Factsheet 63

Finding private rented accommodation

June 2026

About this factsheet

This factsheet has information about finding private rented accommodation, including letting agencies, property viewings, and things to think through before signing a tenancy agreement.

Information about accommodation rented from the local authority or a housing association can be found in Age UK factsheet 8, *Council and housing association housing*.

Information about your rights as a tenant can be found in our factsheets on preventing evictions, rents, and home improvements and repairs.

The information in this factsheet is correct for the period June 2026 to May 2027. However, rules and guidance sometimes change during the year. For example, the second phase of the *Renters' Rights Act 2025* is due to start being rolled out from late 2026 (see section 1).

The information in this factsheet is applicable in England only. If you are in Wales, Scotland or Northern Ireland, please contact Age Cymru, Age Scotland, Age NI for information applicable to those nations. Contact details can be found at the back of the factsheet.

Contact details for any organisation mentioned in the factsheet can be found in the *Useful organisations* section.

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1 Recent developments

The first phase of the Renters' Rights Act 2025 was implemented on 1 May 2026, introducing significant tenancy reforms to the private rented sector. Changes include:

- abolishing assured shorthold tenancies, section 21 '*no fault*' evictions and fixed terms
- making periodic assured tenancies the default tenancy in the sector
- limiting the amount of rent in advance that can be requested and ending rental bidding
- prohibiting rental discrimination
- strengthening tenant rights to request a pet.

In a second phase, expected to begin in late 2026, a private rented sector database will be rolled out, containing important information about landlords and their properties. An Ombudsman service will be established to help resolve disputes between private tenants and landlords. It is expected that this will become available in 2028.

2 Introduction

The private rented sector offers some advantages and may be a good option if you are unable to access social (local authority or housing association) housing or buy a property. The main advantage of renting privately is you are generally able to find a home more quickly and in a location of your choice.

There is a current imbalance between the supply and demand for private rental properties in many areas, however. This means it may take longer to secure a suitable property in your chosen area. It may be helpful, if possible, to widen your search area when looking for somewhere to rent to try and open up more options.

Periodic assured tenancies are now the default tenancy offered in the sector which provide a good security of tenure. A landlord needs to have a '*ground*' (legal reason) to evict you and require you to leave the property.

If you are trying to secure private rented accommodation, the landlord or agent cannot ask for or accept an offer of more than the advertised rent. You cannot be asked for more than one month's rent in advance.

Private rents are often higher than social rents. There has also been a steep rise in private rental costs. Universal Credit or Housing Benefit can help pay the rent but may not always cover the full cost. A private landlord cannot discriminate against you if you are claiming benefits.

3 Where to find private rented accommodation

To find private rented accommodation, you can:

- use a letting agency
- look for advertisements, for example in a local newspaper or in a community centre, library, or shop
- place an advertisement yourself
- look online – popular websites include Zoopla, Rightmove, and Spareroom. If you are not online, try your local library
- ask your friends or family if they know of any rooms or places to rent
- contact your local authority housing options service – they may be able to help if you have trouble finding a property or cannot afford up-front costs (see section 11).

Do not rent a property directly from an existing tenant. This is known as '*subletting*' and the tenant might not have the landlord's permission to rent to you.

4 Viewing the property

Before accepting a tenancy, always view the property and explore the local area. Go with a friend if you can or let somebody else know where you are going. If possible, visit the area after dark to see how comfortable you feel about going out in the evening.

Check transport links and think about how easy it would be to maintain your existing routine, for example attending appointments, getting to work, and seeing friends or family. If moving to a different area, think about the impact on any services you receive, for example will you have to register with another GP and what happens to your care package?

Check how safe and secure the accommodation is, the state of repair, and how easy it is to keep it warm. If it is shared accommodation, try to talk to other tenants to see if you get on with them.

If you are interested in renting a property, the landlord must give you a copy of the Energy Performance Certificate, which gives you an idea how energy efficient it is. Listed energy cost figures are estimates for heating, hot water and lighting based on average energy bills and do not take account of the costs of running appliances like fridges and TVs.

