

YOUR GUIDE TO...
**HOUSING
CONTRACTS**



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Reviewed April 2019

WHAT IS A HOUSING CONTRACT?

A housing contract is a legally binding document that sets out the terms and conditions for living in rented accommodation. The terms and conditions include the landlord and tenant rights and obligations.

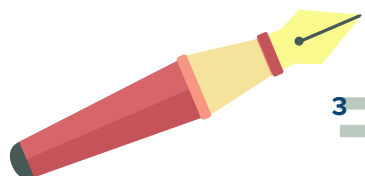
AS WITH ANY CONTRACT, IT IS VERY IMPORTANT THAT YOU READ IT FULLY AND QUERY ANY TERMS OR CONDITIONS YOU DO NOT UNDERSTAND OR DO NOT AGREE WITH, BEFORE YOU SIGN IT.

Housing contracts can be referred to by other names including 'tenancy agreements' and 'licence agreements'. They are usually written documents, but a verbal contract can also be legally binding. It is advised that you get a written contract as there is less chance of disputes during the tenancy if both parties know what is expected of them.

The type of contract you have will depend upon where you will be living:

- A house, or flat rented from a landlord or letting agent.
- A room or flat rented from the University.
- living with the owner of a property.

CONTRACT



JOINT TENANCY

If a group of you are renting a property together and you are all named on a single contract, you will have a joint tenancy.

You will be jointly and severally liable for the full amount of rent and cost of damages at the property. Therefore, if one housemate does not pay the rent, the landlord can ask the rest of you to make up the shortfall.

INDIVIDUAL TENANCY

You may have an individual tenancy if you live in a room in a shared house but sign an individual contract for your room.

You are likely to have 'exclusive possession' of your own room but will have access to the shared or communal areas of the property.

The landlord may be able to access communal areas without permission if you only have 'exclusive possession' of your own room.

You will only be liable for your share of the rent, and cannot be asked to make up any shortfall if another housemate fails to pay theirs.

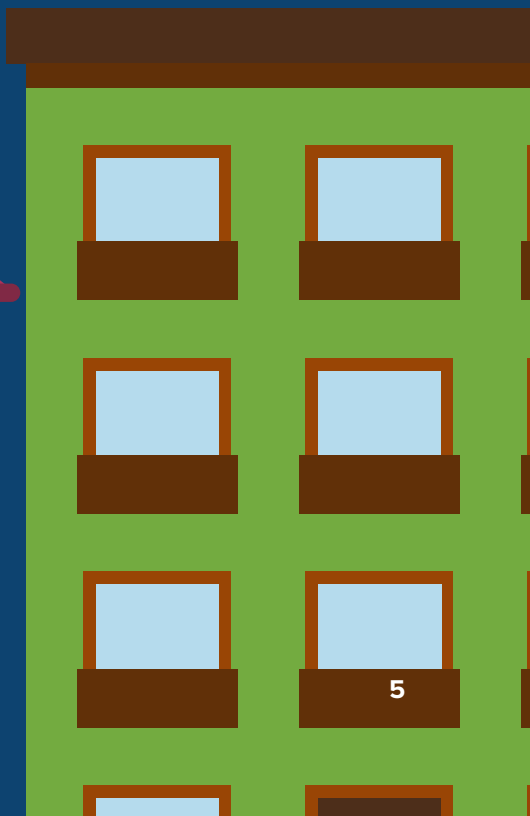


RENTING A ROOM OR FLAT FROM UNIVERSITY

If you rent a room or a flat through the University you are likely to have a 'licence agreement' for a fixed term period (usually for the academic year but sometimes for the full year). You are usually known as an 'unprotected tenant', with the right to occupy your room with access to the shared areas. The landlord (a representative of the University) is likely to be able to access the communal areas of your property at any point, but they should give you written notice to access your individual room.

LIVING WITH THE OWNER

If you live in the same flat or house as your landlord then you are usually known as an 'excluded occupier'. You will have fewer rights than if you rent a self-contained property. Usually the landlord can have access to your room at any time, and they are only required to give you 'reasonable' notice to end the agreement. Any deposit you pay will not need to be protected.



