What is a tenancy?

A tenancy means that you live in a house or a flat that you do not own.

You will have a landlord.

Your landlord is the person that owns your house or flat.

You will be asked to sign a tenancy agreement.
What is a tenancy agreement?

A tenancy agreement tells you about living in your house or flat.

A tenancy agreement is made between you and your landlord.

Your landlord is the person that owns your house or flat.

A tenancy agreement tells you what the rules are for living in your house or flat.
A tenancy agreement tells you what your landlord must do for you.

A tenancy agreement tells you how much rent you have to pay.

Rent is the money that you have to give to your landlord to pay for your house or flat.

A tenancy agreement tells you when you have to pay your rent.

A tenancy agreement tells you how to make a complaint.

Making a complaint means telling someone that you are not happy about something.
A tenancy agreement tells you what will happen if you break the rules.

A tenancy agreement tells you what to do if you do not want to live in your house or flat any more.
Things you must do

You must pay your rent on time.

You must keep your house or flat clean and tidy.

You must ask your landlord before you get a pet.
You must not damage your house or flat.

You must keep your garden tidy.

You must keep your house or flat warm in the winter.

You must put your rubbish in the wheelie bin.
You must not make too much noise.

Your visitors must not make too much noise.

If you break the rules, you could be asked to move out of your house or flat.

Things your landlord must do

Your landlord must fix things that came with your house or flat.
Your landlord will not fix items that you bring with you to your house or flat.

Your landlord must listen to you if you want to complain about your house or flat.

If your landlord breaks the rules you can complain.