

A Guide for Older People in
Private-Rented Accommodation
Key Issues and Available Resources

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Introduction

This guide is intended for older people who rent, or are thinking of renting, their home in the private rented sector. It gives some basic information about the rights and responsibilities of tenants and landlords and points to where you can find more detailed information and support.

The number of private renting households for those aged 45-64 has more than doubled in the last ten years and recent estimates suggest that the number of older people aged 65 and over who rent in the private sector in London could double between 2014 and 2039.

Despite this, private renting is often seen primarily in the context of how it suits younger people requiring short-term accommodation or those trying to save up to get on the housing ladder. Having conducted a detailed research project with older Londoners and professionals working with and for older people, there is abundant evidence that many older private renters don't always know what their rights are or where to turn to for help. This guide offers information and advice on the main issues that older private renters have brought to our attention.

Housing law is complicated and often involves numerous factors, so this is not intended to be a comprehensive self-help guide for all circumstances. A list of resources for further information and assistance is provided in the appropriate section and is sub-divided by location and topic area. All information is correct at the time of writing (October 2017).

We are grateful to everyone who has contributed to our research and the subsequent production of this guide.

Types of Tenancy

Regulated Tenancy

If your private tenancy started before the 15 January 1989, it is likely to be regulated. You have much greater protection from eviction ('security of tenure') than an assured shorthold tenant and you are likely to be entitled to a 'Fair Rent' calculated by a rent officer in accordance with the Rent Act 1977. Unless special circumstances apply, you can only have your rent increased every two years.

Assured and Assured Shorthold Tenancies

Your private tenancy is likely to be assured if it started between 15 January 1989 and 27 February 1997. The main exception is if you were given a notice saying the tenancy was to be assured shorthold. There are other exceptions, for example if you had a regulated tenancy with the same landlord before. Speak to an adviser if you are unsure. In contrast to a regulated tenancy, landlords are allowed to charge a full market rent to assured tenants. Assured tenancies can be fixed term (usually for 12 or 18 months) or periodic (rolling on from week to week or month to month) and where a fixed term expires, the tenancy will automatically become periodic unless a new fixed-term agreement is signed. Though assured tenancies and assured shorthold tenancies are similar, assured tenants have more security of tenure.

If your private tenancy started after 27 February 1997 it will be assured shorthold unless your agreement says otherwise or you had a different tenancy with the same landlord before. As with assured tenancies, landlords are able to charge full market rent to assured shorthold tenants. In some circumstances, landlords are able to evict assured shorthold tenants without requiring a 'reason' to do so, but they must give two months' notice. 'No fault eviction' can only take place once the tenancy has become statutory periodic (in the case of a fixed-term tenancy) or after six months (in the case of a tenancy that is periodic from the outset).

Landlord and Tenant Responsibilities

Landlord Responsibilities

Safety:

If you are a private tenant, your landlord has certain legal obligations relating to gas, electricity and fire safety. They must:

1. Ensure the gas system is safely installed and maintained, including any gas appliances they provide.
2. Have an engineer registered with 'Gas Safe' perform an annual gas safety check.
3. Provide you with a copy of the gas safety check record.
4. Install a smoke alarm on each storey of a property where there is living accommodation, including bathrooms and toilets, and a carbon monoxide alarm in any room containing a solid fuel burning appliance.
5. Make sure alarms are in working order at the start of each new tenancy.
6. Ensure that any furniture and furnishings they provide are fire safe.
7. Ensure that you have access to a fire escape route at all times.
8. Follow any additional safety regulations that may specifically apply to the property.

Exterior:

Landlords are responsible for repairs to the 'exterior' of the property. This includes the roof, guttering (including drains and pipes), external walls, windows and doors, provided the damage was not your fault. See 'Repairs and Maintenance' for more information.

Interior:

Landlords are responsible for some interior aspects of the property as well. They must keep the boiler, water and gas pipes, radiators, fitted fires or heaters, basins, sinks, baths and toilets in good working order and carry out any repairs that are needed, provided that any damage was not your fault. Landlords are also responsible for repairs to the internal walls, plasterwork, stairs and bannisters. See 'Repairs and Maintenance' for more information.

Management:

Landlords have a number of responsibilities related to management of the property. Your landlord must:

1. Provide you with their name and address if you ask their agent for it.
2. Provide you with a copy of the property's Energy Performance Certificate (EPC).
3. Provide you with a copy of the government guide 'How to Rent' if you have an assured shorthold tenancy that started or was renewed on or after 1 October 2015.
4. Give at least 24 hours' notice if they plan to visit the property (unless there is an emergency scenario) and only enter with a valid reason for doing so.
5. Put your deposit in a government-backed tenancy deposit scheme if you rent your home on an assured shorthold tenancy that started after 6 April 2007.
6. Within reason, allow adaptations if you or a member of your household has a disability (see 'Health & Adaptations' for more details).
7. Follow rules on rent increases. These vary depending on your tenancy type. (see 'Finances and Rent').

Tenant Responsibilities

Transparency:

Tenants are required to provide certain information to secure a tenancy and help the landlord manage the property. This includes:

1. Providing necessary information before the tenancy starts to allow the landlord to perform 'right to rent' checks. This will typically be a passport or other documentation confirming immigration status.
2. Promptly reporting any repairs required to the property that are the landlord's responsibility, so they can be resolved before they escalate – your tenancy agreement is likely to require this (see 'Repairs and Maintenance' for more details).
3. Asking permission if you wish to use the property for any reason beyond that of residency such as, for example, subletting or using the property as a business address – check your tenancy agreement as it may say something different, for example subletting may be prohibited.
4. Allowing the landlord access where there are reasonable grounds and where 24 hours' notice is given (unless in an emergency). You have a right to live without interference or harassment.

