



Repairs

What your landlord must do

Your landlord is always responsible for repairs to:

- The property's structure and exterior
- Basins, sinks, baths and other sanitary fittings including pipes and drains
- Heating and hot water
- Gas appliances, pipes, flues and ventilation
- Electrical wiring
- Any damage they cause by attempting repairs

Your landlord is usually responsible for repairing common areas, e.g. staircases in blocks of flats. Check your tenancy agreement if you're unsure.

Your responsibilities

You should only carry out repairs if the tenancy agreement says you can. You can't be forced to do repairs that are your landlord's responsibility.

If you damage another tenant's flat, e.g. if water leaks into another flat from an overflowing bath, you're responsible for paying for the repairs.

If your property needs repairs

Contact your landlord if you think repairs are needed. Your landlord should tell you when you can expect the repairs to be done. You should carry on paying rent while you're waiting.

If repairs aren't done

Contact the Housing Options team 01204 335900. The Council will be able to take action if they think the problems could harm you or cause a nuisance to others.