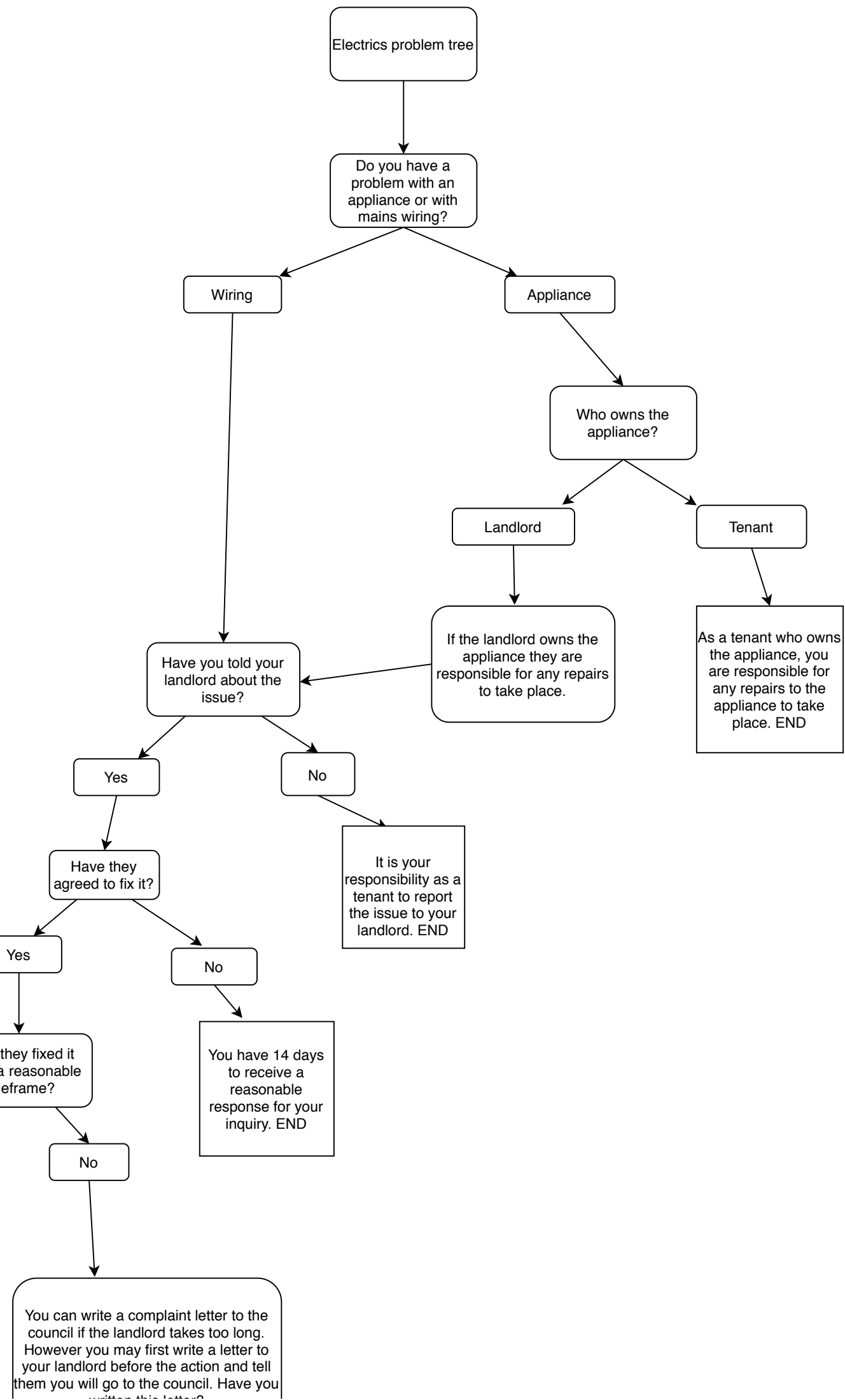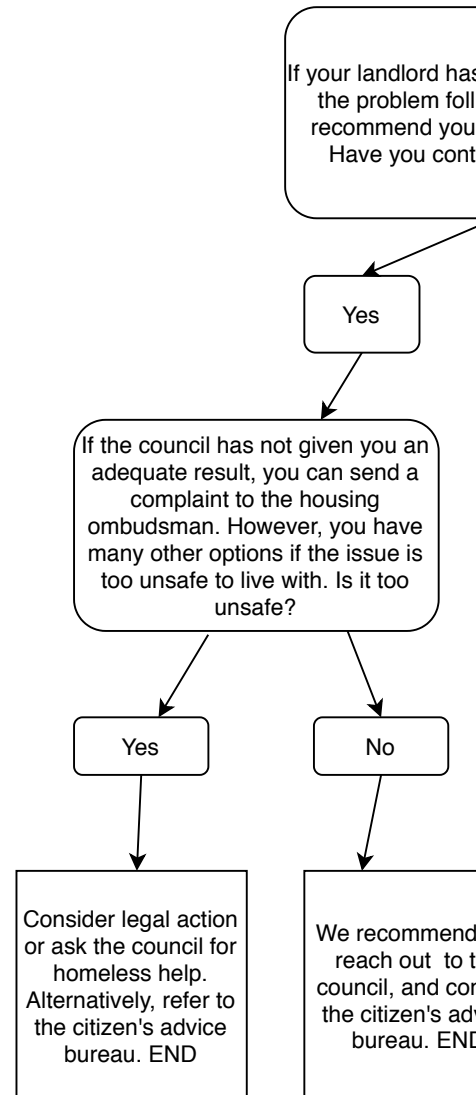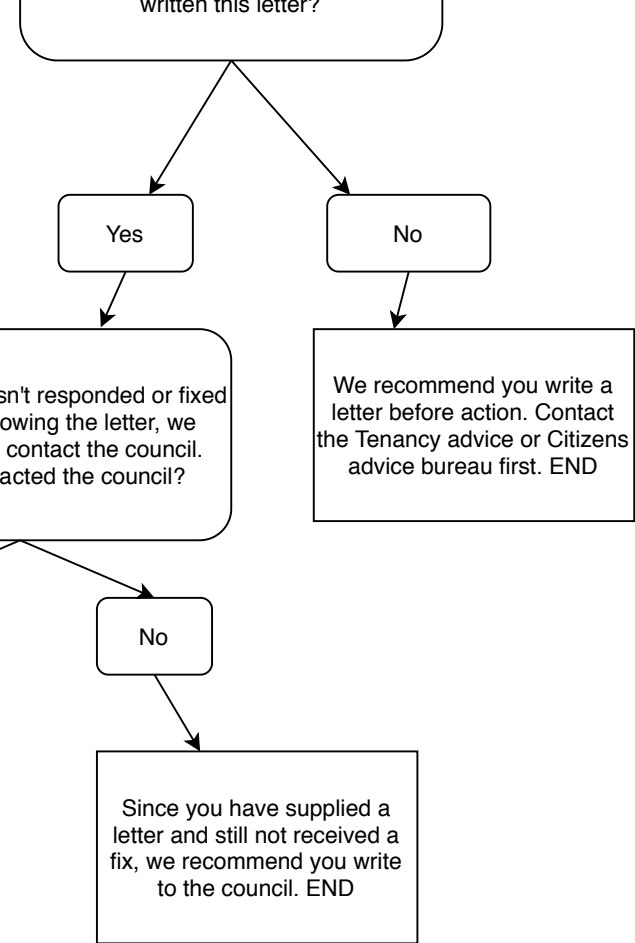Have
within a
tim