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Care and Maintenance:

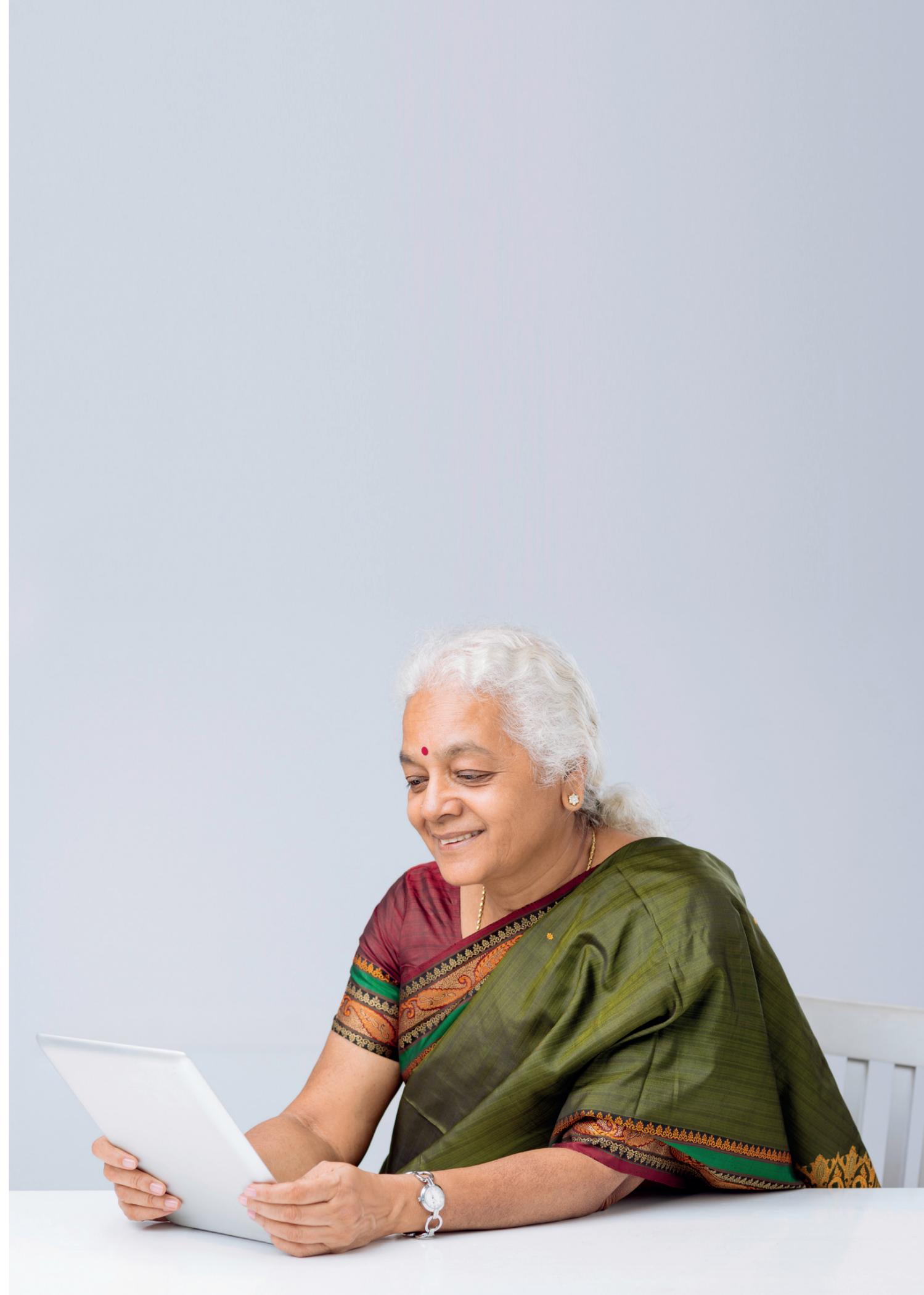
You are required to maintain certain aspects of the property to keep it in good condition. Your specific responsibilities will depend on your tenancy agreement, but are likely to include:

1. Doing minor maintenance (e.g. changing bulbs, unblocking sinks).
2. Disposing of rubbish responsibly.
3. Not damaging furniture, equipment or internal furnishings.
4. Repairing or paying for damage caused by you or a visitor.
5. Taking due care to protect the property from damage (e.g. turning water off at the mains if going away during a period of cold weather).
6. Restoring the property to its original condition before the end of the tenancy.

Financial:

You are required to pay your rent in full and on time under the terms of the tenancy arrangement even if there is a dispute in process regarding, for example, the rental charge or necessary repairs.

You only have a right to use your rent money to pay for repairs if the problem is your landlord's responsibility to fix and you follow a strict legal procedure. This is a risky course of action if you have limited security of tenure. You are required to pay other housing-related bills as agreed under the terms of the tenancy (e.g. Council Tax and/or utility bills).



Key Areas

Security of Tenure

Security of tenure means how easy or difficult it is to evict you. If you have one of the tenancies listed below, your landlord will need to get a court order if they want to evict you. Only a bailiff can lawfully 'enforce' a court order by evicting you from your home and it is a criminal offence for landlords to attempt to do this themselves. However, security varies greatly depending on the nature of the tenancy (see 'Types of Tenancy' for information on the different types). If you are served with an eviction notice and are unsure of your rights, it is a good idea to seek advice immediately (see 'Resources Catalogue' starting p. 22).

Most people who currently rent from a private landlord do so under an assured shorthold tenancy (AST). These are usually granted for a fixed term of six or twelve months. At the end of the fixed term, the landlord can either grant another fixed-term tenancy, ask you to leave, or let the tenancy carry on as a periodic tenancy.