FEES AND CHARGES

From 1st June 2019 the Tenant Fees Act prohibits landlords and letting agents from charging tenants most fees in relation to renting a property in the private sector. This will apply to new and renewal contracts after this date. From 31st May 2020, this will apply to all tenancy agreements, even those signed before 1st June 2019. There are the charges a landlord or letting agent can still make:

- Holding Deposit – to reserve a rental property prior to signing the contract. It reserves the property for the tenant whilst referencing is carried out and the tenancy agreement is drawn up. The maximum amount that can be taken as a holding deposit is the equivalent of one week's rent. The deposit is refundable unless the tenant decides not to proceed with the tenancy, or should they fail any referencing checks such as the Right to Rent checks.
- Changes to Tenancy Fee – if a tenant requests a change to the tenancy agreement, such as, a replacement tenant, the landlord or letting agent can charge up to £50. They may be able to charge higher, but only if they can prove that the costs involved are higher. This may be in the form of receipts or invoices. The law states that they do not expect that a charge higher than £50 would be acceptable in most instances.
- Late Rent Payment Fee – A landlord or letting agent can charge a fee if you pay your rent late. Under the new legislation, where the payment has been outstanding for 14 days or more, interest can be charged at no more than 3% above the Bank of England's annual percentage rate for each day it is outstanding.
- Lost Keys/Security Devices – the amount charged must not be more than a landlord or agent's reasonably incurred costs in replacing the lost key or security device. You do not have to pay the fee until you have received evidence of the cost incurred.

All lettings agencies must display their fees in their office and on their website. They must also explain whether these fees are per property or per individual and must be inclusive of VAT. If a landlord or letting agent charges a prohibited fee, and does not refund this, you can speak to the Trading Standards team within your Local Authority, who have a duty to enforce the ban.





CHECKLIST

Use this checklist when looking at your contract – there is an explanation of each point on the following pages.

	Property 1	Property 2	Property 3
Is the landlord's name and address on the contract?			
Is the Management Agent's name and address on the contract?			
Is the letting agent the manager of the property?			
Is the address of the property on the contract?			
What type of tenancy do you have?			
Are all joint tenants named on the agreement?			
Do you have a fixed term contract?			
Is there a break clause in the agreement?			
Is the house an HMO and is it licensed?			
Have you paid a Tenancy Deposit?			
Is your deposit protected in a Tenancy Deposit Scheme?			
What are the rent payment terms?			
Have you been asked to pay rent in advance?			
Do you need a guarantor?			
Have you completed an inventory?			
Have you been given a copy of the government guide How to rent?			
Have you been given a copy of the Gas Safety Record/ Energy performance Certificate?			

CHECKLIST GUIDANCE

Landlord's or Management Agent's name and address

- You can request your landlord's address even if you have a Management Agent. By law, your landlord must supply their name and address within 21 days if requested in writing by the tenant.
- You may require their contact details so you can report repairs.
- Are you dealing with the owner of the property? The owner of the property is not necessarily the landlord.
- Is the property being sublet?

Do you have a Joint Assured Shorthold Tenancy (AST)?

- Most students have this type of agreement which means that all named tenants are jointly and severally liable for paying rent, looking after the house, and for any damage caused.
- You must also act together if you want to end the agreement early.

Is there a break clause in the agreement?

- This allows either you or the landlord to legally end the contract before the end of the fixed term (but only after the first six months).

Have you paid a Tenancy Deposit?

- How much is the deposit and what does it cover?
- Are there circumstances stated when you will not get back your deposit?

Have you paid a holding fee/ reservation fee?

- This is a fee to keep the property off the market while references are being checked and contracts drawn up.
- Usually a contract between agent and tenant not landlord.
- Refundable if landlord pulls out but not refundable if tenant pulls out.
- By law a holding deposit cannot be more than the equivalent of one week's rent



**Has the agent/
landlord appointed a
Lead Tenant?**

- In a joint tenancy, one tenant may be named on the Tenancy Agreement as the 'Lead Tenant': the deposit will be protected in the name of the Lead Tenant only and the landlord may choose to only deal with the Lead Tenant.
- Be aware that some of the Tenancy Deposit Schemes will only deal with the Lead Tenant. This means that ONLY the Lead Tenant can raise a dispute with the scheme and the deposit will be returned to the Lead Tenant.

**What are the rent
payment terms?**

- When is the rent due and how should it be paid?
- Does the rent include any bills? If so, which?
- Rent cannot be increased during the fixed term of the contract.

