

GREATER
MANCHESTER
**GOOD LANDLORD
CHARTER**

GREATER MANCHESTER GOOD LANDLORD CHARTER MEMBERSHIP GUIDE

PRIVATE RENTED SECTOR

An easy-to-read guide for
PRS Supporters to
understand the
requirements for
Membership





HOW YOU'RE IMPROVING RENTAL STANDARDS

As a Supporter of the Good Landlord Charter, you join the wave of landlords going above and beyond the legal requirements.

The Charter recognises your commitment to higher standards and will support you to improve the rental experience.

The Charter criteria feature many aspects of the incoming obligations for landlords under the Renters' Rights Act, including alignment with Decent Homes Standard, Awaab's Law, and membership with an independent complaints agency. Compliance with our criteria will enable landlords to be better prepared.

We have an assessment framework detailing how to meet the Charter's criteria for Membership. This document is a guide to understanding the assessment framework.

Read the full assessment framework to understand your complete journey to Membership.

ASSESSMENT FRAMEWORK





THE IMPLEMENTATION UNIT IS HERE FOR YOU

SUPPORT

TRAINING

BENEFITS

Supporters and Members get access to exclusive benefits to improve rental standards. You will be assigned a personal advisor when you join the Charter who will guide you on the path to Membership.

You will also have access to exclusive events, network groups, training, discounts and other resources.

We all have a role to play in making Greater Manchester a better place to live for everyone.

ACCESS YOUR SUPPORT

The Implementation Unit is here to support you on your path to Membership.

Get in touch if you have any questions.

EMAIL US



GREATER
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CHARACTERISTICS OF GOOD RENTING

The Charter criteria are grouped into 7 characteristics of good renting

AFFORDABLE CRITERIA 1-3

4

Ensures fair and transparent rent setting and reviews, with proactive approaches to make homes energy efficient.

INCLUSIVE CRITERIA 4-5

7

Enables homes and the rental experience to be accessible, adaptable and free from discrimination.

PRIVATE & SECURE CRITERIA 6-7

9

Facilitates clear expectations so landlords can enable tenants to make a house their home.

RESPONSIVE CRITERIA 8-9

11

Communication of repairs and services is clear, and problems are resolved promptly.

SAFE & DECENT CRITERIA 10-14

15

Homes are professionally maintained and meet clear standards for condition, safety, and dignity.

SUPPORTIVE CRITERIA 15-18

18

Tenants are given clear and accurate information, advice, and support, where needed.

WELL MANAGED CRITERIA 19-20

22

Homes are managed professionally with clear processes providing consistent standards throughout every tenancy.



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AFFORDABLE

CRITERIA 1-3



Clear and fair rent review or setting process

WHAT CHARTER MEMBERS MUST DO

Members create stable tenancies by setting rent fairly and transparently. When there is an in-tenancy rent increase, this should not exceed CPI + 1%, unless reasonably justified. Tenants will be provided 3 months' notice of rent changes.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Rent Policy Statement that details:

- Rationale for rent price
- An assumption that in-tenancy increases will be kept below CPI + 1% unless reasonably justifiable
- Limiting rent increases to once per year
- 3 months' written notice to tenants for rent increases
- Advice for tenants on how to challenge rent increases

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AFFORDABLE

CRITERIA 1-3



Giving a fair amount of time to tenants who struggle to pay their rent

WHAT CHARTER MEMBERS MUST DO

Members act with empathy when tenants are experiencing financial difficulties by providing a transparent, communicative, and supportive approach to arrears. This will help to prevent the escalation of rent arrears at the earliest stage.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Rent Arrears Policy statement that details:

- Tenants will be contacted from the first missed payment
- Working with tenants on a sustainable repayment plan
- Signposting tenants to budgeting and financial support
- Understanding and responding to the tenant's individual circumstances

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AFFORDABLE

CRITERIA 1-3



Properties meet EPC C as a minimum within achievable timescales

WHAT CHARTER MEMBERS MUST DO

Members know that affordable bills lead to successful and sustainable tenancies. Members provide energy-efficient homes within reasonable timescales and with support from the Charter.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Energy Performance Plan that details:

- Evidence of EPC D or above with a commitment to achieve EPC C by 2028
- Commitment to access any relevant and eligible retrofit funding
- Commitment not to delay reasonable improvements
- Commitment to implementing additional measures to lower bills for tenants

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INCLUSIVE

CRITERIA 4 & 5



Make or facilitate reasonable adaptations to properties, where needed by the tenant, and where applicable, join an adaptations register.