If your AST is within a fixed term, the landlord cannot evict you without a valid reason (a 'ground' for eviction). The onus is on the landlord to prove to the court that the ground exists. If your tenancy is not within a fixed term, the landlord does not need to have a reason to evict (provided the tenancy has lasted more than six months and two months' notice has been given).

If you have been renting privately for a long time, you may be an assured or regulated tenant. These tenancies have greater security of tenure as the landlord always needs a ground for eviction.

Grounds for eviction can either be 'mandatory', meaning the court will have no choice over whether it grants an order if satisfied that the ground exists, or 'discretionary', meaning the court has discretion over whether it grants an order.

Regulated Tenancy

Regulated tenants are notoriously difficult to evict as the landlord will always require a ground for eviction and very few of these are mandatory. Most of the mandatory grounds involve the owner or someone else with a right to the property wanting to live there. Otherwise, it is up to the courts to decide if you should leave. Discretionary grounds for eviction might include the following:

1. You are in arrears with your rent.
2. You have been offered genuinely 'equivalent' accommodation.
3. Terms of the tenancy agreement have been breached.

Assured Tenancy

Assured tenants have strong tenancy rights that protect them from eviction unless the landlord has a legal ground.

In most cases, the landlord will have to serve a 'notice seeking possession' or 'Section 8' notice informing you that they intend to go to court and why. The notice period (the amount of time before the landlord can go to court) depends on the ground they are using. For rent arrears, it is two weeks.

Mandatory grounds for eviction include rent arrears of over two months, serious anti-social behaviour and property re-development. Discretionary grounds include recurrent late rental payments, breach of tenancy agreement and damage to the property.

Assured Shorthold Tenancy (AST)

Assured shorthold tenants have limited security of tenure as after a certain point the landlord does not need to prove a ground for eviction in court. This is sometimes called 'no-fault' eviction, as you can be evicted through no fault of your own.

You cannot be evicted on a no-fault basis while your tenancy is within a fixed term. You cannot be evicted on a no-fault basis if your tenancy started under six months ago. Your landlord has to follow the correct procedure to evict you and still has to go to court to get an order, which can only be 'enforced' by bailiffs.

The landlord must start the no-fault procedure by serving a 'Section 21 notice'. This must give you at least two months to leave the property and explain that, after that point, the landlord may go to court to get an order to evict you.

However, a Section 21 notice can be deemed invalid under certain circumstances, for example if your tenancy began (or was renewed) on or after 1 October 2015 and you have been supported in a request for repairs by the local authority. It can be deemed invalid if the landlord has failed to protect your deposit or failed to provide certain documents (see 'Landlord Responsibilities'). You should always seek advice if you are served with a Section 21 notice. You may not be able to avoid eviction altogether, but an invalid notice can buy you valuable time to explore your housing options.

If your landlord cannot use the no fault procedure, for example because your tenancy is still within a fixed term, they will need to prove one of the legal grounds for eviction set out under 'Assured tenancy' above. In most cases, they will have to serve a 'notice seeking possession' or 'Section 8' notice informing you that they intend to go to court and why. The notice period (the amount of time before the landlord can go to court) depends on the ground they are using. For rent arrears, it is two weeks.

Rent and Other Costs

There are a number of costs that must be considered when renting privately, the most significant of which is the rent itself. However, there are additional initial costs that need to be budgeted for.

Letting fees:

If letting agents are involved, fees can be payable that vary significantly depending on the area and agent. The variety and the lack of clear guidance on setting letting fees has subjected them to a lot of recent publicity and a consultation on banning them is currently underway. At present, letting agency fees need to be prominently displayed in the agency office and on websites and you cannot be charged simply for registering your name and requirements or for them giving details of available accommodation.

Deposit and rent in advance:

A deposit will usually be due on top of the first month's rent in advance which, in many cases, doubles or even triples the initial outlay when first moving into private-rented accommodation. Your deposit should be returned to you at the end of the tenancy but the landlord can keep some or all of it if the property is damaged or rent is owing. They are not allowed to keep your deposit to cover normal wear and tear. If you are in an AST with a contract starting after 7 April 2007, it is a requirement that the landlord puts the deposit in a government-backed scheme. If they fail to do this, they may not have the same rights to eviction as they otherwise would.

As with the last chapter, the nature of the tenancy has implications for the setting of rent and rent increases. If you have difficulty affording your rent, you may be entitled to Housing Benefit, Universal Credit or a Discretionary Housing Payment from your local council. The council may also be able to help you cover your deposit or rent in advance. See the 'Resources' page for more details related to claiming benefits.

Regulated Tenancy

Regulated tenants are entitled to what is known as a 'fair rent', set by a rent officer at the Valuation Office Agency. An application for a fair rent can be made by you, your landlord or both of you together. Once a fair rent has been set, this is the legal maximum your landlord can charge. If they want to increase the rent, they must make a fresh application to the rent officer and can generally only do this after a period of two years. The exception is if there has been a change in circumstances, for example if your landlord has made significant improvements.

When setting a fair rent, the rent officer looks at factors such as the age and condition of the property, the condition of any furniture provided by the landlord and rents for similar properties in the area. They subtract from these similar rents an amount of money that reflects any scarcity of accommodation in the area, so fair rents tend to be much lower than market rents. An appeal can be made against a proposed fair rent if the rent officer is contacted within 28 days of receiving a decision.

Assured Tenancy and Assured Shorthold Tenancy

If you have a fixed-term tenancy, your landlord can only increase the rent during the fixed term if you agree or if the tenancy agreement has a clause allowing them to do so (a 'rent review clause'). Otherwise, the rent cannot increase until the fixed-term period ends, at which point the landlord can set up a new tenancy agreement (with an increased rental figure included) or follow the procedure below if the tenancy continues as a periodic tenancy.

For a periodic tenancy, the landlord can notify of a proposed rent increase using a 'Section 13 notice'. They can only do this at 12-month intervals and at least one month's notice must be given. You can refer the notice to an independent tribunal if you think the new rent will be higher than the market rent for similar properties in the area, but seek advice first as there may be implications in relation to security of tenure and, in some cases, the tribunal can set a higher rent than the one being proposed by your landlord. Seek advice promptly, as there are strict deadlines involved.

The exception to the Section 13 procedure for periodic tenants is if your tenancy contains a rent review clause. If this is the case, your landlord must increase your rent in accordance with the clause, but you have no right of referral to the Tribunal (note that if you had a rent review clause in your fixed-term tenancy, this does not 'carry over' where the tenancy continues as a periodic tenancy – the Section 13 procedure must be used in such cases).

Repairs and Maintenance

As a tenant, you are responsible for looking after your home and carrying out minor odd jobs such as changing light bulbs. This is part of your duty to use the premises in a 'tenant-like' way. This duty also means doing your best to avoid damage to the property and repairing any deliberate or careless damage you, your family or your guests cause.

Landlords have certain health and safety responsibilities and overall responsibility for the structure and exterior of the property, as well as the heating, lighting and sanitary systems. They must rectify any damage caused during repair work. These are their minimum legal obligations.

Your landlord may have additional responsibilities, for example for repairing your white goods. If so, this will be specified in the tenancy agreement. The agreement may also give you additional responsibilities or explain what is meant by using the premises in a 'tenant-like' way, but it cannot make you responsible for the things your landlord should do by law.

Unless the local council has served a health and safety notice, landlords are not obliged to carry out repairs to a property until the tenant has reported the defect. This can be done verbally or in writing, but a written record is preferable so you have evidence that a problem has been reported. It is also advisable for you to report defects promptly so they do not deteriorate further and subsequently require more extensive repairs. There are new laws in place protecting assured shorthold tenants who report a defect from 'no-fault' eviction for a period of six months, although it is still important to consider whether this is the best course of action (see 'Security and Eviction').

Seek advice if your landlord is refusing to carry out repairs or if they have not been carried out to an adequate standard. You may be able to involve your local council's Environmental Health department if the disrepair falls within the scope of Environmental Health powers. All rented homes must meet certain health and safety standards and failure to do so will mean the council can serve a notice ordering your landlord to carry out the work. Alternatively, the council can carry out the work themselves and recover the cost from your landlord.

Health and Moving Home

Adaptations

Your landlord should make ‘reasonable adjustments’ to your property if you have a disability and are being put at a ‘substantial disadvantage’. This could include providing signs or notices, replacing, providing or adapting the doorbell or door entry system, or changing the colour of any surface. However, your landlord is not required to remove or alter a physical feature of the property, which can cause difficulties if you need significant adaptations carried out.

If you want to put adaptations in place yourself, your tenancy agreement will usually require you to seek your landlord’s approval. Whilst they cannot refuse unreasonably if the alteration can be classed as an ‘improvement’, what is reasonable will depend on the circumstances and they can ask that the property be returned to its original appearance at the end of the tenancy. If your tenancy agreement prohibits you from making alterations, you can ask for this clause to be changed as a disability-related ‘reasonable adjustment’.

If you are having difficulties getting in or out of your home, moving around it or using all the facilities, ask for a ‘care and support assessment’ from your local council. You may be entitled to free minor adaptations or equipment and you may be able to get larger adaptations funded via a Disabled Facilities Grant (DFG). Possible adaptations may include: access ramps, hand-rails, a stair-lift, a hoist, or many more.

DFGs can cover costs as high as £30,000 and additional top-up funding may be available. However, an application from a tenant must usually be accompanied by a certificate from the owner of the property stating that they intend the disabled person to live there for at least five years. See the ‘Resources Catalogue’ for links to more information about home-adaptations.

Moving Home

If you wish to move into new private rented accommodation, there are a variety of places you can look for advertised properties but, beyond local newspapers and publications, more and more private rented properties are being advertised online. It is possible to make arrangements directly with a landlord or through a letting agency. As referred to in ‘Finances and Rent’, there is a proposed ban on letting fees though it has not been implemented at time of going to print. It is, however, a current requirement that letting agencies have their fees and charges publically available so you can have this information prior to any signing of contracts. If you wish to end a tenancy, you will usually need to give notice of this intention although procedures vary depending on the tenancy:

Regulated Tenancy:

You can end your tenancy by giving at least 4 weeks’ notice for a weekly tenancy or 1 month’s notice for a monthly tenancy, unless the tenancy agreement specifies a longer notice-period. Tenants ending a regulated tenancy should be aware that any future tenancy-agreement will not have the same benefits in terms of security of tenure and fair rents (see ‘Security’ and ‘Rent and Other Costs’). For this reason, it is rarely in tenants’ best interests to leave a regulated tenancy.

Assured and Assured Shorthold Tenancy:

To end a periodic tenancy, you must give at least 4 weeks’ notice for a weekly tenancy or 1 month’s notice for a monthly tenancy, unless the tenancy agreement specifies a longer notice-period. You cannot normally end a tenancy during a fixed-term period. If you have a fixed-term tenancy, check to see whether the agreement includes a ‘break clause’ allowing you to terminate it early. If not, your landlord may agree to you giving up the tenancy informally (‘surrendering’).