**Do you need a
guarantor?**

- Check the amount of rent that they have guaranteed.

**Is the letting agent
the manager of the
property?**

- This may be stated in the contract.
- Do you report repairs to the agent or the landlord? If to the landlord, you should request their contact details (name, address, telephone number).
- Which Redress Scheme does the agent belong to?

**Have you completed
an inventory/
schedule of
condition?**

- There is no obligation to provide an inventory.
- An inventory is a detailed list of everything the landlord has provided with the property. This includes: furniture, carpets, curtains, appliances, kitchen ware.
- This will act as evidence if there is a dispute over the return of your deposit at the end of the tenancy.
- The inventory should record the condition, especially anything already damaged, marked or worn before you moved in.
- Obtain in writing any agreement of extra furniture, additional work or cleaning prior to start of tenancy.



Do you know what all the terms in your contract mean? Here we have provided explanations for some of the most common terms found in tenancy agreements.

TENANT OBLIGATIONS

Term/Clause	What this means and things to take in to consideration
To pay rent for the property for a fixed term	<ul style="list-style-type: none">• Check how much the rent is and exactly what it includes (e.g. utility bills or other charges).• Is the amount stated on the contract as agreed? What is the method of payment?• Avoid giving post-dated cheques.• Check the start date and length of the tenancy (usually 12 months). There may be a break clause which allows you to end the tenancy at some point after the first six months.
To pay the rent on time	<ul style="list-style-type: none">• Most rent is paid monthly, in advance.• Landlords can charge extra money and apply to the court for eviction if rent is not paid on time.
To pay utility bills	<ul style="list-style-type: none">• You will be responsible for utility and household bills, unless stated otherwise in your housing contract.• If bills are advertised as being included in the rent, check the contract carefully.• Take meter readings when you move in and out.• You should discuss how to pay these bills with the other tenants and think about setting up joint accounts.• Ask permission from the landlord before changing supplier.
To undertake compulsory/ professional cleaning.	<ul style="list-style-type: none">• This is potentially an unfair contract term.



Liabile for council tax

- Inform the local council of your student status. Full-time students are generally exempt from council tax but different rules apply for part-time student, students living in HMOs or sharing with non-students.
- You will also have to pay council tax for any periods between two full-time courses, and possibly at the start or end of course.

To report disrepair

- Notify the landlord promptly, always in writing.
- You must allow access for repairs. The landlord has the right to access without notice in an emergency only.
- Seek advice if repairs are not being completed by the landlord.

To respect and look after the property

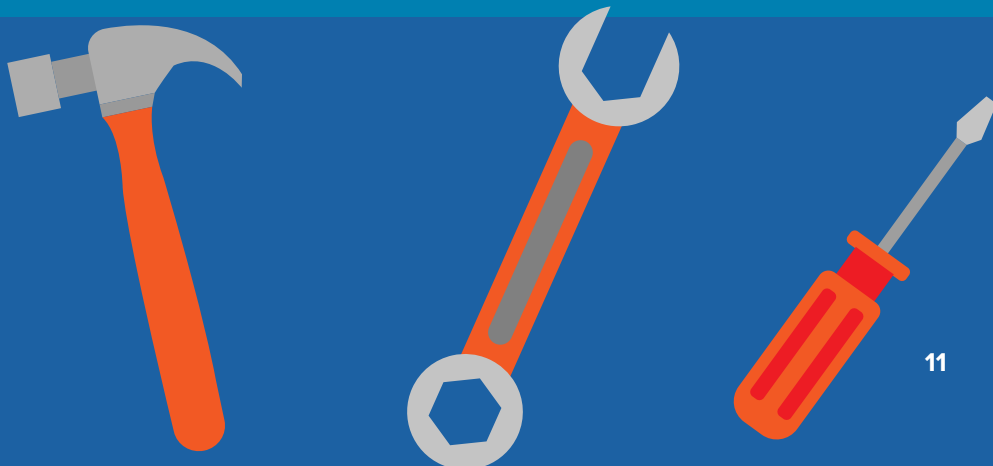
- Not to cause damage – for example, damage caused by using blue tac or nails.
- Keep the property clean and return it in the same condition as when you moved in, allowing for fair wear and tear.

To keep the property free from damp and mould

- Always ventilate the property.
- Condensation damp may be caused by drying clothes indoors and not properly ventilating rooms.
- The landlord is responsible for structural damp. Seek advice if unsure.

