

A HOW-TO GUIDE

How to Handle Repairs and Maintenance: A Complete Guide for Landlords



MEYERS
MOVING BEYOND EXPECTATIONS



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ABOUT MEYERS

With Meyers, You'll Feel The Care.

We're a family run business, which influences the way we work. Our customers always come first and the service you receive from our 'family' of experienced professionals is tailored to exactly meet your individual needs.

Letting? Our team is here for you 24/7! We focus on finding the right tenant and managing the letting and tenant find service for you.

We believe in helping you save for the future so that you keep more of your pennies from your Buy-to-Let properties.



We're better value. We believe our service will not be beaten by any local agency.

We give back to the community. Our community fund has raised over £300,000 for local good causes since 2011.

Our philosophy is simple. We're friendly, experienced, determined, great value and absolutely focused on you. We really look forward to hearing from you.

Mark Meyer



A Well-Maintained Property Means Happy Tenants.

Owning a rental property is a fantastic investment, but keeping it in good condition requires planning, effort, and a system for handling repairs.

A well-maintained property doesn't just protect your investment - it also helps attract and retain responsible tenants, reduces unexpected costs, and ensures you meet your legal obligations as a landlord.

When something goes wrong, tenants need to know how to report it, and you need to know how to respond.

Having a clear, proactive approach will save you time, money, and stress.

We've covered everything you need to know about maintenance and repair best practices as a landlord.



ONE

DID YOU KNOW?

*NRLA

A well-maintained property experiences
30% fewer emergency repairs, saving landlords
an average of £1,200 per year.

Know Your Responsibilities: Landlords



As a landlord, you are legally responsible for ensuring your property is safe, secure, and habitable.

Understanding your obligations will help you avoid disputes and potential legal issues.



What Are Landlords Responsible For?

Landlords must ensure that key structural and safety-related aspects of the property are maintained, including:



- The roof, walls, windows, and external structure.
- Heating, hot water, plumbing, and electrical systems.
- Gas appliances, including annual safety checks.
- Damp and mould prevention.
- Fire safety including smoke alarms and carbon monoxide detectors.



TWO

DID YOU KNOW?

*habito.com

UK landlords spend an average of £765 annually on property maintenance.

Know Your Responsibilities: Tenants



Tenants are expected to take reasonable care of the property and report any issues promptly.

While landlords handle structural and essential repairs, tenants play a key role in maintaining the property's condition.



What Are Tenants Responsible For?

Landlords and tenants should discuss responsibilities upfront to ensure clarity and avoid misunderstandings.

- Keeping the property clean and preventing unnecessary damage.
- Replacing lightbulbs and fuses.
- Unblocking sinks or drains if the blockage is caused by misuse.
- Reporting repairs promptly.
- Maintaining outdoor spaces including gardens, driveways, or patios.
- Preventing damp and mould by keeping the property well-ventilated.



THREE

DID YOU KNOW?

*Citizens Advice

Landlords are not responsible for repairs until they are informed of the issue by the tenant.

Have a Clear Reporting Process

One of the biggest frustrations for landlords is finding out about issues too late, for example, when a small leak has turned into significant water damage.

The best way to avoid this? Make sure your tenants know exactly how and when to report problems.

Clear communication ensures that repairs are dealt with efficiently.

- Provide clear instructions for tenants to report repairs.
- Encourage early reporting of small issues.
- Set realistic response times as tenants will appreciate timelines.



FOUR

DID YOU KNOW?

35% of UK landlords originally purchased their property to live in, highlighting how many are accidental landlords!

Urgent vs Non-Urgent Repairs: Prioritise Wisely

Not all repairs require immediate attention, but some need urgent action to protect your tenants and your property.

A clear priority system ensures urgent issues are resolved quickly while allowing you to budget for non-urgent repairs.



What is an Emergency Repair?

- No heating or hot water, especially in winter.
- Gas leaks or carbon monoxide alarm activation.
- Electrical faults posing a safety risk.
- Major leaks or flooding.
- Broken doors or windows that create a security risk.

Non-Urgent Repairs That Shouldn't be Ignored

- Non-essential appliance repairs.
- Loose tiles or damaged flooring.
- Worn carpets or outdated decor.
- Dripping taps or minor leaks.
- Peeling paint or minor wall damage.

FIVE

DID YOU KNOW?

*Landlordzone

63% of UK landlords are considering switching to letting agencies to ensure they have good tradespeople for property maintenance.

Find the Right Tradespeople



When a repair is needed, you don't want to be searching for a tradesperson at the last minute.

Building a trusted network of professionals ensures repairs are carried out promptly and to a high standard, keeping both you and your tenants happy, and saving you time, money, and stress.

Key Tradespeople Every Landlord Should Have on Speed Dial



- Gas engineer for boiler and heating system maintenance.
- Qualified electrician for wiring and appliance issues.
- Plumber for leaks, drainage, and water system problems.
- Handyperson for general maintenance.
- Locksmith for security-related repairs

SIX

DID YOU KNOW?