Yes

They have fixed the
issue,
congratulations!
END

```
Electrics problem tree
```

```
Do you have a
problem with an
appliance or with
mains wiring?
```

```
Wiring
```

```
Appliance
```

```
Who owns the
appliance?
```

```
Landlord
```

```
Tenant
```

```
If the landlord owns the
appliance they are
responsible for any repairs
to take place.
```

```
As a tenant who owns
the appliance, you
are responsible for
any repairs to the
appliance to take
place. END
```

```
Have you told your
landlord about the
issue?
```

```
Yes
```

```
No
```

```
Have they
agreed to fix it?
```

```
It is your
responsibility as a
tenant to report
the issue to your
landlord. END
```

```
Yes
```

```
No
```

```
they fixed it
a reasonable
eframe?
```

```
You have 14 days
to receive a
reasonable
response for your
inquiry. END
```

```
No
```

```
You can write a complaint letter to the
council if the landlord takes too long.
However you may first write a letter to
your landlord before the action and tell
them you will go to the council. Have you
written this letter?
```

If your landlord has
the problem foll
recommend you
Have you cont

Yes

If the council has not given you an
adequate result, you can send a
complaint to the housing
ombudsman. However, you have
many other options if the issue is
too unsafe to live with. Is it too
unsafe?

Yes

No

Consider legal action
or ask the council for
homeless help.
Alternatively, refer to
the citizen's advice
bureau. END

We recommend
reach out to t
council, and cor
the citizen's adv
bureau. END

written this letter?

Yes

No

sn't responded or fixed
owing the letter, we
contact the council.
acted the council?

We recommend you write a
letter before action. Contact
the Tenancy advice or Citizens
advice bureau first. END

No

Since you have supplied a
letter and still not received a
fix, we recommend you write
to the council. END

you
he
ntact
vice
D