Gas equipment provided by your landlord, like cookers or fires, must have an annual safety check by a Gas Safe-registered gas engineer. You must be given a copy of the most recent certificate, dated within the last 12 months, before moving in. There are similar rules on electrical safety.

For more information, see section 4 of Age UK factsheet 67, *Home improvements and repairs*.

5 Rental discrimination

The *Renters' Rights Act 2025* introduces a ban on rental discrimination, which prevents landlords and agents acting on their behalf from providing unfair treatment to renters (prospective or sitting), based on their having children in the household or receiving benefits.

The new measures apply to all assured (and regulated) tenancies on and from 1 May 2026.

It applies to conduct affecting an individual and any provision, criteria or practice that would make such people less likely to enter into a tenancy. This can include '*no DSS*' or '*no kids*' adverts, stopping such people accessing information about the property and its availability, viewing the property, or signing a tenancy.

Landlords and agents should consider applicants for a rental property based on their individual circumstances. They continue to be able to make a final decision on who they let their property to. They can carry out referencing checks and consider the income of the tenant to inform a decision on whether the tenancy will be sustainable and affordable.

Sitting and prospective tenants can raise concerns about discriminatory conduct with their local authority private rented sector team. You will be able to seek redress from your landlord through the Private Rented Sector Ombudsman, once this becomes available to tenants (expected to happen in 2028) or letting agent redress schemes, including the Property Ombudsman and Property Redress Scheme (see section 12).

It may be possible to pursue a discrimination case through the courts, but it important to seek legal advice first and also consider the costs involved in this.

A local authority has the power to impose a civil penalty of up to £7,000 on landlords and anyone acting on their behalf (either directly or indirectly) for a breach of this rule. If the discriminatory conduct continues for 28 days after the first penalty, another penalty can be imposed.

It remains unlawful for a landlord or letting agency to discriminate against you as a prospective or sitting tenant on the basis of a protected characteristic, such as disability, gender reassignment, race, religion or belief, sex or sexual orientation, under the *Equality Act 2010*.

This could be by refusing to let a property to you or by granting you a tenancy on less favourable terms than usual.

If you feel you have been discriminated against by a landlord or letting agent based on a protected characteristic, contact the Equality Advisory Support Service for advice.

6 Rental bidding

The *Renters' Rights Act 2025* ends the practice of pitting renters against each other in '*bidding wars*' where prospective tenants offer more than the advertised rent to try and secure a property.

Landlords and letting agents must publish an asking rent for their property. This applies to online and printed listings, social media, digital communication and verbal/written offers. They are prohibited from asking for, encouraging, or accepting bids above this price.

If you have experienced rental bidding and are concerned that a landlord or letting agent is breaching these rules, you should report this to the local authority private rented sector housing team. Civil penalties of up to £7,000 can be imposed on landlords and anyone acting directly or indirectly on their behalf by their local authority for breaches. Multiple civil penalties can be received for repeat breaches.

As a tenant, you can seek redress for a breach of these rules through the Private Rented Sector Ombudsman, once this service is available to tenants. This is expected to happen in 2028.

7 Rent in advance

Landlords cannot require large amounts of rent in advance from tenants who are securing a tenancy on or after 1 May 2026. These rules do not apply to tenancy agreements that were signed, or payments of rent in advance that were made, before this date.

The Act amends the *Tenant Fees Act 2019* to prohibit landlords or letting agents from requiring or accepting any payment of rent in advance of the tenancy being entered into.

A landlord can only require up to one month's rent (or 28 days' rent for tenancies that have rental periods of less than one month) once a tenancy agreement has been signed by both parties and before the tenancy commences. This is known as the '*pre-tenancy period*'.

Any rent paid in advance before the tenancy is entered into, or in excess of the permitted initial rent, is a '*prohibited payment*'. The tenant has the right to request the return of any prohibited payment and apply to First Tier Tribunal (Property) if the money is not returned.

Once a tenancy starts, a landlord is unable to enforce any terms in a tenancy agreement that require rent to be paid in advance of the agreed due date.