Notice letters should be in writing and should include your name, address and the date your notice period ends on. You may wish to get help from an advice agency as there are complicated rules on when your notice period should end. There are also complicated rules on how you should serve your notice, which depend on the terms of your tenancy agreement.

Your deposit will be returned (minus any ‘reasonable deductions’ for damage) after you have left and the landlord has been able to view the property.

Resources Catalogue

National and Regional Coverage

Advice for Renters

An advice organisation specifically targeted towards private renters. Their housing advice provides support for those eligible for legal aid and they have a 'low-cost' service called 'Renters Legal' for those who aren't eligible.

A: 36-38 Willesden Lane
Kilburn, London
NW6 7ST

W: www.advice4renters.org.uk

P: 020 7624 4327

Age UK (National)

Age UK provides advice and information for people in later life through their 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.

W: www.ageuk.org.uk

P: 0800 169 65 65

(Lines are open seven days a week from 8.00am to 7.00pm)

Citizens Advice

You will usually be re-directed to your local CAB (see 'Resources By Borough') but they have an online webchat service you can access from their main webpage.

W: <http://bit.ly/1Uf0z26>

Department for Communities and Local Government (DCLG)

The DCLG has useful information on housing matters, including on tenancy rights.

W: <http://bit.ly/1bsc5XS>

P: 0303 444 0000

It produces guides to the different private tenancy types:

Assured and Assured Shorthold Tenants:

W: <http://bit.ly/2ykdWuz>

Regulated Tenants:

W: <http://bit.ly/2zH4aqZ>

FirstStop Advice Service

Advice and information services on all housing matters.

A: EAC FirstStop
3rd Floor
89 Albert Embankment
London
SE1 7TP
W: www.firststopcareadvice.org.uk
P: 0800 377 7070

Shelter London Public Advice Line

The Shelter London Public Advice Line can provide advice on housing and debt as well as help to access accommodation.

P: 0344 515 1540

Shelter Legal Services London

Shelter Legal Services London can provide legal advice and court representation in housing cases including: possession hearings, eviction and ASB injunctions.

P: 0344 515 1212

Shelter also has online information specifically on the following:

Letting Agent Redress Schemes:

https://england.shelter.org.uk/housing_advice/private_renting/letting_agent_redress_schemes

Getting Repairs Done:

https://england.shelter.org.uk/housing_advice/repairs/what_to_do_if_your_landlord_wont_do_repairs

By Borough:

The following links will put you in touch with someone in your borough who will be well-equipped to provide information related to services and support available locally. Relevant borough council departments are also listed who have a variety of support functions related to the local area.

Addresses are provided for postal correspondence. In most cases, it is not advisable to turn up without having phoned beforehand.

Barking and Dagenham

Age UK Redbridge, Barking and Havering

A: 4th Floor
103 Cranbrook Road
Ilford
Essex
IG1 4PU
W: www.ageuk.org.uk/redbridgebarkinghavering/
P: 020 8220 6000

Barking and Dagenham Citizens Advice (2 locations)

A: Barking Learning Centre 2 Town Square Barking Essex IG11 7NB	339 Heathway Dagenham Essex RM9 5AF
W: www.bdcab.org.uk P: 020 8507 5969	

London Borough of Barking & Dagenham - Housing Advice Service

A: John Smith House
Bevan Avenue
Barking
IG11 9LL
P: 020 8724 8323

Barnet

Age UK Barnet

A: Meritage Centre
Church End
London
NW4 4JT
W: www.ageuk.org.uk/barnet
P: 020 8203 5040

New Barnet Citizens Advice Bureau

A: 30 Station Road New Barnet
Barnet
Hertfordshire
EN5 1PL
W: www.barnetcab.org.uk/
P: 0300 456 8365

London Borough of Barnet – Private Sector Housing Team

A: Environmental Health
Barnet House
1255 High Road
Whetstone
London
N20 0EJ
P: 020 8359 7995

Bexley

Age UK Bexley

A: Manor House
Grassington Road
Sidcup
DA14 6BY
W: www.ageuk.org.uk/bexley/
P: 020 8300 0883

Bexley Citizens Advice Bureau
(3 locations)

A: Bexleyheath Central Library 2 Townley Road Bexleyheath DA6 7HJ W: www.bexleycab.org.uk P: 01322 517150	Sidcup Library Hadlow Road Sidcup DA14 4AQ	42 Pier Road Erith DA8 1TA
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London Borough of Bexley - Prevention & Assessment Team

A: Civic Offices
2 Watling Street
Bexleyheath
Kent
DA6 7AT
P: 020 8303 7777

Brent

Age UK Brent

A: 120 Craven Park Road
Harlesden
London
NW10 8QD
W: www.ageuk.org.uk/brent/
P: 020 8965 7711

Brent Citizens Advice

A: 70-272 High Road Willesden
London
NW10 2EY
W: www.citizensadvicebrent.org.uk
P: 020 8438 1249

London Borough of Brent - Private Housing Information Unit

A: Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ
P: 020 8937 2000

Bromley

Age UK Bromley & Greenwich

A: Community House
South Street
Bromley
Kent
BR1 1RH
W: www.ageuk.org.uk/bromleyandgreenwich
P: 020 8315 1850

Bromley Town Citizens Advice

A: Community House South Street
Bromley
Kent
BR1 1RH
W: www.bromleycab.org.uk
P: 020 8315 1940

London Borough of Bromley – Housing Services

A: Civic Centre
Stockwell Close
Bromley
BR1 3UH
P: 020 8461 7721

Camden

Age UK Camden

A: Tavis House
1-6 Tavistock Square
London
WC1H 9NA
W: www.ageuk.org.uk/camden
P: 020 7837 3777

Camden Citizens Advice

(2 locations)

