

# Repair issues in your rental home

Easy read booklet



What is disrepair and what to do if your house needs repairs

**citizens  
advice**

**Plymouth**

# In this booklet, we will explain

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# What is disrepair?



**Disrepair** means that your house, flat or bungalow is damaged or that something in the house needs to be fixed.



It can include things like **leaks, no electricity** or **no hot water**.



It can also include **damp and mould**.

# Repairs in your tenancy agreement



Before you move into your house you will sign a contract with your landlord or letting agent. This is called a **tenancy agreement**.



There are some repairs you must do yourself and some repairs your landlord or letting agent must do.



Your tenancy agreement will explain what repairs you have to do.

# Repairs your landlord must fix

Your landlord or letting agent must repair big issues like:



**Electrical repairs** like repairs to electrical wires, sockets and switches.



**Plumbing repairs** such as a leaking toilet or pipe.



Repairs to the **heating or boiler**, for example if you have no hot water.



**Structural repairs** like repairs to the roof, windows, walls, doors, chimney or stairs.



Taking action if you have **rats, mice or other pests** in your house.

# Repairs you must fix

You must fix smaller issues like:



Changing **light bulbs**.



Changing the **batteries** in your smoke alarm.



**Opening windows** when you are at home to prevent damp and mould.



Keeping your house  
clean and tidy.



Keeping your garden  
tidy, if you have one.



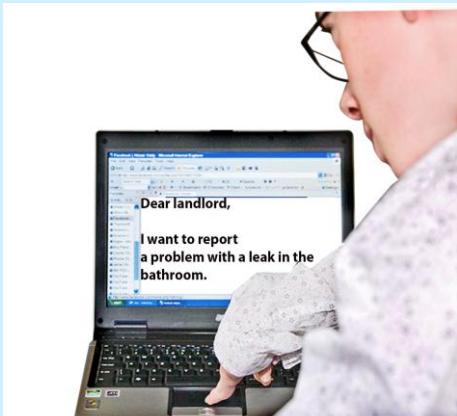
# What to do if your house needs repairs



Take a **photo** of what needs repairing so you have proof of the problem.



Tell your landlord or letting agent about **what needs repairing**. If you can, share the photo of the problem.



You can **report the problem** by calling, emailing, sending a text message or letter to your landlord or letting agent.



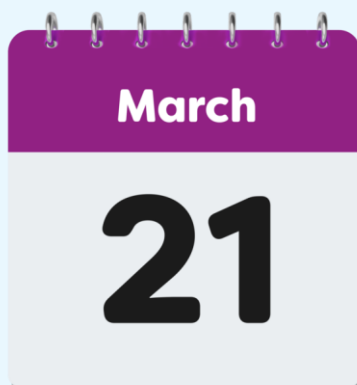
When you contact your landlord or letting agent, ask **when** the repairs will be carried out, and **how long** it is likely to take.



Repairs **may take longer** if the landlord needs to buy or order new parts or materials.



**If the repair is urgent**, for example if you have no electricity, tell your landlord as soon as you can.



Make a note of when you contacted your landlord. **Keep any emails or texts** to show you have reported the problem.

# What happens after you report a repair issue



Your landlord or the person who does their repairs cannot just turn up. **They must tell you when they will visit.**



They may want to visit sooner if the issue is urgent, for example if you have no electricity or a leak.



Normally they should tell you **24 hours before** they want to visit.



You can ask your friend or a support worker to be with you when the landlord or the person doing the repairs comes around.



You must let your landlord or your landlord's handyman into your house to do repairs if you have agreed.



**They will need your permission** to enter your house.

# Who to contact if the repair is not done



Plymouth

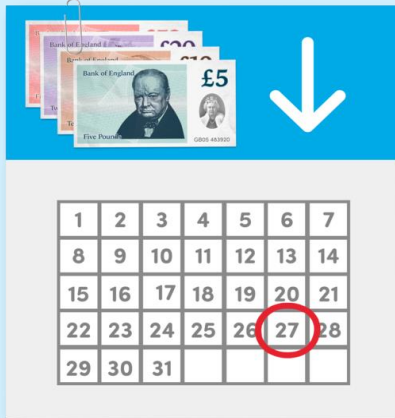
If your landlord is not doing the repairs, you should contact your local **Citizens Advice** for advice.



Or you can contact your local **Shelter** team.



They might advise you to contact your local council for advice.



**You must continue paying rent** while you are waiting for the repair to be done.



If you stop paying rent your landlord could take steps to remove you from your house.



This booklet was made by Citizens Advice Plymouth with support from Shelter Plymouth.

Citizens Advice is a charity that helps people with the different problems they face for free. Citizens Advice offers confidential, impartial and independent advice online, over the phone and in person.

Our advisers do everything to help every client, whoever they are and whatever the problem. They treat all clients with the same respect and the same commitment.

The charity can help you with problems such as debt and money, benefits, work housing, family, consumer, immigration and much more.

Citizens Advice will not share your information with anyone.

Citizens Advice also campaign on big problems such as Universal Credit, disability benefits, debt and financial difficulties and other important issues.

### **How to contact Citizens Advice**

The best way to contact us is to call our free Adviceline on **0808 278 7910**

### **Visit our website:**

<https://citizensadviceplymouth.org.uk/>