If your landlord or agent makes an inappropriate request for rent in advance, you can challenge this directly with them or raise your concerns with the private sector housing team at your local authority, who have the power to take enforcement action.

For more information on tenants' rights regarding rent, see Age UK factsheet 35, *Tenancy rights – rent*.

8 Tenancy type

Periodic assured tenancies are the default tenancy issued to private rental tenants. They do not have a fixed term, but instead roll on from week to week, or month to month, until either you or your landlord need to end the agreement. The landlord must use the section 8 eviction process if they want to evict you, meaning they must apply to the court and give a '*ground*' (legal reason) for the eviction. The amount of notice the landlord needs to give you before they can apply to court for a possession order depends on the ground being used.

If you need to end the tenancy, you must give the landlord two months' notice, to expire at the end of a rental period, although it may be possible to agree a shorter notice period with the landlord if necessary. See Age UK factsheet 68, *Preventing evictions,* for more information.

9 Tenancy agreements

From 1 May 2026, landlords and letting agents must give all new tenants written information about the key terms of the tenancy. It is expected that this will be in the form of a written tenancy agreement.

9.1 What information should be included?

Before signing your tenancy agreement, read it carefully and ask about anything you do not understand. It should include the following:

- the type of tenancy or licence
- the start date
- the names of all people involved – the landlord, the named tenants, and other members of the household
- the rent, how it is paid, and how and when it can be increased
- the deposit amount, how it is protected, and the circumstances in which deductions can be made at the end of the tenancy
- details of how you or the landlord can end the tenancy
- confirmation of landlord repair, gas and electrical safety and fitness for habitation duties
- information about requesting disability adaptations
- details of any bills that are included in the rent
- an explanation if the tenancy has been granted for the purpose of supported accommodation
- prior notice if certain possession grounds may be used by the landlord to regain possession of the property
- information about keeping a pet – as a tenant you will have a right to request to keep a pet (you must do this in writing) and the landlord cannot unreasonably refuse. (See section 15.1 for more information).

Keep this information safe, as it sets out the rights agreed between you and the landlord and will be useful to refer to if there are any issues during the course of the tenancy.

If unsure about a tenancy agreement, go to an advice agency such as a local Age UK, or Citizens Advice for help to review this before signing.

For more details of what information you should expect, see www.gov.uk/guidance/renting-out-your-property-guidance-for-landlords-and-letting-agents/tenancy-agreements-written-information-for-your-tenant

10 Security deposits

A security deposit is an amount of money you may be required to pay at the start of a tenancy, capped at five weeks rent (or six weeks if the rent is more than £50,000 per year), for tenancies signed after 1 June 2019.

If you signed before this date and your tenancy has since been renewed, your landlord should refund you the difference between your original deposit and the cap.

The money should be returned to you at the end of the tenancy, but the landlord or agent can keep some, or all, of it if you have damaged the property or owe rent. They are not allowed to do this to cover normal wear and tear.

A deposit paid for a new private assured tenancy that started on or after 1 May 2026 must be safeguarded by a government-sponsored scheme. The scheme protects your deposit and provides an alternative dispute resolution service should there be a disagreement about its return.

Your landlord or agent has 30 days from receiving your deposit to tell you, in writing, which scheme has been used to protect it. If they fail to comply with this and other rules, the court can order them to pay you compensation of between one and three times the value of the deposit.

A landlord of an assured tenancy needs to have protected the deposit (or returned the deposit) and given the tenant the prescribed information before a court will make a possession order. Late protection of the deposit does not prevent a landlord from obtaining a possession order.

These deposit protection requirements apply to all assured possession grounds, except for the mandatory and discretionary grounds relating to anti-social behaviour.

See Age UK factsheet 68, *Preventing evictions*, for more information.

11 Financial help

Finding private rented housing can be difficult if you have a low income, as you must usually pay a security deposit and rent in advance. If you need help to raise this money and are at risk of homelessness otherwise, contact the local authority. They have a duty to help certain households who are homeless or threatened with homelessness.

If you are '*eligible for assistance*' by virtue of your immigration status, they should take reasonable steps to help, for example by providing financial or other assistance to enable you to access the private rented sector.