To prevent blockages and freezing pipes

- Within the first four weeks of the tenancy, this is the responsibility of the landlord.
- Make sure pipes don't freeze in winter months – especially over the Christmas vacation period - by regularly heating the property.
- Check your contract to see if you must notify the landlord if the property is empty for long periods, and what they define these to be.



To replace fuses and light bulbs

- Make sure you replace these at the tenancy end as you may be charged excessively.

To ensure loud music is not played at certain times

- The landlord cannot tell you when you can or cannot hold parties, play loud music or invite guests. However, anti-social behaviour can cause neighbour disputes and lead to eviction.
- Having guests stay long term may be seen as subletting.

To look after the garden

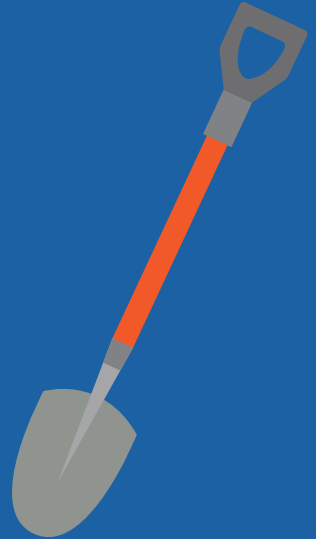
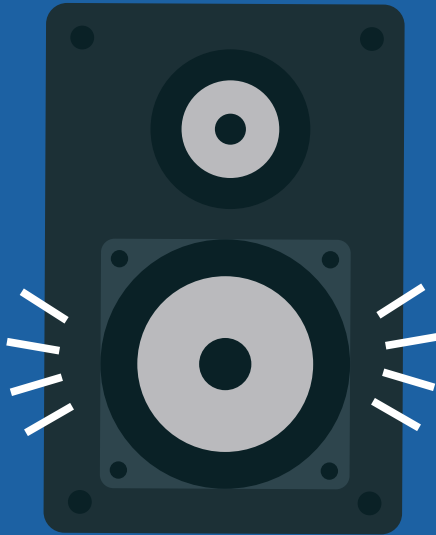
- Check if tools are provided, although this is not a requirement.
- Don't leave rubbish in the garden when you leave as you may be fined by the council or lose some of your deposit.

Not to assign or sublet without permission from the landlord

- Don't sublet the property without permission from the landlord. Permission should not be unreasonably withheld.
- Ask if you can find someone to replace you on the tenancy agreement.

Not to have pets

- A landlord or letting agent are not allowed to charge extra for allowing a pet, or take an increased deposit (if the increase takes the deposit over the maximum equivalent of 5 weeks' rent)



LANDLORD OBLIGATIONS

Term/Clause

What this means and things to take in to consideration

**To allow you quiet enjoyment of the property
To give exclusive possession**

- The landlord must give 24 hours' notice to visit except in emergencies. You must allow reasonable access for repairs but can report harassment.
- Excessive access for inspections and house viewings may be unfair.

To refrain from harassment

- Harassment can be reported to your local authority's Trading Standards Team or Housing Advice Service.

To not evict or re-possess without "due process of Law"

- Tenants are protected by law, through the Protection from Eviction Act 1977.
- The landlord needs a court order to evict. Seek advice if your landlord wants to evict you.

To repair the structure of the house

- Repairs are the obligation of the landlord under Section 11 (Landlord Tenant Act 1985).
- The landlord must be made aware of disrepair in writing.
- The landlord is responsible for repairing the structure and exterior and keeping installations for the supply of water, gas and electricity in proper working order.
- Seek advice if repairs are not performed promptly

To find alternative accommodation or refund rent if the property is uninhabitable

- Always Seek advice in this situation



To protect the deposit in a government approved Tenancy Deposit Protection scheme

- If you have an Assured Shorthold Tenancy, the landlord is required to protect your deposit in an approved government scheme within 30 days of receiving the deposit.
- You must be given a set of prescribed information about the scheme, including a signed certificate.
- There are penalties for failure to protect the deposit correctly.
- The landlord cannot serve you with a notice requiring possession of the property if the deposit is not protected.