A: 141a Robert Street London NW1 3QT W: www.camdencabservice.org.uk P: 0300 330 1157	A: 2 Prince of Wales Road London NW5 3LQ
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London Borough of Camden - Housing Options & Opportunities Service

A: 5 Pancras Square
London
N1C 4AG
P: 020 7974 4444

City of London

City of London – Housing Department

A: Barbican Estate Office
3 Lauderdale Place
London
EC2Y 8BY
P: 020 7332 1237

Age UK

A: Age UK
Tavis House
1-6 Tavistock Square
London
WC1H 9NA
P: 0800 678 1174

Croydon

Age UK Croydon

A: 2 Katharine Street
Croydon
CR0 1NX
W: www.ageuk.org.uk/croydon
P: 020 8680 5450

Citizens Advice Croydon

A: 48 - 50 Portland Road
South Norwood
SE25 4PQ
W: www.citizensadvicecroydon.org
P: 0208 684 2236

London Borough of Croydon - Housing Options Section

A: Bernard Weatherill House
8 Mint Walk
Croydon
CR0 1EA
P: 020 8726 6100

Ealing

Age UK Ealing

A: 135 Uxbridge Road
Ealing
London
W13 9AU
W: www.ageuk.org.uk/ealing
P: 020 8567 8017

Hillingdon & Ealing Citizens Advice

A: Key House
106 High Street
Yiewsley
Middlesex
UB7 7BQ
W: www.hillingdoncab.org.uk
P: 0344 848 7903

London Borough of Ealing - Housing Advisory Service

A: Perceval House
14-16 Uxbridge Road
Ealing
London
W5 2SR
P: 020 88258888

Enfield

Age UK Enfield

A: Unit 2, Vincent House
2E Nags Head Road
Enfield
EN3 7FN
W: www.ageuk.org.uk/enfield
P: 020 8375 4120

Citizens Advice Enfield

A: Unit 3, 5 Vincent House
2e Nags Head Road
Ponders End
EN3 7FN
W: www.enfieldcab.org.uk
P: 0300 330 1167

London Borough of Enfield - Housing Options and Advice Team

A: John Wilkes House
79 High Street
Ponders End
Enfield
EN3 4EN
P: 020 8379 1000

Greenwich

Age UK Bromley & Greenwich

A: Community House
South Street
Bromley
Kent
BR1 1RH
W: www.ageuk.org.uk/bromleyandgreenwich
P: 020 8315 1850

Greenwich (Woolwich) Citizens Advice

A: Old Town Hall
Polytechnic Street
London
SE18 6PN
W: www.greenwichcab.org.uk
P: 020 8853 9499

London Borough of Greenwich - Housing Aid Centre

A: The Woolwich Centre
35 Wellington Street
London
SE18 6HQ
P: 020 8921 2863

Hackney

Age UK East London – Hackney

A: 22 Dalston Lane
Hackney
London
E8 3AZ
W: www.ageuk.org.uk/eastlondon/
P: 020 7249 7149

Citizens Advice Hackney

A: 300 Mare Street
London
E8 1HE
W: www.eastendcab.org.uk/hackney
P: 020 8525 6350

London Borough of Hackney - Housing Advice Centre

A: 1 Hillman Street
London
E8 1DY
P: 020 8356 2929

Hammersmith and Fulham

Age UK Hammersmith and Fulham

A: 105 Greyhound Road
London
W6 8NJ
W: www.ageuk.org.uk/hammersmithandfulham
P: 020 7386 9085

Citizens Advice Hammersmith and Fulham

A: Avonmore Library & Neighbourhood Centre
7 North End Crescent (Public Entrance in North End Road)
London
W14 8TG
W: www.cahf.org.uk
P: 0300 330 1162

London Borough of Hammersmith and Fulham – H & F Advice Centre

A: Ground Floor
145 - 155 King Street
Hammersmith
London
W6 9XY
P: 020 8753 4198

Haringey

Citizens Advice Haringey

(2 locations)

A: 20e Waltheof Gardens 551B High Road
London London
N17 7DN N17 6SB
W: www.haringeycabx.org.uk
P: 0300 330 1187

London Borough of Haringey – Housing Advice

A: Homes for Haringey Head Office
48 Station Road
London
N22 7TY
P: 020 84891000

Harrow

Age UK Harrow

A: Third Floor, Premier House
1 Canning Road
Wealdstone
Harrow
HA3 7TS
W: www.ageuk.org.uk/harrow
P: 020 8861 7980

Harrow Citizens Advice

A: Civic 9, Station Road
HARROW
Middlesex
HA1 2XH
W: www.citizensadviceharrow.org.uk/
P: 020 8427 9477

London Borough of Harrow - Housing Assessment Team

A: PO Box 65
Civic 1, Station Road
Harrow
HA1 2XY
P: 020 8424 1093

Havering

Age UK Redbridge, Barking and Havering

A: 4th Floor,
103 Cranbrook Road,
Ilford, Essex,
IG1 4PU
W: www.ageuk.org.uk/redbridgebarkinghavering/
P: 020 8220 6000

Havering Citizens Advice Bureau

A: 9 Victoria Road
Romford
RM1 2JT
W: www.haveringcab.org
P: 01708 763531

London Borough of Havering - Housing Advice & Homeless Service

A: 20-26 The Liberty
Romford
RM1 3RL
P: 01708 432824

Hillingdon

Age UK Hillingdon

A: 2 Chapel Court,
126 Church Road,
Hayes,
Middlesex,
UB3 2LW
W: www.ageuk.org.uk/hillingdon
P: 020 8756 3040

