



@ Robert Luff & Co
Lettings

Property Maintenance Issues

A **TENANTS** GUIDE

ROBERT LUFF & CO LETTINGS

Reasonable Repair Requests

What is a 'reasonable' repair request?

Repairs in rental properties can often be a source of confusion and concern for tenants, with many unsure about their responsibilities and what they can reasonably expect their landlord to fix. To help clear up this uncertainty, we've outlined what typically counts as a reasonable repair request and the responsibilities both landlords and tenants have when it comes to property maintenance.

Reasonable requests

A reasonable repair request is usually something you're unable to fix yourself or an issue that only the landlord has the authority or responsibility to resolve. As your rent contributes towards the upkeep of the property, you are entitled to ask for necessary repairs to be carried out.

It's always best to report any problems as soon as possible, as issues can worsen, and become more costly, the longer they are left unresolved.

Once you've reported the issue and the landlord or letting agent has acknowledged your request, you must allow them a reasonable amount of time to arrange and complete the repairs. You'll also need to provide access to the property for the contractor or professional carrying out the work.



Legal requirements

A reasonable repair request usually relates to an issue you cannot fix yourself or one that only your landlord is responsible for addressing.

As part of your tenancy, your rent contributes towards the maintenance of the property, so you are entitled to ask for necessary repairs to be carried out.

It's important to report any issues promptly, as problems can worsen, and become more costly, the longer they are left unattended.

Once the request has been made and acknowledged by the landlord or letting agent, you should allow a reasonable amount of time for the repairs to be arranged and completed.

You'll also need to provide access to the property for any contractors or professionals carrying out the work.

Broken heating or hot water systems

Leaking pipes, taps, or water damage

Faulty electrics or broken sockets/lights

Broken doors, windows, or locks affecting security

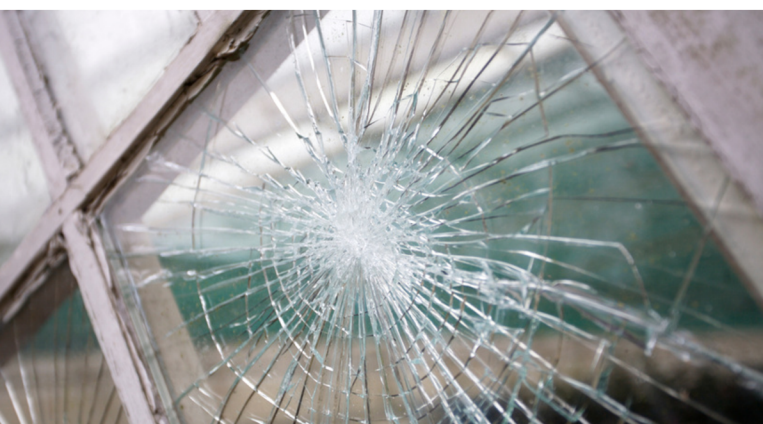
Damaged windows or faulty double glazing

Structural issues such as cracks, damp, or mould

Broken toilets, sinks, baths, or showers

Faulty boilers or heating controls

Roof leaks or external damage affecting the property



Wear and tear

Wear and tear Your landlord must replace and cover the costs for any piece of furniture or equipment they provided at the beginning of the tenancy, which becomes unusable due to everyday wear and tear. You must report the problem and if it's a case of fair wear and tear, there won't be deductions from your deposit for the replacement or repair. If you've damaged the item through 'improper use', then your landlord will be able to charge you to fix or replace it. What constitutes fair wear and tear can sometimes be a grey area and lead to a debate between landlords and tenants at the end of a rental contract. Here we explain what can be considered wear and tear and what can't

What's required of landlords?

Landlords are responsible for the legal requirements in the Landlord and Tenant Act 1985. So, for the property's interior, this covers features like radiators, baths, sinks, pipes, toilets and so on. Meanwhile, landlords' legal responsibilities for the exterior stretch to roofs, drains, walls, gutters and more.



It's illegal for landlords to change agreements to state the tenants are responsible for electrical installations, for example, as this is one of their legal requirements as set out in the Act. However, landlords can make it clear that tenants are responsible for some matters which aren't covered by the Landlord and Tenant Act - the most common example being maintaining the garden. Although landlords must make necessary repairs, this doesn't mean they're liable to carry out 'improvements' to the property as there's a distinct difference.

What's required of tenants?

You must check your rental agreement before signing it to see if any additional duties are required of you. You must ensure the property is clean and general upkeep and maintenance tasks are carried out (changing lightbulbs etc.). You're obliged to report repairs - preferably in writing. If you don't, your landlord has no legal obligation to carry them out.

What to do in an emergency

Emergency Repairs

An emergency repair is an unexpected issue that could cause serious damage to the property or pose a safety risk. Examples include severe leaks, loss of power, loss of heating or hot water, a blocked only toilet, gas leaks, or broken doors or windows following a break-in. If you suspect a gas leak, contact the [National Gas Emergency Service on 0800 111 999](#).

Out of hours emergencies

Out of Hours Emergencies

If an emergency occurs outside of office hours, first ensure the situation cannot safely wait until normal opening times.

Contractors should only be called for genuine emergencies, as tenants may be responsible for costs if the call-out is unnecessary.

Before arranging an emergency call-out, check if the issue can be resolved yourself, for example repressurising the boiler, checking the fuse box if electrics trip, or turning off the stopcock in the event of a leak.



Emergency Contacts

Remember that if a contractor is called out as an emergency when a repair is not justified, [you will be liable for all costs.](#)



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