

Cheshire West & Chester Council

# Private Rented Sector Service



Email: [privaterentenquiries@cheshirewestandchester.gov.uk](mailto:privaterentenquiries@cheshirewestandchester.gov.uk)  
Tel: 0151 337 6322



Cheshire West  
and Chester

## What is the Private Rented Sector Service?

The Private Rented Sector Service is a Council-run service that has been developed to provide a tenant matching service for landlords who are able to let their property at an affordable rent.

Our aim is to effectively support the landlord and tenant journey; helping landlords to achieve stable lets by successfully settling tenants into private sector tenancies that are affordable. The service enables people to exit homelessness and access an independent tenancy of their own.

We can also help with preventative work if the tenancy runs into any difficulties. However, we aim to minimise such problems by trying to get things right from the start!

## What do you mean affordable rent?

When we say 'affordable rents', we mean rents that fall in-line with the current Local Housing Allowance rates within Cheshire West and Chester.

## What incentives are available to landlords?

- Free tenant finding service - helping Landlords avoid advertising the property.
- A gratitude payment as a thank you for choosing to work with us.

| Tenancy                       | Gratitude payment |
|-------------------------------|-------------------|
| Single                        | £250              |
| Couple                        | £350              |
| Family (up to 4 bed house)    | £500              |
| Larger family (5 bed house +) | £750              |

- Potential further discretionary payments for more challenging cases.
- Help to tenants with rent in advance, rent deposits; or we can offer a security bond to landlords which is held by the Council to offer assurances that will cover a set value in the case of rent arrears, damage, theft, or abandonment support costs at the end of a tenancy.
- A 'pet bond' for Landlords who are able to accept 'pet requests' and provide accommodation to pet owners.
- Advice and support for the tenant for the first 12 weeks of the tenancy. This support can be extended where deemed appropriate.
- Advice and support for the landlord for the first 12 months of the tenancy, and beyond if required.
- Assistance with navigating new Renters Rights Act (2025) Legislation.
- Once staff are happy that support can be retracted, and both the landlord and tenant feel confident that things are going well, an exit plan will be implemented.

## How do I get in touch?

If you would like to meet our staff, we would be happy to set-up a meeting!  
Please contact us by:

Email: [privaterentenquiries@cheshirewestandchester.gov.uk](mailto:privaterentenquiries@cheshirewestandchester.gov.uk)

Telephone: 0151 337 6322

## Frequently Asked Questions

|                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Does the Council find the tenant?</b>                       | Yes, the Private Rented Sector Service will suitably match the tenant to the landlord's property. The Council will carry out affordability checks to ensure the tenant can afford the rent and that they will be able to sustain their tenancy.                                                                                                                                                                                                                |
| <b>Who provides the tenancy agreement and paperwork?</b>       | It is the landlord's responsibility to provide the tenancy agreement and paperwork. The Council do not assist in paperwork, however once signed the Private Rented Sector Service will request a copy of the tenancy agreement along with other documents such as Gas/Electricity/Energy Performance Certificate's.                                                                                                                                            |
| <b>What happens if a tenant cannot afford the deposit?</b>     | If a tenant is unable to afford the deposit, the Council can offer to cover the deposit through the Bond Scheme Agreement. The landlord can claim the deposit from the Council, should any issues arise which fall within the bond agreement.                                                                                                                                                                                                                  |
| <b>What is a Bond Agreement?</b>                               | The Bond is a paper agreement which can be accepted by landlords in place of a cash deposit. It is designed to help people who are on low incomes who are not able to raise a cash deposit themselves. Landlords can claim cash from a bond agreement, if the tenant damages the property or gets into rent arrears, within the first 12 months of the tenancy. Bonds initially last for 12 months, although this can be extended under certain circumstances. |
| <b>Does the Council offer property maintenance or repairs?</b> | No, property maintenance and repairs remain the responsibility of the landlord. However, in some situations discretionary support with damages may be offered when a tenancy ends.                                                                                                                                                                                                                                                                             |

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Will the Council be able to offer tenancy support should issues arise?</b> | Yes, the Private Rented Sector Service Tenancy Support Officer will initially provide a 12 week 'settling in' period after the tenancy sign-up to support both tenant and landlord. The Private Rented Sector Service will carry out 3 month interval checks with the landlord to see if there are any issues. If an issue has arisen, the Private Rented Sector Service will assist where possible to resolve issues. |
| <b>Do we have to take the tenant suggested by the PRS Team?</b>               | No, the agent/landlord will have the final say on who they are renting to however the Private Rented Sector Service will only suggest tenants who are suitable for the accommodation in question, and who are tenancy-ready.                                                                                                                                                                                           |
| <b>Does the PRS Team manage the tenancy?</b>                                  | No, it is still the responsibility of the agent/landlord to manage the tenancy. The Private Rented Sector Service can assist in finding suitable tenants, and can support them for 12 weeks to help ensure the tenancy is successful.                                                                                                                                                                                  |
| <b>Does the Council lease the property?</b>                                   | No, the Private Rented Sector Service currently do not lease properties. The landlord is wholly responsible for the let and for the property management.                                                                                                                                                                                                                                                               |

### **Accessing Cheshire West and Chester Council information and services**

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

---

You can also telephone: **0300 123 8 123**  
or textphone: **18001 0300 123 8 123**  
website: [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)