Hillingdon & Ealing Citizens Advice

A: Key House
106 High Street
Yiewsley
Middlesex
UB7 7BQ
W: www.hillingdoncab.org.uk
P: 0344 848 7903

London Borough of Hillingdon - Housing Options Team

A: Civic Centre
High Street
Uxbridge
UB8 1UW
P: 01895 556666

Hounslow

Age UK Hounslow

A: Alexandra House
Albany Road
Brentford
TW8 0NE
W: www.ageuk.org.uk/hounslow
P: 020 8560 6969

Citizens Advice Hounslow

(2 locations)

A: Brentford & Chiswick CAB Town Hall Heathfield Terrace Chiswick W4 4JN W: www.hounslowcabs.org.uk P: 0300 330 1185	Feltham CAB 2nd Floor, The Centre High Street Feltham TW13 4GU
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London Borough of Hounslow - Private Sector Housing Advice Service

A: Civic Centre
Lampton Road
Hounslow
TW3 4DN
P: 020 8583 3842

Islington

Age UK Islington

A: 6/9 Manor Gardens
London
N7 6LA
W: www.ageuk.org.uk/islington
P: 020 7281 6018

Islington Citizens Advice Bureau

A: 222 Upper St
London
N1 1XR
W: www.islingtoncab.org
P: 0344 488 9626

London Borough of Islington - Housing Aid Centre

A: The Islington Customer Centre
222 Upper Street
London
N1 1XR
P: 020 7527 6371

Kingston upon Thames

Staywell (formerly Age Concern Kingston upon Thames)

A: Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA
W: www.staywellservices.org.uk
P: 020 8949 4244

Kingston Citizens Advice

A: The Malden Centre
Blagdon Road
New Malden
Surrey
KT3 4TA
W: www.citizensadvicekingston.org.uk
P: 020 3166 0953

London Borough of Kingston - Housing Options Service

A: Guildhall 2
St James' Road
Kingston upon Thames
KT1 1EU
P: 020 85475003

Lambeth

Age UK Lambeth

A: Third Floor
336 Brixton Road
London
SW9 7AA
W: www.ageuk.org.uk/lambeth
P: 020 7346 6800

Citizens Advice Merton and Lambeth

A: 1 Barrhill Road
Streatham
London
SW2 4RJ
W: www.caml.org.uk
P: 0800 254 0298

London Borough of Lambeth - Housing Needs and Homelessness Service

A: Olive Morris House
18 Brixton Hill
London
SW2 1RD
P: 020 7926 420

Lewisham

Age UK Lewisham and Southwark

A: Central Office
Stones End Day Centre
11 Scovell Road
Southwark
London
SE1 1QQ
W: www.ageuk.org.uk/lewishamandsouthwark
P: 020 7701 9700

Citizens Advice Lewisham

A: Leemore Community Hub
Bonfield Road
London
SE13 5EU
W: www.lewishamcab.org.uk
P: 0800 231 54 53

London Borough of Lewisham - Housing Options Centre

A: Laurence House
1 Catford Road
Catford
London
SE6 4RU
P: 020 8314 7007

Merton

Age UK Merton

A: Elmwood Centre
277 London Road
Mitcham
Surrey
CR4 3NT
W: www.ageuk.org.uk/merton
P: 020 8648 5792

Citizens Advice Merton and Lambeth

A: 7 Crown Parade
Morden
London
SM4 5DA
W: www.caml.org.uk
P: 0344 243 8430

London Borough of Merton - Housing Options Service

A: 3rd Floor, Merton Civic Centre,
London Road
Morden
SM4 5DX
P: 020 8545 3636

Newham

Age UK East London – Newham

A: 655 Barking Road
London
E13 9EX
W: www.ageuk.org.uk/eastlondon
P: 020 8503 4800

Newham (East End) Citizens Advice Bureau

A: 20 Freemasons Road
London
E16 3NA
W: www.eastendcab.org.uk
P: 0208 525 6377

London Borough of Newham - Homeless Persons Unit

A: East Ham Town Hall Annexe
330-354 Barking Road
East Ham
London
E6 2RT
P: 020 84302000

Redbridge

Age UK Redbridge, Barking and Havering

A: 4th Floor
103 Cranbrook Road
Ilford
Essex
IG1 4PU
W: www.ageuk.org.uk/redbridgebarkinghavering/
P: 020 8220 6000

Redbridge Citizens Advice

A: Broadway Chambers
1 Cranbrook Road
Ilford
Essex
IG1 4DU
W: www.citizensadvice.org.uk/redbridge
P: 0208 514 1878

London Borough of Redbridge - Housing Advice Centre

A: 17-23 Clements Road
Ilford
Essex
IG1 1AG
P: 020 8708 4002

Richmond upon Thames

Age UK Richmond upon Thames

A: Suite 301
3rd Floor, Parkway House
Sheen Lane
East Sheen
London
SW14 8LS
W: www.ageuk.org.uk/richmonduponthames
P: 0845 601 1149

Citizens Advice Richmond

A: 5th Floor
Regal House
70 London Road
Twickenham
TW1 3QS
W: www.citizensadvice-richmond.org
P: 020 8712 7800

London Borough of Richmond - Housing Options

A: Ground Floor
Civic Centre
44 York Street
Twickenham
TW1 3BZ
P: 020 8891 7409

Royal Borough of Kensington and Chelsea

Age UK Kensington & Chelsea

A: 1 Thorpe Close
North Kensington
London
W10 5XL
W: www.ageuk.org.uk/kensingtonandchelsea
P: 020 8969 9105

Kensington & Chelsea Citizens Advice (2 locations)

A: 2 Acklam Road LONDON W10 5QZ	Old Town Hall Kings Road LONDON SW3 5EE
W: www.kensingtonandchelseacab.org.uk	
P: 0300 330 1174	

