

Disrepair.

A landlord's guidebook.



A message from Plentific.

There has been an exponential rise in disrepair claims over the last few years. According to the latest data from The Regulator of Social Housing (RSH), housing providers spent £7.7bn on repairs and maintenance in 2023¹, a 20% increase from the year before. Landlords are struggling to deal with exponential rises in claims, and with the ubiquity of no-win, no-fee lawyers, tenants are exercising their rights more than ever before.

In addition to disrepair compensation, landlords are facing soaring costs, supply chain issues, repair backlogs, the ever-changing legislative environment and increasingly vocal tenants. Understanding disrepair obligations, and maintaining good communication, while having a clear audit trail are critical processes to keep your tenants safe and reduce your organisation's legal risk.

Plentific's platform addresses landlords' most pressing challenges, removing the headache from repairs, compliance and the procurement of verified contractors. Plentific can help address the disrepair issues that landlords face, and ultimately prevent disrepair cases from happening in the first place.

This guidebook provides an overview of housing disrepair and insight into how using technology like Plentific can streamline your repair process.



^{1.} Regulator of Social Housing's Global Accounts 2023, published in Inside Housing



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What causes housing disrepair?

When a property becomes unsafe or unsuitable for living compared to when the resident moved in, it is considered to have fallen into disrepair.

Disrepair is the result of defects in need of immediate repair that have not been resolved promptly, including:



Damage to premises



Plumbing issues



Structural issues



Faulty facilities



Damp and mould



Infestations of vermin







Your obligations as a landlord.

There are 3.7 million people in the UK living in homes considered to be in a state of disrepair.² Social and private landlords have legal obligations relating to the housing conditions of the landlord.

These obligations are set out under legislation, including:

- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- The Decent Homes Standard (DHS) 2000
- Housing Health and Safety System (HHSRS) 2006
- Homes (Fitness of Habitation) Act 2018
- Social Housing (Regulation) Act 2023

Repairs flagged by tenants must be actioned in a reasonable timeframe and the landlord is responsible for keeping residents safe in the interim. These rules apply to anyone providing rental accommodation including councils, housing associations, private letting agents and landlords.

A rented home is considered unfit for habitation when unresolved issues make it unreasonable for tenants to live there.3 This includes conditions that impact a tenant's health, increases the risk of physical harm and/or injury and prevents full use of the home.



DLUHC analysis based on English Housing Survey 2019 to 2020 data.

Fitness for human habitation implied terms in tenancy agreements, Shelter England.

Your obligations as a landlord.

The most common disrepair jobs undertaken by landlords.4



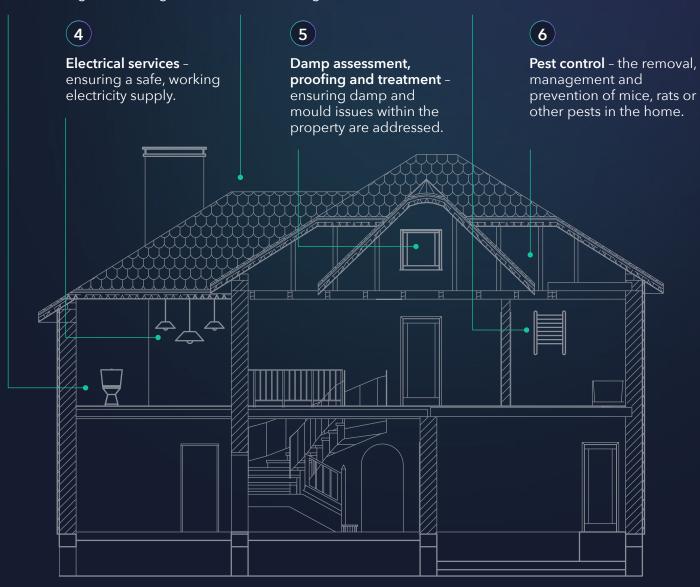
Plumbing services - ensuring adequate sanitation facilities, including basins, baths and toilets and keeping these facilities in good working order.



Structural building work – maintaining the roof, guttering, floors, stairs, pipes and windows to ensure the structural integrity of a building.



Heating and hot water services ensuring an adequate supply of hot water and that the heating is in good working order.



^{4.} Data from the Plentific platform, based on top 10 repair jobs that fall under disrepair.



The consequences of disrepair.

Landlords must repair the property as soon as possible after being alerted to an issue by the resident. If the landlord acts swiftly and the repairs are satisfactory, there is no issue. However, a failure to address the needed repair in a reasonable timeframe may lead to the resident filing for compensation.

The amount of compensation a tenant can claim is based on three key factors:

- 1. The severity of the damage
- 2. The length of time the disrepair was left unresolved
- 3. The type of disrepair

The cost to landlords repairs and compensation can be high. In a worst-case scenario, an uninhabitable property could result in the landlord paying the tenant the equivalent of 100 per cent of the rent when the disrepair occurred.

In most common cases, compensation ranges between 25 per cent and 50 per cent 5; however, in the case of one complaint, damp, a defective toilet and some broken lights resulted in £5,000 of compensation.⁶ A tenant in Liverpool was awarded £13,000 in compensation for a claim involving a hole in the roof, leaks and damage to belongings.7

Landlords are liable for the cost of the repair itself, legal costs to cover the claim and additional compensation for harm or loss caused by the disrepair or damage to belongings.

