposit of £1000. At the end of the tenancy the landlord says he wishes to keep £200 to pay for replacing damaged furniture. The remaining £800 will be returned to the tenant.

The tenant disagrees, claiming the furniture was damaged when they moved in. Both agree to go to ADR, so the disputed £200 will be transferred to the scheme administrator until the dispute is settled.

## Returning Deposits

In each scheme, the deposit must be returned within 10 days of the landlord and tenant agreeing how the deposit should be divided, or within 10 days following notification of an ADR/court decision.

# Moving Outside Guildford Borough

There is nothing to stop you renting privately outside of Guildford Borough and often rents in the surrounding areas are cheaper. However, you should be aware that it might affect your housing application with Guildford if you

move outside the area, contact the Housing Advice Centre to check if this would apply to you.

If you do find a property outside Guildford Borough and you want assistance with your housing costs you will generally need to claim Universal Credit. In some circumstances, you may need to claim Housing Benefit (this will be dependent on your eligibility) and you will need to contact the local council for the area the property is in.

# Help with paying your rent

If you are on a low income, you may be able to get help with paying your rent from Universal Credit or in some circumstances Housing Benefit.

Please be aware that the ‘housing costs’ element of Universal Credit (or Housing Benefit in some circumstances) is calculated in line with your household income and the area you are looking to rent in. If you wish to know the maximum level of ‘housing costs’ assistance you may be entitled to for the property you are interested in, you can [search for local housing allowance rates.](https://lha-direct.voa.gov.uk/search.aspx)

To apply for housing costs under Universal Credit you will need to go to [gov.uk to apply](https://www.gov.uk/universal-credit/how-to-claim).

You need to apply for Universal Credit online. You may find it helpful to look at the following two YouTube videos before applying as they explain the process well:

* [Full overview of Universal Credit - Youtube](https://www.youtube.com/watch?v=4WgJU8Y_bQg)
* [Making a claim with Universal Credit - Youtube](https://www.youtube.com/watch?v=4jVeWPsCzUI)

The claim process will take about 30 minutes for an individual claim and an hour for a joint claim.

In order to make the claim you will need the following

* an email address (if required, you can sign up for a free one with providers such as [www.outlook.live.com](http://www.outlook.live.com/) or [www.google.com](http://www.google.com/))
* a mobile phone number
* a bank or building society account and the account details
* photo ID
* rent costs (a copy of your tenancy agreement will help you with this)
* details of any wages
* details of people who live with you (e.g., children, partner, parents).

Some households may also be entitled to Local Council Tax Support to help pay their council tax bill. The amount of help you receive will depend upon the size of your household and the amount of income and savings you have. To apply for Local Council Tax Support for a property in the Guildford Borough Council area, please go to [Benefits and grants - Guildford council](https://www.guildford.gov.uk/benefitsandgrants).

## Please be aware that if you are eligible for assistance with your housing costs via Universal Credit, you will still need to apply for Local Council Tax Support separately.

In certain situations, you may still be able to continue to receive Housing Benefit payments. If you move home and are already in receipt of Housing Benefit in the same area, please ensure that you contact the Housing Benefit team to notify them of your change of address. You will need to answer all communication that you receive in relation to your claim promptly as this may affect your entitlement. If you have any questions regarding your claim, please contact the Housing Benefit team on 0330 1230081.

Housing costs under Universal Credit or Housing Benefit does not cover the following

* utility bills, including electricity, gas and water
* meals provided by your landlord
* service charges.

## Local Housing Allowance rates for the Guildford Borough area

(You should be aware that the amount of housing costs assistance you may receive will be dependent on your income and household size)

# Local Housing Allowance Rates

|  |  |  |  |
| --- | --- | --- | --- |
| **Number of rooms** | **Category** | **Weekly max amount Guildford** | **Weekly max amount Blackwater Valley** |
| **Shared accommodation** | **A** | **£112.77pw**£490.01pm | **£86.50pw**£375.86pm |
| **1 bedroom** | **B** | **£195.62pw**£850.02pm | **£161.10pw**£700.02pm |
| **2 bedrooms** | **C** | **£253.15pw**£1100.00pm | **£201.37pw**£875.00pm |
| **3 bedrooms** | **D** | **£316.44pw**£1375.01pm | **£253.15pw**£1100.00pm |
| **4 bedrooms** | **E** | **£414.25pw**£1800.01pm | **£333.70pw**£1450.01pm |

