

How to get repairs done to your privately rented property



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“ Strategic and Community Housing Services works to meet Haringey’s current and future housing need ”

How to get repairs done

This leaflet explains what tenants should do if they need repairs made to their property, and what action they can take if repairs aren't carried out.

Do all private tenants have the right to repairs?

Your right to repairs depends on the type of tenancy you have. This information should be included in your tenancy agreement.

If you're not sure about your type of tenancy and need advice on whether your landlord is responsible for repairs, contact Haringey Council's Prevention & Options Team (you will find their contact details in the useful contacts page at the end of this leaflet).

Types of tenancy

Assured shorthold tenant

You are an assured shorthold tenant if you moved into a rented property after 28 February 1997 and your landlord does not live in the property.

As an assured shorthold tenant, you have the right to have repairs made to the property.

However, if you ask your landlord for repairs and you are refused, you should seek advice before taking any action. The tenancy may only have a short time to run and the landlord may consider ending the tenancy altogether.

Excluded tenant

If you moved into a property shared with a landlord after 15 January 1989, you are likely to be an 'excluded' tenant.

As an excluded tenant, you have very few rights if your landlord asks you to leave. If they refuse to carry out repairs, you should seek advice before taking any action.

My tenancy agreement says I have to make all the repairs

Please discuss this with Haringey's Prevention & Options Team (you can find details on how to contact them in the useful contacts section at the end of the leaflet).

Landlord's responsibility

A landlord has a legal obligation to keep your accommodation in good repair. They cannot get out of this by saying in the tenancy agreement that you are responsible.

Your landlord is legally responsible for the following:

- ⊙ Roofs.
- ⊙ Gutters.
- ⊙ Outside pipes.
- ⊙ Party walls (walls you share with neighbours).
- ⊙ Ceilings.
- ⊙ Windows.
- ⊙ Drains.
- ⊙ Doors.
- ⊙ Floors.
- ⊙ Outside walls.
- ⊙ Electrical wiring.
- ⊙ Radiators.
- ⊙ Plumbing including:
 - Cisterns
 - Water heaters
 - Sinks
 - Basins
 - Baths.

What should I do if I need repairs?

- ⊙ It is important that you check which type of tenancy you have before you complain to your landlord.
- ⊙ Write to your landlord or email them to inform them that the repairs need to be done. If you are doing this by letter, send it by "recorded delivery" and keep the receipt.
- ⊙ Keep a copy of the letter or email.

What if nothing is done?

If you have written to your landlord but they have taken no action, you still have three options:

1: Contact Environmental Health

The council's Environmental Health Team has the powers to serve 'notices' on landlords to make them do the repair work within a set time.

If your landlord does not carry out the work needed within the set time, the council can either take the landlord to court or carry out the work itself, and then invoice the landlord for the repairs.

If you want to take this option, contact Environmental Health (you can find details on how to contact them in the useful contacts section at the end of this leaflet) and give them your landlord's or agent's name, your address and a contact telephone number.

The council will then arrange a suitable time to carry out an inspection of the property. If necessary, the council will serve a notice on the agent, owner or landlord for the repairs to be carried out within a fixed period.

2: Take your landlord to court

If your landlord is failing to keep your accommodation in reasonable repair, they are breaking their contract with you and you can take them to court.

For claims of £5,000 or less you should use the small claims procedure.

This involves completing an N1 claim form, which is available at local county courts or online at www.hmcourts-service.gov.uk

You can seek legal advice by contacting Haringey's Prevention & Options Team, a Citizens Advice Bureau, or Haringey Law Centre (see the useful contacts section).



3: The 'self help' method

This involves paying for the repairs yourself and then subtracting the cost from your rent.

We recommend that you use this method as a **last resort**, after trying the first and second options, and that you always seek advice before taking this option.

Never use the 'self help' method if:

- ⦿ You are already behind in your rent
- ⦿ You are an 'excluded tenant'
- ⦿ The cost of the repair will be more than two months rent
- ⦿ The work is extensive or a difficult or expensive problem, such as rising damp
- ⦿ You want to make improvements, such as installing a central heating system.

Only use this method for fairly small and inexpensive repairs, such as repairing a boiler.



