

# YOUR LANDLORD IS A CHARTER SUPPORTER



GREATER  
MANCHESTER  
**GOOD LANDLORD  
CHARTER**  
**SUPPORTER**

## What does this mean?

As a Supporter of the Good Landlord Charter, your landlord has committed to working with us to meet our Membership criteria. Full details are available on our website.

### AFFORDABLE

- Clear and fair rent review or setting process
- Giving a fair amount of time to tenants who struggle to pay their rent
- Properties meet EPC C as a minimum, within achievable timescales

### PRIVATE & SECURE

- Tenants are able to make reasonable changes to their home
- Access to a tenant's home should be by agreement, except in an emergency

### SAFE & DECENT

- Effective approach to property inspection
- Fit and proper person check
- Any work/repairs done by a qualified or competent person
- Adopt standards on what should happen at the start of a tenancy
- Space standards and amenities

### LEARN MORE

Learn more about your rights and responsibilities as a tenant on our website. And learn how the Good Landlord Charter is improving the rental experience in Greater Manchester.

### INCLUSIVE

- Make or facilitate reasonable adaptations to properties, where needed by the tenant, and where applicable join an adaptations register
- Make a demonstrable commitment to accepting tenants from any background

### RESPONSIVE

- Published, timely, target response times
- Clear complaints policy, with an independent stage

### SUPPORTIVE

- 'Commitment to Refer' tenants at risk of homelessness to the council
- Transparent, easy to understand contracts
- Adopting advertising / viewing standards
- Providing / signposting tenants to useful information

### WELL MANAGED

- Landlord must be able to demonstrate accreditation or training, or use an accredited managing agent
- Clear start and end-of-tenancy process



[gmgoodlandlord.org.uk/tenants](https://gmgoodlandlord.org.uk/tenants)

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[0161 870 6833](tel:01618706833)

## **What is the Good Landlord Charter?**

The Good Landlord Charter is a new initiative to raise rental standards in Greater Manchester. It has been launched by Greater Manchester Mayor Andy Burnham and the Greater Manchester Combined Authority. It is free and voluntary for your landlord to take part. The Charter has twenty criteria that landlords need to meet. Your landlord is a Supporter of the Charter which means they have committed to working to achieve these criteria. When your landlord has met all twenty criteria, they will become a full Member of the Charter.

## **What makes a Good Landlord?**

The criteria cover seven themes which are: affordable, inclusive, private and secure, responsive, safe and decent, supportive, and well-managed. The criteria are listed on the back of this letter to show you what your landlord is signing up to do. At this stage your landlord has evidenced their legal compliance and has committed to become a Member of the Charter. You will receive another letter when they have become a full Member of the Charter.

## **Get In Touch**

The Charter is run by an Independent Implementation Unit, and your landlord will have an advisor who works in the Implementation Unit. If you have any feedback or concerns about your landlord's involvement in the project please get in touch with an advisor, by emailing:

[membership@gmgoodlandlord.org.uk](mailto:membership@gmgoodlandlord.org.uk)

## **How we handle evidence from your landlord**

To become a Supporter of the Good Landlord Charter, your landlord has demonstrated that they are legally compliant. This included submitting gas and/or electrical safety certificates. These certificates include the name of the person who was in the property at the time of the check, and therefore this could be your name, the name of a previous tenant, the landlord's name or the name of a member of your landlord's staff team if applicable. We want to reassure you that there will be no link made between the tenant/s name on the certificate(s) and the landlord or property and will not enter it into any of our systems.

## **Stay Involved**

Stay updated about the future of renting in Greater Manchester by joining our mailing list. We provide free resources and events for tenants to know their rights and responsibilities, and learn more about the Charter. Join our mailing list at [gmgoodlandlord.org.uk/stay-updated-with-the-charter](http://gmgoodlandlord.org.uk/stay-updated-with-the-charter)

There is much more information on the Good Landlord Charter on our website:

[gmgoodlandlord.org.uk](http://gmgoodlandlord.org.uk)

We look forward to being in touch again when your landlord has completed the criteria to become a full Member!