

What to do if you pay rent and big problems in your home need fixing



If something in your home needs fixing you may think about leaving.

But that is not always a good idea.



It could be very hard to find a new place to live.



If you leave you might not get help to:

- find a new home
- pay for a new home



You might become homeless.



You might have to pay for your old home and your new home.



The new place might not be better.



The new place might cost you much more.



Ask your landlord to fix things for you

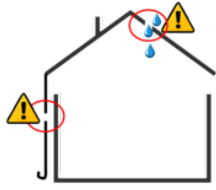
If you do not own your home you might pay someone to live there.

A landlord is the person who owns the place where you live.

You pay them money to live there. The money you pay is called [rent](#).



Your landlord usually has to fix any big problems in your home, like having:



- a roof with a hole that lets water in, or a broken pipe



- no heating



- a leaky or broken toilet.



You should tell your landlord about any things that need to be fixed.



You can contact them by:

- phone
- email, or
- text



Your landlord's contact details should be in your licence or [tenancy agreement](#).



Remember:

Your landlord will not be responsible for fixing everything that breaks in your home.

Your landlord will not be responsible for small jobs like lightbulbs or damage made by you.

If something in your home needs to be fixed, check your licence or tenancy agreement.

If you need advice or support, contact the Learning Disability Helpline.

