LET-BUY-INVEST PROPERTIES

Tenant's Maintenance Responsibilities

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1. Introduction

This guide sets out who is responsible for what when it comes to maintaining your home — what you as the tenant are expected to look after day to day, and what Let-Buy-Invest Properties ("we", "us", "our") is responsible for repairing and maintaining. Keeping this clear helps repairs get sorted quickly and avoids any confusion or unnecessary cost. This guide should be read alongside your tenancy agreement, which remains the primary legal document — where there is any conflict, your tenancy agreement takes priority.

2. Responsibilities at a Glance

The table below summarises who is generally responsible for common areas of upkeep and repair. This is a general guide — please check your specific tenancy agreement, as arrangements can vary (for example, for garden maintenance or furnished properties).

Item	Tenant	Let-Buy-Invest Properties
Cleaning & general upkeep	✓	
Testing smoke & carbon monoxide alarms; replacing batteries	✓	
Replacing lightbulbs and fuses	✓	
Unblocking sinks, baths, and toilets caused by misuse	✓	
Garden / outdoor space upkeep (where applicable per tenancy)	✓	
Preventing condensation through ventilation and heating habits	✓	
Reporting repairs and hazards promptly	✓	
Allowing reasonable access for inspections and repairs	✓	
Structural repairs (roof, walls, windows, doors)		✓
Gas safety checks and annual certification		✓

Item	Tenant	Let-Buy-Invest Properties
Electrical safety checks (EICR) and certification		✓
Boiler servicing and heating system repairs		✓
Plumbing repairs not caused by tenant misuse		✓
Fixed appliances provided with the property		✓
Damp-proofing and structural damp/mould issues		✓
Fire safety equipment (alarms, extinguishers where fitted)		✓
Communal area repairs and maintenance		✓
Pest infestations not caused by tenant's actions		✓

3. Your Responsibilities as a Tenant

- Keep the property clean, tidy, and reasonably well-maintained throughout your tenancy
- Test smoke and carbon monoxide alarms regularly and replace batteries where these are tenant-replaceable
- Carry out minor tasks such as replacing lightbulbs, fuses, and unblocking sinks caused by everyday use
- Use reasonable care with fixtures, fittings, and any appliances provided
- Ventilate the property and follow good condensation-prevention habits (see our separate Condensation, Damp & Mould guide)
- Report repairs, hazards, or maintenance issues to us promptly, rather than attempting DIY repairs to anything structural or to gas/electrical installations
- Dispose of household waste appropriately and not in a way that attracts pests
- Allow reasonable access for inspections, safety checks, and repairs, with appropriate notice (see Section 6)
- Not carry out alterations, decorating, or fixing items to walls without our prior written permission where required by your tenancy agreement
- Take reasonable care of any garden or outdoor space allocated to your tenancy, where applicable

4. What We Are Responsible For

- The structure and exterior of the property, including the roof, external walls, windows, and doors
- Gas safety checks, carried out annually, with a copy of the certificate provided to you
- Electrical safety checks (EICR), carried out at required intervals
- Servicing and repair of the boiler and central heating system
- Plumbing repairs, other than blockages or damage caused by tenant misuse

- Fixed appliances supplied with the property (e.g. an integrated oven or boiler, where provided)
- Damp-proofing and repairs relating to rising or penetrating damp (see our Condensation, Damp & Mould guide for the distinction from condensation)
- Smoke alarms, carbon monoxide alarms, and any other fitted fire safety equipment
- Communal areas, where applicable, including shared hallways, stairwells, and bin storage
- Pest infestations that are not the result of the tenant's actions or lack of housekeeping

5. Reporting a Repair

Repairs can be reported through any of the following channels:

- Email: info@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Post: Let-Buy-Invest Properties, 200b Mitcham Road, CR0 3JG
- Online: www.let-buy-invest.co.uk

Please give as much detail as possible, including photos where you can, so we can identify the right contractor and priority level first time.

5.1 Our Response Times

Priority	Example	Our Commitment
Emergency	No heating/hot water in winter, gas leak, total loss of power or water, uncontrollable leak, insecure property (e.g. broken external door/lock).	Attended within 24–48 hours
Urgent	Partial loss of heating or hot water, minor leaks, faulty extractor fan, broken internal door lock.	Attended within 5 working days
Routine	General repairs not affecting health, safety, or security, e.g. minor cosmetic issues, dripping tap, sticking window.	Attended within 20–28 working days

If there is an immediate risk to life, safety, or serious damage to the property (for example, a strong smell of gas, fire, or a flood you cannot control), please contact the emergency services first, and then let us know as soon as it is safe to do so.

