

**What happens if the inspector finds any hazards that need to be dealt with?**

Following an inspection we will take steps to make sure that the landlord deals as necessary with the hazards.

We will always seek to improve a property by working with your landlord and will usually write to the property owner to ask that hazards are addressed as a first step.

If this approach is not successful or if there is an imminent risk to safety we may serve a notice on your landlord.

This could be one of four different types of notice:

1. Hazard Awareness Notice
2. Improvement Notice
3. Prohibition Order
4. Emergency notices or orders

**If my landlord lives in the house, does HHSRS still apply?**

Yes, the HHSRS applies to all types of “dwelling houses” regardless of who lives in them or who owns them.

**What happens if my landlord fails to comply with a statutory notice?**

The council can either prosecute the landlord for failing to comply with a notice or alternatively carry out the work ‘in default’.



**Problems with your home—How we can help**

**Private Sector Housing**



***Department of Housing and Community Services***

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## About us

The Private Sector Housing team aims to improve the conditions of housing in the borough of Runnymede.

Working with homeowners, landlords and tenants, the team improves houses that are in need of repair. A wide range of legal powers are available to the council to help ensure that properties are of an acceptable standard.

The team offers free advice and guidance to landlords, managing agents, owner occupiers and tenants on the standards applicable to privately rented properties including Houses in Multiple Occupation (HMOs).

## Help with repairs

Landlords have a responsibility to keep the properties they let in a good standard of repair.

If you notice anything wrong with the property you rent, for example, dampness or a broken boiler, you must report the problem to your landlord (or your landlord's agent) as soon as possible so they have an opportunity to repair the problem.

Most landlords do carry out repairs once they know about them and we can not assist you unless you have first contacted your landlord or agent. Keep a record of any communication you have with your landlord.

Your landlord should carry out the repairs within a reasonable time. Although there are no set time limits you should consider how serious the problem is and how difficult it will be sort out. If the job is large or complicated it will take longer to repair as your landlord may have contact specialist contractors and arrange quotations. You should ensure you assist your landlord to make repairs by providing access to contactors and keeping appointments.

If your landlord is unwilling to undertake repairs or there is an immediate risk to your safety then you should contact us.

## What sort of Problems can we deal with?

Using the Housing Health and Safety Rating System (HHSRS) we can deal with a whole range of hazards that might affect your health or safety. There are 29 in total which are grouped as follows:

- Dampness, excess cold/heat.
- Pollutants e.g. asbestos, carbon monoxide,
- Lack of space, security or lighting, or excessive noise.
- Poor hygiene, sanitation, water supply
- Accidents – falls, electric shocks, fires, burns, scalds.
- Collisions, explosions, structural collapse (all or part of the building falling down)

## How does the system work?

When you contact us we will ask you for more information about the problem over the phone. From the information you give us we will decide whether it is necessary for us to inspect your home. We may decide to give you advice on how you can deal with the problem.

If we decide an inspection is necessary we will arrange an appointment with you to visit your home. We will also need to contact your landlord and give notice of our inspection. It will be useful if you have your landlord's details to hand when you call. If you do not want us to contact your landlord then we will only be able to give you advice and we will not be able to get any repairs done.

When we inspect your property we will look around your home and make notes of any hazards. Each hazard will be scored according to how serious it is. Serious hazards are called category 1 hazards and less serious ones category 2. Both categories of hazard are, by definition, worse than the average for that type of hazard.

The scores for the hazards will then help us decide what needs to be done about them. What follows next will vary according to how serious any hazards are.