

repairs to your home

A guide to responsibility for repairs in your home

landlords' responsibilities

By law the landlord is responsible for the structure and exterior of the dwelling. This includes the windows, window frames, external doors, brickwork, guttering and any other direct consequences of external or structural problems.

They are responsible for all installed fixtures and fittings such as the basins, sinks and baths. They are responsible for the heating and hot water installations such as any central heating system and fixed heaters, the safety and good working order of all gas installations and the home's electrics.

The landlord cannot pass on any of their liability to the tenant.

tenants' responsibilities

The tenant has a duty to take care of the property and to use it in a responsible way. This means not damaging any of the furniture, fittings or appliances provided and using things in a sensible manner. If the tenant causes any damage they will ultimately be responsible for it.

Apart from the duty to take care of the property, the tenant only has to undertake repairs if the tenancy agreement specifies it..

making repairs

It is important to be clear about who is liable for the repair before taking any action.

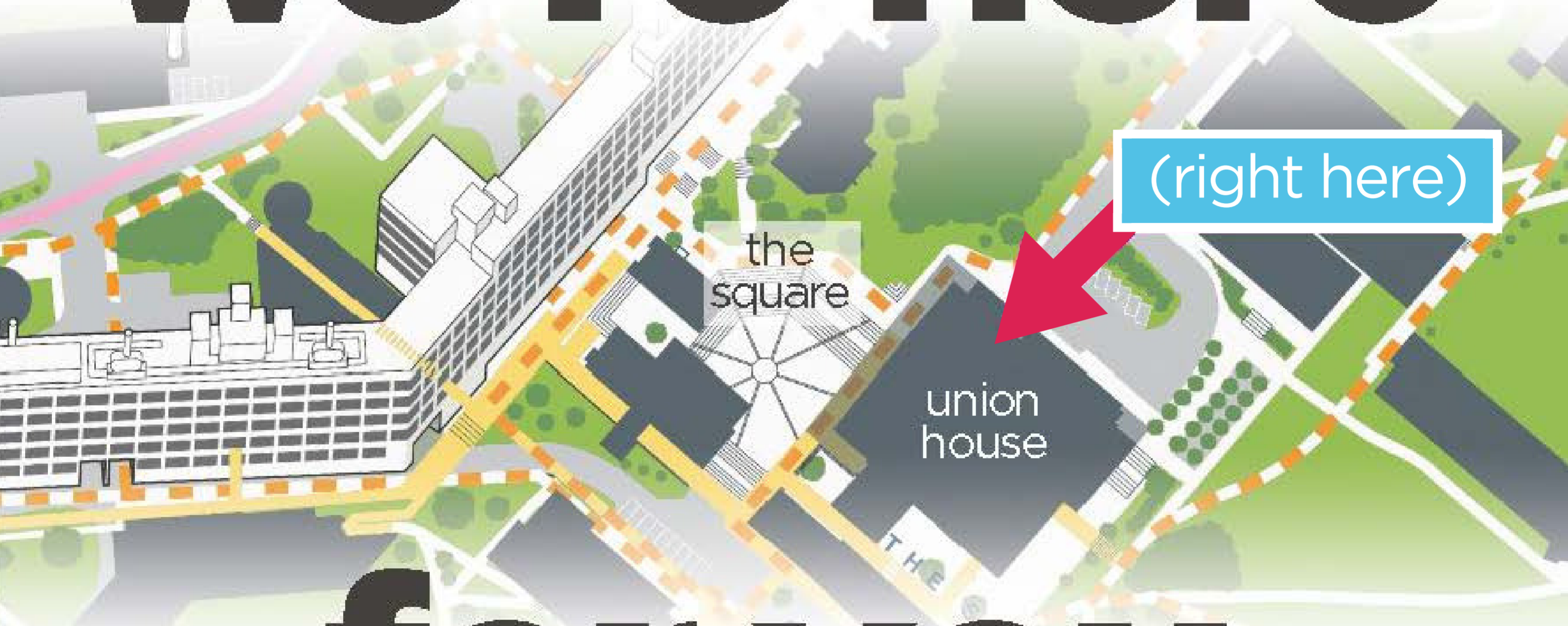
If your landlord is responsible, contact them as soon as you suspect a problem; you should put any problems in writing. The housing and homelessness charity, Shelter England, has a template letter which you can download and use as a guideline:

https://england.shelter.org.uk/housing_advice/repairs/how_to_report_repairs_to_a_private_landlord.

You should include a detailed breakdown of all the repairs and a reasonable timescale in which you expect the landlord to have carried out the repairs.

If the landlord does not respond or does not satisfactorily carry out the repairs contact advice(su) for further help and advice.

we're here



for you

With

free, confidential, impartial advice

mon - fri 10.00 - 16.00 01603 593463

advicecentre@uea.ac.uk

uea.su/advice

we've got your back