

Repairs to your home

Union Advice Centre

Union House
University of East Anglia
Norwich
NR4 7TJ

Open:

Monday - Friday 9am - 5pm except Wednesday
11am - 5pm

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ueastudent.com/advice

HOUSING ADVICE

Landlords' Responsibilities

By law the landlord is responsible for the structure and exterior of the dwelling. This includes the windows, window frames, external doors, brickwork, guttering and any other direct consequences of external or structural problems.

They are responsible for all installed fixtures and fittings such as the basins, sinks and baths. They are responsible for the heating and hot water installations such as any central heating system and fixed heaters, the safety and good working order of all gas installations and the home's electrics.

The landlord cannot pass on any of his/her liability to the tenant.

Tenants' Responsibilities

The tenant has a duty to take care of the property and to use it in a responsible way. This means not damaging any of the furniture, fittings or appliances provided and using things in a sensible manner. If the tenant causes any damage they will ultimately be responsible for it. Apart from the duty to take care of the property, the tenant only has to undertake repairs if the tenancy agreement specifies it.

Making Repairs

It is important to be clear about who is liable for the repair before taking any action.

If your landlord is responsible, contact them as soon as you suspect a problem; you should put any problems in writing. You should include a detailed breakdown of all the repairs and a reasonable timescale in which you expect the landlord to have carried out the repairs.

If the Landlord does not respond or does not satisfactorily carry out the repairs contact the Union Advice Centre for further help and advice.

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