WHAT CHARTER MEMBERS MUST DO

Members make a house a home. This means reviewing all requests for adaptations in their properties. Keep your tenants informed about the request process. Promote current adaptations to prospective tenants. Members also take advantage of adaptations funding.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Adaptations Policy that details:

- Commitment to engage with tenants and local authorities to access and utilise the Disabled Facilities Grant and other adaptations funding
- Process for tenants requesting adaptions and how these will be reviewed by the landlord, and response fed back to tenants and Implementation Unit
- List of any current adaptations (relevant to each property)
- Where the property already has adaptations, this information is included in any advertising

When possible, this information will be published on an Adaptations Register

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INCLUSIVE

CRITERIA 4 & 5



Make a demonstrable commitment to accepting tenants from any background

WHAT CHARTER MEMBERS MUST DO

Members commit to recognising and challenging unconscious bias in their decision-making processes. They will not have blanket exclusions for tenants due to being in receipt of benefits. They should not exclude tenants with children unless there is a valid reason why the property is not suitable for such households, i.e. child at height.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Equality, Diversity, and Inclusion Statement that details:

- Commitment to not discriminate against tenants based on the 9 Protected Characteristics
- Evidence that you have undergone Equality, Diversity, and Inclusion training and/or networking covering each of the nine protected characteristics
- Commitment to not directly or indirectly exclude prospective tenants due to being in receipt of benefits or those with children and show willingness to learn more about accepting these tenants
- Approach to equitable advertising practices

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PRIVATE & SECURE

CRITERIA 6 & 7



Tenants are able to make reasonable changes to their home

WHAT CHARTER MEMBERS MUST DO

Members provide tenants with properties they can call home. Members accept requests for reasonable alterations to tenants' homes. Tenants and landlords will have clear communication for requesting alterations.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Alterations Policy that details:

- Scope for alterations (relevant to each property)
- Process for requesting alterations and responding back to tenants
- A commitment to not act unreasonably when considering requests
- A commitment to consider tenant reimbursement for their works
- Where there is a requirement on the tenant to restore the property to its original condition when leaving, the length of tenancy should be a factor in this requirement
- Any agreement is clearly communicated in writing to the tenant/s

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PRIVATE & SECURE

CRITERIA 6 & 7



Access to a tenant's home should be by agreement except in an emergency

WHAT CHARTER MEMBERS MUST DO

Members create good relationships with tenants through mutual respect for people's right to privacy. Members provide a clear policy for accessing a tenant's home with mutual agreement, unless there's an emergency.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Access to Property Statement that details:

- Scope for access (non-emergency, emergency visits, including what is considered an emergency)
- Commitment to only accessing the property at a time agreed by the tenant (except during an emergency)
- Process for requesting mutually agreed visits

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RESPONSIVE

CRITERIA 8 & 9

8

Published, timely, target response times

WHAT CHARTER MEMBERS MUST DO

Members provide tenants with clear and reasonable response times to different requests. This keeps landlords and tenants on the same page, and everyone knows what to expect when requesting services.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Repairs Statement that details:

- Scope of repairs
- Process for notifying the landlord of repairs
- Target response times for each type of report (emergency, urgent, routine repairs, H&S, anti-social behaviour and safeguarding)
- What level of compensation will be provided to tenants for loss of service/amenity
- An explanation that, in some cases, these timescales may be missed because of access issues or factors beyond the landlord's control

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RESPONSIVE

CRITERIA 8 & 9



9

Clear complaints policy with an independent stage

WHAT CHARTER MEMBERS MUST DO

Members provide tenants with a clear complaints policy with an independent stage. Both parties should feel confident that issues in the tenancy are addressed quickly and professionally to maintain good relationships and to reduce legal risks and disputes.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a complaints policy that details:

- Scope of complaints
- Process for raising complaints
- Target response times for each type of complaint
- How tenants can escalate complaints to an independent agency where the landlord is a member

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SAFE & DECENT

CRITERIA 10 - 14



Effective approach to property inspection

WHAT CHARTER MEMBERS MUST DO

Members ensure their homes are safe and decent, protecting tenants and assets. Inspections should be completed, documented and shared with tenants once every year.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Inspection Statement that details:

- Commitment to carry out inspections at a pre-arranged time with tenants
- Outline of inspections
- Commitment to carry out an inventory and accompanying action plan, where needed
- All reports of inspections, whether completed by landlord or external contractor, should be made accessible to the tenant

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SAFE & DECENT

CRITERIA 10 - 14

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Fit and proper person check

WHAT CHARTER MEMBERS MUST DO

Members make all reasonable enquiries to ensure any persons involved in the management of the property are fit and proper, including themselves. This includes having a safeguarding policy detailing how safety and dignity will be upheld and how incidents can be reported.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s that they self-certify and consent to a third-party check to review if there has been:

- Offences involving fraud, dishonesty, violence, drugs, or sexual misconduct
- Unlawful discrimination on the grounds of sex, ethnicity, race, or disability
- Breaches of housing or landlord and tenant law

Confirmation that all required licences are valid

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SAFE & DECENT

CRITERIA 10 - 14



Any works/repairs done by a qualified or competent person

WHAT CHARTER MEMBERS MUST DO

Members ensure that repairs are completed by qualified tradespeople to maintain a high-quality home.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s that they:

