

How to get repairs done to private rented property





Strategic and
Community Housing
Service works to
meet Haringey's
current and future
housing need

How to get repairs done

This leaflet explains what tenants in private rented accommodation should do if they need a repair to their home and what action they can take if it is not done.

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 our Housing Advice and Options Team. (See the useful contacts page.)

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 refuses 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 our Housing Advice and Options Team. See the useful contacts page.

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?

- Check which type of tenancy you have.
- Write to or email your landlord to tell them that the repair needs to be done. If you write a 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 our Housing Improvement Team

Our Housing Improvement Team can serve a 'notice' on the landlord to make them do the repair work within a set time.

If your landlord does not do the work needed within the set time, we can:

- take the landlord to court; or
- do the repair then get the landlord to pay.

If you want our help contact our Housing Improvement Team (see the useful contacts page). Give them:

- your landlord's or agent's name.
- your address and a contact telephone number.

We will arrange a suitable time to inspect the property. Your landlord will have to be there when we do this. If necessary, we will serve a notice on the agent, owner or landlord to do the repair.

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 get legal advice from:

- Housing Advice and Options Team
- Citizens Advice
- Haringey Law Centre

See the useful contacts page.



3: The 'self help' method

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

- Always get advice from us before taking this option.
- Use this as a last resort – try the other options first.
- Only use this method for inexpensive repairs.



Never use the 'self help' method if:

- you are already behind in your rent
- you are an excluded tenant (See page 3)
- 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.

Evidence

Whichever option you choose, 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 Customer Services

Telephone: 020 8489 1000
Website: www.haringey.gov.uk
Typetalk: 18001 020 8489 1000

Housing Improvement Team

Telephone: 020 8489 1000
Email: environmentalhealth.andhousinggroup@haringey.gov.uk

By post:

Housing Improvement Team
Haringey Council
Apex House
820 Seven Sisters Road
London N15 5PQ

County Courts

Three County Courts 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

7 Holcombe Road
Tottenham
N17 9AA

Telephone: 020 8808 5354

Fax: 020 8801 1516

Email:

tottenhamlawcentre@tiscali.co.uk

Website:

www.haringeylawcentre.org.uk

For more information about the advice provided in this leaflet contact our **Housing Advice and Options Team**

Telephone: 020 8489 4309
Typetalk: 18001 020 8489 4309
Email: housing.advice@haringey.gov.uk
Website: www.haringey.gov.uk/housing

Shqip

Kjo fletushkë sqaron se çfarë duhet të bëjnë qiraxhinjtë në banesë me qira private nëse ju duhet riparim në shtëpinë e tyre. Nëse e doni këtë në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni emrin dhe adresën tuaj dhe dërgojeni formularin tek adresa e mëposhtme me Postim Falas.

Polski

Niniejsza publikacja informuje lokatorów prywatnie wynajmowanych domów i mieszkań, w jaki sposób zgłaszając potrzebę przeprowadzenia napraw w lokalu. Aby otrzymać tekst publikacji w języku polskim należy zaznaczyć odpowiednią rubrykę, wpisać nazwisko i adres oraz odesłać formularz bezpłatnie na podany poniżej adres.

Français

Ce feuillet explique les démarches à suivre pour les réparations, aux locataires qui louent dans le privé. Pour en recevoir un exemplaire dans votre langue, veuillez cocher la case, compléter votre nom et adresse et renvoyer le formulaire à l'adresse en port payé ci-dessous.

Soomaali

Warqaddani waxay kuu sharxaysaa wixii ay samayn lahaayeen dadka ku jira guryo gaar leeyahay oo kiro ah haddii gurigoodu dayactir u baahdo. Haddii aad rabto iyadoo luqaddaada ku qoran, fadlan calaamadi sanduuqa, ku qor magacaaga iyo cinwaankaaga oo foomka ku soo dir cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Kurdî Kurmancî

Ev belavok îzeh dike ku heke li mala wan tamîr pêwîst be, divê kirêdarên xaniyên taybetî (xisûsî) çi bikin. Heke hun vê bi zimanê xwe dixwazin, ji kerema xwe qutîkê îşaret bikin, nav û navnîşana xwe binivîsin û formê ji navnîşana posta bêpere ya jêrîn re bişînin.

Türkçe

Bu broşürde özel sektöre ait konutlarda kiracı olanların, konutlarında onarım ihtiyacı olması durumunda neler yapmaları gerektiği açıklanmaktadır. Eğer broşürün Türkçe kopyasını edinmek istiyorsanız, lütfen uygun kutucuğu işaretleyin, adınızı ve adresinizi yazarak formu aşağıda belirtilen ücretsiz posta 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: _____



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_____ 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

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