

# Fact Sheet

## Housing Conditions

Coed Pella,  
Conway Road,  
Colwyn Bay.  
LL29 7AZ  
0300 1240050



## Do you live in rented accommodation and repairs are needed?

When renting a property, both the tenant and the Landlord have certain responsibilities, usually shown in a tenancy agreement. It is usually the Landlord's responsibility to maintain the structure and exterior of the premises, drains, gutters, pipes, garden paths, steps, electrical wiring, sinks, baths, toilets, fixed heaters and water heaters. Interior repairs should be listed in the tenancy conditions.

You can take civil action through the county court to get repairs carried out. Shelter Cymru can help with this.

## What can you do?

If you feel that the condition of the property is affecting your health or is causing a nuisance to others (e.g. neighbours' properties also being affected) we would advise you to check your tenancy agreement for Landlord's responsibilities. Try negotiating with your Landlord.

Don't withhold your rent due to disrepair, this could result in you being served a notice to leave the property and could affect your chances of getting another home.

If this is not successful, contact Conwy County Borough Council's Housing Enforcement Section who will assess the property, call 01492 575222. They will have to inform your landlord of their intention to visit and the reason why.

## What can the Enforcement team do?

In the first instance and depending on the condition of the property, the Housing Enforcement Section will normally write informally asking the landlord to attend to the issues. They may serve a Notice to your Landlord requiring them to undertake necessary repairs. The Notice will also include a timescale and the Landlord must carry out these works by the set date or the Housing Enforcement Section may take further action. The Landlord can be prosecuted for failing to undertake the works and in some cases the Local Authority may carry out the work, although this would only happen in an emergency.

In some extreme cases the Housing Enforcement Section may deem the property to be too hazardous /unsafe to be lived in. If this is the case the property is usually declared uninhabitable (not to be occupied).

Housing Enforcement will then inform the Homeless Prevention Team of this.

If you should decide to take any action against your Landlord due to disrepair, be mindful of the type of tenancy you have. It may be that the Landlord will decide to serve you Notice, although this is not always the case.

If you are served notice, contact the Homeless Prevention Team at Conwy Housing Solutions on 0300 1240050. An Officer will be able to give you further help and advice.



**Shelter**  
Cymru

☎ 01792 469400

💻 [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

📍 Unit 5, Station Bldg., Bodfor St, Rhyl LL18 1AT



☎ 0344 477 2020

💻 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

📍 Eryl Wen, Eryl Place, Llandudno, Conwy LL30 2TX



Dewis Cymru is a place for information about well-being in Wales.

If you would like information that can help you think what matters to you, along with information about local organisations and services that can help, you can visit the Dewis Cymru website at [www.dewis.wales](http://www.dewis.wales)

This website will help you access local support services and find information and advice. It is a single, clear and reliable point of access

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.



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