In addition, there may be local charities that can help or other initiatives such as a local rent deposit scheme or rent guarantee (bond) scheme. Each scheme has different rules about who is entitled to receive help.

A rent deposit scheme offers a loan for a deposit that you must pay back over a period of time. You get your money back at the end of your tenancy if there were no problems (such as damage to the property or unpaid rent).

A rent guarantee (bond) scheme provides a written guarantee to a landlord covering damage to the property and unpaid rent. If there are problems at the end of your tenancy, the scheme pays the landlord and you must usually repay the scheme.

If you receive Pension Credit, you may be able to get help from the Social Fund to pay rent in advance. For more information see Age UK factsheet 49, *The Social Fund, Advances of Benefit and Local Welfare Provision*.

If you are entitled to Housing Benefit (HB) or Universal Credit (UC), you may be able to claim a Housing Payment (previously called a Discretionary Housing Payment), from your local authority through the Crisis and Resilience Fund (CRF) to help cover your deposit or rent in advance. As this help is discretionary, it is not guaranteed. It is a good idea to ask a local advice agency for help when applying for this payment.

See section 5.4 of Age UK factsheet 17, *Housing Benefit*, and section 10.5 of Age UK factsheet 92, *Universal Credit,* for more information.

12 Letting agencies

Letting agencies are businesses advertising, and sometimes managing, homes for rent. If your property is managed by a letting agent, you deal with them instead of the landlord and may pay your rent to them.

Letting agencies are usually in the local telephone directory or online. Some are regulated by professional bodies such as Propertymark or safeagent. Use their websites to search for registered agencies.

Fees

Private landlords and lettings agents have been banned from charging fees to assured tenants and licensees. Fees means all payments, except for rent (including capped amount of rent in advance) and the following:

- a security deposit, capped at five weeks' rent if the annual rent for the property does not exceed £50,000 and six weeks' rent if it does
- a holding deposit paid to reserve the property while checks are carried out, capped at one week's rent
- reasonable charges payable under the tenancy agreement as a penalty for losing your key or failing to pay rent within two weeks of the due date
- damages for breaching your tenancy agreement or any separate agreement made with a letting agent
- charges for requesting changes to your tenancy agreement or its '*assignment*' to another person, usually capped at £50
- charges if you terminate the tenancy without giving the required notice to your landlord (two months), unless you have agreed a shorter period with them
- charges for Council Tax, utilities and other relevant bills.

All other payments are '*prohibited payments*'. A term of your tenancy agreement (or separate agreement with a letting agent) requiring you to make a prohibited payment cannot be enforced. You can make an application to the First-tier Tribunal (Property Chamber) to recover any prohibited payment made. The local authority may help you do this.

Alternatively, you can ask for the money to be put towards future rent payments or your tenancy deposit.

Holding deposits

Holding deposits are refundable in most circumstances, including where you are successful in securing the property or the landlord decides not to proceed with the letting. The main exceptions are if:

- the agreement does not proceed because you change your mind or fail to take certain necessary steps (unless the landlord or agent has demanded a prohibited payment or otherwise behaved unreasonably)
- you decide to put the money towards your rent or tenancy deposit
- the tenancy cannot proceed because you do not have a '*right to rent*'
- you provide false or misleading information and it is reasonable for the landlord to take this into account in deciding whether to grant a tenancy.

Unless you are told in writing and within seven days of the decision not to proceed with the tenancy that you fall into one of these categories, your deposit is refundable. You can apply to the First-tier Tribunal if the money is not returned.

Client Money Protection (CMP) schemes

A letting agency which holds money on behalf of clients must belong to a government-approved CMP scheme. This applies if you pay a holding deposit to reserve a property while checks are carried out. It protects you if an agency goes insolvent or misappropriates your money.

Agencies must clearly display a copy of their registration certificate at any office where they deal face-to-face with clients and on their website. They must give you with a copy free of charge if you reasonably require it. They must tell you in writing if their membership is revoked or they decide to change schemes.

