**Disrepair**

**Landlord’s Responsibilities:**

Your landlord is responsible for most major repairs including:

- The structure and exterior of the building (including the walls, roof, external doors and windows)
- Heating and hot water
- Electrical wiring and all electrical appliances they supply
- All gas appliances they supply
- Pipes, chimneys, flues and ventilation
- Bathroom fittings, including pipes and drains

Your landlord is not responsible for repairs needed because of damage caused by you, anyone you live with, or any guests - even if the damage was accidental.

If your home is damaged as a result of repair work carried out by the landlord, it’s their responsibility to fix the problem. If any of your personal belongings are damaged as a result of repair work carried out by the landlord, you can ask the landlord to pay to repair or replace them.

**Your Responsibilities:**

You are expected to maintain a normal standard of tidiness and cleanliness and it’s also your responsibility to carry out some minor repairs and maintenance, for example:

- Changing light bulbs
- Replacing accidentally broken items
- Replacing batteries in smoke alarms

It is also your responsibility to report repairs to your landlord/letting agent and it is important that you tell your landlord/letting agent that a repair is needed as soon as possible. Requests should always be made in writing - even when you’ve made a phone call to your landlord/letting agent, always follow this up with an email so there is a record of when you first reported the issue.

You must also allow reasonable time for them to find tradesmen and start the work.

**Problems with Disrepair**

If you are having troubles with disrepair contact a Guild Advisor for help. We can advise you on the correct steps to take in contacting your landlord/agent to try and resolve the issue.