**Sample letter to send to your Landlord or Agent**

|  |  |
| --- | --- |
|  | Landlords Name: |
|  |  |
|  | Landlords Address: |
|  |  |
| Date: |

Dear

**RE:**

**I have contacted Torbay Council and explained the problems I have been having at the property I rent from you. They have suggested I write to you listing the faults and giving you an opportunity to resolve matters without the need for the Council to become involved. I have been advised that if the defaults are not rectified within a reasonable time period to contact them again and in certain circumstances they may inspect the property and request your presence. If you need to talk to Housing Standards at Torbay Council they can be contacted on 01803 208025 although at this stage they are not involved.**

**The problems I have been experiencing are:**

|  |  |
| --- | --- |
| **Defect or Problem** | **Details (including room(s) affected)** |
| Dampness (water penetration, leaks, condensation or mould) |  |
| Lack of heating to each room and inadequate loft insulation |  |
| Unsafe stairs / steps, uneven / slippery floors or yards |  |
| Disrepair (leaking roof, rotten floors, windows do not open or close properly) |  |
| Lack of hot water or other plumbing problems |  |
| Poor fire safety (Smoke detection and fire doors) |  |
| Unsafe electrical system or gas appliances |  |
| Lack of security (poor locks on windows and doors, no intercom on front door of a block of flats)  Poor management of the common parts of the building, stairs, hall, shared toilets or kitchen. |  |
| Other matters (not covered above) |  |

Yours sincerely

Sign here:

Name:

Telephone No: