

# I need repairs to my rented home – what do I do?

If you live in a rented home (not including Council housing) and are having problems arranging major repairs to your property, or you have major appliances that aren't working, help is available.

The Council wants you to be settled in your home by ensuring that it is in a good state of repair.

## First steps

The first thing for you to do is ask the landlord of your property or the letting agent to carry out the work. 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 make the landlord or letting agent carry out the duties expected of them.

## 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

- cooker or fridge not working
- 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 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.

**If you need this in large print, on tape**

**or in** বাংলা গুজরাতি ਪੰਜਾਬੀ اُردُو Polski



**01582 54 72 22**

**For details, forms and advice are available from:**

**Private Sector Housing  
Luton Borough Council,  
Town Hall,  
George Street,  
Luton,  
LU1 2BQ**

**Tel: 01582 54 72 22**

**Email:  
PSecHousing@luton.gov.uk**

**www.luton.gov.uk/housing**

The Council has two courses of action it can take. If the work is judged to be non-urgent it will write a letter to encourage the landlord to fix the problem. If the landlord still won't carry out the work, the Council can issue an enforcement notice.

If the works are defined as a hazard, the Council will be able to undertake enforcement action.

If the landlord does not comply with the notice, the Council will carry out repairs and charge the landlord for them. The Council will also charge the landlord an administration fee and also charge the cost of the enforcement notice.

## **Other issues**

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. Please refer to the Council's separate leaflet on the subject.

## **Repairs in council homes**

If you need repairs carried out to a Council run property, please contact your Area Team.