For a current list of the government approved schemes, see: www.gov.uk/client-money-protection-scheme-property-agents

Regulation

Some letting agencies are members of professional bodies such as Propertymark, or the UK Association of Letting Agents. Check whether an agency is a member of one of these bodies and what protection is offered if something goes wrong.

There is also an organisation, safeagent, offering agent accreditation. Accredited agents must meet certain conditions, including on customer service standards and complaints. They provide pre-tenancy advice to landlords regarding any necessary repairs or refurbishments, and on your rights and responsibilities as a tenant.

Approved redress schemes

Unless a letting or property management agent's work is limited to publishing advertisements, disseminating information, or brokering contact with landlords, they must belong to a government-approved redress scheme. This means you can refer a complaint about an agent to an independent person, who investigates the issue.

There are two approved schemes: the Property Ombudsman, and the Property Redress Scheme. Agents must give details of which scheme they are signed up to, alongside a list of their fees. Both schemes investigate complaints about their members free of charge, but they have different policies and procedures and may take different approaches.

Broadly, they may help with a dispute about how an agent has behaved, for example if you experience avoidable delays, or if the agent treats you badly, breaches their obligations, or fails to follow their procedures. Available remedies include an apology, an explanation of their behaviour, and up to £25,000 in compensation.

A complaint is not normally considered by a scheme until you have completed your letting agent's internal complaints procedure, unless it has been eight weeks since you first complained and you are yet to receive a final response.

13 Landlord registration and licensing

Some private rented properties must be licensed by the local authority. These are '*houses in multiple occupation*' (HMOs) with five or more occupants forming two or more separate households. Common examples of HMOs are shared properties and houses converted into bed-sits.

Certain mandatory conditions are attached to an HMO licence, for example, the landlord must provide each occupant with a written statement of the terms of occupancy and the local authority with information about safety standards at the property.

The local authority can set discretionary conditions, for example, requiring the landlord to complete repairs within a particular time frame, or take steps to prevent or reduce anti-social behaviour at the property.

In granting a licence, the authority must be satisfied the property is suitable for occupation by the maximum number of tenants proposed by the landlord. The proposed licence holder is subject to a '*fit and proper person*' test, as is any managing agent they appoint.

HMO licences granted or renewed on or after 1 October 2018 must specify each room that is suitable for use as a bedroom and the maximum number of people who may sleep there. For example, only a room with a usable floor area of 10.22 square metres or more may be occupied as a bedroom by two people.

If an HMO is occupied in breach of these conditions, the landlord is given a grace period to remedy the breach, which can be up to 18 months. Potential remedies include moving a household to another part of the HMO, enlarging a bedroom, or providing an additional bedroom.

The government says no-one living in accommodation that was adequate for them at the time of letting should be immediately evicted due to these rules.

Licensing of other private rented housing

Local authorities can choose to operate '*additional licensing*,' where licensing is extended to cover all HMOs, not just those meeting the above conditions, or '*selective licensing*,' where licensing is extended to cover all private properties in an area.

In addition, some authorities run landlord accreditation schemes, whereby landlords must meet certain standards to be registered.

Check whether your local authority has an accreditation scheme and whether it operates selective or additional licensing in any of its districts.

If you are interested in a property and think it should be licensed, check with the authority that it has one.

14 '*Right to rent*' immigration checks

A '*right to rent*' linked to your immigration status was introduced by the *Immigration Act 2014*. Some people have an unlimited right to rent, such as British citizens and people with indefinite leave to remain (including those with EU '*settled status*'). Others have a time-limited right and some are disqualified from renting altogether.

A private landlord must not allow an adult to occupy premises under a residential tenancy agreement if they are disqualified from doing so. This applies to any adult who would occupy the premises under the agreement, not just the named tenant or tenants.

Landlords must carry out pre-tenancy checks on all prospective adult occupiers of a property to ensure they are not disqualified from renting.

Who is disqualified from renting?

You are disqualified from renting if you are not a British citizen and:

- you require leave to enter or remain in the UK but do not have it, or
- your leave to remain has expired and you did not apply in time to extend it, or
- you have limited leave to enter or remain in the UK subject to a condition that prevents you from occupying the premises.

