

# How we can help with problems in private rented houses and flats?

## What Do We Do?

The Housing Standards Team provide advice, help and guidance to all those dealing with the private rented sector here in Derby.

If you are a tenant renting a house, flat or a room in a house you are a private tenant. We believe that most landlords want to provide a good home for you to rent. But occasionally things may go wrong. If there is disrepair in your home or you think your home is unsafe or making you ill this leaflet will tell you what the housing standards team can do to help.

If your landlord is taking too long to carry out repairs or even refusing to do them altogether then you should follow the advice in this leaflet and contact the housing standards team.

## What Type Of Problems Can We Help With?

Your landlord needs to make sure that the house, flat or rooms that you live in are safe and not going to make you ill.

Some of the common problems that we can help with are:

- ✗ Disrepair; e.g. dangerous electrical systems, no hot water.
- ✗ Fire Safety; the fire alarm or smoke detectors are missing or do not work.
- ✗ Dangerous or inadequate facilities; the stair hand rail is missing or the banisters are broken.
- ✗ Cold & damp home; your home has no gas or electric central heating system.
- ✗ Inadequate facilities; there may be too many people having to share the bathroom or kitchen
- ✗ Overcrowding; there are too many people living in too small a space.

## How can we help?

This takes you through the actions needed to make your home safe.

1. Tell your landlord. Give your landlord a list of the problems; put the date and your address on the letter and keep a copy for yourself.
2. If there is no progress (after about a month but sooner if it is urgent) tell the housing standards team. The contact information is on the back page.
3. Give the name and contact details of your landlord to the team. They will contact the landlord and arrange a date with you to visit.
4. A full survey will be carried out, hazards listed and photographed.



## Classification: OFFICIAL

5. A letter and list of work that needs doing will be sent to the landlord. You will get a letter listing what the landlord should be doing and anything that you can do to help.
6. The council will check the progress and make sure the repairs are completed.

## Next Steps

If the landlord does not carry out the repairs the council can take enforcement action. This means serving a notice to get the work done or an order to stop the house being occupied.

If the repairs are urgent the council can skip some of the stages on the previous page. A notice gives a landlord a specific time to carry out the repairs but if the work is not done the council then has 'permission' to get the repairs completed so that your home is safe. The council then sends the landlord the invoice for the cost of the work so the council gets its costs back.

You do not normally have to leave your home while the repairs are done. If you are told to leave you must contact the Housing standards team who will advise you what to do and talk to your landlord.

Housing Standards Team  
Communities, Environment & Regulatory Services Department

Email [housingstandards@derby.gov.uk](mailto:housingstandards@derby.gov.uk)

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Please tell us if you need this in large print, on audio tape, computer disk or in Braille. You can contact us on 01332 640764, or on Minicom 01332 256666, or fax 01332 256154.

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हम आपकी सहायता करेंगे । 01332 258422

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ਅਸੀਂ ਤੁਹਾਡੀ ਮੱਦਦ ਕਰਾਂਗੇ । 01332 258422

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ہم اس کیلئے آپکی مدد کر سکتے ہیں، فون نمبر 01332 258422

