

RESPONSE SERVICE  
License No WV737

Public Health Protection Services  
South Staffordshire Council  
Wolverhampton Road  
Codsall  
WV8 1PX

### Who to contact

If you want any help or just some advice about what to do then you can:

#### Call us:

01902 696000

#### Email us:

env.protection@sstaffs.gov.uk

#### Free Post

Or fill in your details on the reverse page of this leaflet and post it back to us (you don't even need a stamp).

#### Other Useful Numbers

Citizens Advice Bureau  
**08444 111 444**

Fire Safety Advice  
**0800 0241 999**

Gas Safety Register  
**0800 408 5500**

Electricity Emergency lost of Supply Line  
**0800 328 1111**

Residential Property Tribunal Helpline  
**0845 600 3178**

Housing & Council Tax Benefits  
**01902 696000**

[www.sstaffs.gov.uk](http://www.sstaffs.gov.uk)

# Your Home Your Safety

## Advice for Tenants



## Is your home:

- always cold?
- damp?
- lacking in living/sleeping space?
- in need of repair?
- served by old or badly maintained gas/electrical fittings?

## You and your home

Everyone should expect their home to be safe. If you rent your home from a landlord then they're normally responsible for making sure it's:

- in a reasonable state of repair;
- has reasonably modern facilities and services;
- provides a reasonable degree of warmth.

## What to do if you have a problem

***The first thing you should do is tell your landlord.***

It's usually best to give your landlord a written list of the problems – and remember to always keep a copy for your own records. You should then give your landlord a reasonable amount of time to get the problems sorted.

## What if the problems aren't sorted out?

Just get in touch with us and we'll see what we can do to help. If we need to, we can come and visit your home to see

for ourselves the problems you've been having. We can then contact your landlord.

## What action can we take?

There are a few things we can do to help you – but to start with we'll look to sort things out by speaking with your landlord first.

If informal action doesn't work, we have the option to serve a notice requiring your landlord to carry out repairs and/or improvements.

## What not to do

It's really important that you don't stop paying your rent in an attempt to force the landlord to do repairs. If you fail to pay the rent your landlord could take legal action and you could lose your home.



Name .....

Address .....

Phone Number .....

**Please tick the appropriate boxes**

Owner/Occupier  Private Landlord  Housing Association  (please tick)

Damp  Elec/Gas problems  Lack of space   
Disrepair  No hot water  No heating  (please tick)