To provide a Gas Safety Record annually

- Carry out annual gas safety checks and obtain an annual Gas Safety record.
- A copy of the last Gas Safety record must be given to new tenants before they move into the property
- It is a criminal offence not to have a valid record and to have yearly inspections carried out by a Gas Safe registered engineer.

To provide an Energy Performance Certificate

- Gives the property an energy efficiency rating from A to G
- By law, a property can only be let if the energy efficiency rating is E or above
- Valid for 10 years.
- Fixed penalty of £200 for failure to provide one.
- Enforceable through Trading Standards

To give a copy of the government guide “How to Rent”

- This guide helps landlords and tenants to understand their rights and responsibilities including the Right to Rent checks.

To insure the property

- This covers the building but not the contents: tenants are responsible for insuring their own belongings.

To ensure premises are not hazardous

- Hazards in dwellings are assessed by the Local Housing Authority using the Housing Health and Safety Rating System (England) Regulations (HHSRS).
- If you are unsure as to what constitutes a hazard, seek advice.
- Under the Homes (Fitness for Human Habitation) Act 2018, a house must be fit for human habitation at the start of the tenancy and throughout. This includes being free from pest infestation, having sufficient ventilation and natural light etc.



To fit fully working smoke and carbon monoxide detectors

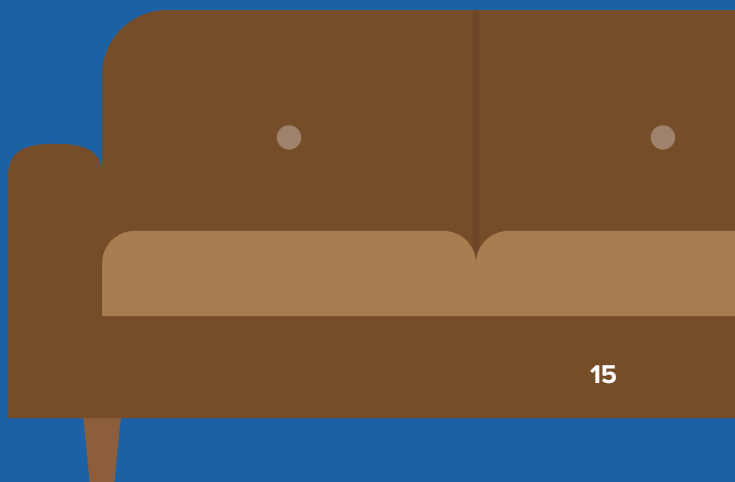
- By law smoke detectors must be fitted on each floor of the property.
- Carbon Monoxide detectors must be fitted in rooms where there is a solid fuel burning appliance (e.g. coal and wood).
- The tenant is responsible for regularly testing the alarms and for changing the batteries.

To provide safe furniture and furnishings

- This is not an obligation for the landlord to provide furniture and furnishings, but to ensure that any furnishings which are supplied comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1998-2010.

HMO Licencing

- If your rented property accommodates 5 or more people from at least 2 households then it is likely to be a House of Multiple Occupation (HMO) and probably requires an HMO licence.
- The licence should be held by the landlord or property manager and lasts for up to 5 years.
- You can check with your local authority to see if a licence has been obtained.



UNFAIR TERMS IN HOUSING CONTRACTS

A housing contract is made up of various terms and conditions. According to legislation: (Consumer Rights Act 2015)

“A term is unfair if, contrary to the requirement of good faith, it causes a significant imbalance in the parties’ rights and obligations under the contract to the detriment of the consumer.”

A term may be considered unfair where:

- It is written in such a way that they are difficult to understand (using jargon or unintelligible language);
- It allows the landlord to change the agreement whenever they like;
- They favour the landlord over the tenant;
- They suggest you have fewer legal rights than you do;
- They do not leave scope for some discretion;
- They bind a tenant to a term that they have not seen before signing the tenancy agreement (known as ‘hidden terms’).

Other provisions affecting tenancy agreements are that:

- A term that may have more than one meaning must be interpreted in the way that is most favourable to the tenant.
- The rest of a tenancy agreement can continue to have effect despite the presence of an unfair term.

If you are concerned about an unfair term, please seek advice from the RUSU Advice Service.



Unfair terms

Why is this an unfair term?

A term which states the tenant will be required to pay penalty charges that may be greater than the costs incurred by the landlord (for example, for gardening or cleaning work etc.)

