



When a tenant makes a substantiated claim for disrepair.

This legislation affects any AST commencing after October 1st 2015.

If a tenant makes a complaint about the condition of a property in writing, the landlord will have to respond within 14 days in writing setting out what they intends to do about it and what the timeline for doing this is.

If the landlord:-

- (a) fails to reply or
- (b) (b) replies by serving a section 21 notice or
- (c) (c) gives a reply that is inadequate,

then the tenant may complain to the local authority who must inspect the property.

If the local authority then serves an improvement notice or carries out emergency remedial action, any section 21 notice already served will be rendered ineffective and no further notice can then be served for six months.

Note that this is in addition to the Homes (Fitness for Human Habitation) Act 2018, which allows a tenant to go direct to court if they believe their landlord is not maintaining the property adequately.

A separate fact sheet can be seen on this matter.