\*These rates apply from April 2022

# Finding private rented properties in Guildford and surrounding areas

## Newspapers:

* Surrey Advertiser *(Guildford and surrounding area)* – Published every Friday
* Aldershot News & Mail – Published on Thursdays

## Websites:

* [www.getsurrey.co.uk](http://www.getsurrey.co.uk/) - Surrey Advertiser website – *either “Property- Renting” or “Classifieds – Property & Rentals (Flats)*
* [www.gethampshire.co.uk](http://www.gethampshire.co.uk/) - Aldershot News and Mail website *(select Homes then Search for Homes to Rent)*
* [www.thisissurreytoday.co.uk](http://www.thisissurreytoday.co.uk/) – Dorking Advertiser *(select Classifieds – Browse the Classifieds - Property)*
* [www.findaproperty.com](http://www.findaproperty.com/) - National property search *(select an area to search and then ‘Rentals’ – searches most letting agents’ properties)*
* [www.rightmove.co.uk](http://www.rightmove.co.uk/) - National property search *(enter a town/area and then ‘To Rent’)*

**Letting Agents:**

* **For a list of local letting agents please see the final page of this tenant’s guide.**

# What do I do when I have found a property?

## Planning a budget

To start with find out how much money you will have to live on (benefits, wages or both). Your essential expenses are likely to include

* rent
* council tax
* gas
* electricity
* water charges (if these are not included in your rent)
* TV licence
* travel costs
* Food
* Cleaning materials
* Household items
* Clothing

There are one-off costs when you move into a new home. You will need furniture, which may include a cooker, a fridge, carpets or other flooring and curtains or blinds. You may want to take time in acquiring these or they may be provided by your landlord. If you are claiming Universal Credit or other benefits, you may be able to get furniture cheaply from a local furniture project, see the useful numbers section for details. It may seem a bit overwhelming budgeting for things you need. However, friends or relatives may be able to pass items on to you.

## Moving Home

On the day you move into your new home you will need to ensure that you make a note of your meter readings. You will then need to phone these readings through to the gas and electric companies who supply your home.

To find out who the current supplier is you can contact the gas and electric enquiry numbers below with your full address including the postcode and they will tell you who your supplier is and give you their telephone number.

Electricity enquiries: **0333 202 2023**

You will also need to contact your water company to tell them you have moved in. If you do not know which water company supplies your property, you can call any of the numbers below and they should be able to advise you who does.

Thames Water (Guildford):

* **0800 980 8800**
* [Thames Water website](https://www.thameswater.co.uk/contact-us)

South East Water (Ash):

* **0333 000 0001**
* [South East Water website](https://www.southeastwater.co.uk/my-account/what-to-do-when-moving-home)

Southern Water (Hampshire):

* **0330 303 0277**
* [Southern Water website](https://www.southernwater.co.uk/moving-house)

If you are claiming or are in receipt of Universal Credit, you must upload your tenancy agreement onto your ‘journal’ if you wish them to consider your housing costs. You may need to go to the Job Centre to do this.

For those claiming Housing Benefit/ Council Tax Support you will need to advise the Council that your property is in that you have moved. Please use the link below if moving to a property in the Guildford Broad Rental Market Area:

[Housing benefit and council tax reduction claim form](https://guildford-online.victoriaforms.com/Viewer-%20VicForms.asp?user=anon&Form=Guildford%20HBLCTS%20Application%20F%20orm%20(1.0).wdf)

Below are the contact numbers for council tax and housing benefit for the local councils

* Guildford Borough Council: **03301 230081**
* Waverley Borough Council: **01483 523596**
* Rushmoor Borough Council: **01252 398912**
* Woking Borough Council: **01483 743852**

If you have a television in your property you will need to buy a license, you can do this via the [TV licensing website](http://www.tvlicensing.co.uk/)

# Tenants Responsibilities during your tenancy

## Not leaving your property empty

This does not mean you cannot go away on holiday, but you should not leave your property empty for long periods. It will usually state in your tenancy agreement how many days you can leave your property empty before you have to tell your landlord.