Excessive penalty charges are potentially unfair as the landlord would be benefitting financially. The landlord should only cover any costs they have incurred when tidying garden or cleaning required at the end of the tenancy period.

A term which permits the landlord to enter the property at any time of the day.

The landlord should give you 24 hours' notice in writing before visiting the property. The landlord should not use their own key to enter the property unless you give them permission to do so.

A term allowing the landlord to re-enter the property if the tenant does not comply with all the terms in the housing contract.

The landlord cannot simply take over the property if you do not comply with all the terms in the housing contract: The landlord should follow an eviction procedure. If your landlord is trying to remove you from a property, speak to an adviser for advice on your rights and responsibilities, and support through the process.

A term stating the tenant should undertake excessive cleaning practices, such as the tenant should clean the windows every two weeks.

Requests for excessive cleanliness are potentially unfair.

A term which allows the landlord to frequently view the property.

This interrupts the tenants' right to quiet enjoyment, which is unfair.

A term which asks the tenants to ensure protective pads are fitted to the legs of all furniture.

This makes tenants responsible for damage that would normally be viewed as fair wear and tear.

A term which states that no guests are allowed

Having guests should be considered reasonable use of the property, although having a friend stay regularly could be viewed as subletting.

GUARANTOR AGREEMENTS

What is a Guarantor?

A guarantor is someone, often a parent or guardian, close relative or family friend, who agrees to pay your rent and compensate the landlord for any damage caused at the property if the you, as the tenant, fail to do so. A guarantor usually:

- Needs to be UK based
- Will be required to undergo reference checks
- Will need to sign a written agreement.

Do I have to have a guarantor before signing a Tenancy Agreement?

This will depend on your landlord or letting agent. Some landlords or agents will ask for both documents to be signed at the same time so you will need to make arrangements for a guarantor to be in place before signing your tenancy agreement. Other agents will send a copy of the guarantor agreement to be checked over by the guarantor before the tenancy agreement is to be signed.

The guarantor agreement is a legally binding document and must be in writing.



Will my guarantor be responsible if my housemate does not pay his or her rent?

It depends on how the guarantor agreement is worded. An effective guarantor agreement should

- Include your name
- Limit the guarantee to a set period of time - the fixed term of the tenancy
- Limit the guarantee to only your individual share of the rent
- Not include the costs of damage or disrepair

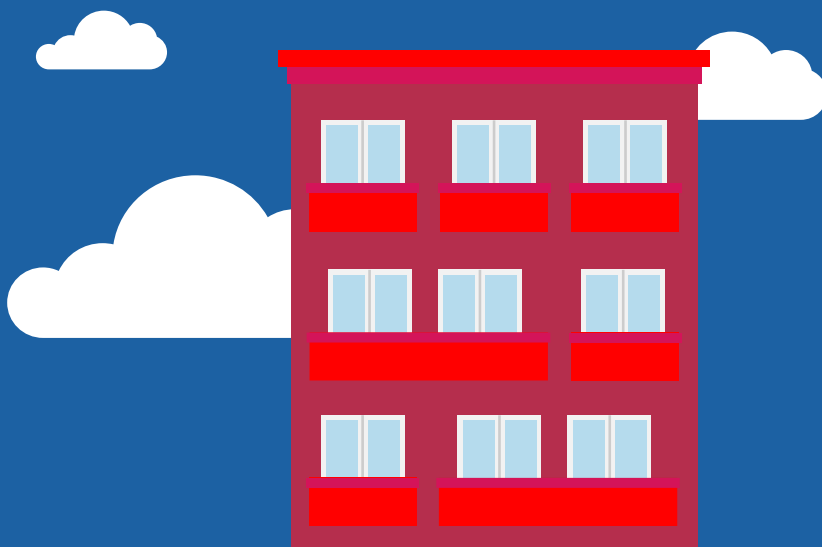
If you are entering into a joint tenancy, your guarantor may be guaranteeing the rent for the whole property and not just your share of the rent.

I cannot get a guarantor. What should I do?

There are a number of reasons why you may not be able to get a guarantor. Your family may live abroad; your family may be unable to support you at this time or you may not be able to ask them for help.

Sometimes landlords will accept an increased deposit or you may be asked to pay rent in advance instead of providing a guarantor. These amounts may be negotiable. There are a number of Rent Guarantor Schemes in operation designed to enable students to rent private sector accommodation that may not otherwise be available to them, usually because a UK based rent guarantor cannot be provided.

