

## **Leeds Rental Standards – Case Studies**

### **2021 February**

#### **Issue raised**

The complainant contacted Leeds City Council to say that his heating wasn't working and the landlord wasn't fixing it.

#### **The section of the Law this relates to**

Section 11 of the Landlord and Tenant Act 1985 states the landlord must keep in repair and proper working order the installations in the dwelling house for the supply of space heating.

The agent was a member of LRS so Leeds City Council referred the complaint to the LRS Complaints Investigator.

#### **Action taken following the complaint**

The LRS Complaints Investigator spoke to the complaint to get a better understanding of the issue.

The complainant explained one of the two electric heaters provided was not getting as warm as the other one. The agent had sent a contractor to investigate and reported back that it was working, however the complainant was dissatisfied because he felt one radiator was still not getting hot enough. The complainant was unhappy with the response from the agent because he felt they had been dismissive, and so he contacted the Council to complain.

The LRS Complaints Investigator contacted the Agent to explain the situation, and the Agent agreed to send a contractor to attend.

#### **The outcome**

It transpired that the thermostat was not set correctly. This was corrected and the tenant was shown how to use it. The tenant was happy the heater was getting hot and the problem was resolved.

## **2021 March**

### **Issue raised**

Leeds City Council were contacted by the Complainant's Support Worker, who reported a number of maintenance issues that the Property Owner was said not to be addressing. This included several 'holes' in the ceiling, damp in various places, disrepair to internal doors and a defective front door. The property owner was a member of LRS so Leeds City Council referred the complaint to the LRS Complaints Investigator.

### **The section of the Law this relates to**

Section 11 of the Landlord and Tenant Act 1985 states the landlord must keep the structure and exterior of the dwelling house in repair.

### **Action taken**

The LRS Complaints Investigator carried out a video inspection of the property with the Complainant to assess the extent and urgency of the repairs. It was evident that there were some repairs to be carried out. The tenant alleged that the front door did not lock properly so this needed urgent attention.

The complainant raised issues regarding the suitability of the property for her and her son. The LRS Complaints Investigator explained this did not fall within the remit of the LRS and referred the complainant to Leeds Housing Options.

The LRS Complaints Investigator contacted the Property Owner to discuss the repairs. The Property Owner had been reluctant to repair the front door because it had been damaged by the tenant. The Property Owner wrongly believed it was the tenant's responsibility to fix it. The LRS Complaints Investigator clarified that it was the Property Owner's responsibility to carry out the repairs, and the Property Owner responded quickly and had the door replaced.

The property had suffered a leaking roof in the past but the roof had since been replaced, stopping the water ingress. The Property Owner explained that Covid had delayed the non-urgent repairs to the plasterwork and décor, but agreed this work would be carried out.

### **The outcome**

The complainant was satisfied the repairs were carried out.