## Paying your rent on time

Your landlord will usually require that your rent is paid monthly in advance. It should clearly state in your tenancy agreement how much rent you have to pay and when your rent is due. If you do not pay your rent, your landlord is likely to evict you. **Please be aware that even if you receive help with housing costs via Universal Credit or Housing Benefit your rent is your responsibility and you need to ensure your rent is always paid.**

## Taking care of the property

It is your responsibility to take care of the property whilst you have a tenancy, and you must avoid any damage being caused. Your landlord will be responsible for the repair and maintenance of the exterior and structure of the property, as well as the central heating, plumbing and electrical wiring. They are also responsible for meeting the safety standards for gas and electrical installations.

## Before making any alterations (including decorating) to the property you must get permission from your landlord in writing, this can be done via email.

**Other responsibilities**

* complying with your tenancy agreement regarding gardening, pets and parking
* getting rid of all your rubbish, making sure you use the correct bins and storing the bins in the spaces provided
* taking care to look after internal decorations, furniture, white goods and equipment
* reporting any faults, problems or damage immediately to your landlord
* carrying out minor repairs such as changing batteries in smoke detectors and changing light bulbs
* repairing or replacing anything you damage
* allowing air into your home and heating the property adequately
* you or your visitors must not smoke within your property.

## Rent arrears

If you owe rent to the landlord, they may ask you to leave the property. Any rent owed at the end of the tenancy may be deducted from any deposit they hold. If you owe more than the deposit, the landlord may take you to court to get the monies back. If this occurs, in most cases the court will award the court costs against you, which will mean you have more debt.

## Damp and mould

Damp can cause mould on walls and furniture and make timber window frames rot. It can also increase the risk of ill health for occupiers.

Damp can be caused by condensation. Normal daily activities will create moisture in the air, even if you cannot see it. Cold air turns this moisture into tiny drops of water.

Condensation occurs mainly during cold weather and can often be seen in corners, near windows or behind wardrobes or cupboards. Condensation can be prevented by producing less moisture by not drying clothes indoors, ventilating the property adequately and by heating, insulating and draught proofing the property. You are advised to treat affected areas with a fungicidal wash and to shampoo carpets. When redecorating, use good quality fungicidal paint to help prevent mould returning.

Damp can also be caused by leaking pipes, overflows, water penetration through the walls, windows or roof and by rising damp due to a defective damp course. These causes often leave a tidemark. If your property is damp for these reasons it may take weeks to dry out and require your landlord to undertake remedial works to deal with the problem. They should also use a dehumidifier to help the property dry out. If you are concerned about damp and mould within the property you should discuss this with the landlord. If the situation does not improve you can ask the Council Private Sector Housing team to come and assess your property. Please contact 01483 505050.



## You must not cause a nuisance

Anti-social behaviour is a legal reason for eviction and includes

* allowing rubbish to build up
* not keeping animals under control
* making too much noise, playing music too loud
* using the property for illegal activities
* you must respect your neighbours’ right to enjoy his or her property without being disturbed by anti-social behaviour
* you are responsible for the behaviour of everyone in your household and anyone staying or visiting you
* You must not smoke in your property.

You must request permission from your landlord if

* you want to run a business from the property (most private sector tenancy agreements do not allow this)
* you want to sublet or take in a lodger
* you want a partner to move in
* you want to redecorate or make improvements to the property
* you want to get a pet.

It is suggested that any request/agreement between yourself and the landlord is made in writing.

# The end of your tenancy

## My landlord has given me notice to leave

Please contact the Housing Advice team on 01483 444244 so they can advise you about your notice period and what options are available to you.

## I want to end the tenancy agreement

* you will need to give notice to your landlord if you want to leave. Do not do this unless you have somewhere to go. If you aren’t sure contact the Guildford Borough Council, Housing Advice on 01483 505050, before giving notice
* in most cases, at least two months’ notice in writing is needed. You should write to your landlord as soon as you have been told the date that you can move. You will need to check your tenancy agreement to see what notice period is required
* it would also be useful to telephone your landlord as soon as you know the date you are going to be moving to keep him/her as up to date as possible
* please remember you must pay rent until your notice period ends even if you move out beforehand
* if you are in receipt of ‘housing costs’ under Universal Credit, payments will only be made on one residence.