By 2030, all rental properties in the UK are required to have an Energy Performance Certificate (EPC) rating of 'C' or higher.

Routine Maintenance: Preventing Problems Before They Start

Regular maintenance helps prevent expensive repairs, extends the lifespan of heating systems and alarms, and keeps your property in excellent condition.

Essential Routine Checks for Landlords

- **Annual boiler servicing:** Ensures efficiency and prevents breakdowns.
- **Gutter cleaning:** Prevents leaks and water damage.
- **Smoke and carbon monoxide alarm testing:** Essential for tenant safety.
- **Checking for damp and mould:** Early action prevents costly treatments.



SEVEN

DID YOU KNOW?

*BTL Insider

55% of UK residents expressed a preference for a dedicated app to report home issues, with this figure rising to 72% among those in their 30s.

Managing Tenant Expectations: Communication is Key

Tenants don't just want their repairs completed, they want to know when and how they will be handled!

Setting clear expectations from the start helps prevent frustration, reduces complaints, builds trust, and ensures a smooth tenancy.

How to Keep Tenants Informed

- Be transparent about response times. Let tenants know when they can expect a fix.
- Provide updates on longer repairs. If a part needs ordering, keep them in the loop.
- Explain costs clearly. If a repair is the tenant's responsibility, make sure they understand why.



EIGHT

DID YOU KNOW?

*Property Reporter

Roof leaks are a concern, costing landlords an average £608.03 every 19 months.

Emergency Repairs: What to do When the Unexpected Happens



Emergencies can happen at any time, so having a plan in place can prevent panic from your tenants, and costly delays.

Here's what you should do:



Provide tenants with emergency contact details: Let them know who to call first.

Have a 24/7 tradesperson on hand: Reliable emergency contacts are essential.



Ensure you have the right insurance: Some repairs may be covered.

Set aside an emergency fund: This prevents financial strain when unexpected issues arise.



Educate tenants on emergency procedures: Ensure they know how to shut off water, gas, and electricity in case of a crisis.

NINE

DID YOU KNOW?

*simplybusiness

Under the Landlord and Tenant Act 1985, landlords must maintain the property's structure and exterior, including roofs, walls, and windows.

Who Pays? Understanding Repair Costs



Disputes over repair costs can be a common source of tension between landlords and tenants.

Clearly defining responsibilities helps ensure maintenance costs are managed fairly, reducing confusion and avoiding potential disputes.



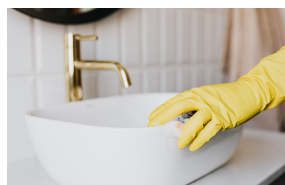
Costs Typically Covered by the Landlord

- Structural repairs and maintenance.
- Heating, plumbing, and electrical issues.
- Safety compliance repairs (e.g., smoke alarms, gas safety).



Costs Typically Covered by the Tenant

- Damage caused by misuse or negligence.
- Replacing lightbulbs, fuses, and alarm batteries.
- Unblocking drains due to improper use.



TEN

DID YOU KNOW?

*gov.uk

Landlords must provide at least 24 hours' notice before entering a property to conduct repairs or inspections.

Keep Records of All Repairs

Maintaining a record of all repairs and maintenance work can help resolve disputes and track property upkeep.

Accurate record-keeping ensures transparency and helps in case of future legal or insurance claims.

What to Document

- Date and nature of the repair request.
- Before and after photos for significant repairs.
- Action taken and response time.
- Details of the trades or contractor involved.
- Invoices, receipts, and warranties.
- Tenant communications regarding the repair.



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Landlord Maintenance Checklist

Monthly Checks

Test smoke alarms and carbon monoxide detectors.

Inspect plumbing for leaks or water damage.

Check for signs of mould or damp.

Ensure tenants report any maintenance issues promptly.

Quarterly Checks

Inspect the exterior for cracks, leaks, or drainage issues.

Service heating and boiler systems (seasonal check-ups).

Check window and door seals for drafts or damage.

Clean gutters and remove moss from roofs.

Annual Checks

Conduct a full property inspection and note any wear and tear.

Schedule an annual boiler service and gas safety check.

Test all electrical outlets and appliances.

Refresh paintwork, flooring, and fixtures as needed.

Review landlord insurance and update policies if required.

Seasonal Maintenance

Winter: Insulate pipes, check the boiler, radiators and heating systems.

Spring: Inspect roof and gutters after winter, service outdoor spaces.

Summer: Check pest control measures, repaint or repair exterior surfaces.

Autumn: Clean gutters, trim overgrown trees, and prepare heating for colder months.

Contact us
today for
your **FREE**
rental valuation.



MEYERS
MOVING BEYOND EXPECTATIONS

**Let us manage the entire letting
and tenant find service for you.**



Letting your home?

**For a free rental valuation and
expert property management
advice, head to
meyersestates.com to contact
our lettings department.**

If you have instructed another agent on a sole agency
and/or sole letting rights basis, the terms of those
instructions must be considered to avoid a possible
liability to pay two commissions.