

Council Properties - Repairs and maintenance

As a council tenant or leaseholder you can request a repair to your home. However leaseholders may be responsible for some repairs.

See below for more details.

Landlord repairs

The local Council, as your landlord, is responsible for any repairs and maintenance to the structure of the building and also those communal areas that are used by all residents. As a leaseholder you will have to pay your share of the costs of these works as indicated in your lease. Always check your lease!

This includes:

- The roof
- External walls
- Internal supporting walls
- Joists, beams and lintels
- Window frames and sashes
- External doors and frames
- Guttering, down pipes and soil stacks
- Drains (serving the whole building)
- Lifts
- Booster and pit pumps
- TV aerials
- Communal heating systems
- External lighting
- Entrance lobbies and stairways (communal)
- Roads and paths
- Gardens (communal)

Leaseholders' repairs:

As a leaseholder you are responsible for repairs inside your flat.

These include repairs to:

- Window glass and sills
- Wall and ceiling plaster
- Floor boards and concrete floors
- Internal doors

- Plumbing and electrics servicing your flat only
- Water tanks serving your flat only
- Individual heating systems
- All fixtures and fittings
- You are also required to keep the property in a generally good decorative repair internally.

Caution!

If you are thinking of doing a loft conversion, extension or basement conversion you should first check your lease to make sure the area you are going to build on is included in the lease.

Leases do not include loft spaces and these will have to be purchased from the council before you can do any work or use the loft area. You should not take it for granted that the loft will be sold to you. You should check out your plans with your neighbours as any objections they have may affect our decision to sell you the space or grant a licence

Also if you are planning an extension you must make sure the area you intend to build on is included in your lease. You will not be allowed to build on any communal ground shared with other building users.

Help Information Links

Buy With Confidence:

Government verified tradesmen and professional services across the UK. This includes reputable builders, plumbers, accountants, solicitors, plasterers and bathroom fitters.

<http://www.buywithconfidence.gov.uk/sitepages/bwchome.aspx>

Buy With Confidence, Kent:

Kent council is a member of BWC and provides a list of verified and trusted tradesmen and professional services available in Kent.

<http://www.tradingstandards.gov.uk/kent/BWC%20lists/builders.htm>

Directgov – Choosing Traders and Service Providers:

Useful government help & advice on how to pick a good tradesman or service provide and **avoid** "rouge traders".

<http://www.direct.gov.uk/en/HomeAndCommunity/Planning/ChoosingTradersAndServiceProviders/index.htm>

PlumbLondon – London's Plumbers and Heating Engineers

A group of recommended plumbers, heating engineers and boiler experts. The team have years of experience, are Gas Safe registered and fully qualified plumbers in London. With numerous recommendations over the years, the plumbing team now operate across the whole of the London areas.

<http://www.plumb london.com/>

Gas Safe Register

When hiring a plumber or heating engineer for work on your gas boiler or heating system, it is important for all landlords, home owners or tenants to use only Gas Safe (previously Corgi) registered plumbers and engineers.

<http://www.gassaferegister.co.uk/>

Directgov – Choosing a good builder

It is important as a landlord, home owner or tenant, that you do not get stung by a "Rogue Trader". If it sounds too good to be true, it more than likely is. Directgov provide useful help and advice on how to choose the right builder.

http://www.direct.gov.uk/en/HomeAndCommunity/Planning/ChoosingTradersAndServiceProviders/DG_4018092

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