- Confirm that any works are undertaken by qualified persons
- Maintain a repairs logbook setting out who has undertaken works to the property and evidence that they are competent
- That evidence of the qualifications of contractors for specialised jobs will be maintained

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SAFE & DECENT

CRITERIA 10 - 14



Adopt standards on what should happen at the start of a tenancy

WHAT CHARTER MEMBERS MUST DO

Members provide a clear process for completing remedial work to the home before the tenancy starts.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Remedial Works Statement that details:

- Scope of potential remedial works
- Commitment to complete works within a mutually agreed timeframe with tenants
- Process for requesting remedial works prior to tenancy commencement
- Agreed timeframes for completion
- Approach to inventory, which includes being co-signed by tenant/s and landlord

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SAFE & DECENT

CRITERIA 10 - 14



Space standards and amenities

WHAT CHARTER MEMBERS MUST DO

Members demonstrate how they meet the Decent Homes Standard:

- No Category 1 Hazards
- Home in a reasonable state of repair
- Reasonable thermal comfort
- Free from damp and mould
- Safe and clean communal areas
- Adequate insulation and soundproofing
- Adequate size and layout for household needs

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s that they:

- Have a policy statement detailing commitment to maintain the property and communal areas to the Decent Homes Standard
- Show evidence - which may include tenant consent for surveys, reactive inspections, photographs, and a repairs logbook.
- Commit that their properties meet the Decent Homes Standard, and each tenant/s inspection will include a question on space standards and amenities

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SUPPORTIVE

CRITERIA 15 - 18



'Commitment to Refer' tenants at risk of homelessness to the council

WHAT CHARTER MEMBERS MUST DO

Members use the Charter to provide advice and guidance to tenants at risk of homelessness. Where appropriate and permitted by the tenant, Landlords refer tenants to the local authority.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Commitment to Refer Statement that details:

- Commitment to provide tenants with advice and guidance at risk of homelessness
- Commitment to learn more about homelessness in Greater Manchester, whether through GLC training or introductions/signposting to local organisations
- Landlords will share My Housing Issue Gateway, along with signposting resources for a local service (based on borough)

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SUPPORTIVE

CRITERIA 15 - 18



Transparent and easy to understand contracts

WHAT CHARTER MEMBERS MUST DO

Members ensure it is easy to understand and transparent. This will include an additional summary document to accompany the contract.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a tenancy agreement, and summary document, that covers:

- All parties' names
- Address of the rented home
- The date the tenancy began
- Who can use the property
- The duration of the tenancy
- The rent amount, when it is due to be paid and when it can be increased
- What the rent includes - for example, council tax or fuel
- Whether the landlord will provide any services
- The notice period the tenant and landlord need to give to end the tenancy

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SUPPORTIVE

CRITERIA 15 - 18



Adopting advertising/viewing standards

WHAT CHARTER MEMBERS MUST DO

Members have an empathetic approach to viewings, specific to the needs of both the prospective tenants and sitting tenants. Adverts should be true and reflective of the property, with all material information being made available.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s a Viewings Policy/Statement that details:

- Commitment to consider the needs of new and current tenants
- Commitment to provide accessible viewings
- All material information should be shared in the advert, including
 - All charges and costs
 - Property characteristics
 - Property condition
 - Any restrictions on the property
 - Any requirements to use third-party suppliers
 - Any adaptations at the property

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SUPPORTIVE

CRITERIA 15 - 18

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Providing/Signposting tenants to useful information

WHAT CHARTER MEMBERS MUST DO

Members provide advice and guidance to tenants on a variety of issues, including those specifically relevant to the property/location.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s an Advice, Support and Guidance Statement that details:

- Commitment to provide tenants with advice and guidance on key issues
- Advice relevant to a specific property/location, i.e. flood risk area

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WELL MANAGED

CRITERIA 19 - 20

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Landlords must be able to demonstrate accreditation or training, or use an accredited managing agent

WHAT CHARTER MEMBERS MUST DO

Members must be able to demonstrate accreditation or training, or use an accredited managing agent.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s either:

- Membership with a reputable accreditation scheme, which includes training
- 10 hours of continuing professional development training on landlord responsibilities
- Use an accredited managing agent

Additionally, they must commit to ongoing continuous professional development.

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WELL MANAGED

CRITERIA 19 - 20

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Clear start and end-of-tenancy process

WHAT CHARTER MEMBERS MUST DO

Good Landlord Charter Supporters and Members use the Good Landlord Charter's Start and End of Tenancy Check List template or adopt its principles to clearly communicate the process to tenants. Supporters and Members make their renting experience easy and transparent for everyone involved.

To be recognised as a Good Landlord Charter Member, landlords must evidence in writing, and demonstrate in practice, to tenant/s that:

A Start and End of Tenancy Check List is provided to prospective and sitting tenants.

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CONTACT US

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