

SAFER RENTING

Our Aim

If your landlord breaks the law, Safer Renting will provide *free, independent advice* to help you:

- Stop your landlord harassing you
- Stop your landlord evicting you
- Get compensation
- Look for another home if you choose to

Who we help

We provide specialist advice and support for tenants who are victims of criminal landlords. We only work with tenants that a specific partner council has referred to us. Sometimes we can help you find a lawyer who can help you and sometimes this can be paid for by the government; this is called Legal Aid. If you are not entitled to legal aid and you cannot afford to pay a lawyer, Safer Renting will give you advice and support to defend yourself against eviction. We will explain to you any risks to you of taking action against your landlord.

Our service is free to you and is paid for by your council. Our staff are independent from the council and your information will be private. Where it will help you and with your permission, we will work with the council's teams to help you.

How we work

We provide an outreach service from our office in South East London, visiting you at your home or other safe and convenient location when necessary. Much of our advice and advocacy is dealt with by phone. Our phone line is open 9 am to 5 pm. At evenings and weekends we will respond to emergencies for our existing clients with phone advice and support.

We will explain your legal rights and what choices you have. We are committed to helping you make informed decisions based on the best understanding of what outcomes are possible to achieve.

Who we are

We are experts in private tenant rights and housing law.



The Safer Renting team are not solicitors. This means we cannot apply to a court and we cannot speak for you in a court except if the Judge agrees to it.

What happens if we can't help you?

Some problems may need a lawyer or specialist to progress. In these cases, we will try and find someone else who can help you. The Cambridge House website has links to other advice agencies.

How the service works

Firstly, your council will ask you if you want Safer Renting's help. The council will send us the important information they already have about the situation, and we will contact you by telephone or email and talk more about the problem.

Your caseworker will arrange with you to complete a form to give us permission to act for you. We can only help you if you complete it. We will see if there is anything urgent that needs our help, such as, you are at risk of being evicted or you or your family health is at risk. Sometimes we may need to talk to other organisations like the Police or Trading Standards about you or your case, but we will always get your agreement first. We will be clear about each step we are taking on your case and we will use plain English (and a translator if that is necessary).

With your approval, we can speak to your landlord for you and explain what you want to happen and explain if they are breaking the law. There are a range of ways to discourage a landlord from breaking the law.

If other people live in the same building and are having the same problems, we can help you together, if you all agree to work together.

We understand this can be stressful and we will offer you support as well as advice.

Safer Renting is part of Cambridge House, a social action charity. We are bound by the general Service Charter for clients of Cambridge House which you can ask for a copy of, or find on our website, www.ch1889.org.



NB: In all instances, referral and signposting shall be to accredited service providers, AQS , QPM or Lexcel being preferred accreditations in the advice and legal fields

Please note, Safer Renting is a sister organization but NOT part of the Cambridge House Law Centre.