6. Access for Repairs and Inspections

We will normally give at least 24 hours' written notice before visiting to carry out a routine repair or inspection, except in an emergency or where you have specifically agreed to a shorter notice period. Please try to make reasonable arrangements to allow access, as delays can affect the timescales in Section 5.1 and, in some cases, allow a minor issue to develop into a more serious or costly repair.

7. Damage Caused by Tenants or Visitors

We do not charge for repairs arising from fair wear and tear, or for issues that are our responsibility under Section 4. However, where damage is caused by the tenant, a member of their household, or a visitor — whether through misuse, neglect, an unauthorised alteration, or deliberate damage — the following consequences may apply, depending on the severity and circumstances.

7.1 Cost of Repair (Recharge)

The reasonable cost of repairing or replacing the damaged item will normally be recharged to the tenant, in line with the tenancy agreement/lease (temporary accommodation). Where possible, we will contact you to explain the damage found, provide a quote or invoice, and give you the opportunity to respond before the work is carried out, except where urgent repair is needed to prevent further damage or a risk to safety.

7.2 Deduction from Deposit

Where damage is identified at the end of the tenancy, or where a recharge invoice remains unpaid, the cost may be deducted from your tenancy deposit in accordance with the applicable tenancy deposit protection scheme rules. You will be provided with evidence of the damage and cost (e.g. photos, invoices, or quotes) to support any deduction, and you have the right to dispute this through the deposit scheme's free resolution service if you disagree.

7.3 Formal Warning or Breach of Tenancy Notice

Significant, repeated, or deliberate damage may be treated as a breach of your tenancy agreement. In these cases, we may issue a formal written warning setting out the breach and the action required to remedy it. Repeated breaches, or a failure to remedy the breach, may lead to formal notice being served, in line with our Nuisance & Anti-Social Behaviour Policy where the damage is linked to that kind of behaviour.

7.4 Legal or Enforcement Action

In cases of serious damage — for example, damage that makes the property unsafe or uninhabitable, deliberate criminal damage, or a persistent pattern of damage despite warnings — we may pursue formal legal action, which can include recovery of costs through the courts and, as a last resort, possession proceedings to end the tenancy. Deliberate or malicious damage may also be reported to the Police, and we will cooperate fully with any police investigation.

7.5 Impact on References and Future Tenancies

Unresolved recharges or a history of tenant-caused damage may be reflected in any future tenancy reference we provide, and outstanding debts may be referred to a debt recovery agency if they remain unpaid after reasonable attempts to resolve them directly with you.

7.6 Visitors

You are responsible for the conduct of your visitors while they are in the property or communal areas. Any damage caused by a visitor will be treated in the same way as damage caused by the tenant, and the consequences above apply to you as the named tenant, regardless of who caused the damage.

7.7 Accidental Damage

We understand that accidents happen. If you accidentally damage something, please tell us as soon as possible — being upfront and reporting it promptly will always be looked upon more favourably than damage that is discovered later or left unreported. We will still normally recharge the reasonable cost of repair, but early reporting helps prevent further damage, additional cost, and avoids it being treated as a more serious breach of tenancy.

8. Temporary Accommodation Placements

If you have been placed with us by a local council, please report any repair or maintenance issue to us directly first, using the details in Section 5, so we can investigate and respond. If you remain unhappy following our response, you should then raise the matter with your placing council, consistent with our Complaints Handling Procedure.

9. End of Tenancy

At the end of your tenancy, the property should be left clean and in the same general condition as at the start, allowing for fair wear and tear. Any damage beyond fair wear and tear, or items requiring repair as a result of tenant neglect, may be deducted from your deposit in accordance with your tenancy agreement and the applicable tenancy deposit protection scheme rules.

10. Contents Insurance

Let-Buy-Invest Properties insures the building itself (the structure, fixtures, and fittings we own), but this buildings insurance does not cover your personal belongings, such as furniture, electronics, clothing, or valuables. We always advise tenants to take out their own contents insurance, so that your possessions are protected in the event of fire, flood, theft, escape of water, or accidental damage. Contents insurance can also cover you for accidental damage you may cause to the property in some circumstances — please check the terms of any policy you take out. This is not compulsory under your tenancy, but we strongly recommend it for your own protection.

11. Further Help

If you're ever unsure whether something is your responsibility or ours, please just get in touch — we'd rather answer a quick question than have a small problem turn into a bigger one.

- Contact: Jelena Nasi
- Email: jelena.nasi@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Address: 200b Mitcham Road, CR0 3JG
- Website: www.let-buy-invest.co.uk

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