The University of Reading has a partnership with YourGuarantor who can act as a UK rent guarantor for students renting in the private sector. The scheme is discretionary and is open to both home and overseas students (EU & Non-EU), undergraduates and postgraduates. Further information about this scheme can be found on the University website



HOUSING DEPOSITS

When you sign a tenancy agreement you are normally required to pay a security or damage deposit to the landlord or letting agency. From 1st June 2019, a landlord or letting agent is only able to request a maximum of the equivalent of 5 week's rent as a security deposit. The deposit is security against any unpaid rent or damage that you cause. Your deposit should be returned to you in full at the end of your tenancy unless your landlord can prove a financial loss.

What can my landlord deduct from my deposit?

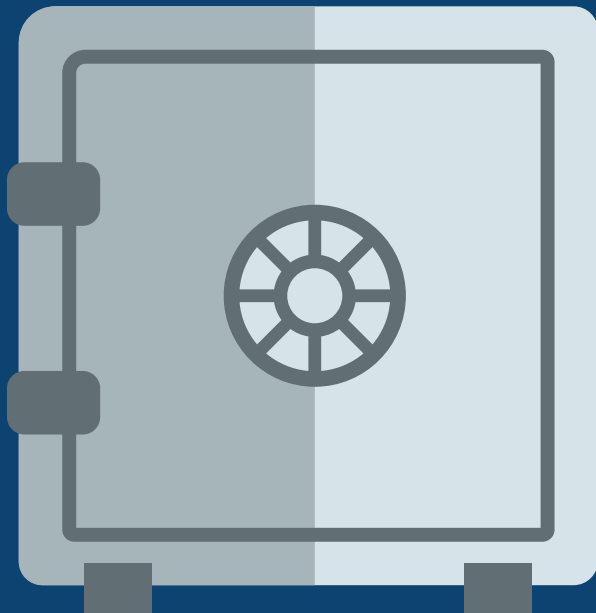
Landlords can make deductions from your deposit for:

- The cost of replacing any damaged or missing contents of the property,
- The cost of changing locks if keys are not returned on time,
- The cost of repairing any damage (but not wear and tear),
- Cleaning,
- Unpaid rent

How will my deposit be kept safe?

If you have an Assured Shorthold Tenancy (AST), the landlord is legally obliged to protect your deposit in one of the three government approved tenancy deposit schemes.

- Tenancy Deposit Scheme: www.tenancydepositscheme.com
- My Deposits : www.mydeposits.co.uk
- The Deposit Protection Service : www.depositprotection.com



How will I know where my deposit is being protected?

The landlord should give the tenant information about the scheme and a certificate signed by the landlord confirming that the information is accurate. This information (sometimes referred to as the Prescribed Information) should be provided within 30 days of receiving your money and should include:

- The name and contact details of the scheme.
- Procedures for if the landlord or tenant cannot be contacted.
- Procedures for disputing the deductions
- The circumstances in which part of the tenancy can be kept by the landlord.

If the deposit is not protected within 30 days, you could take the landlord to court. The court can order the deposit to be protected in a scheme and may award financial compensation of between one and three times the amount of the deposit.

What if I don't agree with any proposed deductions from my deposit?

If you and your landlord do not agree over any proposed deductions to be made from the deposit you may need to take further action to get this situation resolved. There are three ways of dealing with a disputed deposit:

- 1) You can informally negotiate with the landlord. You should do this in writing.
- 2) You can use The Tenancy Deposit Scheme's Alternative Dispute Resolution Service (ADR). ADR can mediate between the landlord and the tenant. Both landlord and tenant must agree to use the service, which is free. The ADR's decision is final and binding.
- 3) The landlord and tenant can use informal mediation and the county court. RUSU Housing Advisers can assist and support you if your deposit has not been returned.



FREQUENTLY ASKED QUESTIONS

Q: I don't get on with my housemates anymore and I want to move out – can I give the landlord/agent notice?

A: If you have an assured shorthold tenancy agreement and you are within the fixed term of this, you cannot just give notice in order to leave the tenancy. You may be able to use a break clause, if you have one, but this would rely on all the other tenants wanting to end the tenancy too. There are options, such as finding a replacement tenant to take over your room, and you are welcome to seek further in depth advice from a RUSU Housing Adviser if you are in this position.

