bdht

Your Rights as a Tenant

building vibrant communities together

Tenant Rights Leaflet

As a bdht customer you have rights and we have legal obligations to ensure you live in a home where you feel safe and secure and that we understand you as an individual.

You have a right to live in a home that meets the Government Decent homes Standard.

Health and safety

We must comply with health and safety legislation: Fire Safety Act 2021 & Building safety bill. We must ensure we:-

- Inspect your estates to ensure they are maintained to a reasonable standard
- Carry out works to the property to make sure the property and surrounding properties do not put you or anyone else at risk (see repairs handbook for more information)
- Carry out an annual gas service to inspect any gas appliances and pipework in your home.
- Carry out an Electrical inspection (EICR) every five years to check the safety of your electrics.

Reasonable Adjustments

Our customers have the right to request reasonable adjustments. bdht work hard to understand the needs of our customers, you have the right to request reasonable adjustments to make things easier for you.

On our information survey we ask a question to better understand how we can shape services around you as an individual and to ensure you are able to access services the same as everyone else. You can contact us at any time to request an adjustment and we will be happy to update our systems to ensure these are done.

Examples

An example of an adjustment would be:-

- requiring different formats of documents,
- needing us to give notice for appointments,
- confirm appointments in a certain way,
- you might need time to get to the door or the phone

All our leaflets are available in different formats.
Freephone number 0800 0850 160 email: contactus@bdht.co.uk

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Tenant Rights Leaflet

We must comply with the tenancy agreement that you are given when you move into your home; including any right implied by statute and/or common law, such as;

- The right to a home that is decent, safe and warm and meets the decent homes standard. (click here for more information)
- We must give you at least 24 hours' notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair
- You have the right to consultation: we will consult with you before making changes in matters of housing management or maintenance which are likely to affect you substantially. This means we will: inform you of proposals and give you a chance to tell us what you think of our proposals before we make a decision on whether to go ahead with them.
- You have the right to information from us about the terms of this tenancy and about our repairing obligations and our policies and procedures on tenant consultation, housing allocation and transfers, and our performance as a landlord.
- Apart from small improvements/alterations (for example, putting up coat hooks or shelving), you are not allowed to change or add to your home without first getting our permission in writing, by submitting the appropriate bdht request form which we will then consider. We will consider whether or not to grant you consent, which will not be unreasonably withheld, taking into account all of the circumstances but in particular, whether or not the proposed improvement/alteration will be detrimental to any adjacent properties. We will not grant permission for wood or laminate flooring to be laid in a flat.
- Some agreements have more rights, please refer to the Your Rights section of your tenancy agreement

Did you know?

You are welcome to bring along an advocate, representative or support worker along to any interactions you have with bdht or request an advocate to act on your behalf.

bdht will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.

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