The true cost of disrepair



£213 - £30,0008

The average range of repair costs that fall within the disrepair service category.



£1,000 - £13,000 9,10

The average compensation awarded to tenants as a result of disrepair claims.

- "£6,000 compensation for council house resident with damp, a defective toilet and broken lights." CEL Solicitors.
- "£13,000 compensation for Housing disrepair client with a hole in her roof, leaks and damaged belongings." CEL Solicitors.
- Data from the Plentific platform, based on landlords' usage of appointed contractors.
- Housing disrepair case studies, MLA Solicitors.
- 10. "£13,000 compensation for Housing disrepair client with a hole in her roof, leaks and damaged belongings." CEL Solicitors.

How Plentific can help.

For many, the costs associated with disrepair may seem unavoidable as landlords are often only notified of issues after they have already come to a head. Even after landlords have been alerted to potential disrepair issues, arranging repairs can become difficult due to contractor availability, coordination and access problems. But what if there was an easier way to fix, track and prevent disrepairs?

Plentific gives landlords the visibility needed to manage assets and repairs effectively. The platform utilises real-time data and integrates all aspects of property operations into one intuitive solution.

With Plentific, landlords can:



Have an accurate view of the quality of housing stock and track repairs from start



Maximise operational efficiency by streamlining collaboration with residents, landlords and contractors and receiving competitive quotes from a wide contractor network to remove the risk of disrepair backlog.



Minimise rent loss and untenanted properties by turning around disrepairs, voids, renovations and projects faster and cost-effectively.



Ensure asset safety and continuous compliance by providing an end-to-end solution to help manage and record all areas of compliance to deliver reports, assessments and remedial works.



Increase tenant satisfaction by empowering residents through self-service. Provide a consistent and frictionless user journey across different touch points, with streamlined communication, accurate issue diagnosis and allow residents to manage their appointments.



Bolster your supply chain with a flexible supply chain whether that be via appointed contractors, internal workforce or vetted contractors on the Plentific Marketplace. Have access to repair specialists with experience in handling disrepair jobs.

How Plentific can help.



Reduce costs.

54% savings when utilising Plentific's contractor marketplace compared to landlord-appointed contractors¹¹



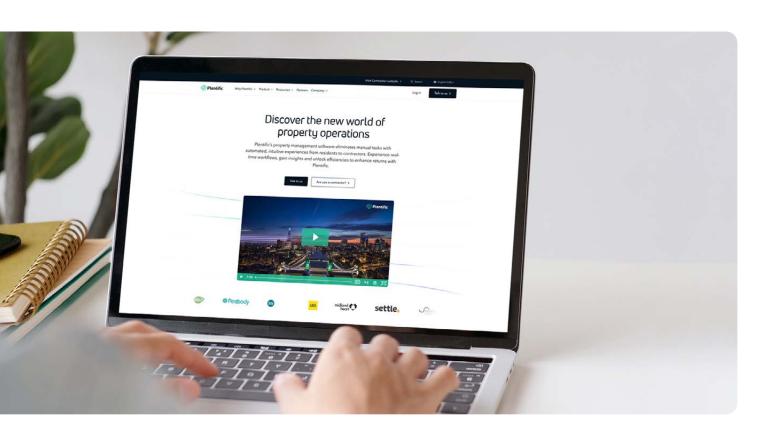
Save time.

72-hour turnaround from quote accepted to repair on disrepair services when using Plentific's contractor marketplace¹²



Minimise risks.

4 hours to ensure that a property with emergency repairs is made safe¹³



- 11. Data from the Plentific platform, based on average of top 10 repair jobs that fall under disrepair.
- 12. Ibid.
- 13. Ibid. (DPS)

Moving forward with Plentific.

Plentific builds comprehensive solutions enabling landlords to manage repairs proactively, access data analytics for each asset and streamline the delivery of reactive repairs.

Plentific gives landlords assurance at each step of the process, from tenants raising repairs to contractors accessing the property, and completion records. An auditable activity log is stored in the system for when landlords need to review the efforts made to prevent disrepair from happening in the first place, should the need arise.

Plentific is a Software as a Service (SaaS) platform and tech-enabled Marketplace developed to connect owners, operators, service providers, and residents in a single place, facilitating realtime property operations. Recognised for its award-winning solutions, Plentific helps streamline operations, unlock resources, enhance resident satisfaction, and ensure asset safety. Users benefit from data-driven insights that prompt action, resulting in tangible impact.

Plentific's solutions include Work Order Management, Resident Self-service, a Techenabled Contractor Marketplace, Contractor and Internal Workforce Management, Inspections and Compliance Management.

Committed to building stronger communities where people can thrive, Plentific leverages technology to enhance the lives of 3M+ residents and businesses of 25,000+ service providers worldwide.

This year Plentific joined the National Housing Federation's list of preferred technology partners and was ranked in the Financial Times' Fastest Growing Companies as the UK's fastest-growing proptech.

Get in touch today!

