

# The Windhorse Trust

## Our Duty of Care as Landlord

### Introduction

The Windhorse Trust is committed to providing good quality rented accommodation for all of its tenants. We believe that everyone deserves a safe, secure, and comfortable place to live. This policy outlines our duty of care towards our tenants and our commitment to:

- Offering good quality housing at reasonable rent levels.
- Respecting tenants' privacy.
- Ensuring the safety and security of our tenants and their belongings.

### Good Quality Housing

The Windhorse Trust will ensure that all our rental properties meet the following standards:

#### Repairs and Maintenance

We will respond promptly to all repair requests and maintain the property to a good standard of repair. This includes the structure, plumbing, electrical systems, heating, and ventilation.

#### Health and Safety

All properties will comply with relevant health and safety regulations. This includes fire safety regulations, gas safety regulations, and electrical safety regulations.

#### Cleanliness

All properties will be clean and free from vermin when a tenancy begins.

### Reasonable Rent Levels

We are committed to offering our properties at reasonable rent levels. We will consider factors such as local rental market conditions, the size and condition of the property, and the amenities offered.

### Respecting Tenant Privacy

The Windhorse Trust respects the privacy of our tenants. We will not enter a tenant's property without their reasonable consent, except in an emergency or where legally required. When non-emergency access to the property is required, for example for maintenance, we will provide 24 hours' notice of access. We will also keep all tenant information confidential in compliance with The Windhorse Trust's Data Privacy Policy

([https://www.windhorsetrust.org.uk/onewebmedia/Windhorse Trust Data Privacy Policy.pdf](https://www.windhorsetrust.org.uk/onewebmedia/Windhorse%20Trust%20Data%20Privacy%20Policy.pdf))

## Tenant Safety and Security

The Windhorse Trust is committed to ensuring the safety and security of our tenants and their belongings. We will:

- Make this policy available on our website ([https://www.windhorsetrust.org.uk/onebmedia/Windhorse Trust Landlord Duty of Care.pdf](https://www.windhorsetrust.org.uk/onebmedia/Windhorse%20Trust%20Landlord%20Duty%20of%20Care.pdf))
- Provide all tenants with a relevant safety information.
- Maintain the security of all communal areas.
- Take reasonable steps to deal with anti-social behaviour.
- Respond promptly to any reports of crime or security concerns.
- Provide accommodation to adults (aged 18 or over) only. We comply with the Windhorse Trust Adult Protection Policy ([https://www.windhorsetrust.org.uk/onebmedia/Windhorse Trust Adult Protection Policy.pdf](https://www.windhorsetrust.org.uk/onebmedia/Windhorse%20Trust%20Adult%20Protection%20Policy.pdf))

## Responsibilities of Tenants

Tenants also have responsibilities to ensure a safe and positive living environment. These include:

- Paying rent on time.
- Keeping the property clean and in good condition.
- Reporting any repairs or maintenance issues promptly.
- Behaving in a considerate manner towards other tenants and neighbours.
- Complying with the terms of their tenancy agreement.

## Complaints Procedure

If a tenant has any complaints about the condition of the property, repairs, or any other aspect of their tenancy, they should follow the complaints procedure outlined in their tenancy agreement.

More details of the general Windhorse Trust's Complaints Policy can be found here

[https://www.windhorsetrust.org.uk/onebmedia/Windhorse Trust Complaints Policy.pdf](https://www.windhorsetrust.org.uk/onebmedia/Windhorse%20Trust%20Complaints%20Policy.pdf)

## Review

This policy will be reviewed regularly to ensure that it remains up-to-date and reflects best practice.

## **Contact Information**

For any questions or concerns regarding this policy, please contact the Windhorse Trust Property Management Team at 01223 868 574 or [info@windhorsetrust.org.uk](mailto:info@windhorsetrust.org.uk)

For any questions or concerns regarding a non-urgent property maintenance issue, please contact the Windhorse Trust property maintenance 01223 868 577 or [maintenance@windhorsetrust.org.uk](mailto:maintenance@windhorsetrust.org.uk)

For any out of office hours (weekends or Monday to Friday 5pm to 9am) emergency property maintenance issue, please call the Windhorse Trust Out of Hours Emergency phone 07843 885928

## **Additional Information**

This policy is intended to provide a general overview of our duty of care towards tenants. Tenants should also refer to their tenancy agreement for more specific information about their rights and responsibilities.

We believe that by working together, we can create a positive and secure living environment for all of our tenants.