

# TENANT RESPONSIBILITIES

As Tenant, you have certain responsibilities regarding repairs and the conditions in your home.

## Looking After Your Home

You must use your home in a 'tenant like manner'. The term 'tenant-like manner' relates to the court case of Warren v Keen in 1953 and is still applicable to this day. Lord Denning stated that:

*'The tenant must take proper care of the premises. He must, if he is going away for the winter, turn off the water and empty the boiler; he must clean the chimneys when necessary and also the windows; he must mend the electric light when it fuses; he must unstop the sink when it is blocked by his waste. In short, he must do the little jobs around the place which a reasonable tenant would do. In addition, he must not, of course, damage the house wilfully or negligently... but apart from such things, if the house falls into disrepair through fair wear and tear or lapse of time or for any reason not caused by him, the tenant is not liable to repair it.'*

This means that, under case law, the tenant is expected to look after the property and carry out small jobs around the property themselves which the landlord is not responsible for. A good question to ask yourself would be, "if I owed the house, would I Google a contractor to resolve my issue?" If the answer is no, it would likely fall under 'behaving in a tenant like manner'.

## Repairs You Are Responsible For

- Keeping your home clean
- Arranging safety checks on electrical appliances you own
- Adequately heating, cleaning and ventilating the property to prevent condensation and black spot mould. Please see our [Condensation prevention fact sheet](#).
- Water damage as a result of negligence or inaction (for example not using a shower curtain or bathmat when washing or failing to clear up a spill / excess water).
- Fixing appliances or furniture you own
- Connection of your own white goods / appliances. Qualified contractors should be used where applicable (EG gas engineer for a gas oven).
- Damage caused by pets, you, your family or your guests
- Minor repairs to plasterwork, such as cracks and small holes
- Completing minor maintenance such as changing light bulbs, tightening screws or replacing smoke alarm batteries
- Keeping drains clear



- Replacing light bulbs and fluorescent tubes
- Bleeding radiators
- Aerials, satellite dishes & telephones
- Taking care of pests such as ants and wasps
- Replacing lost keys, and the replacement of locks due to lost keys
- Replacing toilet seats.
- Replacing plugs and chains for sinks, baths and washbasins, and of bathroom fittings (such as toilet roll holders, towel rails and shower curtains).
- Making good damage caused by installing or removing your own fixtures and fittings.
- Garden maintenance (including paving and concrete)
- Having the chimney swept
- Electric meter and supply (contact your metering company)
- Gas meter and supply (contact your metering company)
- Additional obligations set out in your tenancy agreement

## **Reporting Problems**

Report any repairs to your landlord as soon as possible by clicking [here](#).

**Electrical faults** – if you have a pre-payment meter, please check that you are in credit. If you have recently topped-up, please ensure that this has registered on the meter and re-activated the supply. Please also check that none of the fuses have tripped and re-set these if needed. If the problem continues, try unplugging any appliances and plugging them back in one by one to rule out an appliance fault.

**Boiler / Heating Issues** - if you have a pre-payment meter, please check that you are in credit. If you have recently topped-up, please ensure that this has registered on the meter and re-activated the supply. Please also check the pressure and top up if required.

## **Requesting to Make Changes to the Property (EG decorating)**

All changes should be requested in writing and approved prior to being undertaken. Requests can be made [here](#).

## **Access to Your Home**

- You must allow access to your home at reasonable times if the landlord or someone acting for them wants to inspect the condition of the property.
- You're entitled to 24 hours' notice of an inspection.
- If the time isn't convenient, you can suggest a better time.



# LANDLORD REPAIR RESPONSIBILITIES

The landlord is responsible for most repairs in your home.

**This includes repairs to:**

- Electrical wiring
- Gas pipes and boilers
- Heating and hot water
- Chimneys and ventilation
- Sinks, baths, toilets, pipes and drains
- Common areas including entrance halls and stairways
- The structure and exterior of the building, including walls, stairs and bannisters, roof, external doors and windows

**NB** the landlord is not responsible for the cost of repairs caused as a result of negligence or inaction on the part of the tenant.