London Borough of Kensington & Chelsea - Housing and Homelessness Assessment Team

A: Kensington Town Hall
Hornton Street
London
W8 7NX
P: 020 7361 3008

Southwark

Age UK Lewisham and Southwark

A: Central Office
Stones End Day Centre
11 Scovell Road
Southwark
London
SE1 1QQ
W: www.ageuk.org.uk/lewishamandsouthwark
P: 020 7701 9700

Citizens Advice Southwark (2 locations)

A: 97 Peckham High Street London SE15 5RS	8 Market Place London SE16 3UQ
W: www.southwarkcabservice.org.uk/	
P: 03444 994 134	

London Borough of Southwark - Housing Options Services

A: 25 Bournemouth Road
Peckham
London
SE15 4UJ
P: 020 7525 5950

Sutton

Age UK Sutton

A: 1-2 Lower Square
Civic Centre
St Nicholas Way
Sutton
SM1 1EA
W: www.ageuk.org.uk/sutton
P: 020 8770 4090

Sutton Borough CAB

A: Central Library
St Nicholas Way
Sutton
SM1 1EA
W: www.suttoncabx.org.uk
P: 0208 405 3552

London Borough of Sutton - Housing Advice Service

A: Civic Offices
St Nicholas Way
Sutton
SM1 1EA
P: 020 87705800

Tower Hamlets

Age UK East London

A: 82 Russia Lane
London
E2 9LU
W: www.ageuk.org.uk/eastlondon
P: 020 8981 7124

Tower Hamlets (East End) Citizens Advice

A: 32 Greatorex Street
London
E1 5NP
W: www.eastendcab.org.uk
P: 0344 826 9699

London Borough of Tower Hamlets - Housing Options Service

A: Albert Jacob House
62 Roman Road
Bethnal Green
London
E2 0PG
P: 020 7364 7474

Waltham Forest

Age UK Waltham Forest

A: 58 Hall Lane
Chingford
London
E4 8EU
W: www.ageuk.org.uk/walthamforest
P: 020 8558 5512

Citizens Advice Waltham Forest

A: 220 Hoe Street
Walthamstow
London
E17 3AY
W: www.citizensadvice.org.uk/local/waltham-forest
P: 0300 330 1175

London Borough of Waltham Forest - Housing Assessment and Options Unit

A: Cedar Wood House
2d Fulbourne Road
Walthamstow
London
E17 4GG
P: 020 8496 3000

Wandsworth

Age UK Wandsworth

A: 549 Old York Road
London
SW18 1TQ
W: www.ageuk.org.uk/wandsworth
P: 020 8877 8940

Citizens Advice Wandsworth

A: Battersea Library
265 Lavender Hill
London
SW11 1JB
W: www.cawandsworth.org
P: 0300 330 1169

London Borough of Wandsworth - Housing Aid Centre

A: 90 Putney Bridge Road
London
SW18 1HR
P: 020 8871 6840

Westminster

Age UK Westminster

A: Beethoven Centre
Third Avenue
London
W10 4JL
W: www.ageuk.org.uk/westminster
P: 020 3004 5610

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Westminster Citizens Advice

A: Citizens Advice Westminster
21a Conduit Place
London
W2 1HS
W: www.westminstercab.org.uk
P: 0300 330 1191

Westminster City Council - Housing Options Service

A: 101 Orchardson Street
London
NW8 8EA
P: 020 76411000



Resources by Key Issue

Split by each key issue referred to in the paper and in relation to getting legal advice, the following Age UK factsheets will provide more guidance on tenant rights.

Security

Age UK factsheet 68 – Tenancy rights - Security of Tenure

<http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/>

Or call Age UK (National) on: 0800 169 65 65

Finances and Rent

Age UK factsheet 35 – Tenancy rights - Rent

<http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/>

Or call Age UK (National) on: 0800 169 65 65

Repairs and Maintenance

Age UK factsheet 67 – Home Improvements and Repairs

<http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/>

Or call Age UK (National) on: 0800 169 65 65

Health and Moving Home

Age UK factsheet 63 – Finding Private Rented Accommodation

<http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/>

Or call Age UK (National) on: 0800 169 65 65

Legal Guidance

Age UK factsheet 43 – Getting Legal Advice

<http://www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets/>

Or call Age UK (National) on: 0800 169 65 65

The Nationwide Foundation

The Nationwide Foundation is an independent charity that improves the lives of people in need by funding charitable causes and influencing change. At the heart of what they do is a commitment to tackling the root causes of the social issues that lead to disadvantage, poverty and inequality.

The Nationwide Foundation has awarded over £30 million to more than 3,000 charitable causes since 1997. Since 2013, The Nationwide Foundation's vision has been for everyone in the UK to have access to a decent home that they can afford and, as part of this, they have awarded funding for Age UK London to deliver this project focused on improving the living conditions for vulnerable older tenants in private rented sector homes.

Age UK London

Age UK London (AUKL) helps London to love later life by campaigning for older Londoners, working on their behalf, and championing their cause. We work with London borough Age UKs and over five hundred older people's organisations across the capital.

Over the last two years, AUKL has become increasingly aware of specific concerns in relation to older private tenants in London through a combination of research findings, case-studies and workshops with older people's organisations. As a result, AUKL were keen to deliver this project to investigate and seek to improve the circumstances for older private-renters in the capital.

Age UK London

6th Floor
Tavis House
1-6 Tavistock Square
London
WC1H 9NA

t 020 7820 6770
e general@ageuklondon.org.uk
www.ageuk.org.uk/london
[@ageuklondon](https://twitter.com/ageuklondon)



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