

BPF Residential Charter



This charter promotes best practice in the professional private rented sector in England.

BPF members are professional landlords who abide by the principles of the charter and whose objective is good customer service.

The charter aims to provide clarity to both landlord and tenant on a number of key issues.

1. Rent

The rent payable will be clearly set out on a weekly, monthly, or annual basis and the date on which payment is to be made will be clearly stated.

If a tenant falls into arrears, the landlord or landlord's agent will work with the tenant to resolve them.

2. Rental increases

For annual tenancies, rents will only be increased annually and will only be changed in line with market rents.

Any changes to rent payable will be notified to the tenant in writing at least one month in advance of any increase taking effect.

If a longer term tenancy (+12 months) has been agreed, then the mechanism for any future increase in rent will be clearly set out in the tenancy agreement. The increase will be by reference to market rent, or by reference to an index or fixed percentage.

3. Agents and fees

If a landlord uses an agent, the agent will adopt this charter in respect of that landlord.

Landlords will only use letting and management agents who are members of a professional accredited body and are members of a client money protection scheme. ie. RICS, ARLA, ARMA, or SAFEagent.

Any fees payable as part of the tenancy will be fully transparent and explained to the tenant before signing the tenancy agreement.

4. Deposit protection

Landlords or their agents that take a deposit will use a government-approved tenancy deposit protection scheme that provides an independent resolution in the event of a dispute.

5. Referencing

Prior to signing a tenancy, the landlord, or its appointed agent, will carry out appropriate referencing and credit checks on the tenant(s).

6. Repairs and maintenance

At the start of the tenancy the property will be in a clean and habitable condition. Landlords or their agents will operate a 24/7 repairs and maintenance helpline.

Emergency repairs will be dealt with within 24 hours and routine repairs will be carried out as quickly as reasonably possible. Landlords and their managing agents will keep the tenant fully informed on repair and maintenance matters.

7. Certification

Landlords will comply with current legislation in respect of health and safety. In particular, prior to any letting there will be the following:

- A valid Gas Safety Certificate;
- Working smoke alarms and, where required, CO alarms;
- A valid Energy Performance Certificate (EPC).

8. Longer leases and renewal extensions

Consideration will be given to the granting of tenancy agreements for periods longer than one year where this is appropriate for both parties.

9. Complaints

Landlords or, where appropriate, their agents, will have a complaints procedure, clearly signposted to the tenant. The landlord or landlord's agent will be a registered member with a government-approved redress scheme.

10. Terminating a tenancy

Landlords will provide tenants with written guidance as to the steps that need to be taken to bring a tenancy to an end and how to prepare for final checkout.

See overleaf for a list of signatories to this charter. Find out more about our work at www.bpf.org.uk

NB. This document refers to Assured Shorthold Tenancies as defined by the Housing Act 1988, as amended by the Housing Act 1996.

Signatories

