

Maintenance, Repairs and Landlord Access Rights

Rights of Access to the Property

A landlord, or his agent, or someone authorised to act on his behalf has a right to view the property to assess its condition and to carry out necessary repairs or maintenance at reasonable times of the day. The law says that a landlord or agent must give a tenant at least 24 hours prior notice in writing (except in an emergency) of such a visit. Naturally, if the tenant agrees, to allow access without written notice, i.e. agrees by telephone, that is acceptable.

Who is responsible for Safety, Repairs & Maintenance Issues

A landlord, in very general terms, has a legal responsibility to repair the structure and exterior of the property, including drains, gutters and external pipes; to keep in working order the installations for the supply of gas, electricity and water; and, for the installations for the provision of space and water heating. The landlord also has other legal responsibilities relating to the safety of such items as gas, electricity and furnishings as well as the general standard or fitness of the property for habitation.

A tenant has an implied covenant to act in a “tenant-like manner”. Broadly, this means to report disrepair promptly; to take reasonable steps to ensure that neither the tenant nor guests damage the property, its fixtures and fittings; to do the minor day to day things any home-occupier would normally do e.g. replace light bulbs, fit a new battery in a smoke or CO2 detector, tighten an odd screw which has come loose on a door handle etc.; to keep the property reasonably warm and aired to help prevent condensation or freezing of pipes; to leave the property secure when absent from it; to keep the garden and other areas reasonably tidy and free from rubbish.

Maintenance

Small repairs and the day to day running of the property are the tenant’s responsibility, however in certain circumstances you may not be able to solve the problem and therefore should notify the landlord as soon as possible via the [Contact Us](#) page or via 07946 601778. ***Under no circumstances*** must a tenant contact tradespersons directly.

Reporting Faults or Problems with the Property

If you experience a maintenance problem, please understand that we categorize problems into urgent and non-urgent repairs. The time scales in which we undertake to repair your problem, relate to how urgent the repair is.

URGENT REPAIRS:

These will be a priority and will be dealt with within 48 hours, parts permitting.

Urgent repairs are Gas leak, Water leak, Loss of electricity, loss of heating or hot water or anything which will cause significant further damage to the property.

NON URGENT REPAIRS: All other faults or problems are classed as non-urgent and will be dealt with within 14 days, parts permitting.