GREATER MANCHESTER GOOD LANDLORD CHARTER

21 Criteria

Affordable

- Clear and fair rent review or setting process
- Giving a fair amount of time to tenants who struggle to pay their rent
- Properties meet EPC C as a minimum
- Not using mandatory rent arrears ground (social landlords only)

Private & secure

- Tenants able to make reasonable changes to their home
- Access to a tenant's home by agreement, except in an emergency

Safe & decent

- Effective approach to property inspection
- Fit and proper person check
- Any work/repairs done by a qualified or competent person
- Adopt standards on what should happen at the start of a tenancy
- Space standards and amenities

Responsive

- Published, timely target response times
- Clear complaints policy, with an independent stage

Inclusive

- Make or facilitate reasonable adaptations to properties, where needed by the tenant, and where applicable join an adaptations register
- Demonstrable commitment to accepting tenants from any background

Well managed

- Landlord must be able to demonstrate accreditation or training, or use an accredited managing agent
- Clear start and end-of-tenancy process

Supportive

- 'Commitment to Refer' tenants at risk of homelessness to council
- Transparent, easy to understand contracts
- Adopting advertising / viewing standards
- Providing / signposting tenants to useful information