

## **Maintenance**

**Under the Renters' Rights Act, maintenance obligations are stricter, faster, and more enforced than ever before. Landlords must uphold the new standards by:**

- Maintaining homes to the Decent Homes Standard
- Fixing serious hazards quickly
- Recording all repair activity
- Using competent contractors
- Responding to tenants professionally and promptly

## **Best Practice Standards for Landlords (Recommended for Full Compliance)**

### **Act promptly on all reports**

Prompt action reduces risk, helps avoid complaints, and aligns with new compliance expectations.

### **Keep the property safe & hazard-free**

Proactively inspect for damp, mould, electrical issues, and ventilation problems.

### **Provide clear communication**

Notify tenants of repair timelines, contractor visits, and expected completion dates.

### **Maintain accurate documentation**

Essential for Section 8 possession cases and compliance investigations.

### **Use insured, qualified professionals**

Improves repair quality and reduces liability.

### Recommended timeframes for dealing with maintenance issues

#### Emergency Issues (Attend Within 24 Hours)

Issues posing immediate danger, severe disruption, or risk of major damage. Examples:

- Total loss of heating in winter
- Major water leaks/flooding
- Electrical faults presenting a danger
- Dangerous structural problems
- Severe damp/mould affecting health
- No usable toilet in the property

#### Urgent Repairs (Attend Within 48-72 Hours)

Issues that significantly affect comfort or convenience but are not immediately dangerous. Examples:

- Partial loss of heating or hot water
- Broken appliances supplied by landlord
- Blocked drains (not causing flooding)
- Broken external doors/locks (security issue)

#### Routine Repairs (Attend Within 7-14 Days)

Non urgent issues that do not pose safety risks. Examples:

- Dripping taps
- Minor leaks
- Loose fittings
- External guttering issues
- Non-dangerous cosmetic repair needs

#### Planned or Preventative Maintenance (Within 4-8 Weeks)

Work requiring scheduled appointments, specialist surveys, or weather appropriate conditions. Examples:

- Roof repairs
- Window replacement
- Exterior painting
- Major bathroom or kitchen works