

# THE PLYMOUTH CHARTER FOR PRIVATE RENTED HOUSING

## Our shared values and aims

- To value fairness for everyone in all housing and to champion the belief that everyone is entitled to a good quality home where they can live safely, settle and thrive.
- To acknowledge the vital role of the private rented sector in helping to meet the housing needs of many of Plymouth's residents.
- To seek a fair balance between the interests of landlords and tenants.
- To raise the profile of the best private landlords and agents who improve Plymouth's reputation and that of the private rented sector.
- To increase the number of good quality landlords, responsible agents and private rented homes.
- To increase understanding of what a good quality home is and encourage landlords and agents to provide this.
- To reduce fuel poverty and improve energy efficiency in private rented housing.
- To expect landlords and agents to do what is reasonable and proportional to resolve any problems with their properties.
- To take appropriate enforcement action to protect tenants and to act swiftly against 'rogue' landlords and agents with unfair practices.
- To provide advice and training so that tenants are aware of their responsibilities as well as their rights and are able to sustain their tenancies.
- To provide help and advice to enable tenants to make informed decisions about their housing options.
- To work with landlords and tenants to help sustain tenancies and avoid eviction wherever possible.

