

Repairs Agreement

Maintenance

Landlords should ensure that they have an appropriate programme of inspection for their properties to ensure that the property is free from disrepair.

There should be established procedures for dealing with repairs. Tenants should be advised of any planned programmes of repairs which should be carried out with due regard to the convenience of the tenant.

Landlords should respond promptly whenever notified by their tenants that a repair is needed to the property.

Periodic Inspections

The Licence Holder and/or his manager are required to make no less than quarterly visits to the property to ensure that the property is maintained, secure and has not been abandoned.

During visits the exterior of the house should be checked to ensure it is maintained in a reasonable decorative order and in reasonable repair. All outbuildings, yards, forecourts and gardens surrounding the house must be maintained and kept in a clean, tidy and safe condition and free from accumulations of refuse.

Furniture supplied at the start of a tenancy must be in a safe and good condition and well maintained or replaced as necessary. Such items remain the responsibility of the Licence Holder throughout the tenancy (unless specified otherwise in the Tenancy Agreement).

Repairs and Complaints

The Licence Holder must provide the occupiers of the house and the occupiers of any adjoining properties, with details of the following:

- Name of the licence holder or managing agent;
- A contact address and daytime telephone number;
- An emergency contact telephone number.
- This information must be supplied within 28 days. An emergency contact telephone number for the Licence Holder and/or management agency shall also be available and notified to the authority.

Tenants must receive written confirmation detailing arrangements in place to deal with repair issues and emergencies should they arise. The responsibility for repairs should be set out clearly in the Tenancy Agreement.

Licence Holder/Managing Agent's Repairs Agreement:

Priority 1 – Emergency Repairs.

Those that are required in order to avoid danger to health, risk to the safety of residents, or serious damage to buildings or internal contents – completed within 24 hours of report. In circumstances where this is not possible best temporary arrangements will be carried out.

Priority 2 – Urgent Repairs

Repairs to defects which materially affect the comfort or convenience of the residents – completed as soon as possible and as a maximum within five working days of report.

Priority 3 – Non-Urgent Repairs

Repairs not falling within the above categories – completed within 28 working days of report. Within the responsibility of the landlord, ensure that the visual appearance of dwellings, outbuildings, gardens, yards and boundaries are maintained in a reasonable state so as not to detract from the visual amenity of the area. This will include enforcing tenancy conditions where appropriate.