Q: We have signed a joint contract but one of our housemates has moved out. The landlord is asking us for the money but we feel the tenant should pay – is this fair?

A: If you have a joint contract, all the tenants are jointly and severally liable for covering the rent for the whole property. In reality this means that a landlord can choose to pursue any or all of the remaining housemates if the full rent is not paid. If the rent remains unpaid, the landlord could deduct the rent arrears from your deposit at the end of the tenancy. They could take Court action naming all tenants on the tenancy agreement.

Q: I have moved out of a shared house and found a replacement for my room. My housemates are happy with the replacement. What do I do next?

A: You need to contact the landlord or letting agent and see whether they will draw up a new contract to include your replacement. Most lettings agents and landlords are willing to do this, but the replacement housemate must be approved by the remaining housemates and the letting agent/landlord. There may also be charges associated with this. Please refer to your contract for these or seek advice from the RUSU Housing Advisers.

Q: Our house is in a poor state of repair – can we stop paying rent?

A: In general, tenants do not have the right to withhold rent if the landlord does not carry out repairs. Doing so could jeopardise your right to remain in the accommodation.

There are certain circumstances where a tenant can pay for repair works to be undertaken, and then deduct the costs from future rent. However, it would be important to seek further advice in relation to this prior to doing so. You can take

legal action to claim compensation during your tenancy or after it ends. You have up to 6 years (or 3 years for a personal injury claim), starting from the time your landlord should have carried out the repair. If you start your claim during your tenancy, you can also ask the court to order your landlord to do repair work. You can't take legal action for compensation unless you report the repair problem to your landlord during your tenancy.

Q: My landlord is entering the property without arrangement with me. Does he have the right to do this?

A: If you have an assured shorthold tenancy agreement, you will have exclusive possession of the property and your landlord should not enter any part of the property without your permission. The landlord should seek permission in writing at least 24 hours before they wish to access the property. There is an implied term in housing law relating to 'quiet enjoyment' whereby you have the right to the undisturbed use and enjoyment of the property.

Q: My landlord promised to redecorate the property before I moved in but this hasn't been done. What can I do?

A: If the promise of redecoration was in writing and a condition of your tenancy, the landlord is obliged to do the work. However, in general, the landlord is only obligated to resolve disrepair to the property rather than just making improvements (e.g. marked walls needing re-painting). When your home needs repairs, it's often easier to get them done by negotiating with your landlord or letting agent. If your letting agent isn't dealing with the repairs, you can use their complaints procedure. This may prompt them to arrange the repairs. You can complain to their letting agent redress scheme if you don't get a satisfactory response or they don't reply.

Q: I do not have a UK based guarantor and my landlord has asked me for 6 months' rent in advance instead – can they do this?

Most landlords and lettings agents will require a UK based guarantor for students or those that earn under a certain threshold. Currently landlords and lettings agents can request rent in advance in lieu of a guarantor and there is no cap on what they can ask for (up to the full amount of rent for the full rental period e.g. 6 or 12 months).



RUSU ADVICE SERVICE

CONTRACT CHECKING SERVICE

please contact:

By telephone – 0118 378 4100

By email – advice@rusu.co.uk

Housing Advice

www.nus.org.uk/en/advice/housing-advice

Citizens Advice Wokingham

0300 330 1189
www.citizensadvicewokingham.org.uk

Reading Borough Council Tax Office

0118 937 3727

Wokingham Borough Council Tax Office

0118 974 6000

Reading Borough Council Environmental Health

0118 937 3787

Reading Borough Council HMO Licensing

www.reading.gov.uk/hmo

Wokingham Borough Council Environmental Health (including HMOs)

01635 519192

University of Reading Community Relations Manager

www.reading.ac.uk/about/working-withthe-community
0118 378 6764

Reading Borough Council Housing Advice Team

0118 937 3757
www.reading.gov.uk/residents/housing

Wokingham Borough Council Housing Needs Team

0118 978 6754/6756
Located at Shute End, Wokingham, RG40 1BN
www.wokingham.gov.uk/housing-and-tenants

Citizens Advice Reading

0300 411 1306
www.citizensadvice.org.uk

Shelter – the housing and homelessness charity

www.shelter.org.uk
0808 800 4444