



Housing Self-Help Guide 4 Disrepair



Whether you are renting privately, renting from the council or a housing association, your landlord is responsible for carrying out the following repairs:

- Heating and hot water
- Gas pipes and boilers – Gas safety checks must be carried out annually
- Sinks, baths, toilets, pipes and drains
- Electrical wiring (All wiring, plug sockets and any electrical appliances provided by the landlord must be safe)
- Common areas including hall ways and stairways
- The structure and exterior of the building, including walls, stairs and banisters, roof including chimneys, external doors and windows (this includes damp and mould problems and repairs needed to prevent pests getting into your home)

Landlords must also install smoke and carbon monoxide alarms.

Useful tips on what to do when reporting repairs to your landlord

1. Report repair to landlord as soon as it happens
2. Report repair in person or by phone and follow this up in writing either by post or email.
3. Keep copies of all correspondence with your landlord
4. Take photographs of the repairs especially if the repair gets worse over time
5. Keep any of your belongings which have been damaged by the repairs issue e.g. furnishings or clothing damaged by mould . Make a note of how much they cost when you bought them or any receipts if you have had to replace them
6. Keep a record of any doctors or hospital visits if you have been injured or made ill by the repair issue



As a tenant you are expected to do the following to Keep your home reasonably clean and in a good state of repair:

- Do minor repairs such as changing a light bulb or changing smoke alarm batteries
- Do regular safety checks on any electrical appliances you own
- Keep your garden and/or any outside areas in a reasonable state
- Repairing damage caused by you, your family or guests (i.e. damaging an internal door)
- The landlord may ask you to pay for repairs if you do not take reasonable care of the property and it appears that you or your family have caused the problem (i.e. blocked drains caused by flushing of inappropriate waste such as nappies)
- Fixing any appliances or furniture you own

You must allow reasonable access to your home if your landlord wishes to inspect the condition of the property. The landlord must give you at least 24 hours' notice of an inspection. If the time suggested is not convenient you can suggest another time.

**What if your landlord does not do your repair request within a reasonable timescale?
(this will depend on the severity of the repair issue)**

Private Tenants:

Make a formal complaint in writing to your landlord. If no response contact Birmingham City Council Private Tenancy Team for further advice and assistance Private Rented Services on 0121 303 5070 or email prs@birmingham.gov.uk

Local Authority or Housing Association Tenant:

Follow your Landlords complaints procedure and make a formal complaint. If no response from your landlord then contact your local councillor or elected MP.

For further independent housing advice and assistance please contact Shelter 0344 515 1800 or check their website www.shelter.org.uk