The Home Office has advised that long-resident Commonwealth citizens (often called the '*Windrush*' generation) and other long resident non-EEA nationals have a right to rent if they have lived in the UK permanently since before 1973 and have not been away for long periods within the last 30 years.

Who has a time-limited right to rent?

Your right to rent is time limited if you have leave to remain in the UK for a set period. This could be if you have been granted a study, work, or family visa for a limited period of time, for example.

If so, the landlord or agent must carry out follow-up checks after a minimum of 12 months, or when the leave to remain expires, whichever is the later, to ensure you have not been disqualified.

EU Settlement Scheme (EUSS)

You have an unlimited right to rent if granted settled status under the EUSS. You have time limited right to rent if you have been granted pre-settled status under the scheme.

If you are waiting on the outcome of a valid EUSS application, your right to rent is maintained until your application is determined. This includes pending the outcome of any appeal against a decision to refuse status.

Proof of settled and pre-settled status under the EU settlement scheme is digital only.

How are the checks carried out?

The landlord may carry out a '*manual*' check, meaning they view your documents in person or over video call.

If you can prove your right to rent using an accepted, original document, then the landlord cannot insist you use an online service instead.

The landlord may seek to verify your identity or immigration status using an online checking service. This involves you giving them a '*share code*' so they can verify your status with the Home Office.

You need to get a '*share code*' if you have EUSS settled or pre-settled status, a biometric residence card or permit, or an eVisa.

If you hold a British or Irish passport, you cannot get a share code, so should have a manual check.

If you are waiting for a decision on an EU Settlement Scheme application, you can also prove your right to rent using your Certificate of Application from the Home Office. The landlord will then ask the Home Office Landlord Checking Service for a right to rent check.

What documents are acceptable?

The landlord or agent must review and copy an original document from a prescribed list. The documents include:

- a (current or expired) British or Irish passport. **Note.** A clipped British or Irish passport is a cancelled document, so not an acceptable proof of right to rent
- passport, travel or immigration document showing you are exempt from immigration control, allowed to stay indefinitely in the UK, have the right of abode in the UK, or no time limit on your stay in the UK.

If you do not have one of these documents, you can give two documents from a second prescribed list, including:

- birth or adoption certificate issued in the UK
- letter issued by a government department or local authority meeting prescribed requirements, such as being no more than three months old
- current driver's licence.

Documents which show a time-limited right to rent include:

- valid passport showing your right to stay in the UK for a limited time
- UK immigration document showing your right to stay for a limited time.

The landlord or agent must take '*reasonable steps*' to check the validity of a document and be satisfied it is genuine and belongs to you.

Discrimination

The Home Office issued a Code of Practice for landlords and agents, *Avoiding unlawful discrimination when conducting 'right to rent' checks in the private rented residential sector*.

This states that landlords should be consistent in how the conduct the checks, ensuring they do not make assumptions about your right to rent or treating you more or less favourably for providing manual documents.

Seek further advice from the Equality Advisory Support Service if you think you may have been discriminated against in the course of a right to rent check.

For a copy of the Code of Practice and associated guidance, see:

www.gov.uk/government/publications/right-to-rent-landlords-code-of-practice.

15 Before moving in

If the property is mortgaged, check the lender is aware it is being rented out. This affects your right to stay if your landlord does not keep up with their mortgage payments.

Get a list of furniture and other items in the property (an inventory), including notes of any damage or disrepair. It is best to sign it with your landlord at the start of your tenancy to prevent future disagreement.

Take dated photographs to evidence the condition of the property when you moved in.

Set up arrangements to pay your rent. Unless the rent amount includes these bills, you must set up payments for gas, electricity, water, communication services, Council Tax and the TV licence at your new address.

Update any contents and car insurance with your insurance providers.

Take gas, electric and water meter readings as soon as possible once you have moved in. If possible, take a photo showing the meter reading with the date and time. This can help make sure you only paying for your usage and not that of the previous occupiers.

Change details with the local authority electoral services, so you are registered to vote at the correct address.

