

Repairs and Maintenance

It is important to report any repair or maintenance issues promptly as delaying could cause further damage and you could be charged for additional costs incurred.

Many small jobs are also the responsibility of the tenant so please read our guide below and make sure you know who is responsible for it before submitting your request.

Tenant's responsibilities

You are responsible for taking good and proper care and minor repairs and maintenance such as:

- Keeping your home reasonably clean and tidy
- Ensuring your own electrical appliances are safe to use
- Keeping any garden or outside areas clear of rubbish and in a reasonable state
- Changing light bulbs or smoke alarm batteries
- Unblocking toilets and sinks if you have blocked
- Repairing your own appliances or furniture
- Making good any damage caused by you, your family, or your guests
- Any other minor repairs detailed and agreed upon in your tenancy agreement

Where a repair is required for something that would normally be the landlord's responsibility but you have caused the damage, you will be charged.

This can include repair costs to things such as blocked drains, pipes, or toilets if you didn't take reasonable care to keep them free of blockages.

You are not responsible for normal wear and tear but any damage you have caused will be chargeable.

Providing Access to Your Home

You must allow access to your home for the landlord or someone acting for them to carry out necessary repairs and maintenance.

You're entitled to receive at least 24 hours written notice and if the time suggested isn't convenient, it is important that you suggest another one swiftly and within reasonable working hours.

Landlord's Responsibilities

Your landlord is responsible for repairs and maintenance in your home such as:

- Electrical wiring
- Gas pipes and boilers
- Heating and water
- Ventilation
- Plumbing, pipes, sinks, toilets, baths, showers, and drains
- Fixtures and fittings including doors, windows, stairs, and banisters
- Communal areas if applicable
- The internal and external structure of the building including walls, roof, and boundary walls, and fences

Your landlord will also be responsible for redecorating to make good any damage caused due to repair or maintenance.