

Your rights when you rent from a private landlord

Information for disabled people





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About this information



This information is for disabled people.

It is about your rights when you rent a home from a **private landlord**.

What is renting from a private landlord?



This is when you rent a home from the person who owns the home.

They are called a **private landlord**.



Private landlords own most homes for rent.

But you may deal with an estate agent to rent a home.

Estate agents are companies. They rent out homes for landlords.



You usually pay more rent for homes from private landlords.



It can also be harder to make changes to the home if you need to because of your disability.

Finding the right place to live

You can find homes to rent on websites like **Zoopla**, **Rightmove** and **Gumtree**.



Estate agents put homes to rent on these websites.

But they may not tell you much about the homes.

You could:

- Speak to estate agents to tell them what you want and need



- Speak to the housing people at your local council. They should give you information and advice.



You can find your local council if you type your postcode into this website:

<https://www.gov.uk/find-local-council>

You could:



- Look on other websites that may have houses for disabled people:

House Shop:

<https://www.thehouseshop.com/>

Accessible Property Register:

<http://accessible-property.org.uk/start.htm>

Your rights as a disabled person



A law called the **Equality Act 2010** says that you have some rights.

1. Finding a home

Estate agents must make it easy for you to try to rent a home.

For example, the information you need to rent a home should be easy for you to understand.





This includes:

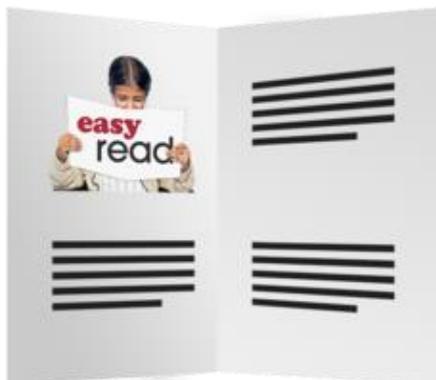
- Forms you need to fill in to rent a home
- A document you have to sign called a **tenancy agreement**.



The tenancy agreement tells you the rules about your home and your rights.



- A **Tenant Information Pack**. This is information you should get from your landlord if you are in Scotland.



The law says you can ask for these documents in a way you find easy to understand if you need to.

For example, in easy read or another language.



You can also ask any questions you need to.

2. Making changes to your home



You may need to change some things in your home because of your disability.

For example, if you find it hard to get into your home or use things in it.



The law says your landlord has to change some things for disabled people. But not everything.



There is more information about this in a leaflet called:

Making changes to your home because of your disability.

It is on this website:

<https://www.equalityhumanrights.com/en/inquiries-and-investigations/inquiry-housing-disabled-people>

Where to get help

1. If there is a problem with your home



Speak to the landlord or estate agent first.

If this does not work you can write to the landlord or estate agent to complain.



2. If you think you may have nowhere to live. Or you live somewhere that is very bad for your disability

Speak to the housing people at your local council.

You can find your local council if you type your postcode into this website:

<https://www.gov.uk/find-local-council>





3. For information and advice about housing and your rights

For example:

- How to pay for housing
- Problems with your house or landlord.

You can speak to:

Citizens Advice

They can give you advice about the law and your rights.



You can find the nearest Citizens Advice place to you on this website:

<https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/search-for-your-local-citizens-advice/>



Or this website for Scotland:

<https://www.cas.org.uk/bureaux>



Shelter

They give people advice about housing.

You can phone them on 0808 800 4444 in England and Scotland.

Or 0345 075 5005 in Wales.

4. Help to speak up

Someone called an **advocate** can help you speak up about housing.

Your local council can help you to find an advocate.

If you have a learning disability

You can speak to a charity called Mencap in England and Wales:

Phone: 0808 808 1111

Email: helpline@mencap.org.uk

Or People First in Scotland:

Phone: 0131 478 7707

Email: admin@peoplefirstscotland.org





If you think you have been treated unfairly because of your disability

You can speak to the **Equality Advisory Support Service**.

Phone: 0808 800 0082

Textphone: 0808 800 0084

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