## Leaving a Homes 4 U Tenancy

If deposit assistance was provided by the Homes 4 U scheme, please ensure that you advise the team that you are moving out. You will be responsible for any deductions that are made from the deposit bond and you will be expected to repay these to the Council. If you are on the Guildford Borough Council housing register, please be aware that at the time of bidding you will not normally be successful with your bid for a property if this debt has not been repaid in full.

## Ensuring the return of your deposit

When leaving your accommodation, you will need to return the property to the landlord in the condition that it was let in at the start of the tenancy (subject to fair wear and tear). Your check in inventory should remind you of this.

## Things to remember

* bag up all rubbish and remove any unwanted furniture and take it to the tip or arrange for its collection
* if your property was professionally cleaned at the start of the tenancy it will need to be professionally cleaned at the end of the tenancy
* all kitchen cupboards need to be cleaned and washed down. Clean and wipe down all work surfaces
* clean the toilets, sinks, bath and showers
* wash floors and wipe windowsills
* vacuum and clean any carpets/flooring
* clear the loft
* clear the shed and any outhouses
* tidy and clear the garden of any rubbish
* ensure that the garden is left in the same condition as at the start of the tenancy
* make sure that when the property is left the doors and windows are locked. If you need any help with this, ask your landlord.

## Who to inform that you are leaving

* although you have told the Housing Department you must also tell the Council Tax Department, update your journal for Universal Credit and if you receive Housing Benefit the Housing Benefit Department of the Council the property is in
* if you receive benefits (including Universal Credit) or a retirement pension you need to tell the DWP
* you need to tell your gas supplier, take a meter reading and ask for a final account
* you need to tell your electricity supplier, take a meter reading and ask for a final account
* you need to tell the water board for the area in which you currently live
* you need to tell your telephone/broadband supplier
* you need to tell your cable television company, if you have one
* you need to get your post redirected to your new address. Forms are available from the post office
* you should write and tell insurance companies for home and car insurance
* if you are moving because you have had an offer of permanent accommodation or moving to another private rented property, you may have to move out before the end of your notice period. You must still pay rent until the notice period ends
* if this happens to you and you are in receipt of Housing Benefit (**not** Universal Credit) you may be able to apply for an overlap payment of up to four weeks, if you have moved into your new accommodation and are being held to notice by your previous landlord.

## Checklist of things to do

* Give written notice to your landlord, in line with your tenancy agreement
* Contact Council Tax
* If you are in receipt of Housing Benefit advise them of your tenancy end date. If you are on Universal Credit update your journal under ‘report at change’
* Contact DWP, if you are in receipt of benefits not covered by Universal Credit
* Complete and return a Housing Application update form (if needed)
* Contact the relevant electricity supplier and read meter
* Contact the relevant gas supplier and read meter
* Contact the relevant water board and read meter
* Clear and tidy garden, where necessary
* Clean property and bag up all rubbish
* If the property was professionally cleaned at the start of the tenancy, this will need to be done when you leave.
* The property must be returned to the landlord in the same condition that it was let in at the start of the tenancy (subject to fair wear and tear)
* Redirect post
* Clear the property of all furniture and belongings

# Useful Contacts

If you are looking for household items when setting up your new home, you may find the following contacts helpful.

## The Surrey Crisis Fund

The Surrey Crisis Fund is a discretionary fund run by Surrey County Council. It has been running since 1 April 2013, and was formerly known as the Local Assistance Scheme. It provides financial help to Surrey residents who have nowhere else to turn in an emergency or after a disaster. It also can aid set up a home in the community where no other funds or resources are available.

How do I apply?

You can apply to the Surrey Crisis Fund online at [local assistance scheme - Surrey Council Council](http://www.surreycc.gov.uk/people-and-community/local-assistance-scheme) or, if you have no access to the internet, you may get help to access the internet at your local library or by visiting the Citizens Advice Bureau in your area.

