

What can I do if my landlord or agent does not carry out repairs or improvements?

If contacting your landlord does not result in the problem being dealt with, please contact the Housing Options Team on **0116 27 7770**.

The Housing Options Team is the main Council contact concerning standards in private rented accommodation and officers are pleased to offer advice. Housing Options Officers can also refer your complaint to the Environmental Health Team who can take a more formal action in cases where legal enforcement is needed to encourage a landlord/agent to carry out necessary repairs or improvements.

The reason for any subsequent inspection will be to ensure that repairs are carried out to the residential premises, and reduce the risk of harm to the health and safety of the occupant. It is not for re-housing assessment purposes.

Can I stop paying my rent if my landlord is refusing to carry out repairs?

No, rent and repairs are not linked. If you do not pay your rent, your landlord is able to serve you with an accelerated Notice to Quit and you will be evicted. If the Council have found that by not paying your rent you have made yourself intentionally homeless, they are not under a duty to re-house you.

What can I do if I am subject to harassment or threatened illegal eviction?

The Council's Housing Options Team specialises in offering advice, support and assistance in response to harassment and illegal eviction issues. Contact them immediately on 0116 272 7770 if you have been subjected to harassment or if you have been threatened with an illegal eviction.

Are Gas Safety and Electrical Test Certificates required every year?

All gas installations and appliances MUST be safety checked and maintained annually by a suitably qualified CORGI (Council of Registered Gas Installers) registered gas installer and the installation must meet the requirements of the Gas Safety (Installation and Use) Regulations 1998.

All electrical installations should ideally be in compliance with 'B.S.7671:1992 - Requirements for electrical installations', with works being carried out by NICEIC (National Inspection Council for Electrical Installation Contracting) registered contractors. The most recent Test Certificate should specify the maximum time period within which re-inspection is due.

What is a House in Multiple Occupations (HMO)?

HMO stands for House in Multiple Occupation, which means a building, or part of a building, such as a flat, that:

- is occupied by more than one household and where more than one household shares - or lacks - an amenity, such as a bathroom, toilet or cooking facilities
- is occupied by more than one household and which is a converted building - but not entirely self-contained flats (whether or not some amenities are shared or lacking)

- is converted self-contained flats, but does not meet as a minimum standard the requirements of the 1991 Building Regulation and at least one third of the flats are occupied under short tenancies.

The building is occupied by more than one household:

- as their only or main residence
- as a refuge for people escaping domestic violence
- by students during term time
- For other purposes prescribed by the government

A household is:

- families (including single people, couples and same sex couples)
- other relationships, such as fostering, carers and domestic staff.