

| Action | Charter | | |
|---|------------------------|------------------------|----------------------|
| | Bronze | Silver | Gold |
| Foundation Principles | | | |
| Act fairly, reasonably and honestly in dealing with their tenants. Do all the law requires, fully and in good time. <i>(Click here for the detail of expectations)</i> | ✓ | ✓ | ✓ |
| Provide a property of adequate quality Work towards achieving Silver Charter within one year | ✓ | | |
| Providing security for the tenant | | | |
| Offer the choice of a further fixed term tenancy or a periodic tenancy once the initial tenancy expires. | | ✓ | ✓ |
| Only evict tenants for an acceptable reason <i>(Click here for explanation of acceptable reasons)</i> | | ✓ | ✓ |
| Offer tenancy period of up to three years at renewal | | | ✓ |
| Increase notice given to a tenant to leave by 1 month for each year the tenant has lived in the property, up to a maximum of 6 months | | | ✓ |
| Keeping rents and costs to a reasonable level | | | |
| Charge reasonable rents as far as the landlord's financial situation allows | | ✓ | ✓ |
| Deposit of no more than 1 month's rent | | ✓ | ✓ |

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| Rents increased no more than once a year and after two months' notice to tenant | | ✓ | |
| Rents increased no more than once every two years, and after three months' notice to tenant | | | ✓ |
| Landlords in England and Wales will not charge fees to tenants and will not use letting agents charging unfair fees | | ✓ | ✓ |
| Free copy of inventory will be given to the tenant at commencement of tenancy | | ✓ | ✓ |
| Additional Diamond status – Rent 80% market rent or less | | | |
| | | | |
| Providing Decent and Energy Efficient Properties | | | |
| Provide properties in a reasonable state of repair and free from significant damp | ✓ | ✓ | ✓ |
| Carry out repairs within agreed timescales as far as possible (<i>Click here for timescales</i>) | ✓ | ✓ | ✓ |
| Ensure electrical wiring and appliances are in safe condition and the electrical installation is checked every 5 years | | ✓ | ✓ |
| Regular health and safety checks including fire safety | | ✓ | ✓ |
| Provide properties of reasonable thermal comfort | | ✓ | ✓ |
| Planned programme for maintenance and improvements | | | ✓ |
| Planned programme to improve energy efficiency of the property where practicable | | | ✓ |
| | | | |

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| Working for Positive Tenancy Endings | | | |
| Try to resolve disagreements informally before taking legal action, and tell the tenant of any breach of the tenancy agreement | | ✓ | ✓ |
| Offer the tenant a suitable alternative property, if able to do so, and the tenancy has not been ended for unlawful or unreasonable behaviour of the tenant | | | ✓ |

N.B. The above only summarises the main requirements of the 3 charters. Click [here](#) for the full charters.