You can also redirect your post to your new address.

15.1 Making a request to keep a pet

If you want to keep a pet, put your request to your landlord, in writing, providing a description of your pet. Your landlord normally has 28 days to respond to your request, in writing. If they do not reply within this time frame, you can apply to the court to ask them to enforce these rules.

Your landlord may need to ask you for more information within the 28-day period or seek permission for a pet from a freeholder. In these instances, once information or a freeholder response has been provided, they have an extra seven days to respond to your request.

Your landlord should consider your circumstances and cannot unreasonably refuse a request. If they refuse, they must give a reason.

If your landlord agrees to your request, they may set down conditions for keeping a pet in the property. They cannot ask for specific extra fees to keep a pet, but they can retain money from your deposit to cover the cost of repairs for any damage caused to the property.

You have the right to challenge your landlord’s refusal, if you think it is unreasonable. You can do discuss your concerns with them or submit a written complaint. If you are unhappy your landlord’s response to a complaint, you can escalate your complaint to the Private Rented Sector Ombudsman, once it becomes available to tenants (expected 2028).

As a last resort, it may be possible to challenge the landlord’s decision by applying to the court. You should consider the costs involved in taking this route, however.

If you keep a pet in the property and do not seek your landlord’s permission, you may place yourself at risk of eviction, as the landlord may consider that you have breached the tenancy agreement, or that damage caused by a pet that has led to a deterioration in the property or furniture. The court would need to consider whether it is reasonable to grant a possession order in these circumstances.

For more information, including when it may be reasonable to refuse a pet, see:

www.gov.uk/guidance/renting-out-your-property-guidance-for-landlords-and-letting-agents/if-a-tenant-wants-a-pet-to-live-with-them

Useful organisations

Citizens Advice
www.citizensadvice.org.uk
Telephone 0800 144 8848

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

Equality Advisory Support Service (EASS)
www.equalityadvisoryservice.com
Telephone 0808 800 0082

The EASS helpline provides information and advice about the *Equality Act 2010*, assisting individuals on issues relating to equality and human rights.

Housing advice services

There may be a specific housing advice or housing aid centre in your area, providing advice on a range of housing issues. Your local authority or Citizens Advice should be able to tell you about these services.

Local authorities have a legal duty to ensure that advice and information about homelessness and how to prevent homelessness is available. Contact your local authority as soon as possible if you are worried you may become homeless.

Ministry of Housing, Communities and Local Government (MHCLG)
www.gov.uk/government/organisations/ministry-of-housing-communities-local-government

Government department responsible for implementing the Renters' Rights Act reforms and issuing guidance to landlords and tenants.

Propertymark
www.propertymark.co.uk
Telephone 01926 496 800

UK professional body for property agents. It promotes standards in the residential lettings property market. Members operate under rules of conduct and must meet certain standards relating to professional and ethical practice.

Property Ombudsman (The)
www.tpos.co.uk
Telephone 01722 333306

Independent service for buyers, sellers, tenants, and landlords of property in the UK. Helps resolve disputes between consumers and property agents.

Property Redress Scheme
www.propertyredress.co.uk
Telephone 0333 321 9418

Consumer redress scheme for property agents and professionals.

safeagent
www.safeagents.co.uk
Telephone 01242 581712

Accreditation scheme for lettings and management agents. Members must meet defined standards of customer service.

Shelter
www.shelter.org.uk
Telephone 0808 800 4444 (free call)

National charity providing telephone advice to people with urgent housing problems. Information and advice on a range of housing issues is also available through their webchat service and website. They provide face to face advice and support in some local areas.

UK Association of Letting Agents
www.ukala.org.uk
Telephone 03300 55 33 22

Professional membership body representing letting and property management agents in the UK. Their members meet strict entry criteria and adhere to a code of practice.

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice
www.ageuk.org.uk
0800 169 65 65
Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice
www.agecymru.wales
0300 303 4498

In Northern Ireland contact

Age NI
www.ageni.org
0808 808 7575

Scotland contact

Age Scotland
www.agescotland.org.uk
0800 124 4222

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