



Private Tenant Complaint

Do you need repairs carried out to your privately rented property? Are you having trouble talking to your landlord?

If you live in a privately rented home and are having problems getting your landlord or letting agent to carry out essential repairs to your property, help is available.

The Council wants to improve poor housing conditions and protect the health and well-being of private tenants.

What do I do?

The first thing for you to do is ask your landlord or letting agent to carry out the work that you have identified. They should arrange for that work to be carried out in an acceptable amount of time.

If they won't do it, or delay the start of repairs without good reason, the Council can take steps to require the landlord or letting agent undertake the repairs etc required under repair obligations.

What the Council can do

The types of repairs the Council will take action on include;

- Structural problems that could cause a danger to those living there,
- Heating that is not working,
- Having no hot water,
- Broken windows or doors,
- Leaky roof,
- Faulty electrics or wiring.

Each case is judged on its own individual merits, and a Council officer will decide on whether the problem is one that needs urgent attention.

Please note that the Council does not have the power to force a landlord to make minor or cosmetic changes such as replacing carpets or curtains, or to carry out redecorating.

Rules about Gas and Electrical Safety

The landlord must ensure that all gas appliances and installations supplied are maintained in good order and that an annual safety check is carried out by someone on the Gas Safe Register. The landlord must keep a record of the safety checks, and must usually issue it to the occupier within 28 days of each annual check.

The landlord has a legal obligation to ensure that the electrical system and any electrical appliances supplied with the let, such as cookers, kettles, toasters, washing machines and immersion heaters are safe to use. Accompanying instruction booklets should also be provided.

What action will the Council take?

The Council will send an officer to inspect your home and identify hazards, which will be assessed using the Housing Health & Safety Rating System. Where this risk assessment identifies severe problems known as Category 1 hazards, the Council has a duty to take the most appropriate action. If the assessment identifies less urgent or lower risk hazards it still may be possible for the Council to take action.

The landlord or letting agents will be notified of what works are required to bring the property up to an acceptable standard. In many situations the Council will bring about the required repairs and improvement through informal negotiation. If the landlord will not carry out the works we may be able to take enforcement action.

This is likely to be serving of legal notice. Failure to comply with a statutory notice (and upon conviction) could lead to a fine of up to £5,000. The Council can also carry out the works and recover the costs.

Damp & Mould

If you are having problems with damp, mould or condensation, there are steps you can take without needing the involvement of your landlord or the Council. If you contact the Private Sector Housing Team, they will forward to you an advice pack.

Repairs in Council homes

If you need repairs carried out to a Council property, please contact the repairs hotline on **0800 0740263** and listen to the options for types of repair.

Contact us...

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المعلومات المعلومات کے لئے তথ্যের জন্য Za Informacja

by telephone: 0300 300 8302

by email: customer.services@centralbedfordshire.gov.uk

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