



**THE CHAMPIONS  
NETWORK**

Promoting equality in the  
Private Rented Sector



## MENTAL HEALTH RIGHTS IN RENTING

A guide about your legal  
rights in Wales.

**You can't be refused a home, or treated less favourably in renting, because of your mental health.**

**You cannot be evicted because of your mental health. If you think an eviction notice has been influenced by your mental health, you can challenge this.**

**If your tenancy is affected by your mental health, your landlord or letting agent should make reasonable adjustments to help you.**

**You do not have to tell your landlord or letting agency about your mental health (but it may help you access support if you do tell them).**



Help with understanding and communicating your rights.

This guide is about knowing your rights. The services listed here will support you to understand and access your rights when renting. For support with your mental health, see our guide called 'Mental Health Support for Tenants.'

### Important points to remember

- If you feel able, let your landlord or letting agency know about your mental health needs. This will help them to support you.
- Agree on the best way for your landlord or letting agency to contact you - phone, text or in person.
- If you feel you cannot speak to your landlord or letting agent about your mental health, ask someone for help. For example, your GP could write a letter to your landlord.
- If you feel your mental health is getting worse, reach out for support as soon as possible.

HELP!

## Useful contacts

**The Champions Network**  
[anna@taipawb.org](mailto:anna@taipawb.org)  
**07788 901919**  
[www.taipawb.org/prs](http://www.taipawb.org/prs)

**TPAS Cymru**  
[www.tpas.cymru](http://www.tpas.cymru)  
**029 2023 7303 or 01492 593046**  
[eleanor@tpas.cymru](mailto:eleanor@tpas.cymru)

**Citizen's Advice**  
**0800 702 2020**  
[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)  
Enter your post code into the search bar to get contact details for your nearest Citizen's Advice.

**Shelter**  
[www.sheltercymru.org.uk/get-help](http://www.sheltercymru.org.uk/get-help)  
**08000 495 495**

**Your Local Council**  
Write 'housing support' then the name of your local council in the search bar. It will be the first result.  
Newport: 01633 656656  
Torfaen: 01495 766949  
Blaenau Gwent: 01495 354681  
Caerphilly: 01443 864548 or text HOUSUPPORT to 81400  
Monmouthshire: 01633 740730

## Other useful information:

### Your Doctor

Go to see your GP (your Doctor) if your mental health is affecting your life. They can help in lots of ways. They can offer treatments or access to therapy / counselling. They can write a letter to explain about your mental health.

You do not have to tell anyone you have seen the Doctor about your mental health. You can choose which support you accept, and who you tell about this support. Seeing your GP will not impact your work or your benefits - your GP will not tell anyone.

If you're feeling really low and need to talk, you can call the Samaritans for free on 116 123 or C.A.L.L. mental health helpline for Wales (text or phone) on 0800 448 0828. If you are in immediate danger, call 999

Your mental health is not your fault, and it shouldn't be the reason you lose your home.

#rentalhealthcymru