

CHC Member Guide for Requesting Landlord Permission

Provided by Renovate Community Repair C.I.C (RCR)

Applies to all tenants under the Community Home Care (CHC) Membership Scheme

Why You Need This Letter

Before you can use your CHC Membership benefits – including access to routine maintenance and small home repairs – **you must first request permission from your landlord or managing agent.**

This is because you do **not** own the property. Even though the works are simple and non-structural, your landlord has legal rights and may require notice or consent for any changes, however minor.

 **Important:** RCR cannot carry out work unless you have informed your landlord, and you are responsible for getting that permission.

What This Guide Covers

This guide explains:

1.  When and why to send the letter
2.  How to complete the letter correctly
3.  How to send and record your request
4.  What happens next and who to copy in
5.  What to keep for your records

✓ Step 1: When to Send the Letter

You should send the permission request **before booking or confirming any CHC maintenance visits**.

Use this letter when:

- You are booking your first CHC maintenance appointment
- You are requesting repairs beyond basic self-help tasks
- You've moved into a new property and are starting your CHC Membership
- Your landlord or agent requires formal notice of any third-party works

You only need to send the letter once per property, unless the landlord changes, or a new type of maintenance work is required.

Step 2: How to Complete the Letter

Open the **“CHC Member to Landlord – Consent Request”** letter which can be found on the Renovate Community Repair Website here; [CHC Member Info](#)

Fill in all placeholders (marked with square brackets like [YOUR NAME], [PROPERTY ADDRESS], etc.) with the following:

Placeholder	What to Enter
[YOUR NAME]	Your full name as it appears on your tenancy agreement
[YOUR ADDRESS]	The full property address (include flat/unit/building numbers)
[LANDLORD NAME]	If known, otherwise use “Sir/Madam”
[LANDLORD ADDRESS]	The address given for notices in your tenancy agreement
[DATE]	The date you're sending the letter
[INSERT DEADLINE DATE]	Enter a date 14 calendar days from the date you send the letter
[EMAIL / PHONE]	Your own contact details (not RCR's)
[LETTING AGENT NAME]	Add if your tenancy is managed through an agency

💡 If you're unsure who to send it to, check your tenancy agreement or rent receipts for landlord or agent details.

Step 3: How to Send It

Once the letter is filled in, you should **print it, sign it, and send copies as follows:**

Print & Sign

- Print the letter
- Sign it by hand with your full name and the date
- Make 3 copies (or scan a digital version for email)

Send It

Send the letter using **one or more** of the following methods:

Method	Instructions
 Post	Post the signed letter to the landlord's or agent's address for service (check your tenancy)
 Email	Scan or photograph the signed letter and email it as an attachment
 Hand Delivery	Deliver by hand and ask for written confirmation or a signature on your copy

Step 4: What to Keep for Your Records

- A copy of the letter for your file.
- Proof of postage or email
- The date the letter was sent
- Any reply or confirmation from your landlord or agent

Keep these safely. If there's ever a dispute or delay, this will protect you and help RCR support you.

Step 5: What Happens Next

- Wait for a **written reply** from your landlord or agent
- If they agree: you can use your CHC Membership with RCR
- If they **object**: you should not proceed – contact RCR for guidance
- If they do **not reply within 14 days**, you may proceed based on *assumed consent*, as stated in the letter

 **Note:** If the landlord later raises concerns and you didn't send the letter, you may be personally responsible. Always keep a paper trail.

Important Reminders

- **You (the tenant)** are solely responsible for sending this letter
 - **RCR does not contact landlords on your behalf**
 - **RCR accepts no liability** if you fail to notify your landlord or if they object to works later
 - Never deduct rent or carry out work yourself without proper permission
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Need Help?

If you're unsure how to complete or send the letter, speak to a trusted person, tenant advice service, or housing support organisation.



WECARE@RENOVATECOMMUNITYREPAIR.CO.UK
WWW.RENOVATECOMMUNITYREPAIR.CO.UK

Thank you for being a CHC Member – by maintaining your home through this scheme, you're not only looking after your own safety, but helping build a more caring and resilient community.

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Community Home Care (CHC) Membership Scheme