

# Damp and disrepair

## How This Guide helps

The following step by step guide provides you with basic information and advice on what to do if you have damp and disrepair issues in your privately rented property. If you would like additional support, you can contact us using the details below.

Please note: Housing rules and regulations may change once the Renters' Reform is implemented.

## Contact Details



023 8059 2085



[advice@susu.org](mailto:advice@susu.org)



The Advice Centre - SUSU



[susu.org/support](https://susu.org/support)

## Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing.

You can contact the University's Wellbeing Team on [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) or by calling **023 80 599 599**. They are available **24 hours a day, 7 days a week**.

*Providing free, independent, and confidential advice and information.*

 [advice@susu.org](mailto:advice@susu.org)  
 **02380 592 085**

## Understand your rights to repairs

To understand your legal rights as a tenant regarding disrepair, you need to know what kind of agreement you have with your landlord;

- Do you have an Assured Shorthold Tenancy?
- Or are you a lodger (with a License)?

If you are not sure, use this helpful [Tenancy Checker tool](#) on Shelter.

**Under the Assured Shorthold Tenancy your landlord has a legal responsibility to:**

- Ensure all gas appliances are serviced and checked every 12 months by a Gas Safe registered engineer (you have the right to see a copy of the gas service record).
- Ensure national standards safety standards are met for electrical installations and that appliances are checked by someone suitably qualified every 5 years
- Maintain the structure and exterior of the house, including roofs, guttering, windows, drains and garden walls
- Repairs to common areas including entrance halls and stairways
- Repair appliances included as part of the rental agreement
- Repair sinks, WC, hot water, electrical installations and appliances and central heating and gas appliances

Here is a good [video summary](#) of the landlord's repair responsibilities by Shelter.

Note: If you have a License (i.e. you live with your landlord), your landlord is still responsible for making sure your home is in a proper condition.

## What are my responsibilities for repairs?

You are responsible for behaving in a 'tenant like manner'. What this means is that you need to keep the home reasonably clean, carry out minor maintenance like changing batteries in smoke detectors, or changing a light bulb. You usually also need to keep the garden and outside areas (including around the bins), in an acceptable state.

## How do I know if my property is safe?

You may find [this government guide](#) useful in assessing your property. It gives you tips on what to look out for and what the acceptable standards are.

## How do I report disrepair to the landlord?

Whilst your landlord must by law address disrepair in your property, they can only do that once you have notified them of the issues.

The best way to report the problems is to...

- Write an email to your landlord
  - It is important that you report any repairs needed as soon as possible, as the owner cannot be held responsible if they are unaware of the problem
  - Always report disrepair in writing, as a record of your report may be needed in the future if repairs are not carried out
  - An example template can be [found here via Shelter](#)

Note: You should keep any relevant records of your contact with landlord, including any photos you have taken, phone calls, emails, messages or letters you exchanged.

## What timescales are reasonable for repairs?

It depends on variety of factors

- For urgent problems like...
  - Broken toilet
  - Broken boiler
  - No water

It is reasonable to expect the landlord to address it within 24 hours.

- If the problem is not urgent
  - The landlord will still need to prioritise fixing it but may need to wait for other tradespeople to become available.

## What are landlord's rights to access property for repairs?

You should allow the property owner to access the property to carry out the necessary repairs.

They should always give you 24 hours' notice (if you have an Assured Shorthold tenancy agreement) but may also have access without that notice in case of an emergency (e.g., gas leak).

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### Disclaimer:

*While care has been taken to ensure that information contained in The Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.*

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