Evidence

It's important you keep as much evidence as possible to help you with your complaint. Evidence might include:

- ⦿ Your tenancy agreement
- ⦿ Photographs
- ⦿ Copies of letters to your landlord or agent
- ⦿ Receipts for replacement items such as clothing or furniture, damaged due to the repair not being carried out
- ⦿ Doctors' notes
- ⦿ Other professional reports if appropriate.



Useful contacts

Haringey Council information

You can contact our customer services by telephone on:

020 8489 1000

Or visit our website:

www.haringey.gov.uk

For more information about the advice provided in this leaflet contact:

Prevention & Options Team

Apex House

820 Seven Sisters Road

London N15 5PQ

020 8489 4309 or 0845 076 2700

preventionandoptions@haringey.gov.uk

www.haringey.gov.uk/housing

Housing and Environmental Health Team

639 High Road

London N17 8BD

020 8489 5230 or 020 8489 5240

enforcement@haringey.gov.uk

www.haringey.gov.uk/enforcingstandards

There are three County Courts that serve the Haringey area:

Barnet County Court

St Mary's Court

Regents Park Road

London N3 1BQ

020 8343 4272

Clerkenwell County Court

The Gee Street Court House

29 – 41 Gee Street

London EC1V 3RS

020 7250 7200

Edmonton County Court

59 Fore Street

London N18 2TN

020 8884 6500

Haringey Law Centre

752/758 High Road

Tottenham

London N17 0AL

020 8808 5354

Fax: 020 8801 1516

tottenhamlawcentre@tiscali.co.uk

www.haringeylawcentre.org.uk



Français

Ce guide contient des conseils pour le cas où le logement que vous louez a besoin de réparations. Il vous donne des informations sur vos droits en tant que locataires pour faire effectuer ces réparations. Pour en obtenir un exemplaire gratuit dans votre langue, veuillez cocher la case, remplir le formulaire et le renvoyer à l'adresse ci-dessous (inutile de timbrer l'enveloppe).

Shqip

Kjo fletushkë ju jep udhëzime nëse ju duhen riparime në shtëpinë tuaj me qira dhe informata mbi të drejtat tuaja si qiraxhi që t'ju bëhen riparimet. Për një kopje falas në gjuhën tuaj, shënjoni kutinë, plotësoni formularin dhe dërgojeni tek adresa e mëposhtme me Postim Falas.

Kurdî Kurmancî

Ev rêber ji bo tamîrên li xaniyê we yê kirêkirî şewirdariyê û li ser mafê we yê ku hun wek kirêdarekî tamîran bidin kirin agahiyê pêşkêş dîke. Heke hun kopîyeke bi zimanê xwe ya bêpere dixwazin, qutikê îşaret bikin, formê tije bikin û wê ji navnîşana posta bêpere ya jêrîn re bişînin.

Soomaali

Hagahani wuxuu ku siinayaa talo haddii dayactirkii aad baahantahay guriga aad kiraysatay iyo weliba macluumaad ku saabsan xaqa aad u leedahay in guriga lagu dayactiro. Si aad u hesho koobbi lacag la'aan ah oo luqaddaada ku qoran, Calaamadi sanduuqa, oo foomka buuxi kuna soo celi cinwaanka khali boosta hore loo sii bixiyay ee hoose.

Polski

Broszura ta, oferuje pomoc i porady jeżeli wynajmowany dom wymaga napraw, dokument ten zawiera informacje na temat Państwa praw jako wynajemca i tego, w jaki sposób naprawy te mogą zostać przeprowadzone. Możesz otrzymać darmową kopię w twoim języku. Zaznacz odpowiednie pole i odeślij aplikacje na poniższy, darmowy adres.

Türkçe

Bu rehberde kirada oturduğunuz evinizde tamir gerekiyorsa yapılacaklar hakkında tavsiyelerde bulunulmakta ve kiracı olarak tamirlerinizin yapılmasıyla ilgili haklarınız konusunda bilgi verilmektedir. Broşürü ücretsiz olarak kendi dilinizde istiyorsanız, kutuyu işaretleyin, formu doldurun ve ücretsiz olarak aşağıdaki 'Freepost' adresine gönderin.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print On audio tape In Braille In another language, please state:



Name: Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY. How to get repairs done

