

When looking to rent:

Get an Assured Shorthold Tenancy (AST) agreement. Ask your landlord for one. If you rent from someone who is not the landlord you have NO RIGHTS as a tenant.

Letting Agents may have additional charges. Ask for a complete list of charges throughout the tenancy, before renting a property through them.

For any advice on housing or if you are experiencing problems with your accommodation speak to someone at the council. Translation services are available.

East Cambridgeshire District Council

The Grange, Nutholt Lane, Ely, Cambs
CB7 4EE

01353 665555

www.eastcambs.gov.uk

Useful Numbers

Emergency (ambulance, police, fire)
999

Fire Service (non emergency)
www.cambsfire.gov.uk
01480 444666

Police (non emergency)
0345 4564564

Open Out (reporting race hate crime):
www.openoutcambs.org
01223 823552

NHS direct (medical advice)
www.nhsdirect.nhs.uk
0845 4647

Citizens Advice Bureau
www.adviceguide.org.uk

Live Safe



in your rented home



East Cambridgeshire District Council

Do you have a working smoke alarm in your home?

Your landlord should fit one.

It will give you early warning of a fire and can save your life. You may get a free smoke alarm fitted by the fire service. Contact your local fire station.



Are the electrics and wiring old? Do you have overloaded sockets?

These can lead to electrocution or start fires.



If you feel that conditions in your home are unsafe or making you ill, contact **Environmental Services** at the council.

Are you sharing with others to save money? Or living in too small a home?

You may get some support with paying your rent. Speak to **Housing Options** at the Council.



Does your roof leak? Is mould making you ill?



Can you get out quickly?

Do you have secure doors and windows and can you open them easily in the event of a fire?

Are furnishings fire retardant?



Your landlord must ensure boilers are serviced every year by a Gas Safe registered installer.

Ask to see the Gas Safety Certificate.

Carbon monoxide has no smell and **KILLS**.



Is your home in good condition? Your landlord should carry out repairs.

You should let the landlord know if repairs need to be done. You should look after your home too.



Do you know your neighbours?
They may help you in an emergency.

- **Be considerate.** Keep the noise down at night. Be aware of others if you smoke or have barbecues. Park your car without blocking access routes. Be friendly. In the same way, your neighbours should be considerate towards you. People can complain to the council about noise and other neighbour disagreements.