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# Problems with your landlord or rented property

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We have a legal obligation to protect tenants from living in dangerous and substandard properties.

We'll work with tenants to ensure necessary repairs are undertaken within a reasonable time and the property is fit to live in.

The kind of problems we can help with:

- Repairs your landlord has failed to carry out. For example, you've reported a problem and your landlord hasn't fixed it within a reasonable time
- Damp, mould or condensation
- Communicating with your landlord. For example, if your landlord doesn't respond to your phone calls

## Before making a complaint

Before we are able to help you will need to have:

1. Tell your landlord verbally and in writing of the problems and give them the opportunity to fix them. It is important that you keep a copy of any letters, emails or texts you send
2. If you have had no response from your landlord within a reasonable time (28 days) write to them again giving them 14 days to fix the issues. Again make sure you keep copies

If after following these two steps the landlord has not been in contact or completed the works please report the issue to us.

In order to process your complaint, we will require:

- Your name and contact number
- The full address of the property
- Details of the defects/issues
- Your landlord/agents name and contact number
- Evidence of you contacting the landlord/agent

**Report a problem now**

## After you've reported a problem

After you've reported a problem to us, we will:

- We aim to contact you within 10 working days to make an appointment to inspect the property if necessary, with yourself/the landlord
- If work is required, we will contact the landlord to advise them of the necessary work they have to do to make your home fit to live in
- Agree a reasonable timescale with your landlord for the repairs to be undertaken
- Monitor your landlord's progress and take further action if needed
- If necessary, take legal action against your landlord to ensure the repairs are carried out
- Keep you informed throughout the process where we can

## Blackpool Council

Municipal Buildings  
Corporation Street  
Blackpool  
FY1 1NF

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