## GUILDFORD

**Furniture Link,** Second-hand furniture shop, 2b, Merrow Business Park, Deacons Field, Merrow, Guildford GU2 8YT, t: 01483 506504 <http://www.furniturelinkguildford.com/>

**Guildford Beesom,** info@guildfordbesom.com

**Debra Charity Shop,** 209 Epsom Rd, Guildford GU1 2RB

**Guildford Poyle Charities,** 208 High St, Guildford GU1 3JB, t: 01483 303678

**Guildford Action,** t: 01483 560003

**Guildford Citizens Advice,** 15-21 Haydon Pl, Guildford GU1 4LL, t: 01483 576699

**Ash Citizens Advice,** Ash Hill Road, Ash, Surrey, GU12 5DP, t: 01252 315569

## WOKING

**British Heart Foundation,** 2 Crown Square, Woking GU21 6HR, t: 01483 494410

**Woking Community Furniture Project,** 27 North Road, Maybury, Surrey,

GU21 5HF, t: 01483 750005

[Community furniture project - Woking council](http://www.woking.gov.uk/council/furnitureproject)

# Listing of Local Letting Agents

The following agents all let properties in Guildford and the neighbouring areas (this is not a full list). There is no guarantee an agent will accept a tenant who has assistance with housing costs as this will depend on the landlord. It is likely that if you are looking at properties via letting agents you will require a guarantor. A guarantor is somebody who earns a minimum of 30/36 times the monthly rent per year, in most cases, is also a homeowner and will be willing to guarantee your rent in a legal agreement. The guarantor will be credit checked by the letting agent. If you cannot find a guarantor, you will need to look for a property through a private landlord (most private landlords do not ask for a guarantor although some will).

|  |  |  |
| --- | --- | --- |
| **Name of agent** | **Address** | **Phone number** |
| **Surrey and Hants** | 132 High Street Godalming | 01483 527171 |
| **Bridges Lettings** | 77 High Street Aldershot | 01252 361555 |
| **Bourne Letting Agents** | 5a Trinity Gate, Epsom Road Guildford | 01483 458337 |
| **Surrey Estates** | Smithbrook Kilns Cranleigh | 01483 478827 |
| **Haart Lettings** | 6 Epsom Road Guildford | 01483 304623 |
| **SWR Lettings & Property Mgt** | PO Box 112Effingham KT24 5YE | 01483 573483 |
| **Townends** | 3-5 Epsom Road Guildford | 01483 924047 |
| **Belvoir Lettings** | 147 London Road Camberley | 01276 24061 |
| **Romans Lettings** | 167 Victoria Road Aldershot GU11 1JU | 01252 743725 |
| **Gascoigne-Pees** | 255 High Street Guildford | 01483 905644 |
| **Clarke Gammon Wellers** | 59 Quarry Street Guildford | 01483 880900 |
| **Terra Cotta** | 48 Station Road Gomshall | 01483 205150 |
| **Masella Coupe** | 17 High Street Godalming | 01483 414104 |
| **Henshaws** | Rayleigh House32 High Street Great Bookham | 01372 450255 |
| **Huggins Edwards & Sharp** | 11-15 High Street Great Bookham | 01372 457011 |
| **Fosters Lettings** | 10 Low WalkThe Wellington Centre Aldershot GU11 1DB | 01252 344333 |
| **Seymours** | Winston Lodge 12 Commercial WayWoking | 01483 757700 |
| **Pilgrims Residential Lettings** | 57 Station Approach West ByfleetSurrey KT14 6SD | 01932 348620 |
| **Martin & Co** | 173 Victoria Road Aldershot | 01252 311974 |
| **ME Lettings** | 69 Castle Street Farnham | 01252 311974 |
| **Christian Reid** | 145 High Street Cranleigh | 01483 273525 |
| **North Downs Housing** | Guildford | 07890592131 |
| **Alliance Properties** | Lutidine House Newark LaneRipley | 01483 211345 |
| **Martin & Co** | 59 Quarry Street Guildford GU1 3UA | 01483 604785 |

***Disclaimer***

*This leaflet is not a statement of the law, nor does it cover every situation. If you are in doubt about your rights or obligations, you should seek further advice from Citizens Advice or an independent solicitor. The information in this document may become out of date. We have made every effort to ensure it is correct, but the Council cannot accept any responsibility for any loss you suffer because you acted or decided not to take action as a result of any statement in this document.*

## For more information on renting in the private sector please see [advice on private renting - Shelter England](https://england.shelter.org.uk/housing_advice/private_renting)